

Protective Payee Handbook

Updated 3/20/2026



DSHS
WASHINGTON STATE
Department of Social
and Health Services

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1 INTRODUCTION

1.1: WHY SHOULD I USE THE PROTECTIVE PAYEE HANDBOOK?

This handbook is part of the contract and you are responsible to know and follow the information provided. You are monitored on the basis of the contract and this handbook.

1.2: WHO IS A PROTECTIVE PAYEE?

A protective payee is a person or an employee of an agency who manages individuals' cash benefits to provide for basic needs - housing, utilities, clothing, child care, and food. They may also provide services such as training individuals how to manage money.

1.3: WHEN IS A PROTECTIVE PAYEE ASSIGNED?

Individuals are assigned to protective payees by CSD staff for any of the following reasons:

1. Mismanagement of money for recipients of the following cash assistance programs: TANF/SFA, ABD or WCC.
2. Pregnant or parenting minor.
3. An emergency makes a caretaker relative unable to care for their dependent children.

2 FISCAL RESPONSIBILITIES

2.1 WHAT ARE MY BANKING RESPONSIBILITIES?

As part of providing protective payee services, you are responsible to open and maintain a single non-interest-bearing checking account for your DSHS caseload. Do not have a debit or credit card attached to this account.

You must use your own money (seed money) if needed to open the account and to cover various bank charges. The seed money must be clearly accounted for each month when balancing your checking account and be documented and maintained in a separate ledger. To prevent electronic transfers from your account and prevent fraudulent use of the account, you may want to have a block put on the account.

Only the individual's DSHS cash benefits and your "seed" money can be deposited and disbursed from the bank account under your DSHS protective payee contract. When individuals receive funds from both Social Security Administration (SSA) and the department, you cannot deposit the SSA funds into the DSHS Protective Payee account or vice versa.

NOTE: If you are also a Payee for the Social Security Administration (SSA) your SSA funds must be maintained in an entirely separate bank account.

Perform a reconciliation of the bank account each month. This monthly reconciliation must be available for review during the monitoring visits. The elements necessary to perform a reconciliation, whether it is done manually or electronically, at a minimum must include:

1. The account balance from the bank statement is compared to the account balance in the check register.
2. Checks that have not cleared the bank are to be added to the check register balance.
3. Any bank fees need to be subtracted from the check register balance. Remember to track bank fees within your seed money ledger unless the bank fee is for stop payment actions as described in section 2.1(a) or 2.3(b).
4. The revised bank balance should match the revised check register balance and:
 - a. Resolve and document any discrepancies if the two balances do not match.
 - b. Account for any voided or missing checks, overdrafts or money withdrawals.

2.2 HOW DO I ACCOUNT FOR CLIENT FUNDS?

To account for customer funds, you must:

1. Maintain separate ledgers to record the receipt and disbursement of each customer's funds, as follows:
 - a. Use DSHS 1-110 or DSHS 1-110C or another document that contains all of the information on these forms.
 - b. Reconcile DSHS 1-110 and DSHS 1-110C or equivalents from one month to the next month.
 - c. Reconcile DSHS 1-110 and DSHS 1-110C or equivalents with the bank register or electronic ledger.
2. Ensure the customer's funds are disbursed according to the Protective Payee Plan. These funds are not used to pay the cost of operating your business such as bank charges, checks, postage, printing, or telephone services, which are your sole responsibility.
3. Balance each DSHS 1-110, DSHS 1-110C, or equivalent to zero at the end of every month unless the Protective Payee Plan states that it is permissible to carry over funds at the end of the month. If there is a balance greater than zero, the reason must be documented in the individual's file.
4. Maintain and update each month, a list of all monies by customer being held according to the Protective Payee Plan. Make sure the check register contains the name of the customer the check was made out for, or a payment made on behalf of the customer.

5. Send in with your monthly billing the following based on the most recent bank statement:
 - a. The remaining amount of seed money in the account. (How much of your money is in the account.) See 2.1(a).
 - b. The ending balance according your latest bank statement. (The ending balance showing on your bank statement.)
 - c. The total of your outstanding checks. (This is based on the checks outstanding according to the latest bank statement.)
 - d. Total amount of the money being held in the customers' accounts.

