

IDAHO DIVISION OF VETERANS SERVICES
RESIDENT TRUST POLICY AND PROCEDURES
FIS-PO-18-11

Guidance

State Veterans Home Resident Trust Accounts are established for the purpose of maintaining complete control and accountability for any personal funds deposited with the Home by the residents for safekeeping. Residents are not required to deposit personal funds with the facility. Funds are in an account that is separate from any of the facility's operating accounts, and funds in excess of \$50 are interest bearing. Security deposits for domiciliary or residential care residents are placed in a non-interest bearing account. Resident Trust accounts are insured with a crime policy, and the Idaho Division of Veterans Services is responsible for its premium and any deductibles.

PointClickCare System

The Idaho Division of Veterans Services (IDVS) utilizes PointClickCare to maintain accountability of all funds entering and exiting the accounts. Each resident depositing funds has an individual account which reflects all deposits and disbursements from his account. The funds are available to residents for personal use such as haircuts and to the Home for monthly charges and any other financial obligations to the Home. Any resident may review his account and request accountability for the same as desired. Quarterly resident trust statements are sent to the resident, and, if applicable, to the resident's guardian, the resident's power of attorney or to any person specified by the resident. The Resident Trust Accounts are reconciled monthly with the Statewide Accounting and Reporting System (STARS).

Requirements:

1. The funds for the resident account can be placed into the account by any person and withdrawn by the resident and/or any other person specified by the resident. If the resident has a court appointed guardian, the guardian may withdraw funds and may direct that the resident's access to the funds be limited.
2. Cash box procedures are established by the Homes to allow resident access to his resident trust account during non-business hours for the Business Office. Cash boxes are secured in locked areas.
4. Checks can only be cashed for residents who have resident accounts and can only be for the balance in the resident account. Residents will be required to wait 7 days for personal checks deposited into the patient account to clear the bank before withdrawing monies from these funds.
5. Purchases may be made for residents utilizing the following procedures:
 - A. Purchases made by Senior Aides/Recreational Aides:
 1. Obtain authorization to purchase items for residents from their resident trust accounts. Authorization must be received from the resident. If the resident has a guardian, the guardian can specify that the resident may have limited or no access to the funds.

2. Upon receiving authorization, complete a resident account voucher for each resident to withdraw the funds for the resident(s) in the Business Office.
 3. If purchases are made for more than one resident, obtain separate receipts for each resident. Don't combine a resident's purchases with others. Do not put items on layaway.
 4. Any money withdrawn from a resident's account by an employee in order to purchase items for that resident must be returned by the next business day of the date withdrawn, either in receipts or cash.
- B. Purchases made by Storekeeping personnel:
1. Items needing to be purchased will be listed on the requisition form at the nursing station. Before items can be purchased, authorization must be obtained by nursing personnel from the resident or, if applicable, the resident's guardian. After receiving authorization, nursing personnel should initial next to the resident's name on the requisition form that it was received.
 2. Complete a resident account voucher to withdraw the funds for the resident(s) in the Business Office and follow steps 3 and 4 in section 3A above.
6. In the case of death or discharge, the balance in the resident account is handled as follows:
- A. Funds are immediately transferred from the resident interest bearing account to a non-resident, non-interest bearing account.
 - B. The next work day, after the transfer has been posted, the interest bearing account is closed.
 - C. If the resident owes money to Division of Veterans Services, the balance in the non-resident, non-interest bearing account is applied to the outstanding balance.
 - D. Upon discharge, notice of account balance is sent to the resident or responsible party. For deceased residents, an affidavit will also be included. The affidavit is to be signed, notarized, and returned to IDVS after 30 days of discharge. If completed affidavit is not received back on the 31st day after discharge (death), IDVS will send a letter and make a phone call to the responsible party every two weeks until affidavit is received, and funds are released. For living residents, an affidavit is not necessary for the resident to claim funds.
 - E. Medicaid may have a claim on funds if a deceased resident received Medicaid assistance. Medicaid should provide an affidavit for funds to be released to Medicaid.
 - F. Any balance left in a deceased resident non-interest bearing account after charges are paid is held until proof (such as a will or estate settlement) is received as to who should legally receive the money. The document showing who should receive the money must be approved by the Home Administrator and the Attorney General. If no proof is available and the fair market value of the resident's entire estate balance is less than \$100,000, the next-of-kin can complete an affidavit after 30 days of resident discharge (death), sign it, have it notarized, and submit the affidavit to the home. After 30 days from the date of death and receipt of the completed affidavit, the home can issue a check for the balance in the resident trust account.

7. In the case of a loss of personal funds deposited with the facility, the process is handled as follows:
 - A. A claim is submitted to Idaho Risk Management.
 - B. The facility covers the resident loss with state operating funds within one business day of loss.
 - C. Idaho Risk Management processes the claim.
 - D. The facility pays the deductible.
 - E. Idaho Risk Management pays the claim to the facility.