

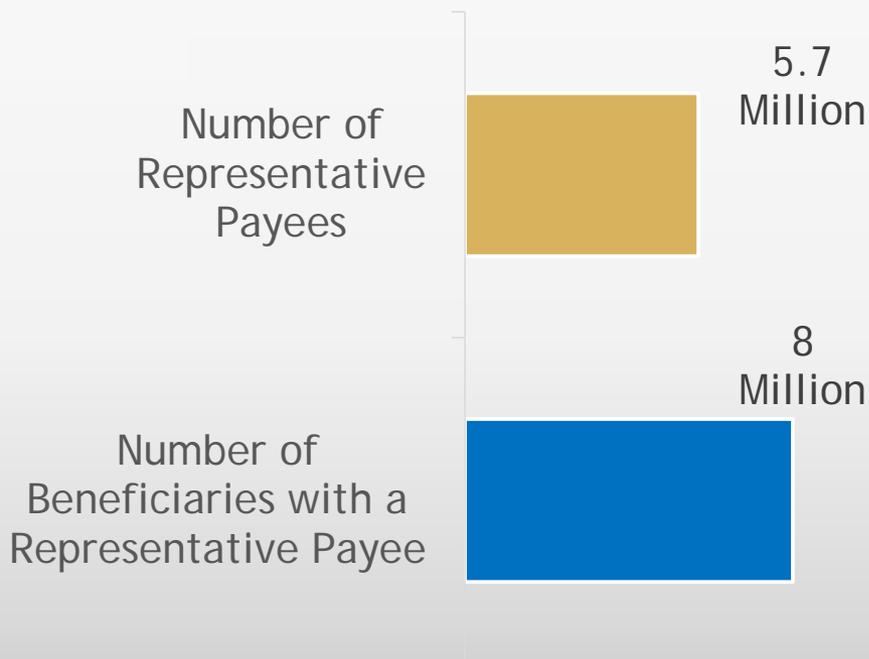


Strengthening The Representative Payee Program

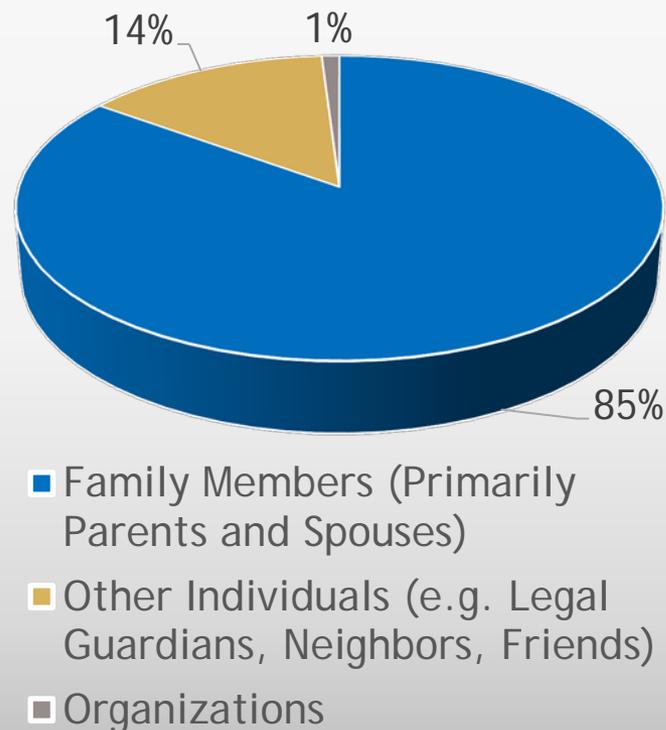


Representative Payee Overview

Beneficiaries vs.
Representative Payees
FY 2016



Who Are These
Representative Payees?





Accomplishment Highlights

- ✓ Implemented the Criminal Bar Policy
- ✓ Developed Business Process to Share Misuse Information with the Dept of Veterans Affairs
- ✓ Launched a Web-based Representative Payee System
- ✓ Released Interdisciplinary Training with Community Partners
- ✓ Revised our Capability Policy
- ✓ Redesigned our Onsite Monitoring Program



Newly Redesigned Onsite Monitoring Program

Initiated a three-phase site review process, where we are more strategic in *who* we review, *what* we review, and *how* conduct reviews by:

- ❖ Using a trained and skilled contractor to conduct *all* site reviews
- ❖ Increasing our oversight of payees
- ❖ Ensuring our beneficiaries needs are met
- ❖ Creating a centralized monitoring team to provide effective oversight of the new monitoring program



Redesigned Onsite Monitoring Program Three-Phase Approach

Using a three-phase approach, we will:

- ❖ Develop a new Representative Payee Monitoring Control Database
- ❖ Expand our review population and increase the number of reviews starting with discretionary reviews of organizational and individual payees.
- ❖ By the third phase of the new plan, our contractor will conduct 5,000 reviews annually.



Annual Representative Payee Accounting

Our annual accounting form asks payees:

- ❖ Were there any changes to the beneficiary's address
- ❖ Was the payee convicted of a felony
- ❖ Did the payee decide how the money was spent
- ❖ How much was spent for food and housing and personal items
- ❖ How much was conserved and where it was conserved

We send forms to 1/12th of our payees each month.



Payee Program Research

To further inform our long term strategies for improving the rep payee program, we solicited research from Boston College:

- ❖ The first phase of the research explored the use of the payee program by aged individuals with dementia.
- ❖ 9% of individuals in the research sample use the payee program.
- ❖ 95% of individuals in the research sample have some form of assistance with their financial management (e.g. a payee, family, or community support).



Exploratory Questions for Long Term Strategies

- ❖ When is it “in the interest of the beneficiary” to have a payee appointed?
- ❖ Beyond individuals who have been adjudicated as “legally incompetent” by a court, are there any other categories of individuals that require payees monitored by SSA?
- ❖ Should children with custodial parents and guardians have payees?
- ❖ Are we fully considering when someone can “direct the management of his or her benefits?”
- ❖ Should SSA focus its resources on accounting or onsite monitoring? What is the right balance?