

How do I...

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| <p><i>Trust Account covers the creation and maintenance of a Trust Account on behalf of children who are in legal custody of the state.</i></p> <p><i>Only the Trust Account Manager, based on security, will have access to maintain benefit money on behalf of these children.</i></p> <p><i>Trust Accounts are managed either by the Community Based Care (CBC) or by the Department of Children in Families (DCF) based on the area.</i></p> <p><i>Each child may only have two trust accounts per CBC/Fiscal Agency or Region/Zone. These two accounts will be established as separate interest bearing bank accounts.</i></p> <ol style="list-style-type: none"> <i>1. Dedicated Trust Account will hold SSI money that is received in a single payment in excess of six months.</i> <i>2. General Trust Account will hold all other benefits.</i> <p><i>The breakdown of each child's portion, including all withdrawals and deposits, will be maintained in the Ledger tab of the Trust Account page.</i></p> <p><i>Caseworkers and other assignees of the Case will have View Only access to the Trust Account page.</i></p> | | |
| Access the Trust Account Search Page | <ul style="list-style-type: none"> ▪ From the Desktop menu select Financial Work > Trust Accounts > Trust Account Search ▪ Click the Continue button. ▪ Enter required information in the Search Criteria group box. ▪ Click the Search button. | <p><i>The Trust Account Search page allows users to search for children in their CBC/Fiscal Agency or Region/Zone who have a trust account.</i></p> <p><i>Trust accounts can be created if one does not exist for their CBC/Fiscal Agency or Region/Zone.</i></p> <p><i>Users will not be able to create a new trust account if one already exists for that child and CBC/Fiscal Agency or Region/Zone. The User will have to reopen an existing closed trust account.</i></p> |
| Create a Trust Account | <ul style="list-style-type: none"> ▪ From the Desktop menu select Financial Work > Trust Accounts > Trust Account Search ▪ Click the Continue button. ▪ In the Search Criteria group box, enter SS# or Person ID, CBC/Fiscal Agency or Region/Zone and Trust Account Status – None. ▪ Click the Search button. ▪ Click the radio button. ▪ Click the Create General or Created Dedicated button. | <p><i>The Trust Account Search page allows users to search opened or closed Trust Accounts. In addition, from this page, a new entry for a child can be created.</i></p> <p><i>Users will not be able to create a new general or dedicated trust account if one (opened or closed) already exists for that child and CBC/Fiscal Agency or Region/Zone. The Trust Account Manager will have to reopen the existing Trust Account to maintain an accurate history.</i></p> |
| Access an Existing Trust Account | <ul style="list-style-type: none"> ▪ At the Case folder level, click on the Eligibility icon. ▪ Select the appropriate hyperlink to view the Trust Account page. <p>OR</p> <ul style="list-style-type: none"> ▪ From the Desktop menu select Financial Work > Trust Accounts > Trust Account Search ▪ Click the Continue button. | <p><i>The Trust Account page is accessed when the user selects the General hyperlink or the Dedicated hyperlink from the Trust Account Search page.</i></p> <p><i>If the user selects the hyperlink, the Trust Account page opens with the existing Trust Account for that CBC/Fiscal Agency or Region/Zone and account type. If a worker has an assignment to an open case with an existing trust account, a user can expand the Eligibility icon under a case folder to access the Trust Account page. When selecting the hyperlink for the trust account instance, the</i></p> |

