

To All Caseworkers:

Due to the increase of consumer's who are receiving our services, we have decided to implement a change in our procedures as of February 1, 2008.

#### POLICY PROCEDURE FOR PAYEE PROGRAM

1. **PURPOSE:** To establish a policy and procedure for the Payee program and to provide guidance on how to request funds for clients in the payee program.
2. **APPLICABLE:** To case managers/social workers who are responsible for consumers for which the Cumberland County Mental Health Auxiliary (CCMHA) is the Representative Payee.
3. **PROCEDURES:** Case managers/social workers who have consumers in the Payee program must request funds from CCMH Auxiliary to meet the needs of the consumers. The following guidelines are required:
  - a. Payee request forms and prior week receipts **MUST** be turned in to the Auxiliary through Volunteer Services no later than 5:00 P.M., Friday of each week. All requests received after the 5:00 P.M. deadline will be considered late
  - b. Checks can be picked up Tuesday's after 12:00 P.M.
  - c. Emergency requests will be considered on a case by case basis. They must be submitted no later than 9:00 A.M. on Tuesday.
  - d. The case manager/social worker is the only one who can request funds.  
**NO CHECKS WILL BE MADE PAYABLE TO THE CASE MANAGERS.**  
The Auxiliary will determine exceptions for extreme emergencies. Receipts must be turned in to the Volunteer Services Office within 24-hours when a check is made payable to a case manager. If receipts are not turned in, case manager's Supervisor will be notified.

## General Guidelines

1. You can submit rent requests by the last week of the month. We will future date the checks (if necessary) and have them ready to go out on the 1<sup>st</sup>. This practice will avoid late fees.
2. You can request a printout of the consumers account history at any time. A printout shows what bills have been paid and what bills should be coming due.
3. Advise your consumers that any questions they may have, should be directed to the Case Manager.
4. If you fax your Payee request, call to insure that we received it. Fax machines have a tendency to be unreliable. Call us to confirm after you have sent it. Please keep a copy of the sent fax confirmation.
5. Fill out Payee request form in full, (e. g., phone number, indicate mail or pick up, fill in name and address (if we do not already have it) of where the checks will be sent.
6. Let us know immediately of any changes concerning your consumer. Incarceration, residence change, or any other pending financial issues. We need to notify SSA of any changes regarding consumer's financial situation and whereabouts.