

OUTLINE FOR REPORT ON REPRESENTATIVE PAYEE PROGRAM

Program Growth – The Coming Tsunami

- Background on Rep Payee Program and Process
 - Who can be a Rep Payee? Individual vs. Organizational Payees
 - Selection Process and Responsibilities
 - Preference list
- Statistics on current Rep Payees & Beneficiaries
 - Payees/Beneficiaries by Program, Type of Payee, etc.
 - Most payees are family members
- Projected program growth → increased demand for Rep Payees in future
 - Projected growth in the aged population will account for most of this increase in demand (GAO/SSA)
 - Assigning Rep Payees to the current beneficiary population in the retirement program means new challenges for the agency.

Oversight & Monitoring Challenges

- Media reports of serious misuse and neglect
 - Henry's Turkey Service
 - Linda Weston (Philadelphia case)
 - Articles/stories re: challenges & shortcomings of SSA rep payee program
- Current monitoring processes and their disadvantages
 - Field Office (FO) procedures for handling workloads (Dorcas mentioned a “17 step process”), e.g. application, screening, reviewing, training, & appeals process for beneficiaries
 - SSA Annual Accounting Forms
 - Self-reported – not very effective at detecting mistakes or misuse
 - Periodic Reviews and Discretionary Reviews
 - Not enough are being reviewed – only about 2,300/year out of 6 million payees total
- The Need for Collaboration with other federal/state/local agencies
 - Recent collaboration with NDRN/P&As as a potential model
 - Comparative analysis for “best practices”
 - Domestic: VA fiduciary program, state courts (guardianship), state adult protective service agencies, state foster care agencies, etc.
 - International: UK (property and financial affairs lasting power of attorney), and other developed nations (e.g. Australia, Netherlands, Germany, etc.)
 - In addition, this section could compare the rep payee accounting and monitoring process for domestic SSA beneficiaries vs. international SSA beneficiaries.

The Need for Systems Modernization

- Current Rep Payee System (RPS) has a lack of integration with other systems (e.g. benefit payment systems)
- eRPS created in 2011 in response to Philadelphia case
 - Intended to improve RPS functionality and better track payee misuse
 - However, SSA employees in Seattle in 2014 reported that the project was underdeveloped and that the new systems were cumbersome and complicated to use and not in sync with one another