

Disability Rights Iowa Rep Payee Report to Board of Directors

Since August 2018, the Protection and Advocacy (P&A) Network received funding to conduct reviews on rep payee performance on behalf of the Social Security Administration (SSA). This program provides oversight to rep payees and their services to beneficiaries as well as giving them support to better understand their role and responsibilities. A review consists of scheduling appointments with representative payees and beneficiaries, interviewing payees and beneficiaries, inspecting housing for safety, reviewing financial records, completing reconciliation worksheets and responding to unmet needs or potential abuse. Following a review, there is a great deal of work to be entered into the Rep Payee Monitoring Tool (RPMT) including discrepancies and other issues, deficiencies, corrective action plan letters written by DRI and final reports. The process is long because most elements of the work must be approved by NDRN and Social Security prior closing out the review. We continue to spend time organizing files and finding more efficient ways to complete this work.

We currently have 3 employees with full credentials and laptops issued from SSA working on the rep payee grant, Jen Winchell-Rep Payee Program Manager/Reviewer, Jami Johns-full time rep payee reviewer and Char Joens-part time rep payee reviewer. In addition, we have 3 employees with suitability clearance primarily for administrative purposes, Katie Vande Vorde, Jim Kain and Catherine Johnson.

- Between January 1, 2022 and June 30, 2022, 25 reviews were assigned to the rep payee reviewers with 16 reviews being fully completed, and many others in the different stages of the review process. As of August 1, 2022 there were 34 additional reviews released for Grant Year 5 for the rep payee reviewers to complete (Aug 1, 2022-July 31, 2023).
- Due to COVID-19, shelter in place protocols, began on March 16, 2020. This required reviewers to conduct partial reviews while working from home, conducting phone interviews of beneficiaries, payees and guardians to complete interviews and assessment of the health and safety of the beneficiary. As of September 2022 the shelter in place protocols are still in place, but we have been able to go out to agencies to conduct reviews. These will continue on a case by case bases and will follow the CDC guidelines.