

Past year of Representative Payee Reviews Lessons Learned

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Objectives

1. Review the Latest Results of Rep Payee Reviews
2. Understand the Impact of the P&A Initiated Reviews / Quick Response Check (QRC)
3. Preview where the Project is going in the Remaining Months of Grant Year 2

Rep Payee Review Program

2018-2019 Overview

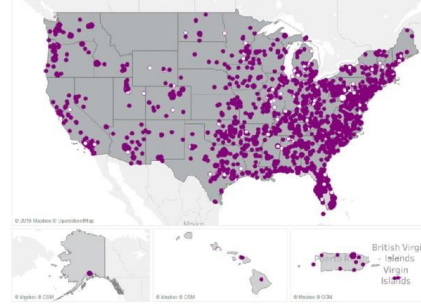
In 2018, SSA reported that there are **6 million rep payees** serving **8.3 million beneficiaries** nationwide, responsible for **\$70 billion** in SSA benefits.*

What is the Rep Payee Program?

The Protection and Advocacy (P&As) Network, consisting of 57 organizations across the country, are working in collaboration with NDRN and SSA to protect beneficiaries by educating representative payees of their responsibilities and identifying cases of financial exploitation.

In '18-'19, the P&As began **2,437 rep payee monitoring reviews** with **1,384 payee interviews completed**. These cases were conducted all across the country and territories. **173 reviews** were fully completed and closed by SSA.

*Social Security Administration (Feb 15 2019). *Annual Report on the Results of Periodic Representative Payee Site Reviews and Other Reviews- Fiscal Year 2018*. Retrieved from: <https://www.ssa.gov/legislation/2018RepPayeeReport.pdf>



What were the program outcomes?



1,384 payee interviews



6,185 beneficiary interviews



8,298 financial records reviewed



173 reviews fully closed

62,711
beneficiaries were impacted by the reviews conducted.

How are rep payees performing?

Reviewers found **4 out of 5** payees had at least one deficiency. **730** required a P&A-issued Corrective Action Plan.



61 instances of **conduit payeeship** were identified, when a payee was not providing any payee services and directly allotted SSA benefits to the beneficiary or a third party.

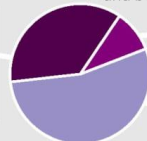
46



P&As flagged **46 payees** for suspected financial misuse or health and safety concerns.

What referrals were made?

36.4% of referrals were made to non-urgent community resources, such as affordable clothing, food, or education.



14% of reviews had at least 1 referral. As leaders in the community, P&As provided referrals to additional resources to payees and beneficiaries as needed.

9.7% of referrals were made to local government authorities, such as a Department Public Health, concerning immediate health and safety threats to beneficiaries.

54.4% of referrals were made back to the P&A for additional advocacy services.

2018-2019 Overview

Outcomes (as of September 2019)

- 1,384 payee interviews
- 6,185 beneficiary interviews
- 8,298 financial records reviewed
- 62,711 beneficiaries were impacted by the reviews conducted
- 173 reviews fully closed

Payee Performance 2018-2019 Overview

- Reviewers found 4 out of 5 payees had at least one deficiency.
- 730 required a P&A issued corrective action plan.
- 61 instances of conduit payeeship were identified, when a payee was not providing any payee services and directly allotted SSA benefits to the beneficiary or a third party.
- P&As flagged 46 payees for suspected financial misuse or health and safety concerns.

Referrals 2018-2019 Overview

- 14% of reviews had at least 1 referral. As leaders in the community, P&As provided referrals to additional resources to payees and beneficiaries as needed.
- 36.4% of referrals were made to non-urgent community resources, such as affordable clothing, food, or education.
- 9.7% of referrals were made to local government authorities, such as a Department Public Health, concerning immediate health and safety threats to beneficiaries.
- 54.4% of referrals were made back to the P&A for additional advocacy services.

Rep Payee Review Program

Mid-Year Overview '19-'20

In 2018, SSA reported that there are **6 million rep payees** serving **8.3 million** beneficiaries nationwide, responsible for **\$70 billion** in SSA benefits.*

What is the Rep Payee Program?

