

ACBHD Substitute Payee Program

Contractor shall provide services to accomplish the following goals:

- i. Promote fiscal/benefits stability among clients;
- ii. Support clients in maintaining basic needs including but not limited to housing, food, utilities, and clothing; and
- iii. Coach clients to achieve financial independence.

Clients may be referred to the ACBHD Substitute Payee Program by a Clinician, Social Worker, case manager, Personal Services Coordinator, and/or Public Guardian/Conservator.

ACBHD Substitute Payee Program shall only accept clients who:

- i. Have an assigned case manager within the referring agency who is trained to work with the ACBHD Substitute Payee Program; and
- ii. Have been approved by the ACBHD Substitute Payee Program.

Contractor shall collaborate with clients and the ACBHD Substitute Payee Program to provide non-clinical Substitute Payee services and coordinate Substitute Payee client care and documentation. Contractor shall comply with all operational guidelines and requirements as set forth by the ACBHD Substitute Payee Program.¹

ACBHD Substitute Payee Program shall include:

- i. Submitting transmittal forms to the ACBHD Substitute Payee Program for payment requests, budget changes, and address changes;
- ii. Receiving client checks via mail when needed;
- iii. Storing client checks securely in a locked storage space and educating clients about properly securing and safeguarding the checks that are issued to them;
- iv. Disbursing checks to clients when applicable in a timely manner;
- v. Assisting clients in budgeting and managing funds and maintaining benefits; and
- vi. Maintaining a minimum of monthly contact with clients receiving ACBHD Substitute Payee Program services.

Contractor shall send a written request to ACBHD Substitute Payee Program for approval of client discharge for clients who are assessed by Contractor as meeting criteria for discharge from the ACBHD Substitute Payee Program.

Contractor shall notify ACBHD Substitute Payee Program:

- i. As soon as possible if a client's whereabouts are unknown;
- ii. When closing a client to their program;
- iii. When transferring a client to a new Substitute Payee Program case manager; and/or
- iv. About any changes that may affect client's eligibility for benefits and/or benefit amounts, such as incarceration, hospitalization, living arrangement changes, and/or employment status.

Contractor shall provide services in accordance with the following policies:²

¹ <https://bhcsproviders.acgov.org/providers/Subpayee/subpayee.htm>

² <https://bhcsproviders.acgov.org/providers/network/CBOs.htm>

- i. ACBHD Substitute Payee Program Description;
- ii. ACBHD Substitute Payee Program Operational Guidelines for Case Managers and Contact Persons; and
- iii. Reporting Responsibilities for Substitute Payee Case Managers and Contact Persons.

Contractor shall return all undistributed client checks to the ACBHD Substitute Payee Program within 48 hours of written notice from ACBHD upon termination of ACBHD Substitute Payee Program. Contractor shall return any checks older than 30 days to the ACBHD Substitute Payee Program.