Example: July billing done in August would be based on the June bank statement. August billing done September would be based on the July bank statement.

NOTE: This information will be verified during the monitoring visits.

2.3 WHAT PAYMENTS DO I MAKE?

You make payments by using the Protective Payee Plan to disperse the funds. Every plan should have clear instructions on how and when to disperse the funds.

NOTE: Notify the CSO if the plan is not complete or you do not receive the plan and document in the case file. You may contact the Regional contact on page one of your contract for help.

Ensure the individual's rent/mortgage and utility payments are paid on time to avoid late charges.

Utilities include only the following:

1. Basic phone
2. Natural or propane gas
3. Heating oil
4. Electricity
5. Water
6. Garbage
7. Sewer
8. Firewood for heating

NOTE: You must pay late charges caused by you from your own funds.

Follow up on checks not cashed within 60 days of issuing by contacting the CSO and finding out the customer's status and informing the CSO the check is not cashed.

Do not overpay or loan additional money to the individual. This is in violation of the contract. There is no authority for you to attach future funds to collect back the overpayment. If the individual reports that there is an emergency, you must refer the individual to the CSO to see if other funds are available to cover emergency needs.

Do not write checks at the individual's request for other bills not contained in the Protective Payee Plan. One time payments must be pre-approved by the Community Services Office (does not require an updated plan) and documented in the protective payee customer's file. **Do not give the check to the customer unless directed to by the CSO and this must be documented in the customer's file.**

If you receive a warrant for a customer who is no longer your customer, contact the CSO for further instructions.

If the customer has been assigned to a different PP contractor:

1. Deposit the warrant into your account.
2. Write a check to the new payee for the amount of the customer's warrant.
3. Document the transaction in the customer's file; and
4. Mail the check to the new payee.

If the customer has not been assigned to a different PP contractor:

1. Return the un-cashed warrant to DSHS. Attach your note explaining why you are returning the warrant.
2. Document the transition in the customer's file.

If you are unable to meet any of the above requirements, you must report the issue to DSHS within one business day.

NOTE: Follow all health and safety standards as set by the Governor's mandates along with all federal and state regulations.

2.4 WHAT SHOULD I DO IF A CASE IS CLOSED AND THERE ARE STILL FUNDS REMAINING IN THE INDIVIDUAL'S ACCOUNT?

Within 60 days of a case closing, mail the remainder of the individual's funds with the Transmittal of Individual Funds from the Protective Payee (DSHS 01-210) form to the address below.

If there are any outstanding checks on the account you may use the customer funds to pay for a stop payment on the outstanding checks.

Keep a copy of the DSHS 01-210 form for your records and send a copy to the CSO. The check is to be made out to "DSHS". **This applies even if there are outstanding checks on this account.** Note this action on the DSHS 01-110 or DSHS 110C for each individual and with the check number.

Department of Social and Health Services
Office of Accounting Services
PO Box 9501
Olympia, Washington 98507-9501

NOTE: If an outstanding check is cashed on a closed case after the money has been returned, contact your DSHS contract contact for reimbursement of that check from the funds returned to OAS.

3 RECORD KEEPING

3.1 WHAT RECORDS MUST I KEEP?

All records must be retained for six years and made available to DSHS when requested. The following records are kept in a secure location and available for review during a monitoring visit:

1. Protective Payee Assessment (DSHS 14-349) and the Protective Payee Payment Plan, Case Assignment, And Closure Notice (DSHS 14-426) for each individual.
2. Money management training plan (see section 3.4).
3. Signed non-disclosure forms for all employees, subcontractors and/or volunteers who work with DSHS customers.
4. Monthly listing of monies, by customer, being held according to the Protective Payee plan.
5. Written back-up plan (see section 5.4).
6. All business financial records, such as the Transmittal of Individual Funds from the Protective Payee (DSHS 01-210), bank statements, monthly reconciliation records, check register, cancelled checks, or copies of checks, voided checks, and documentation of missing checks.
7. Protective Payee Report (DSHS 01-110) and Report Continuation (DSHS 01-110C) or its equivalent for each individual.
8. Protective Payee Periodic Social Services Report (DSHS 01-110A) only for mismanagement of funds individuals. The initial is due at the end of three months and then every six months thereafter (see section 4.2).
9. Any pertinent information regarding an individual's activity such as individual contact dates, when a check is given to individual, money management training, and any issues you discuss with the individual. You must store this information in a hard copy version.