The Protection and Advocacy (P&As) Network, consisting of 57 organizations across the country, are working in collaboration with NDRN and SSA to protect beneficiaries by educating representative payees of their responsibilities and identifying cases of financial exploitation.

To date, the P&As began **4,699 rep payee monitoring reviews** with **3,313 payee interviews completed**. These cases were conducted all across the country and territories. **1,038 reviews** are closed out or completed by SSA.

*Social Security Administration (Feb 15 2019). *Annual Report on the Results of Periodic Representative Payee Site Reviews and Other Reviews- Fiscal Year 2018*. Retrieved from: <https://www.ssa.gov/regulation/2018RepPayeeReport.pdf>



What were the program outcomes?



How are rep payees performing?

Reviewers found **4 out of 5** payees had at least one deficiency. **1,673+** required a P&A-issued Corrective Action Plan.



168+ instances of **conduit payeeship** were identified, when a payee was not providing any payee services and directly allotted SSA benefits to the beneficiary or a third party.

130+ P&As flagged **130+ payees** for suspected financial misuse or health and safety concerns.

What referrals were made?

~**46.0%** of referrals were made to non-urgent community resources, such as affordable clothing, food, or education.



20.4% of reviews had at least 1 referral. As leaders in the community, P&As provided referrals to additional resources to payees and beneficiaries as needed.

~**11.3%** of referrals were made to local government authorities, such as a Adult Protective Services, concerning immediate health and safety threats to beneficiaries.

~**42.5%** of referrals were made back to the P&A for additional advocacy services.

2019-2020 Mid-Year Overview

Outcomes

- 3,313 payee interviews
- 12,392+beneficiary interviews
- 16,904+ financial records reviewed
- 163,304+ beneficiaries were impacted by the reviews conducted
- 1,038 reviews fully closed

