



**DELAWARE HEALTH AND
SOCIAL SERVICES**

Division of Services for Aging and
Adults with Physical Disabilities

**Money Management Program
Service Specifications**

Revision Table

Revision Date	Sections Revised	Description
12/18/2013		Original
4/26/2016	8.1.7	Deleted: <i>The provider must comply with DSAAPD quality assurance initiatives related to this program.</i>
4/26/2016	8.2.1	Deleted: <i>fingerprinting & Financial Exploitation registries check</i>



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1.0 SERVICE DEFINITION

- 1.1 The Delaware Money Management Program (DMMP) offers assistance to low-income seniors and adults with physical disabilities.
- 1.2 The program assists eligible consumers who have difficulty budgeting, paying routine bills, writing checks and/or keeping track of financial matters.

2.0 SERVICE GOAL

- 2.1 DMMP's goal is to promote and prolong independent living for individuals who are at risk of losing their independence due to inability to manage their financial affairs.

3.0 SERVICE UNIT

- 3.1 The unit of service is one month for one consumer.

4.0 SERVICE AREA

- 4.1 Services must be provided Statewide.

5.0 SERVICE LOCATION

- 5.1 Money management services are generally provided in the consumer's home but may be provided in other community settings based on the needs of the consumer.

6.0 ELIGIBILITY

- 6.1 DSAAPD will determine eligibility for Money Management services and refer consumers to the provider.

7.0 PROGRAM DESCRIPTION

- 7.1 The DMMP has three components:
 - 7.1.1 Bill paying services help the consumer keep his/her finances in order by providing support in managing a budget and writing checks for the consumer to sign. Tasks include:
 - 7.1.1.1 Opening and organizing mail and bills
 - 7.1.1.2 Developing a household budget
 - 7.1.1.3 Preparing checks for the consumer's signature
 - 7.1.1.4 Assisting consumers with monitoring and maintaining the bank account
 - 7.1.2 Representative payee services provide assistance to consumers who are no longer able to manage their finances on their own. These services require appointment by a government agency such as the Social Security Administration in order to manage the consumer's government income for them. Representative payees:
 - 7.1.2.1 Apply for appointment by the Social Security Administration (or other government agency, if applicable) to manage the monthly benefits the consumer receives
 - 7.1.2.2 Write and sign checks from an account in which a benefit check is automatically deposited.
 - 7.1.2.3 Keep accurate records on how funds are used.



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- 7.1.2.4 Provide required annual reports to the appropriate government agency (e.g., Social Security Administration).
- 7.1.2.5 May intervene with creditors.
- 7.1.3 Monthly reconciliation of consumer accounts for oversight and consumer protection purposes. Tasks include:
 - 7.1.3.1 Performing monthly consumer account monitoring.
 - 7.1.3.2 Submitting a copy of consumers' monthly account statements and the Monthly Financial Report to the division designee by the 5th of each month.
- 7.2 The DMMP may follow a volunteer services model, an employee model or a combination of both.
 - 7.2.1 Initial consultation or assessment must be done by an employee.
 - 7.2.2 Bill paying and representative -payee services can be done by volunteers or employees
 - 7.2.3 Monthly reconciliation activities may be done by an employee or a volunteer
 - 7.2.3.1 If a volunteer is doing monthly reconciliations they may not provide bill paying or representative payee services.

8.0 SERVICE STANDARDS

- 8.1 General Service Standards:
 - 8.1.1 The provider must comply with all applicable Federal, State, and local rules, regulations, and laws applying to the provision of the service.
 - 8.1.2 All staff providing the service must be qualified and the provider must have a written job description for each job category and written personnel policies.
 - 8.1.3 The provider must develop and maintain policies and procedures for the delivery of money management services.
 - 8.1.4 The provider must notify the consumer of any change in schedule, or interruption of service.
 - 8.1.5 The provider must keep DSAAPD informed of all service delivery concerns.
 - 8.1.6 The provider must maintain the participant's right of privacy and confidentiality.
 - 8.1.7 The provider must establish a system through which participants may present grievances/complaints about the operation of the service.
 - 8.1.8 The provider must make a reasonable effort to consult with DSAAPD to resolve problems that threaten the continuity of a participant's service. Any decision to terminate service must be discussed first with DSAAPD and then the participant before action is taken.
 - 8.1.9 The provider must establish contact with the participant to begin the assessment within ten (10) calendar days of referral.
 - 8.1.10 The provider must utilize a thorough assessment process that identifies the consumer's money management needs.
 - 8.1.11 The provider must offer information and referral to other programs for which the consumer might be eligible, including referral for assistance for accessing public benefits;



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- 8.2 Additional Service Standards for Providers Using Volunteers
 - 8.2.1 Provider agency will conduct criminal background checks on all volunteers, and will ensure service providers are cleared through Adult Abuse and Child Abuse registries.
 - 8.2.2 Hold an in –person introductory meeting with the consumer and volunteer.
 - 8.2.3 Offer volunteers reimbursement for mileage at the rate that is equal to the state business travel reimbursement rate.
 - 8.2.4 Train volunteers prior to pairing them with consumers.
- 8.3 Prohibited Activities:
 - 8.3.1 Provision of services to a consumer who is a resident of a nursing home;
 - 8.3.2 Provision of services to out-of-state residents.

9.0 PROVIDER QUALIFICATIONS

- 9.1 The provider must utilize volunteers and/or employ staff member(s) with knowledge, experience, and abilities sufficient to carry out Money Management Services.
- 9.2 The provider must have the capacity, either internally or through established networks, to communicate with non-English-speaking consumers.

10.0 INVOICING REQUIREMENTS

- 10.1 The provider must invoice DSAAPD pursuant to the DSAAPD Policy Manual for Contracts, Policy X-Q, and Invoicing.
- 10.2 The following information must be included in the invoice, in addition to the items referenced in the Policy Manual:
 - 10.2.1 Number of service units provided
 - 10.2.2 Amount of DSAAPD funds expended