NOTE: These confidential records must be kept for six years in secure locations before they can be destroyed by shredding or burning.

3.2 WHAT DO I DO WITH INDIVIDUAL'S MAIL?

When you receive an individual's mail, please handle it as follows:

1. All customer mail can be destroyed after being held for pick-up for 30 days by burning or shredding.
2. You should not receive an individual's personal mail unless you have agreed to receive it as a courtesy to him/her.

4 REPORTING RESPONSIBILITIES

4.1 WHAT SHOULD I DO IF I LOSE CONTACT WITH THE INDIVIDUAL?

If you do not hear from an individual within the first fifteen days of a month, or receive mail back, contact the worker listed in the plan and do as instructed by that worker.

4.2 WHAT SPECIFIC INFORMATION DO I REPORT TO DSHS?

Three months following the referral for mismanagement of funds, you must complete the initial Protective Payee Periodic Social Services Report DSHS 01- 110A and submit it to the local CSO.

The DSHS 01-110A form is required every six months after the initial report. This form is not required for Minor Parent cases.

The Protective Payee Periodic Social Services Report provides a summary of services information about the individual and contains recommendations for additional services you believe are needed, as well as information on whether you feel the individual is ready to resume management of his or her own funds.

Other information to report to the CSD employee includes if:

- 1.The individual tells you that they have moved or are moving.
- 2.Mail returns.
- 3.A check given to the customer is not cashed within 60 days.

5 YOUR ROLE

5.1 HOW AM I TO TREAT INDIVIDUALS ASSIGNED TO ME?

The department requires you to act in a professional manner. You are not required to provide services to individuals who appear intoxicated, belligerent, or threatening.

Individuals are often unhappy to be assigned to a Protective Payee. The first meeting or two with an individual may be tense but, in most cases, a working relationship develops.

5.2 WHERE CAN I MEET WITH INDIVIDUALS?

You must communicate with each individual at least once per month whenever possible to provide them with any funds they are due and to discuss their budget and expenditures (there must be documentation on why the monthly meeting could not happen). If the individual refuses, is unable, or does not come in, you need to document this in the individual's case record .

Additional time may be needed if the Protective Payee Plan includes money management training.

NOTE: When in the CSO on Protective Payee business, you will need to provide identification to the front desk staff that you are a contracted Protective Payee and wear an office-issued visitor badge.

5.3 WHAT HOURS MUST I KEEP?

You must keep regular office hours or arrange mutually agreed upon appointment times.

You must have an option for a customer to leave a voicemail or provide a message service, between 8:00 AM to 5:00 PM, Monday through Friday, except for state holidays.

You must respond to telephone messages within 24 hours or the next working day (Monday through Friday).

5.4 WHAT HAPPENS WHEN I GO ON VACATION OR TEMPORARILY UNABLE TO DO THE JOB?

You must provide the DSHS contact named on page one of your contract a written back-up plan indicating who will be providing coverage during your absence or in case of an emergency. You must notify DSHS if you are unable to provide services and need back up longer than one month. This plan must be updated yearly by June 30th or within 10 days when changes take place.

The back-up Protective Payee must:

1. Be familiar with the contract, this handbook, all procedures, and records needed to conduct the work, and perform your duties.
2. Have access to electronic systems and records required to perform the work and must be a signature on the PP checking account.
3. Have passed the criminal background check and signed the DSHS Notice of Nondisclosure, a copy of which is available for reviewer verification.

5.5 WHEN ARE CRIMINAL BACKGROUND CHECKS DONE?

The Contractor must have current DSHS executed background checks on file with DSHS for any employee, subcontractor and/or volunteer who will provide direct one-on-one services to DSHS customers under this contract.