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| | <ul style="list-style-type: none"> ▪ In the Search Criteria group box, enter Last name, SS# or Person ID, CBC/Fiscal Agency or Region/Zone and Trust Account Status – Open/Closed ▪ Select Hyperlink for General or Dedicated | <p><i>record opens with the appropriate information viewable for the user.</i></p> |
| Access a General Trust Account | <ul style="list-style-type: none"> ▪ From the Desktop menu select Financial Work > Trust Accounts > Trust Account Search ▪ Click the Continue button. ▪ In the Search Criteria group box, enter SS# or Person ID, CBC/Fiscal Agency or Region/Zone and Trust Account Status – None. ▪ Click the Search button. ▪ Click the radio button. Click the Create General button. | <p><i>Each child can have only one General Trust Account and one Dedicated Trust Account per CBC/Fiscal Agency or Region/Zone.</i></p> <p><i>The Dedicated Trust Account will be used to hold SSI payments that are received in single payment for a period greater than six months.</i></p> <p><i>The General Trust Account will hold all other benefits and will be the account from which the State will reimburse itself for the cost of ongoing care.</i></p> <p><i>When dedicated funds have been approved for State reimbursement, the Trust Account Manager must manually transfer funds from the Dedicated Account to the General Account.</i></p> <p><i>Once the page is created, the Bank field will pre-fill with the bank associated with the user's CBC/Fiscal Agency or Region/Zone selected on the search page and the Trust Account type created, and will not be editable.</i></p> <p><i>The final feature of this header is the Closed Date field. When the Trust Account Manager is prepared to close the trust account, the account balance must be zeroed and then the Close Account Button will become enabled.</i></p> <p><i>When the user selects the Close Account button, the Closed Date is populated and once the page is saved, the trust account will only be view accessible. The Close Account Button is changed to an Open Account Button once the page is saved. The Trust Account Manager is able to reopen the account if the child receives additional benefits.</i></p> |
| Access a Dedicated Trust Account | <ul style="list-style-type: none"> ▪ From the Desktop menu select Financial Work > Trust Accounts > Trust Account Search ▪ Click the Continue button. ▪ In the Search Criteria group box, enter SS# or Person ID, CBC/Fiscal Agency or Region/Zone and Trust Account Status – None. ▪ Click the Search button. ▪ Click the radio button. ▪ Click the Create Dedicated | <p><i>Each child can have only one General Trust Account and one Dedicated Trust Account per CBC/Fiscal Agency or Region/Zone.</i></p> <p><i>The Dedicated Trust Account will be used to hold SSI payments that are received in single payment for a period greater than six months.</i></p> <p><i>The General Trust Account will hold all other benefits and will be the account from which the State will reimburse itself for the cost of ongoing care.</i></p> <p><i>When dedicated funds have been approved for State reimbursement, the Trust Account Manager must manually transfer funds from the Dedicated Account to the</i></p> |

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| Documents on the Benefit Record Tab | <p>button.</p> <ul style="list-style-type: none"> ▪ Click the Insert button in the Trust Account Benefit Record group box. ▪ Enter required fields ▪ Select Continue | <p><i>General Account.</i></p> <p><i>The Benefit Record tab maintains a history and displays the status of each benefit a child is expected to receive.</i></p> <p><i>The trust account manager has the ability to record when a benefit application was submitted and when benefit payments are approved or rejected as well as the benefit end date.</i></p> <p><i>A new record is created through the Insert button in the Trust Account Benefit Record group box. When selected, the Maintain Benefit Record page opens for the user to enter benefit information. After the user creates a benefit record and clicks Continue on the Maintain Benefit Record page, the newly created record appears on the Trust Account Benefit Record group box and Benefit Record Details group box on the Benefit Record tab.</i></p> <p><i>To update or delete an existing benefit record, the user can select the Edit or Delete hyperlinks located to the right of each record. Each benefit type will only be allowed one active entry at a time.</i></p> <p><i>To view details of a benefit record, the radio button located to the left of each benefit record is selected. When selected, the associated information appears in the Benefit Record Details group box.</i></p> <p><i>The effective date is the date after which the benefit received can be used towards ongoing care process. Any benefit with an effective date after the payments begin date will not be used to reimburse the State for that payment.</i></p> |
| Document on the Maintain Benefit Record | <ul style="list-style-type: none"> ▪ Click the Edit hyperlink to the right of a benefit record. ▪ Click Insert button to add new benefit | <p><i>The Maintain Benefit Record page is used to enter new benefit records to the Benefit Record tab, or to update existing benefit records.</i></p> <p><i>When the user clicks the Continue button, the Maintain Benefit Record page will close and the new/updated information will be passed back to the Benefit Record tab. This information will be saved to the database when the Save button is clicked, on the Trust Account page.</i></p> |
| Access Maximum Balance Page | <ul style="list-style-type: none"> ▪ From the Desktop menu select Financial Work > Trust Accounts > Maximum Balance ▪ Click the Continue button ▪ Select the CBC/Fiscal Agency or Region/Zone. ▪ The page will automatically refresh. ▪ Select Insert ▪ Enter desired alert levels | <p><i>This page allows Trust Account Manager to maintain the maximum balance amount allowed for children with general trust accounts in their CBC or Region.</i></p> <p><i>The children who are receiving SSI benefits are the only clients affected by the threshold. Histories of maximum balance amounts are stored on the Maximum Balance page.</i></p> <p><i>Pressing the Insert button in the Maximum Balance group box creates a new row. The row contains Effective Date, Maximum Balance, and Percentage Amount. The Trust Account Manager or State Administrator must fill in an</i></p> |