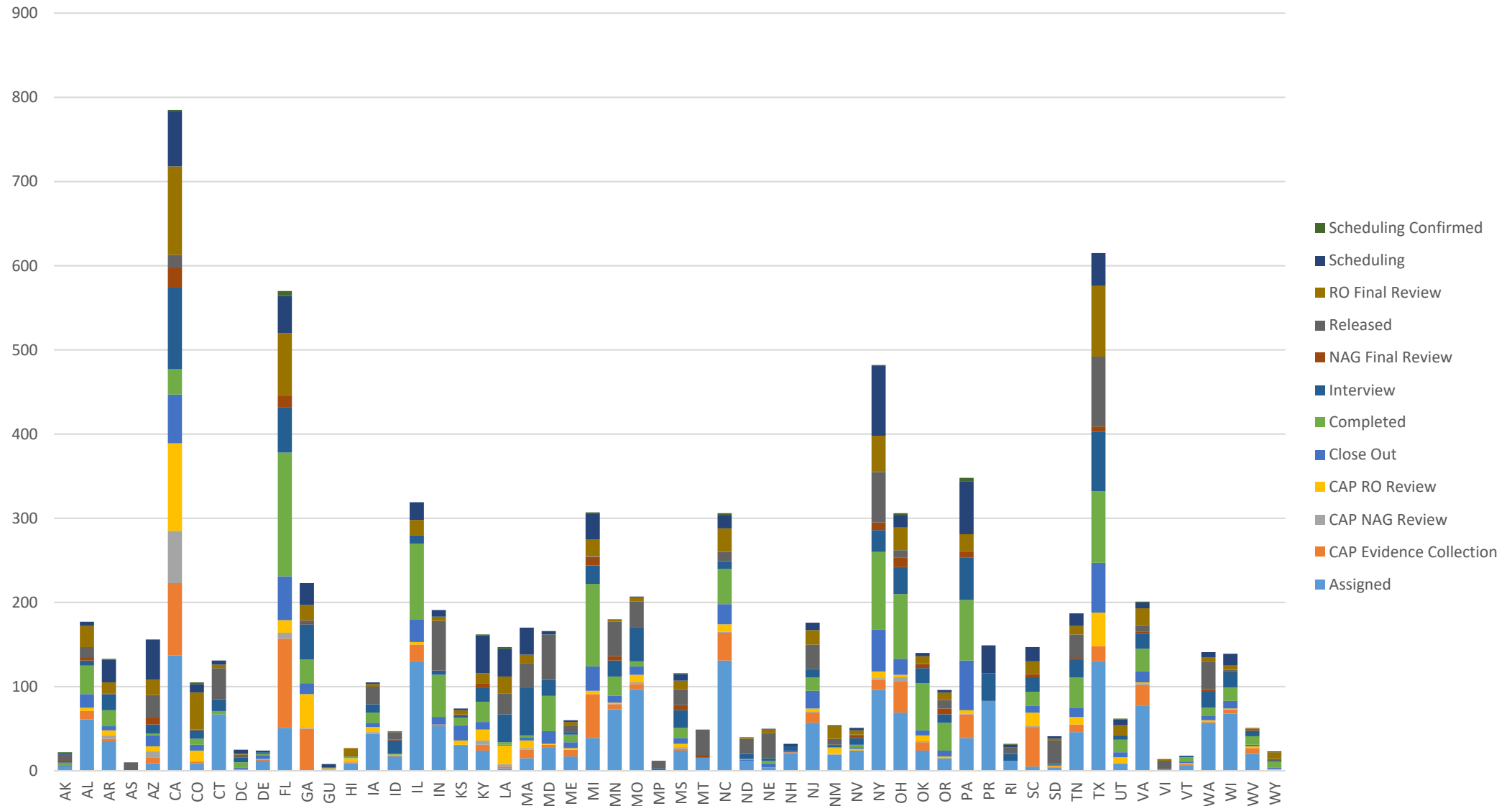
Payee Performance 2019-2020 Mid Year

- Reviewers found 4 out of 5 payees had at least one deficiency.
- 1,673+ required a P&A issued corrective action plan.
- 168+ instances of conduit payeeship were identified, when a payee was not providing any payee services and directly allotted SSA benefits to the beneficiary or a third party.
- P&As flagged 130+ payees for suspected financial misuse or health and safety concerns.

Referrals 2019-2020 Mid Year

- 20.4% of reviews had at least 1 referral. As leaders in the community, P&As provided referrals to additional resources to payees and beneficiaries as needed.
- 46.0% of referrals were made to non-urgent community resources, such as affordable clothing, food, or education.
- 11.3% of referrals were made to local government authorities, such as a Department Public Health, concerning immediate health and safety threats to beneficiaries.
- 42.5% of referrals were made back to the P&A for additional advocacy services.

Progress to Date



P&A Initiated / Quick Response Check (QRC)

P&A Initiated Reviews

- Approved 523
- Rejected 294

Quick Response Check

- Approved 335
- Rejected 51

Next 2 Months

- Onsite Activities
 - Local Decisions
 - Safety of Beneficiaries and P&A Staff
- Rep Presentative Payee Monitoring Tool (RPMT)
 - Open Cases
 - NAG and/or RO Returns
- Carryover
 - Open Cases
 - Non-review Activities

Outreach



Rep Payee Program Updates

New Mexico

- The P&A, Disability Rights New Mexico, conducted a Quick Response Check of an organizational payee based on several reported concerns. During the review, the P&A found discrepancies between ledgers and bank statements, receipts were kept appropriately, large expenses were not explained or documented properly, personal spending funds weren't distributed regularly. During interviews with beneficiaries, the P&A learned that the payee didn't maintain regular contact with beneficiaries. SSA is following up on these concerns.

Illinois

- The P&A, Equip for Equality, conducted a Quick Response Check of an organizational payee. The payee was uncooperative throughout the review process and didn't provide all of the required documentation to the P&A which hindered the review process. The payee attempted to obstruct the privacy of the beneficiary interviews by directing staff to sit in on all beneficiary interviews. The P&A had to resolve this issue which impacted the timeliness and progression of the review. In addition to finding multiple deficiencies with accounting and record keeping, the payee had many overdue accounting reports and had no consistent policies and practices in place throughout the agency. The P&A is recommending a more suitable payee and SSA is following up on these concerns.

Thank you