The Contractor will obtain a DSHS Background Check Authorization form 09-653 provided by the DSHS Contract Contact listed on page one (1) of the contract or their designee. Send a secure email or fax the Background Check Authorization form to DSHS contact or their designee.

6 WORKING WITH INDIVIDUALS

6.1 HOW ARE INDIVIDUALS REFERRED TO ME?

The Community Services Office staff will refer customers to you by mail, fax or secure email. You are required to check your email on a regular basis.

You will also receive the following two DSHS forms at the time of referral:

1. Protective Payee Assessment (DSHS 14-349)
2. Protective Payee Payment Plan, Case Assignment, and Closure Notice (DSHS 14-426)

You must accept or reject the referral and notify DSHS by email within three business days of receiving the two DSHS forms.

Individuals can be transferred from one Protective Payee to another Protective Payee. The CSO staff may take this action at the request of the Protective Payee, the individual or as needed by DSHS. DSHS will notify you of a change using the Protective Payee Payment Plan, Case Assignment, and Closure Notice (DSHS 14-426) form when changes are made to the individual's payee plan.

If a non-English speaking individual is referred to you, you will need to contact the CSO to arrange for interpreter services when needed.

When a customer has Equal Access accommodations the Social Service Specialist is responsible to notify and work with you to ensure you meet the individual's needs. These individuals may need your help to complete paperwork or to obtain information due to difficulties with reading, writing, hearing, or verbal comprehension due to substance use disorders, or physical or mental impairments.

DSHS will contact you directly and let you know the particular accommodations that are needed for the case.

6.2 WHAT PAYMENTS DO I MAKE AND WHAT ACTIVITIES SHOULD I DO?

DSHS will provide instructions (Protective Payee Payment Plan, Case Assignment, and Closure Notice (DSHS 14-426) for each individual referred to you. This plan will state what payments you will make on behalf of the individual. If you are unable to make payments as required on the protective payee plan, you must notify DSHS within one business day any time you are unable to make a required payment. **The Protective Payee Plan is NOT modified to allow for a one-time payment, but CSO approval must be obtained, and the approval noted in the case file.**

Protective Payee Plans can be modified. Frequently Protective Payees identify issues that prevent individuals from becoming self-reliant, for example: old traffic tickets which prevent getting a driver's license, lack of insurance, and lack of stable housing. You should request changes to a Protective Payee Plan if you identify a need that is not included in the plan and funds could be used to pay it. If the Social Service Specialist agrees with the change, the worker will revise the Protective Payee Plan and provide a copy to you and the individual within one business day.

6.3 WHAT TYPES OF REFERRALS WILL I GET?

Under this contract accept referrals only from CSO staff. Below is a list of the types of referrals you may receive.

- 1. Mismanagement of funds:** DSHS assigns a person to a protective payee because of mismanagement of funds based on law or due to an assessment or evaluation that indicates the individual is unable to manage her/his cash benefits.
- 2. Pregnant or Parenting Teens:** DSHS assigns a Protective Payee if an unmarried pregnant or parenting minor is the head of their household and under the age of 18.
- 3. Working Connections Child Care (WCCC):** DSHS assigns a Protective Payee when the TANF individual is not regularly paying the co-payment to the child care provider. In this case, you pay the child care provider the co-pay amount from the TANF funds.

6.4 WHAT DO I TEACH IN MONEY MANAGEMENT TRAINING?

When requested by DSHS, you must either provide money management training to the individual or refer them to a money management training through the community college or local organization. It is your responsibility to follow up with the trainer to confirm the progress of the referred individual.

Document any money management training provided on the Protective Payee Periodic Social Services Report (DSHS 01-110A). You must have a written training plan for money management.

The goal of the training is for individuals to understand what money they have and which bills should take priority. If the individual has a bank account, have them provide their statements and review how to read the statement and balance their account.

Many individuals do not have bank accounts, making it difficult for them to cash checks and complete financial transactions. Knowing how to get, maintain, and balance a checking/debit card account is one goal of money management training.

Training should progressively recognize an individual's increasing level of ability and responsibility, (e.g. give them checks to mail or deliver as they show an understanding of the importance of paying bills on time).

