



Kokua Support Services

A Path for a Better Tomorrow

WRITTEN GUIDELINES FOR HANDLING FINANCIAL RESOURCES

1. Once finances/benefits are received on the designated date, it will take 3 business days to process and disburse funds.
2. All rent, utilities, and miscellaneous bills **will be paid first before** allowances, miscellaneous expenses, or special check requested are processed and distributed.
3. KSS requires a copy of current rental agreements, utility bills, medical bills, etc. The budget will be established and can be changed at any time per changes in living arrangements, bills, etc.
4. Allowances that are direct deposited will be deposited on Mondays and will be available for use on Wednesdays.
5. Allowances that are picked up from the KSS office are available on Thursdays between **10:00 am to 12:00 pm**.
6. Allowances that are mailed to designated addresses will be mailed on Mondays. KSS is not responsible for the arrival time of checks once placed in the care of the United States Postal Service.
7. KSS ensures a savings is established by saving 10% or an agreed upon amount if expenses allow for less than 10% of your benefit amount each month that is not to be used.
8. In regards to funds being requested that are **in addition** (special check requests) and/or separate from the designated pre-established budget, they are processed on Wednesdays.
9. Special check requests **REQUIRE receipts**. All receipts MUST be turned into KSS before additional requests will be issued. Clients are allowed **ONE special check request per month** (emergency situations are seen as exceptions).
10. Failure to provide receipts to KSS will result in a delayed disbursement of requests for approximately 3 months until a letter is written by the consumer explaining why there are no receipts for purchases made OR receipts are produced for purchases made. Client are given **3 leniency attempts** to provide receipts for check request. After the 3 attempt, no additional special check requests will be processed unless it is verified as an emergency situation or need.
11. Special check requests must be approved through case management/referral sources as applicable prior to being processed. If there is no case management/referral source involved, KSS will approve the request as seen fit.
12. Ledgers must be requested through case management/referral source if applicable. If none, you are limited to one ledger per month that will be available during that last week of each month after all expenses have been paid. The same guidelines are in place for balance requests.
13. Ledgers are made available UPON REQUEST only. No ledgers are automatically generated and sent out.
14. Upon the event of switching or ending representative payee's, an end of service letter will be drafted, signed, and mailed to the appropriate representative or agency (i.e. The Judiciary, Case Management Agency, Employer, Housing Serves, Veterans Administration, Social Security Administration, etc.) Any conserved funds will be sent back to the authorized entity whose financial resources are being managed. Any finances/benefits received *after* the end of service is signed will be sent back to authorized party.
15. In the event a check is lost in the mail, a waiting period of **10 business days** will occur before a stop payment request is placed on the lost check.
16. Stop payments are a fee of \$32.00 and will be charged to the clients account unless it is verified that KSS is found responsible. Once KSS has verified that the check has mailed and the address is correct, we are not responsible for the arrival time of the check or any faults of the US Postal Service.
17. For clients receiving SSI benefits ONLY, there is a \$2,000.00 for individuals and \$3,000.00 for a couple resource limit. A monthly internal review is performed and will monitor the resource limit amounts. Upon reaching the resource limit or reaching above the limit, your client file will be pulled, the case manager (if any) and the client will be notified of the overage. A spend down plan will be implemented through the use of a special check request that is appropriate to their needs. If unable to make contact, a letter will be mailed to the client and/or case manager notifying them of the overage and that their benefits will be stopped until under the resource limit.
18. KSS enforces a **3-strike rule** for any combative, argumentative, or uncooperative behavior while on the premises or over the phone. The 1st strike is a verbal warning. The 2nd strike is a behavioral contract stating such behavior is not allowed. The 3rd strike is not being allowed to come on the premises of KSS. If this is violated, police will be called for removal from the premises.
19. In the event that both VA and SSI/SSA benefits are being received, KSS will apply to handle both benefits.
20. For Social Security Benefits, KSS will charge a \$43.00 or \$82.00 (for substance abuse diagnosis) once a month fee for service for the duration of the participation within the Representative Payee Program IF there is no other funding source applicable such as Ohana CCS or AMHD. KSS A sliding scale fee is available on a case by case basis specific to the financial amount received. For VA benefits a fee of 4% of the benefit amount is charged monthly. For miscellaneous money management, KSS charges 40.00 monthly.

By Signing below, **I agree to the terms and guidelines of the KSS representative payee/ federal fiduciary program**. I agree that I will participate in the Rep Payee / Fed. Fiduciary program for a minimum of 6 months or per the length of time required by the referring agency/entity. Failure to do so will result in immediate notification to the appropriate parties involved, and an early termination fee of \$50.00 (The length of participation and fee requirement is specific to non-social security receiving clients).

CLIENT SIGNATURE _____

DATE _____