

# Welcome To

## *Voices of Inspiration (VOIN) Representative Payee Services*

As a potential new client to Voices of Inspiration North (VOIN) the following information is important for you to know:

AGENCY NAME:       Voices Of Inspiration North Payee Service  
ADDRESS:            3427 Rio Linda Blvd Sacramento, CA 95838

PHONE:  
OFFICE HOURS:       Monday – Weds, 10:00AM – 12:00 and 1:00PM – 4:00PM  
                          Thursday – Friday, by appointment only  
                          (Office if closed to the Public the day before funds distribution days)

### **INITIAL PAPERWORK COMPLETION:**

Once you have completed your New Client paperwork:

- We will submit your paperwork to the Social Security Administration (SSA) for approval to become your Representative Payee
- Receipt of your initial benefits will depend on what time of the month you sign up for VOIN to become your Payee. The SSA has a cut- off date each month in which your benefits can be changed to a different payee by the 1<sup>st</sup> of each month. If you sign up after that cut-off date; it may take until the following month before benefits are received by VOIN.

EXAMPLE:

**Sign up before January 12<sup>th</sup> – VIN should receive your benefits as of February 1<sup>st</sup>**

**Sign up after January 12<sup>th</sup> – VOIN should receive your benefits **no later than March 1<sup>st</sup>****

**\*\*\*\*Under no circumstances will VOIN disburse funds prior to the actual receipt of your benefit funds\*\*\*\*\***

### **ASSIGNED PAYEE SPECIALIST:**

Once your paperwork has been submitted to the SSA, A Payee Specialist will be assigned to manage your benefit account. This will be your primary contact person for any questions you may have. However, all VOI staff are cross-trained and can provide assistance when your primary Payee Specialist is unavailable.

### **RECEIPT OF YOUR BENEFITS:**

- The SSA will send VOI and you a letter, notifying you that VOIN has been approved and selected as your Payee.
- The SSA will send VOI a Notice of Payment/Benefits Award Letter which will list the amount of your current monthly benefit amount and give an estimated time as to when we can expect to receive your first deposit of funds.
- Upon receipt of both of these notices from the SSA, you will be contacted to schedule an appointment with you assigned Payee Specialist to setup your Monthly Budget and personal spending allowance plan, which is based on the amount of funds you receive each month for Supplemental Security Income (SSI) and /or Social Security (SSA).

### **RECEIPT OF BENEFITS and SETUP OF MONTHLY BUDGET:**

Upon completing your initial Client Application, your monthly budget should be established. If you are not able to provide all the details for your monthly expenses, you will need to contact your assigned Payee Specialist to establish your monthly budget and spending plan prior to funds being released.

Your Monthly Budget will be based on information provided by you. As your Payee, VOIN has the responsibility to ensure your monthly benefits are spent on helping you create & maintain a stable living environment by meeting your current needs for food, shelter, utilities, clothing, medical & dental care, rehabilitation expenses if you are disabled, **and to also ensure you have funds throughout the remainder of the month.**

### **Share of Cost:**

In certain Living Arrangements; especially for child beneficiaries, it may be required to establish a "share of cost" for Shared Living expenses. In certain room-mate agreements or where a child is receiving SSI/SSA and lives with other family members, it may be necessary to establish each household members' equal share of cost so that the SSI/SSI beneficiary is not paying a higher share of cost for household expenses and/or paying all household expenses.

**BUDGET GUIDELINES:**

1. Once your budget is established, **you must follow your budget and spending plan for the month.** Any changes for the following month must be submitted at least 7 days in advance of the 1<sup>st</sup> of the following month.
2. **All housing expenses are paid directly to the Landlord or Apartment Community**
  - We must have a Lease/Rental Agreement
3. **Utilities such as SMUD, PG&E, Water/Sewer/Garbage are paid directly to the utility company.**
  - We will need copies of your current utility bills
4. **YOU ARE RESPONSIBLE FOR PAYING YOUR OWN CABLE, INTERNET, TELEPHONE**

**PAYMENT METHODS:**

VOI has two methods of payments:

1. **Checks** – issued for rent and utility payments
2. **Debit Cards** – issued for all personal & incidental spending allowances. You can have your monies deposited to a Debit Card or we can mail a check to you. NOTE: If you do not receive your scheduled check that was mailed to the correct address you must report it immediately. We will contact our bank and place a stop payment on the check. **It will take 30 days to replace a check.**

**SCHEDULED MONTHLY PAYMENTS**

For individuals who receive SSI, rent and utility payments will be made as of the 1<sup>st</sup> of the month

For individuals who receive SSA, rent and utility payments will be made as of the 3<sup>rd</sup> of the month

Once your rent and utilities are paid, the remainder of your monthly funds will be disbursed to you on a weekly basis to purchase groceries, hygiene/personal items, and other discretionary items.

EXAMPLE:	\$866.40	Monthly SSI Amount Received
	<u>-400.00</u>	Housing/Rent
	466.40	
	<u>-60.00</u>	SMUD
	406.40	
	<u>-40.00</u>	PG&E
	366.40	Balance Remaining

Once all monthly expense have been paid, the \$366.40 balance remaining will be divided by 4 and disbursed to you on the days indicated as a personal spending allowance as follows:

**\$366.40 divided by 4 weeks = \$91.60 per week**

**Personal Spending Monies will be issued each month as follows:**

**For SSI Recipients :**

Whose funds are received the 1<sup>st</sup> of each month

1st of each month \$91.60

8<sup>th</sup> of each month \$91.60

15<sup>th</sup> of each month \$91.60

22nd of each month \$91.60

**For SSA Recipients**

Whose funds are received the 3<sup>rd</sup> of each month

3rd of each month \$91.60

8th of each month \$91.60

15<sup>th</sup> of each month \$91.60

22nd of each month \$91.60

**For those individuals who receive both SSI and SSA, the disbursement schedule will be the same as for SSI.**

**For Homeless Beneficiaries**

**If you are homeless and have no mailing address you should obtain a P.O. Box. You must have a mailing address for receipt of mail from the Social Security Administration and correspondence from VOI. If you are homeless and do not have a mailing address, VOI will disburse your funds onto a Debit Card or you can pick up a check on scheduled pickup dates.**

**NOTICE OF REQUIRED CONTACT/VISITATION**

In addition to establishing your monthly budget, we will review your current living arrangements and setup a Client Contact/Visitation schedule. The Social Security Administration requires that payees be aware of a beneficiaries current day-to-day basic living needs, and therefore Voices of Inspiration will require all clients to have a face-to face visitation, at our offices or your home, every 60 days.