If an individual is unable to come to your money management training because of physical/mental impairments impeding their ability to participate or due to living in a remote location, then you must provide the person a list of money management trainings offered virtually or closer to them. If the individual signs up for and participates in the training, then you must confirm their completion.

7 DSHS MONITORING

7.1 WHEN IS MY CONTRACT MONITORED?

DSHS staff will monitor your contract at least once a year. The first assessment will occur within the first six months of the contract cycle, and the second will be done between the 13-17 months following the contract's start date.

7.2 WHAT HAPPENS AT THE MONITORING?

Monitoring may include an annual on-site or virtual visit to review fiscal records, case records, and reports to ensure compliance with the conditions of the contract.

DSHS may elect to have you complete a "Protective Payee Self-Assessment Tool" rather than schedule an on-site or virtual visit to your office. This automated form will be sent to you by the payee coordinator, which you will complete and return for review. If you do not have any customers you are serving during this timeframe, notify the payee coordinator and you will not need to complete the Self-Assessment Tool.

Monitoring reports are provided to the Protective Payee and to the DSHS Contract Contact listed on page one (1) of this contract, or their designee and might be sent to the local CSO Administrators.

In Section 8.1 you will find a worksheet on monitoring that you may use to see how well you are complying with the contract requirements. DSHS retains the right to monitor more frequently as needed.

7.3 WHAT HAPPENS IF ANYTHING IS FOUND OUT OF COMPLIANCE WITH THE CONTRACT?

If potential issues with contract compliance are identified, the result will be:

1. An assignment for corrective action: You fix what is wrong and provide a plan to correct the issue ongoing;
2. Suspension: No more referrals are made until corrections are made; or
3. Termination of the contract

7.4 WHAT IF MY CONTRACT ENDS?

If your contract ends, DSHS will conduct a monitoring visit within 60 days of the contract closing date.

8 APPENDIX

8.1 MONITORING TOOL

Protective Payee Contract Monitoring July 21, 2021

COMPLIANCE WITH CONTRACT, STATEMENT OF WORK, AND TERMS AND CONDITIONS:

1. Does the Contractor have and use the latest version of the Protective Payee Handbook? <i>Contract Terms & Conditions, Statement of Work Sec. (2)(a)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
2. Does the Contractor have regular office hours or arrange appointments to meet the needs of the clients in a safe and convenient place? <i>Protective Payee Handbook, Sec. 5.2</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
3. Does the Contractor either meet with each client at least once per month, or document the inability to meet in the client's case record? <i>Protective Payee Handbook Sec. 5.2</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
4. Does the Contractor have a way to erase all electronic records from their computer? <i>Contract, Exhibit A Data Security Requirements (8)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
5. Have all contractor staff with unsupervised access to DSHS clients submitted and passed the DSHS Background Check Authorization under this contract? <i>Protective Payee Handbook Sec. 5.5 Contract Criminal History Background Checks Sec. 3</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
6. Does the Contractor have copies of the signed Notice of Nondisclosure form for all staff with access to client data? <i>Contract Terms & Conditions, Data Sharing Sec.(c)(1) Protective Payee Handbook Sec 5.5</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
7. Does the Contractor have phone message capability available 8:00 a.m. to 5:00 p.m., Monday through Friday, except state holidays, and respond to messages within 24 hours or the next working day? <i>Protective Payee Handbook Sec. 5.3</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
8. Are case notes and records kept in a secure location? <i>Protective Payee Handbook Sec. 3.1 Contract Terms & Conditions, Protection of Data (5)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
9. Access to computer files limited to authorized personnel? <i>Contract Terms & Conditions</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
10. Has the contractor provided DSHS with a written back-up plan for vacation or unexpected absence coverage? Is this person familiar with the contract, handbook and have access to the records needed to conduct the work? Is the contractor's back-up plan updated yearly by June 30th or more frequently as changes occur? <i>Protective Payee Handbook Sec. 5.4 Contract Statement of Work Sec. 2.b(8)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
11. Are records kept for at least 6 years? Is there a plan for retaining records for the six years after the contract ends? <i>Protective Payee Handbook Sec. 3.1(j) Contract DSHS General Terms and Conditions Sec. 11</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
12. Does the Contractor have a written Money Management Training Plan? Does the plan address the needs of clients in each geographic area served by this Contractor? <i>Protective Payee Handbook Sec.6.4 Statement of Work Sec. 2(b)(5)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A

