

## Representative Payee Program Procedures

### Purpose

The purpose of the Representative Payee Program is to assist clients who are unable to manage their money by paying clients' bills with the clients' funds.

### Scope

The Representative Payee Program is available to all people who need assistance with the mechanical process of paying bills, provided they are under case management and meet the requirements of the referring agency.

### Procedures

**Case Management**—All clients must have someone acting in the capacity of a case manager. The case manager shall serve as an intermediary between the client and the Representative Payee. The case manager shall establish a budget for the client's benefit and shall approve expenditures from the client's funds.

**Receipt of Funds**—CCOA will receive funds from various sources on the client's behalf. These funds shall be deposited into the Representative Payee Account. One bank account shall be maintained for this program and any additional bank accounts must have the approval of the Executive Director.

**Accounting for Funds**—A separate ledger shall be maintained for each client showing the client's portion of the funds contained in the Representative Payee Account. The sum of the client ledgers shall equal the funds available in the account.

**Disbursement of Funds**—The Representative Payee shall prepare disbursements from the Representative Payee Account in accordance with the following guidelines.

1. No checks shall be made out to cash.
2. The client's ledger balance cannot go below zero. Borrowing from one client to pay the bills of another client is strictly prohibited.
3. Checks shall be prepared by the end of the week and ready for distribution by 2 p.m. on Thursday.
4. Two authorized signatures are required for each check.
5. A 24-hour workday advance notice is required for payment of special requests.
6. Payments will be authorized by the case manager.

**All CCOA employees are bonded and insured.**



CCOA - Aging, Weatherization  
and Human Services, Inc.

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CCOA—Aging, Weatherization  
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REPRESENTATIVE  
PAYEE  
PROGRAM

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## CCOA REPRESENTATIVE PAYEE PROGRAM

CCOA's Representative Payee Program assists individuals receiving Social Security pay bills and budget their monies.

Referrals for payees are received from the Social Security Administration, social security recipients, family members of recipients, and other agencies and/or individuals advocating for recipients' well-being.

Upon receipt of referral, CCOA will follow up with the payee and complete the information and application process. Once this is done, Social Security will be contacted and an appointment will be made for payee authorization. After notification is received that CCOA is authorized to act on payee's behalf, the client and CCOA will develop a budget. Clients will have input as to disbursements to creditors.

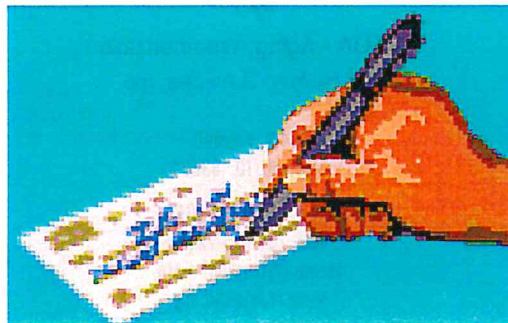
A separate account will be maintained for all payees, and proper records will be maintained documenting credits and debits for each separate client.

Clients will have access at all times to information on their accounts and will

receive monthly printouts of their accounts' activities. Information is given only to clients, unless written permission is obtained from the client to allow others access to information. CCOA's strict policy on client confidentiality will be maintained at all times.

CCOA's Representative Payee Program will comply with Social Security Administration requirements and guidelines and will keep SSA informed on changes to report as outlined in the *SSA Guide for Representative Payees*.

In accordance with Social Security Administration guidelines, CCOA is permitted to charge a \$38 monthly fee for services.



CCOA is a not for profit 501 (c) 3.

### Our Mission

Provide assistance to elderly, disabled and financially limited individuals, through a variety of human service programs, to promote self-sufficiency and to protect dignity, safety and independence.

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