

Massachusetts Money Management Program Program Guidelines

Representative Payee Account Monitoring

Guidelines:

Monitoring RP Client accounts ensures that the client's benefits are spent appropriately, i.e., to meet his or her basic needs, according to Social Security Administration (or other issuing federal government agency) guidelines.

The monitoring process must be completed by a third party, an employee or volunteer who does not serve any of the RP clients. Each month or quarter (see *Frequency* below) agency staff or trained volunteer monitors review the bank statements and canceled checks.

If a monitor feels any of the items on the checklist need to be clarified, they are to notify the program coordinator. The local coordinator then contacts the volunteer about the issue and follows up to make sure the problem is resolved by the volunteer.

Frequency:

- Client accounts that are serviced by an employee of the local agency will be monitored on a quarterly basis.
- Client accounts served by a volunteer will be monitored on a monthly basis.

Process:

Monitoring accounts when both the check register and statement are available:

- Complete the **RP Monitor Checklist** each month/quarter.
- Utilize the Comments section to record any issues, subsequent follow-up and resolution.
- Keep the completed checklist in the client file.

Monitoring accounts when only the statement is available:

- Complete the **RP Monitoring Sheet** on a monthly basis.
- Run through the items on the Checklist tab.
- Utilize the Notes tab to record any issues, subsequent follow-up and resolution.