FINANCIAL – GENERAL

1. Are separate ledgers maintained for each participant to record the receipt and disbursement of funds? <i>Protective Payee Handbook Sec. 2.2(a)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
2. Are all bank records available and complete to include all business financial records for all months in the monitoring period --bank statements with reconciliation records, check register, cancelled checks or copies of checks including voided checks, explanation of missing checks, and relevant correspondence? <i>Protective Payee Handbook Sec. 3.1(f)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
3. Does the Contractor have a monthly reconciliation of the monies in the account? This includes un-cashed checks, seed money, and monies being held for clients based on the Protective Payee Plan. This should equal the remaining balance showing in the bank statement. <i>Protective Payee Handbook Sec. 2.1(c)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
4. Does the Contractor maintain a single non-interest-bearing checking account for DSHS client funds? (SSA money cannot be co-mingled in this account.) <i>Protective Payee Handbook Sec. 2.1(a)(b)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
5. Does the Contractor have an updated listing of all monies being held for clients per the Protective Payee Plan? This list should be by client. <i>Protective Payee Handbook Sec. 2.2(d)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
6. Is the amount of “seed money” remaining in the account identifiable at each monthly reconciliation? <i>Protective Payee Handbook Sec. 2.1(a)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
7. Does the Contractor maintain funds for Protective Payee clients in an account separate from any other business accounts? <i>Protective Payee Handbook, Sec 2.1(a),(b)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
8. Does the Contractor reconcile the bank account monthly? Are notes evident that imbalances are researched and resolved? <i>Protective Payee Handbook, Sec. 2.1(c)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
9. Are voided checks documented? (Either by maintaining copies of checks written but not disbursed, or noting voided checks in the check register or bank statement.) <i>Protective Payee Handbook, Sec. 2.1(c)(6)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
10. Were client funds used to pay any business operating costs such as bank fees, check printing fees, postage, etc.? <i>Protective Payee Handbook, Sec. 2.1(a)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
11. Were the stop payment charges paid in accordance with <i>Protective Payee Handbook Section 2.3(b)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
12. Does the Contractor ever advance or loan money to clients? (Overpayments to clients are considered an advance) <i>Protective Payee Handbook, Sec. 2.3(d)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
13. Were funds remaining after a client’s case was closed returned to Office of Accounting Services within 60 days with a copy of DSHS 01-210? Were copies of the DSHS 01-210 sent to the CSO and maintained in the Contractor’s records? <i>Protective Payee Handbook, Sec. 2.4</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
14. Are any overdrafts or cash withdrawals clearly documented to reflect compliance with contract or handbook requirements? <i>Protective Payee Handbook, Sec. 2.1(c)(6)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
15. Is the check register for monitored months complete, and without any missing checks? What efforts were made by the Contractor to account for any missing checks? <i>Protective Payee Handbook, Sec. 2.1(c)(6)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
16. Are any un-cashed checks over 60 days on active cases accounted for by stop payments? Has the contractor talked to the client or CSO about the un-cashed checks? <i>Protective Payee Handbook Sec. 2.3(c)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
17. Does the check register for monitored months clearly document the client for whom each check was written? <i>Protective Payee Handbook Sec. 2.2(e)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
18. Does the latest bank statement show a remaining balance and can the payee explain the remaining balance? <i>Protective Payee Handbook Sec. 2.1(c)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A

CASE FILE COMPLIANCE

1. Are funds disbursed on behalf of clients as directed in the most recent Protective Payee plan? <i>Protective Payee Handbook, Sec. 2.3(a)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
2. Do monthly reconciliations of each client's account balance to zero unless the plan states funds can be carried to future months? <i>Protective Payee Handbook, Sec. 2.2(c)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
3. Do all DSHS 01-110, DSHS 01-110C or equivalent forms identify payments made by check number and recipient? <i>Protective Payee Handbook, Sec. 2.2(a) Monthly Protective Payee Report (DSHS 01-110)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
4. Were all payments made on time to avoid late charges, or documented in the case file to indicate that funds were not provided in time to make the payments? <i>Protective Payee Handbook, Sec. 2.3(a)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A

