CLIENT FUND TRAINING
DEVELOPMENT HOME PROVIDERS

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Statewide Client Fund Manager

DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

IN-SERVICE GOAL

Following this in-service, participants will have an understanding of accountability, responsibilities, documentation requirements, and record retention.

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TODAY'S AGENDA

- Management and responsibility for member's funds
- Ledgers
- Fund Security
- Proper use of member's funds
- Documentation
- Valid Receipts
- Receipts for Online purchases
- Frequently asked questions

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MANAGEMENT AND RESPONSIBILITIES OF MEMBER FUNDS

- **Proof of how ALL funds were used**
- **Maintain detailed ledger of all funds**
  - The ledger is a financial record composed to show all transactions
- **Record Retention:**
  - 5 Years after last day member was served in your home

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MONTHLY LEDGERS

- **The monthly ledgers maintained by the Provider will show:**
  - All monies received:
    - Date Received
    - Source of funds
    - Amount Received
  - All expenditures:
    - Date funds were issued
    - What funds were used for
    - Original receipts
    - Amount Expended

MONTHLY LEDGERS

- **The monthly ledgers maintained by the Provider will show:**
  - A beginning and running balance
  - The ending balance is not to exceed $200
    - Funds in excess of $200 shall be returned to the District Client Fund Account for deposit into the member's account.
  - The ledger mailed monthly to Client Funds Office at 400 West Congress.
    - Copies will be shared with Support Coordinators, so quarterly submission at reviews are not necessary.

FUND SECURITY

- **All funds must be kept in a secure, locked location**
- **Members shall not have direct access to funds maintained by Provider**
- **Lost or stolen funds shall be replaced by the Provider within 10 days of discovery**
  - It shall also be reported to the member's Support Coordinator immediately upon discovery.

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PROPER USE OF CLIENT FUNDS

- ***<u>Monthly</u>*** **spending funds is to be used to meet the member's acceptable day-to-day personal and recreational needs. As agreed upon on the members annual ISP.**
- ***<u>One Time</u>*** **special request for funds are to be used as directed on the Expenditure Reconciliation form 1832A which is attached to the check.**
- **Funds shall not be used to purchase anything that is ordinarily required to be supplied by the provider or the Division.**
- **Member funds cannot be loaned, given, or provided in any way or manner to other members, provider staff, relatives, or friends.**

PROPER USE OF CLIENT FUNDS

- **Funds shall be spent ONLY as indicated on the check and/or expenditure reconciliation form attached with the check.**
  - If check or reconciliation form indicates funds are for clothing - **only clothing** may be purchased.
  - Any unapproved item(s) purchased receipt(s) will not be accepted. Provider will have to return those funds.

PROPER USE OF CLIENT FUNDS

- **Amended request requires written pre approval from the DDD Support Coordinator.**
  - ONLY the DDD Support Coordinator can authorize any amendments to a check request.
  - Attached your written approval to amend the check request to your Expenditure Reconciliation form.
  - DDD Support Coordinator can give written approval to amend a check request to the provider by email , a signed and dated letter, or on the ISP.
  - Guardians, family members, someone having power of attorney, DO NOT have authorization to negotiate member funds, and cannot authorize any changes to a check request.

PROPER USE OF CLIENT FUNDS

- **DO NOT exceed check amount.**
    - Reimbursement for excess amounts spent is not guaranteed.
    - You must obtain written prior approval from the DDD Support Coordinator to exceed the amount of funds issued in order to be reimbursed.
    - The written approval must indicate the exact amount the check can exceed.

VALID RECEIPTS

- **Original receipts are required for all expenditures.**
  - Receipts are due within 30 days of the issued date on the check.
  - Original receipts mailed to Client Funds at 400 West Congress #500 Tucson Arizona 85701.
  - Provider responsible to keep a legible copy of all receipts before submitting to Client Funds.
  - Receipts shall not be altered in any way. Any receipt that has been altered or is not legible will not be accepted. The funds for the receipt(s) amount the provider will reimbursed back to the member's account.
  - Attached separate sheet of paper or write on the back of the receipt if additional information to identify or explain the purchase is needed. Do not cross out or write over what is printed on the receipt.

VALID RECEIPTS FOR ONLINE PURCHASES

- Online order form of all items purchased with amount each cost and the total amount paid.
- Online print out of delivered items or the packing slip with the delivered items.
- The order from and delivered items form/packings slip must match.
- Any changes to the order such as “out of stock” or additional ordered items must be attached submitted with expenditure reconciliation form.

FREQUENTLY ASKED QUESTIONS/ANSWERS

Q: Does a member who is employed have to report wages to Social Security?

A: Yes, reporting benefits the member. A member receiving benefits that does not report wages may be in jeopardy of overpayment in benefits paid out and will have to repay those benefits back to Social Security. The members benefits can be suspended for overpayment. Contact your DDD Support Coordinator on the best way to report the members wages.

Q: Can I open a bank account in the member's name and deposit paycheck, monthly spending or onetime funds?

A: No, policy prohibits a provider from establishing a bank account for a member. Additional accounts make it difficult for DDD as the Rep Payee to assure that the individual financial eligibility level do not exceed resource limits.

Q: I have not received the monthly spending funds can I advance the funds to the member and be reimbursed later?

A: There is no guarantee you will be reimbursed. Contact Client Funds or the DDD Support Coordinator and advise you have not received the monthly funds.

FREQUENTLY ASKED QUESTIONS/ANSWERS

Q: I have lost a receipt and I the store is unable to give me a copy, what should I do?

A: Contact your DDD Support Coordinator and explain what what happened. Submit a detailed list of the item(s) you do do not have a receipt. Where you purchased the item(s) and a detailed description of the item(s). DDD S.C. will determine if they are able to verify they have seen the item(s).

Q: Is the member able to pay for another person(s) expenses such as a vacation, activity/outing, dinner, gift, etc.

A: Yes, If Social Security give approval. Support Coordinator must submit to Client Funds Social Security Approval form.

CLIENT FUNDS CONTACT INFORMATION

Mailing Address:

DES/DDD Client Funds
400 West Congress #500
Tucson Arizona 85701

Phone and Fax Number:

Phone: 520-628-6800
Fax : 520- 628-6918

Email :

DDDDSClientFund@azdes.gov

THANK YOU!

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