

**STATE OF NEVADA
AGING AND DISABILITY SERVICES DIVISION**

**SERVICE SPECIFICATIONS
REPRESENTATIVE PAYEE SERVICE**

Any exceptions to these Service Specifications must be requested in writing and approved by the Deputy Administrator of the Aging and Disability Services Division.

PURPOSE:

To promote quality of service, the Aging and Disability Services Division (ADSD) has established service specifications that contain general guidelines. The service specifications that each grantee must follow consist of GENERAL REQUIREMENTS and PROGRAM-SPECIFIC REQUIREMENTS established for each type of funded service.

SERVICE DEFINITION:

This service provides money management and supportive case management for eligible individuals, age 60 and over, who are unable to receive and manage their own funds and have no other suitable person to act on their behalf. Services include: determining the client's spending priorities within his or her available income; conducting a comprehensive client assessment, followed by periodic status monitoring; developing an agreed upon monthly budget with the client; managing monthly expenditures; and case coordination with case managers from other agencies.

SERVICE CATEGORIES AND UNIT MEASURES:

Representative payee services are provided by a case manager, including client assessment, development of service plans, and coordination of services with other agencies.

One unit equals one hour of representative payee service on behalf of a client.

GENERAL REQUIREMENTS:

- A. Grantees must have authority to handle funds from benefit sources and comply with all representative payee regulations for those sources. These sources include, but are not limited to, the Social Security Administration, Veterans Administration, and private or public pension plans. All property is to remain in the client's name. Upon discovery of undisclosed assets, such as stocks and bonds, reassessment will be made at that time to determine continued program eligibility.

SPECIFICATIONS:

1. Required Services:

- 1.1 Prior to accepting a client for services, an effort will be made to locate family or friends who are willing and able to serve as payee. The program will accept clients only in the following circumstances:
 - 1.1.a No suitable family or friends are willing and able to assist the client with financial transactions.
 - 1.1.b Family/friends have exploited or abused the client.
- 1.2 Management of client income sources will be limited to benefit sources such as the Social Security Administration, Veterans Administration, and private or public pension plans.
- 1.3 Services will be provided to clients residing in the community. Residents of group care facilities will only be served when the representative payee program determines that alternative payees are unavailable or inappropriate.

2. Service Prohibitions:

- 2.1 Staff shall not transport clients.
- 2.2 Staff shall not authorize medical care decisions or make personal decisions on behalf of the client.

3. Assessment:

- 3.1 Program staff is required to perform an in-home assessment to determine whether the client is suitable for service. The in-home assessment must be completed within 10 working days of referral unless a waiting list is in effect. In-home assessment documentation must include:
 - 3.1.a Living situation: Name and relationship of people living with the client;
 - 3.1.b Relatives: Name, relationship, address, phone number;
 - 3.1.c Other agencies involved in the case: Name of agency, contact person, phone number;
 - 3.1.d Condition leading to referral to representative payee service and source of referral;
 - 3.1.e Description of income sources and amounts;

- 3.1.f Description of expenses and amounts;
 - 3.1.g Client's written consent to participate in the service; and
 - 3.1.h Other services the client may need and associated referral documentation.
- 3.2 A service plan is to be established with client participation and a copy of the completed plan is to be provided to the client. The service plan must include:
- 3.2.a A monthly budget which identifies client income and spending priorities, expenses, and amount of money available for personal use by the client;
 - 3.2.b How often personal funds will be distributed to the client;
 - 3.2.c A statement advising the client of rights under the representative payee program; and
 - 3.2.d Client and agency representative signatures.
- 3.3 Whenever there is a significant change in the client's monthly budget, a new service plan will be developed and a copy will be provided to the client.
4. Operating Procedures:
- 4.1 Program staff will develop and maintain a financial internal control system to accurately manage the income and expenses of each client. Components of this system will include: notifying income sources and payers of the payee agreement, tracking deposits and debits, ensuring payments are made on time, disbursing personal money to clients in accordance with the established service plan, and providing a reconciliation report to the client, at the least on an annual basis or as requested by the client.
 - 4.2 For the protection of durable property purchased for the client by the payee, property such as televisions, stereos, or appliances will be engraved or otherwise permanently marked with the client's last name and the last four digits of their Social Security Number.
 - 4.3 At a minimum, staff assigned to serve as representative payee case managers will contact the client quarterly, by phone or in-person, and document the following in the case record:
 - 4.3.a Verify that the client is receiving personal expense money;
 - 4.3.b Check on the status of the client;

4.3.c Assess need for continued representative payee services and determine whether less-restrictive alternatives are available; and

4.3.d Determine if an adjustment in the client's monthly budget is needed.

5. Special Compliance Requirements:

- 5.1 The representative payee agency must be approved and authorized by the entity paying the benefits, e.g. Social Security Administration, prior to providing services for each client.
- 5.2 The representative payee agency must have sufficient liability coverage to protect the client assets it manages.
- 5.3 The representative payee agency must be bonded.
- 5.4 A background check must be completed on all representative payee case managers every two years. Anyone with a felony conviction or a conviction for child or elder abuse or a financial crime must not be allowed to work as a representative payee or staff within the program.