



Calhoun County Senior Services

Minimum Service Standard

SERVICE NAME: MONEY MANAGEMENT

DEFINITION: The money management program provides help to seniors with money management issues, including budget counseling and assistance, bank reconciliation assistance, check preparation for payment of bills, insurance coverage counseling and coordination, and other life planning issues. This program also works toward the prevention of financial exploitation in the senior's life.

UNIT OF SERVICE: One unit equals one hour of service. Units of service will be limited to professional time with or on behalf of individual seniors or a group of seniors where professional consultation is being provided.

INCOME REQUIREMENT: Yes. Recipients must be at or below 200% of the poverty level as published in the most recent Federal Register.

DESIRED OUTCOME: Seniors will experience a reduction in bank charges, delinquent credit card charges, and delinquent utility payments. Seniors will reduce or eliminate delinquent payments for mortgage or rent, home or renters insurance and property taxes.

MINIMUM SERVICE STANDARD:

A. Recipient Eligibility Criteria – The recipient eligibility criteria contained in the “ALL SERVICES” standard shall apply.

B. Intake and Assessment

1. Basic Information must be gathered for all participants on a standardized intake document., the following minimum information is required:
 - a. Name, address and telephone
 - b. Birth date
 - c. Gender (optional)
 - d. Ethnicity and/or race (optional)
 - e. Verified income status
 - f. Current residence
 - g. Other documents as requested by worker

C. Staffing/Supervision/Training

1. The staff providing service shall have the following types of experience and/or training:
 - a. Experience in business administration, bookkeeping and/or finance
 - b. Experience working with senior benefits and/or medical insurance
 - c. Experience in financial counseling
 - d. Basic knowledge of Social Security, Medicare, and supplemental insurance
2. Responsibilities and duties of staff shall include, but not be limited to, the following:
 - a. Protect client assets whenever possible



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- b. Assist with procurement of client benefits
- c. Record keeping
- d. Assessment of pertinent senior information
- e. Semi-annual review by program supervisor with recipient to review program service
- f. Reconciliation of bank statements with check register
- g. Prepare checks to match bills
- h. Review Explanation of Benefits for proper payment
- i. Assist senior with budget preparation
- j. Review of life planning concerns
- k. Review of insurance coverage
- l. Assess home safety issues
- m. Assist senior in resolving delinquent credit card debt, or other delinquent bills
- n. Refer to other services, as needed
- o. Research assets in order to apply for Medicaid, food stamps and other assistance programs, if needed