

**The need for lifetime assistance is a number one concern for many families.**

The Representative Payee and Bill Paying Services are some of the many services offered through Ascentia's Family Advocacy & Support Services. We also offer:

- Lifetime Planning Consultation
- Pooled Disability Trust Liaison
- Special Needs Trust Assessment
- Non-clinical Case Management
- Advocacy
- Information and Referral
- Education

**Let Ascentia help you and your family with this kind of support. Call 216.378.3564 for more information.**



## **Representative Payee and Bill Paying Services**



*Ascentia*  
Pathways to Community Living

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*Ascentia: Pathways to Community Living is a program of JFSA |*

*Ascentia*  
Pathways to Community Living

## What are Representative Payee and Bill Paying Services?

A representative payee is an individual or organization that receives Social Security and/or SSI payments for someone who cannot manage or does not wish to manage his or her own funds.

Bill paying services are available for those individuals who do not receive social security payments but request assistance in the budgeting and paying of their monthly expenses.

These services are overseen by JFSA's fiscal department in order to minimize any inherent conflict of interest that may exist when an organization is providing support services and managing an individual's financial resources.



## Frequently Asked Questions

### 1. Does this program meet the requirements established by Social Security?

Yes. JFSA meets all requirements established by the Social Security Administration (SSA) for Organizational Representative Payees. JFSA will maintain an internal accounting system that meets all the SSA's requirements and which also includes flags to alert providers and clients to circumstances where the client's account is under the amount necessary to meet the client's needs, or is over the amount which threatens loss of benefits.

### 2. When can I contact JFSA about representative payee or bill paying issues?

The payee program's hours of operation will be during normal business hours Monday through Friday of each week, holidays excepted.

### 3. How are funds accessed?

JFSA will establish a monthly budget for each representative payee client at intake. Routine cash/check disbursements will be available to the client at least once each week. JFSA will make provisions for emergency disbursement of client funds related to critical housing or medical needs.

### 4. How can I keep track of expenses?

JFSA will provide to the client, upon request, receipts, expenditures and account balance statements.

### 5. What happens if bills are paid late?

JFSA will assume full responsibility for any penalties for late payments and under no circumstances pay for such penalties from client monies, assuming that the late payment was not the direct result of the actions of the client.



### 6. What are the fees for this program?

Fees for basic representative payee services, which are established by the Social Security Administration, are \$30.00 per month.

For families with more complex financial management requests, JFSA will make every effort to accommodate the client/family's needs, but may adjust the fee in order to align it with the request.

### 7. Is this a permanent arrangement?

Not necessarily. Depending upon the wishes of the consumer served, the payee program will coordinate closely with the client's service providers to address money management skills, so that a client may become his or her own payee at the earliest time possible. Bill paying services may be discontinued at any time.

For more information, please contact Ascentia's Family Advocacy & Support Services at 216.378.3564