

Massachusetts Money Management Program Program Guidelines

Bill Payer Monitoring

First Year Monitoring

During the first year of each new match the client's account is monitored on a quarterly basis. Monitoring will include

- a review of the client file to ensure that all bank statements and volunteer reports have been received;
- a review of the available bank statements utilizing the MMMP Bill Payer Client Monitor Checklist (Revised 5/2013);
- follow-up with the client/volunteer if any questions/issues are uncovered through monitoring.

Subsequent Years Monitoring

After the first year of a match the frequency of monitoring can be reduced from four times a year to three times a year if

- there have been no issues uncovered through past monitoring;
- all bank statements and volunteer reports have been received on time;
- bank statements include check images.

Monitoring will include

- a review of the client file to ensure that all bank statements and volunteer reports have been received;
- a review of the available bank statements utilizing the MMMP Bill Payer Client Monitor Checklist (Revised 5/2013);
- follow-up with the client/volunteer if any questions/issues are uncovered through monitoring.

Monthly Volunteer Report

The Monthly Volunteer Report (Revised 5/2013) has two sides – Client Visitation and Check Register.

Client Visitation side

- must be completed for each monthly visit and submitted to the program coordinator.

Check Register side

- is required when check images are not available. Required information includes
 - statement period;
 - numbers of each check written during the statement period whether by the client or volunteer;
 - payee and amount of each check;
 - client's signature and date.
- All other fields are of optional.