

**08 Specialized Service Provider Standards**

**NAC 4-005 through  
4-005.05D**

**Notice of Costs to the Individual**

This policy will be shared with any individuals and their guardians who choose Madonna as their provider of day services; it shall be provided in writing by the Director of Employment Services prior to Madonna initiating service. Madonna will not charge for services or items covered through other funding sources regardless, including items necessary for habilitation and related transportation. Madonna's Finance Office bills monthly for expenses.

If a cost for events or items arises, the individual and the individual's legal representative will be given written notice at least two weeks prior to the cost being due. An invoice would come the month following notification of an expense.

Share of cost: Some individuals served by Madonna have a monthly share of cost in order to maintain their Medicaid eligibility. The share of cost amount is determined by the state and is deducted from Madonna's service payments. In turn, Madonna's Finance Office will bill the individual or the guardian the share of cost amount. The share of cost is considered a collectible debt, and payment is expected within two weeks of the billing.

Damaged or missing property: Under the guidance of the Director of Employment Services, Madonna staff will evaluate on a case-by-case basis who is responsible for replacement or compensation when an individual's personal items are damaged or missing. When applicable, the ISP team will evaluate whether it is appropriate for an individual to make restitution. If the responsible person is incapable of making restitution or Madonna cannot determine who is responsible for the loss, Madonna will assume responsibility for replacement or compensation to the best of its capability. An ISP Addendum will serve as the documentation of consent by the individual and/or the individual's legal representative for the restitution.

**Individuals' Personal Funds and Property**

Madonna supports individuals to be responsible for the management of their own funds to the greatest extent possible according to an individual's money management skills as ascertained by the ISP team, which consequently determines the level of responsibility assumed by Madonna. Madonna is also committed to ongoing training for individuals to acquire ever greater skills in managing their money.

Any personal funds managed by Madonna are handled as follows:

- Managed through individual checking and/or savings accounts
- Recorded in detail on ledgers
- Supported by detailed receipts, cancelled checks and bank statements
- Filed by the individual
- Routinely monitored by supervisors and coordinators
- Audited by the firm that audits Madonna's financials
- Kept confidential and under lock and key to protect against loss.
- Any transfer of control

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- Must not be for convenience of staff or substitute for habilitation;
- Must be temporary;
- Must be based on the individual's choice to the extent possible;
- Must not be transferred to another entity and the individual must not be charged for the service.

Abuse of an individual's funds includes use of funds not in the interest of the individual, theft, fraud, embezzlement, expenditures for staff benefit or for goods and services not appropriate to the individual, "borrowing" an individual's funds or failure to keep adequate records.

Consequences are as follows:

- The supervisor shall investigate any suspected abuse of funds
- A suspected staff member may be relieved of duty during the investigation
- Alleged infractions shall, if need be, be reported to appropriate legal authorities; staff who commit theft will be subject to criminal prosecution and could be liable for a civil action.
- Abuse of funds shall result in disciplinary action; thefts of funds if proven shall always result in dismissal
- An individual's funds shall be reimbursed: the perpetrator will be required to repay the amount; court action to recover the funds will be initiated; if recovery proves to be impossible, Madonna will reimburse the individual for the amount taken.
- If an individual's funds are abused by someone other than staff, the case will be taken to the appropriate legal authorities.

Bank records, ledger sheets, and personal property forms available at [therapservices.net](http://therapservices.net) shall be used to accurately track and report an individual's funds down to the penny, with no rounding off. Financial documents are confidential and will be stored under lock and key or electronically with secure password protection for six years from the date of an internal audit, at which time they are offered to the individual or guardian.

The maximum cash on hand for any individual is \$75.00. All transactions shall be recorded as noted above with receipts verifying any and all expenditures. Cash on hand is counted every time money is used or handled. Receipts must be kept in secure files and must show name of vendor, correct date of purchase, exact amount of purchase, and the item(s) purchased. Reconciliation must show that records and receipts correspond perfectly. Any time a discrepancy is noted, an incident report must be filed with the supervisor, who will determine who is responsible for reimbursing the individual; if that is impossible to determine, Madonna will reimburse the individual. Supervisors are to conduct a monthly review that show balances are correct, transactions are properly recorded, deposits are timely, all receipts are present, receipts and records match, and purchase over \$75.00 have prior approval of the individual or guardian.

**Support in Managing Financial Resources:** As much as possible, Madonna avoids situations in which adults we serve use their own funds while at the same time budgeting program funds so they can learn to handle money, make purchases, and balance an account. In the rare occasion when an individual's personal funds might be used and the individual does not have the skills necessary to manage his/her financial resources, Madonna staff assists the individual in handling

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of money used for the individual's payment for entertainment. Staff will provide help only when necessary and under the choice of the individual.

**Transfer of Control of an Individual's Financial Recourses:** Madonna Employment Services is not involved in controlling the financial resources of individuals we serve. If an individual has some of his or her financial resources on his or her person, Madonna staff will assist the individual as needed and in accord with the individual's ISP to use the funds appropriately. Any role in assisting an individual with funds is temporary. It is grounds for dismissal if any Madonna staff uses an individual's resources for the staff's own convenience or as a substitute for habilitation, transfers the funds to another entity or charges for a service.

**Provider Management of Individual's Finances:** As provider-operated day services, Madonna does not take on provider management of an individual's finances.

**I hereby acknowledge I have reviewed and received the above policy for Notice of Costs:**

Date :

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Client Signature

Date :

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Legal Guardian Signature