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| | | <p><i>Effective Date from which this Maximum Balance will be applied.</i></p> <p><i>The user must also enter the Maximum Balance Amount and the percentage at which a notification will be sent to primary worker. The balance for the child's trust account comes for a General account and the Current Needs and Long Term Sub-Accounts.</i></p> <p><i>For example, if the maximum balance is set to \$2000 and percentage is 75%, then when a child's general trust account including current needs plus long-term needs is equal to or greater than \$1500, a tickler will be sent to user.</i></p> |
| Access the Bank Page | <ul style="list-style-type: none"> ▪ From the Desktop menu select Financial Work > Trust Accounts > Bank. ▪ Click the Continue button. ▪ Select from CBC/Fiscal Agency Bank or Select Region/Zone Bank dropdown fields. ▪ Click the Continue button. | <p><i>The Bank page allows the Trust Account Manager to maintain current address and account information for each of the banks where trust account money is kept.</i></p> <p><i>Each CBC/Fiscal Agency or Region/Zone has the ability to create two separate bank accounts for trust funds. The General Account will hold benefits that can be accessed by the Trust Fund Calculation batch for State reimbursement.</i></p> <p><i>The Dedicated Account will hold SSI benefits that have been paid in a sum that is greater than six months. The Dedicated Account will not be accessed by the Trust Fund Calculation batch.</i></p> <p><i>The Trust Account Manager will manually transfer money from the Dedicated Account into the General Account when the money has been approved for State reimbursement.</i></p> <p><i>Each child's Trust Account must be matched to one bank account number. This matching occurs when the Trust Account page is opened for the first time when creating a child's trust account.</i></p> |
| Document Interest/Service Charge | <ul style="list-style-type: none"> ▪ On the Bank page, from the Option dropdown field, select Interest/Service Charge ▪ Click the Go button. | <p><i>The Interest/Service Charge page allows the Trust Account Manager to post accrued interest and service charges to the trust accounts for each child.</i></p> <p><i>When the bank statement is received by the Trust Account Manager, the amount of interest earned and the service charge accrued can be entered into the Interest/Service Charge page along with the Effective Date. The Effective Date should be the date on which the statement was produced.</i></p> |
| Correct Wrong Amounts | | <p><i>If after the spread interest/service charge batch has run, the Trust Account Manager discovers the incorrect amount has been entered for either the interest or the service charge, the amount can be re-entered and re-spread across the accounts.</i></p> <p><i>By un-checking the Flag Posted check box, the amount</i></p> |

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| | | <p><i>field is enabled and the user can re-enter the interest amount for that effective date.</i></p> <p><i>The next batch cycle will pick up this new amount and recalculate each child's portion.</i></p> <p><i>If the Effective Date was entered incorrectly, the amount of interest for that date must be set to zero, and a new row needs to be inserted into the Interest/Service Charge page.</i></p> |
| Create a Trust Account Expenditure Plan | <ul style="list-style-type: none"> ▪ From the Desktop menu select Case Work > Forms > Trust Account Expenditure Plan ▪ Select the Case ▪ Select the Case Participant ▪ Click the Create button. ▪ From the Options dropdown field, select Trust Account Expenditure Plan ▪ Click the Go button ▪ When completed, Close and Return to FSFN. ▪ Refresh the Desktop to view the hyperlink for the form. | <p><i>The Trust Account Expenditure Plan is a Word Processing document.</i></p> <p><i>The primary worker documents what will be done to "spend down" the account.</i></p> |