

REPORTING RESPONSIBILITIES for SUB-PAYEE CASE MANAGERS AND CONTACT PERSONS

CHANGES & INFORMATION TO REPORT TO THE SUBSTITUTE PAYEE PROGRAM:

- WHERE YOUR CLIENT LIVES-You must IMMEDIATELY REPORT whenever your client:**
 - ▶ Becomes homeless, transient, or their whereabouts become unknown.
 - ▶ Moves or changes residences, is admitted to a hospital or nursing home, or is incarcerated.
 - ▶ Leaves Alameda County, California, or the United States for 30 days or more.
 - ▶ Is discharged from a hospital, nursing home, or released from jail, institution, etc.
 - ▶ Is no longer a legal resident of the United States.

- HOW YOUR CLIENT LIVES-You must IMMEDIATELY REPORT if:**
 - ▶ Someone moves into or out of your client's household (except for clients in board & care homes, hospitals, etc.).
 - ▶ The amount your client pays toward rent, room & board, or household expenses changes.
 - ▶ Your client dies or if their former spouse dies.
 - ▶ There are any births and/or deaths of any people living with client (except for clients in board & care homes, hospitals, or institutions such as Villa Fairmont or John George Pavilion).
 - ▶ There are any changes in the client's marital status: they get married, separated, divorced or marriage is annulled; they start to live with their spouse after a separation; they begin to live with someone as husband and wife; their spouse dies (even if they are divorced or separated).

- INCOME – You must IMMEDIATELY REPORT if:**
 - ▶ The amount of money (checks or any other type of payment) your client receives from someone or someplace changes. They start to receive money (checks or any other type of payment); someone provides your client with free rent, food, clothing and/or free utilities.
 - ▶ Your client starts or stops working. You will be responsible for providing start/end dates of employment, name of employer, and copies of wage stubs to the Sub-Payee Worker for each month of employment.
 - ▶ Your client becomes eligible for benefits other than Social Security (such as Unemployment, State Disability, VA benefits, pension, etc.).

- HELP YOUR CLIENT RECEIVES FROM OTHERS – You must IMMEDIATELY REPORT if:**
 - ▶ The amount of help (money, food, clothing, or payment of household expenses) your client receives changes.
 - ▶ Someone starts or stops helping your client with living expenses.

- THINGS OF VALUE THAT YOUR CLIENT OWNS – You must IMMEDIATELY REPORT if your client:**
 - ▶ Receives an inheritance, wins a prize or winnings from the lottery, receives settlements or lump sum payments from any source.
 - ▶ The total value of their resources goes over **\$2000.00**.
 - ▶ Sells or gives anything of value away; buys or is given anything of value.
 - ▶ Has or opens a bank account. You will be required to submit monthly bank statements until the account is closed.

- IMMIGRATION or NATURALIZATION SERVICE STATUS – You must IMMEDIATELY report any status changes.**

- INCARCERATIONS, WARRANTS FOR ARREST – You must IMMEDIATELY REPORT if your client:**
 - ▶ Is jailed or convicted of a felony (dates must be provided). Or has a warrant out for their arrest.
 - ▶ Is released from custody. You must submit written verification from the criminal justice system stating the incarceration AND release date to the Sub-Payee Worker.

- You must IMMEDIATELY REPORT if YOU ARE NO LONGER THE CASE MANAGER because:**
 - ▶ You will or have terminated your employment. Notification of new case manager will be needed for Sub-Payee clients.
 - ▶ Your client has been discharged from your program or you have closed their case. **You will remain responsible for Sub-Payee services until you transfer your client to a case manager in another program or until client has a new payee.**

REMEMBER:

- Payments must be used for the client's current needs or saved if not currently needed.
- Any type of savings/checking accounts, trust accounts, uncashed checks, cash on hand, is considered a resource and may affect the client's eligibility. Client is ineligible for SSI benefits if the combined total of their assets and/or resources exceeds **\$2000.00**.
- We may be held liable for repayment of any payments not used for the client's needs and/or for any overpayments that occur.
- We must account for benefits when so asked by SSA. We must keep records of how all benefits and income are spent. You will be required to provide signed receipts or statements when requested.
- Your assistance will be required periodically when SSA redetermines the client's continued eligibility for payment. When requested, you must provide evidence to help with the redetermination (e.g., evidence of income and living arrangements, completing forms regarding disability, etc.).
- You must maintain contact with all of your clients who are receiving Sub-Payee services and always be aware of their financial needs, status, and living arrangements and immediately report any changes to the Sub-Payee Worker.