

Phone: 218-772-0289
Fax: 218-772-0290
E-mail: mnpayee@gmail.com
Website: www.mnpayee.org

Hoge & Company
Representative Payee of Greater MN
P.O. Box 100
Ironton, MN 56455

Processes

The clients Social Security benefit(s) will be used to address needs in the following order:

1. Basic needs (i.e. food, clothing, shelter).
2. Medical and dental needs not covered by health insurance.
3. Personal needs (i.e. clothing, recreation, vehicles).

Note: Payments are limited to available funds. Any remaining monies will be deposited in an interest bearing account.

Our Process

1. Conduct a complete and thorough intake assessment interview with the client and/or authorized representative of the client. This is done to get a clear picture of the needs of the client, their financial picture as is stands and any anticipated changes in the future.
2. Develop a clear strategy on a bill payment plan that best meets the client's current and anticipated future needs. We then discuss this plan with the client and/or authorized representative and make any modifications necessary based on feedback.
3. Complete and submit all the necessary paperwork to the Social Security Administration to properly begin the Representative Payee service for the benefit of the client.
4. Provide ongoing monitoring of the account to assure accurate financial obligations of the client are met, and complete report accounting for the use of the funds. Perform monthly reconciliations of ledgers, conduct internal audits of financial and bank records to verify the accuracy and completeness of records.
5. Maintain ongoing communication with client and/or authorized representative.
6. Modify the bill payment plan on an ongoing basis to make sure the needs of the client are being met based on any changes that occur on the way.
7. Undergo annual audits of the financial and bank records directly with the Social Security Administration.

If the intake is completed before the Social Security Administration “cut off” date for the month (this is usually the second Friday of each month) Hoge & Company should receive your next month’s benefit(s).

Hoge & Company has a voicemail box and email for you to contact them. They will return your voicemail or email message as soon as possible. It is important to leave full details on your voicemail message. Always leave your name, social security number, phone number where you can be reached, and a detailed reason for your call.

Transactions will not occur with voicemail or email requests only.

If possible, your budget is established at the time of the intake. If we are unable to establish a budget at the time of your intake, contact Hoge & Company to do so. Otherwise your funds can not be released. Please provide a copy of your rental agreement and bills you would like Hoge & Company to pay.

You must have an appointment to meet with Hoge & Company. You can schedule an appointment by calling or emailing. **Same day appointments will not be scheduled.**

Once your budget is set for the month, you must follow the spending plan that is in place for that month. Any requests to change your budget for the following month must be submitted at least five (5) days before the last day of the current month.

Personal funds are included in your monthly budget. If you have additional funds after your budgeted expenses are met, you may request to have a portion of those funds issued to you.

- You must complete an Expenditure Form if you are requesting funds in excess of \$250.00.
- You must give Hoge & Company at least 24 hours to process your request. It is not possible to approve requests immediately.
- You are required to submit receipts to show how the funds outside of your set budget are spent.

You will receive your personal spending money via check mailed to your address on file or possibly by an ACH transfer to your account. Rent and vendor checks are mailed or ACH transferred directly to the person/entity to whom the check is made payable.

For your protection, you are the only person that can pick up your check. Vendor checks will not be released to clients.

I understand the above statements and I also understand the following:

1. If you do not receive your check, report it lost or stolen immediately. We will place a stop payment and reissue the check. It takes 45 days from the original check date to reissue another.
2. IT IS VERY IMPORTANT TO NOTIFY HOGE & COMPANY BEFORE THE LAST DAY OF THE MONTH IF YOU ARE PLANNING ON MOVING THE FOLLOWING MONTH. IF YOU FAIL TO DO SO, YOUR RENT CHECK MIGHT NOT BE PAID CORRECTLY AND YOUR PERSONAL SPENDING CHECK MAY BE MAILED TO THE INCORRECT ADDRESS.
3. You are expected to be a good neighbor and responsible member of your community. We reserve the right to terminate payee services if we receive complaints that you've damaged property, are verbally or physically abusive to neighbors or other members of the community, or appear to be chronically intoxicated or under the influence of drugs in public. Any funds remaining in your account will be returned to the Social Security Administration.
4. Hoge & Company is here to serve you and administer your benefits according to the Social Security Administration regulations. Hoge & Company will terminate payee services if a client is physically or verbally abusive to Hoge & Company staff or other clients or damages Hoge & Company property. Any funds remaining in your account will be returned to the Social Security Administration. Hoge & Company reserves the right to withhold a check or deposit from any client who appears intoxicated or under the influence of drugs. This policy is for our client's own protection.
5. Hoge & Company **will not** be held responsible for any overpayments due to your failure to notify our office of changes. **Notification of changes must be in writing.** This can be done in person, fax, email or by mailing a **signed** letter to Hoge & Company

I hereby acknowledge that I understand the Client Agreement and the Hoge & Company procedures and received a copy for my records. I agree to abide by the reporting and procedure requirements to maintain my payee service with Hoge & Company.

Client Signature

Date

Hoge & Company staff member

Date