



**DEPARTMENT OF MENTAL HEALTH  
POLICY/PROCEDURE**

<b>SUBJECT</b> <b>ISSUANCE AND SAFEKEEPING OF METRO LINE TOKENS</b>	<b>POLICY NO.</b> <b>804.06</b>	<b>EFFECTIVE DATE</b> <b>08/01/2001</b>	<b>PAGE</b> <b>1 of 4</b>
<b>APPROVED BY:</b>  Director	<b>SUPERSEDES</b> <b>404.7</b> <b>08/01/2001</b>	<b>ORIGINAL ISSUE DATE</b> <b>08/01/2001</b>	<b>DISTRIBUTION LEVEL(S)</b> <b>1</b>

**PURPOSE**

- 1.1 To establish a Department of Mental Health (DMH) policy and procedure for adequate and efficient internal controls over the issuance and safekeeping of Metro Line tokens.

**POLICY**

- 2.1 The DMH Accounting Division will issue Metro Line tokens to DMH clinics and programs for employees' use for County business only.
- 2.2 Metro Line tokens are negotiable and portable assets and must be accounted for and safeguarded.

**PROCEDURE**

- 3.1 Requesting and Safeguarding Metro Line Tokens
  - 3.1.1 A clinic/program requesting access to Metro Line Tokens must complete a "Signature Update Sheet" (Attachment I).
    - 3.1.1.1 The custodian, back-up custodian, Clinic Manager and back-up Manager (designee) must sign and date the sheet.
    - 3.1.1.2 The "Signature Update Sheet" shall be updated annually or any time there is a change in responsible parties.
  - 3.1.2 Complete the "Metro Line Token Request" form (Attachment II). The Clinic Manager or designee must approve the request.
  - 3.1.3 A maximum of three (3) months supply may be requested.



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3.1.4 Both of the above forms shall be submitted in duplicate to:

Department of Mental Health  
Accounting Division  
550 S. Vermont Avenue, 8th Floor  
Los Angeles, CA 90020

3.1.5 A written authorization, signed by the Clinic Manager, shall be provided to the messenger designated to pick up the tokens. The messenger shall not be responsible for the issuance or safekeeping of the tokens.

3.1.6 When tokens are received from the Accounting Division, the Clinic Manager or designee shall update the Metro Line Token Log (Attachment III).

3.1.7 The Metro Line tokens shall be secured in a locked file or safe at all times. Access to the file/safe shall be limited to the designated custodian and the Clinic Manager or designee.

3.1.8 When it is necessary to replenish the supply of tokens, the following forms will be sent to the Accounting Division:

3.1.8.1 An approved "Metro Line Token Request" in duplicate;

3.1.8.2 The original Metro Line Token Log showing a low inventory balance;

3.1.8.3 All Metro Line Token Requests received during the applicable time frame and an accounting of the tokens issued. The total number of tokens requested must equal the total number of tokens posted in the Log.

### 3.2 Metro Line Tokens Issuance

3.2.1 The Metro Line token file may be kept in a locked drawer at the desk of the primary custodian (back-up custodian) during working hours and transferred to the file/safe after hours.



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3.2.2 Metro Line tokens will be issued to employees only for County business and upon receipt of the “Metro Line Token Request”, verification of justification and management approval.

3.2.3 The custodian shall update the Metro Line Token Log as follows:

3.2.3.1 Record the date the tokens are issued;

3.2.3.2 Record the number of tokens issued and adjust the Inventory Balance accordingly.

3.2.3.3 Record the clinic name and cost center.

3.2.3.4 The requester shall acknowledge receipt of the tokens with a signature/date on the Metro Line Token Request and initials on the Metro Line Token Log.

3.2.3.5 Upon transfer of the tokens from the clinic to the employee, the custodian shall sign the Metro Line Request form.

3.2.3.6 All requests shall be filed in a separate folder and kept in a locked drawer for audit purposes.

3.2.4 The Clinic Manager or designee will perform a monthly token count and reconcile with the Log and sign, date and initial the Log.

3.2.5 Inventory shortage or overage shall be reported immediately to the Accounting Division by telephone at 213-738-4705. In addition a written report shall be sent to:

DMH Accounting Division  
550 S. Vermont Ave. 8th Floor  
Los Angeles, CA 90020  
Attention: Division Chief

3.2.6 The Clinic Manager shall investigate any losses and take corrective action as appropriate to ensure future losses do not occur.



**LAC  
DMH**  
LOS ANGELES COUNTY  
DEPARTMENT OF  
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4.1 Clinic Closure

When a DMH facility, section or unit having Metro Line tokens ceases operation, the following must be observed:

- 4.1.1 Prior to closing, the custodian shall secure the Metro Line tokens and report the status to the Accounting Division.
- 4.1.2 The custodian must return the Metro Line tokens to the Accounting Division on the date of closure or the following business day.

**ATTACHMENTS**

Attachment I      Signature Update Sheet  
Attachment II     Metro Line Token Request  
Attachment III    Metro Line Token Log