

## WHAT DO WE DO AS A REPRESENTATIVE PAYEE?

NWWPS



We receive Social Security and/or SSI payments for someone who has difficulty in managing, or chooses not to manage, his or her money. Our main responsibility is to use the funds to pay for the beneficiary's current needs and to maintain accurate records for the beneficiary and others as required.



## ALL INFORMATION IS CONFIDENTIAL

A confidential face-to-face appointment will be scheduled. At the first meeting, sources of income, monthly bills, immediate concerns, and future goals will be discussed and a monthly budget will be established. Budgets are flexible and designed with each individual's needs and goals in mind.

NWWPS



For additional information about our representative payee services contact us at:

Northwest Washington Payee Services  
Representative Payee Services  
P.O. Box 4202  
Nooksack, WA 98276  
Phone (360) 988-4517  
Fax (360) 353-4304

## REPRESENTATIVE PAYEE PROGRAM

### **NORTHWEST WASHINGTON PAYEE SERVICES**

*Watching over your benefits*  
**On your behalf**



NWWPS



## WHAT WE DO

We, the representative payee, act on behalf of you, the beneficiary. We receive your funds on your behalf and pay your rent, utilities, and other bills. On deposit day, we pay the rent and reoccurring monthly bills. Other bills are paid as we receive them. We require you to have all your bills sent directly to us. Allowance checks are mailed to you bimonthly based on the established budget we have created together.

In addition to paying your bills, we often help you deal with landlords, creditors, and the Social Security Administration. We make payment arrangements with creditors as needed.

## OUR FEES

Our fees are based on what the Social Security Administration (SSA) allows us to charge. Call for the current rate.

## SERVING YOU

It is always our goal to serve your needs to the best of our ability and to treat you with respect and dignity.

## OUR RESPONSIBILITIES

It is our responsibility to determine your needs and the best way to use your funds to meet those needs. This includes shelter, food, clothing, transportation, and other items. We report to SSA regularly as to how the funds have been spent. We also report changes such as work activities, relocation, marriage, births, deaths, etc.

## YOUR RESPONSIBILITIES

It is your responsibility to report any changes to us immediately. If you have a caseworker, we need to know his or her name and organization to help us better serve your needs.

All your requests and changes must be submitted in writing within a reasonable timeframe.

Most of our communication is done by mail and phone. If you need to see us in person, an appointment is required. Appointments are to discuss distribution of funds, change of basic requests, problems, or if you need help with SSA forms.

## MISSION STATEMENT

It is our mission to provide representative payee services for Social Security beneficiaries who have been identified as needing assistance with managing their benefits. We are devoted to assure the beneficiaries' personal care and well-being by managing their benefits in a timely and respectful manner.



## CORE VALUES

By assisting the young, elderly, and disabled with their Social Security benefits, Northwest Washington Payee Services will serve the at-risk population with the compassion and integrity they deserve.