SOCIAL SERVICE REPORTING/CSO COMMUNICATION

1. For any client referred for mismanagement of funds, was the Protective Payee Social Service Report DSHS -1-110A sent to the referring CSO within 3 months following the referral and every 6 months after the initial report? <i>Protective Payee Handbook Sec. 4.2</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
2. If the Contractor does not hear from an assigned participant within the first 15 days of the month, do they contact the CSO? <i>Protective Payee Handbook Sec. 4.1</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
3. If the Contractor has questions regarding variations from the Protective Payee Plan, did the contractor contact the CSO? <i>Protective Payee Handbook Sec. 6.2</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A

8.2 GLOSSARY

ABD	Aged, Blind or Disabled: A state funded public assistance program for people who are age 65 or older, blind or have a long-term medical condition that is likely to meet federal disability criteria.
Basic Food Assistance	Washington State's name for the federal Supplemental Nutrition Assistance Program (SNAP).
Basic Needs	Public assistance is intended to help provide (but not limited to) housing, utilities, clothing, and food. Other items, such as diapers for a baby, can be added on a case-by-case basis.
Case Manager/Worker	A DSHS employee with experience in administering public assistance to individuals. The Case Manager acts as a coordinator of services.
CCPS	Case Planner Support Specialist: The case manager responsible to manage the WorkFirst requirements with the individual
CCSP	Childcare Subsidy Programs: Childcare payment assistance programs for low-income families. This includes Working Connections Childcare (WCCC) and Seasonal Childcare.
Closing month	Closing month service is the month after distribution of the last check.
CSO	Community Services Office
DSHS	Department of Social and Health Services
EA	Equal Access: Some individuals have special needs that make them unable to respond to usual communication and instructions. These individuals may need additional reminders or an alternative means for providing information.
PWA	Pregnant Women Assistance: A state funded cash assistance program for pregnant women who are ineligible for TANF for reasons other than a refusal to cooperate.
SFA	A state funded assistance program that provides comparable benefits to TANF. Individuals who were not eligible for TANF due to changes in citizenship criteria may be eligible for this program.

8.2 GLOSSARY CONTINUED

SSA	The Social Security Administration (SSA) is a federal agency responsible for administering the Social Security Act. It includes such programs as Social Security Retirement, Social Security Disability, and Supplemental Security Income (SSI).
SSPS	The Social Service Payment System is used to make WCCC payments.
Social Service Specialist	A DSHS Employee with education and experience in complex issues. Social Service Specialists are assigned to difficult and complex cases, such as those with special needs and teen parents. In general the Social Service Specialist in the CSO will determine if a Protective Payee is assigned based on available information.
TANF	Temporary Assistance to Needy Families. The federal program for families with children in need.
WCC	Working Connections Child Care (WCCC) helps eligible families pay for child care. When a family qualifies for child care subsidy benefits and chooses an eligible provider, the state pays a portion of the cost of child care. Parents may be responsible for a copayment to their provider each month.
WorkFirst	Washington's TANF/SFA program moves people into employment and away from state cash assistance.

8.3 FORMS

Protective Payee forms are available on the [DSHS Forms and Records Management Services Web Site](#). Payee forms listed below:

DSHS 01–110 Protective Payee Report

DSHS 01–110A Protective Payee Periodic Social Services Report

DSHS 01-110C Protective Payee Report Continuation

DSHS 01–210 Transmittal of Client Funds from the Protective Payee

DSHS 09–653 Background Authorization

DSHS 14–349 Protective Payee Assessments

DSHS 14–426 Protective Payee Payment Plan, Case Assignment, and Closure Notice

8.4 WAC (WASHINGTON ADMINISTRATIVE CODE)

See WAC [Chapter 388-460](#) for WACs that provide guidance regarding protective payees.