Residential Entitlements

An Overview

Clients in residential settings often receive monies monthly from various entitlements and other sources, giving the agency another resource for those clients, as well as receivables and payables to track. The residential entitlements menu option at **A-11** adds a crucial element in managing these client sources of income. These sources can be tracked for receivables and receipts on the agency side, as well as for client allotments. **A-11** provides the agency with a tool for managing and tracking these monies according to each individual client's monthly schedule and maintaining cash receipts and the receivables schedule for each.

Additionally, **A-11** provides a simulated individual banking account for clients to track the expenditure of their allotments, as well as any other monies that they may have. This is accomplished through recording client deposits and withdrawals. Individual bank statements are also available per client.

It is also possible to obtain screen displays or hard copy reports from the entitlement and banking data based on selection criteria. Detail can be finely defined for a client, date and specified view or a range of clients, dates and views.

```
                     IMA Mental Health - Development Area  Option:A11
                           Residential entitlements


         Data entry:
              EE - enter/change entitlement data
              EC - enter/change client characteristics
              CR - cash receipts
              RV - reverse cash receipts

         Display & Reports:
              SH - show entitlement data
              BA - benefits and A/R report
              RR - receipt detail report

         Bank account:
              EB - enter client banking transactions
              SB - show client bank account
              PB - print client bank account ledger
              TR - transfer monthly allowance to client bank account


Option:■
                             2 men
```

The Menu at A-11 for residential entitlements.

Entering and Changing Data

Initial Entitlement Set-up

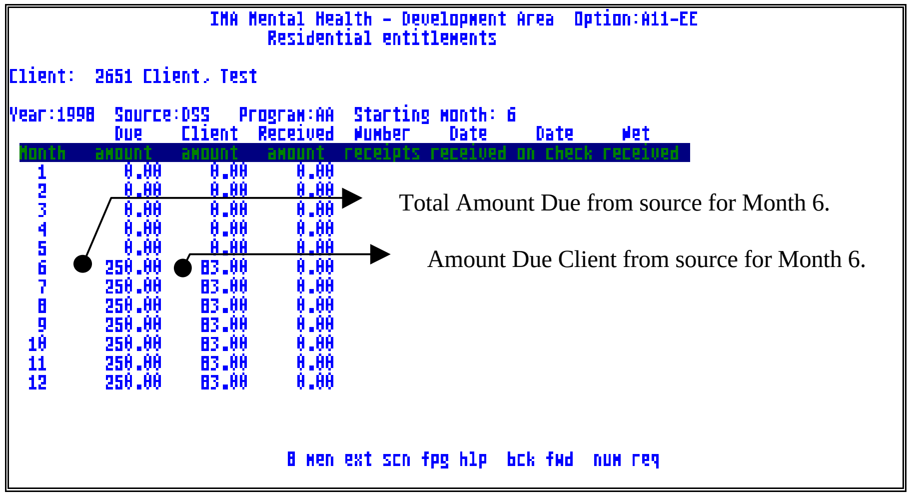
Entitlement data is specified by source for the benefit year in menu option **EE**. There are columns of detail for the amount due from that source and the amount allotted to the client from that source. Additional detail is included on this screen which reflects cash receipts from the various sources and receipt detail per month for the benefit year.

Follow these steps to add or change client entitlement information in option **A-11 EE**.

- Enter a client number at the **'Client:'** prompt or press <**hlp**> to enter the client's name. The entitlement detail screen will then be presented.
- Enter the benefit year if it is different from the current year or accept the current year default by pressing <**enter**> at the **'Year:**' prompt.
- At the **'Source:'** prompt, identify the source of the entitlement by typing the corresponding code or pressing <**hlp**> to choose from a help window from table **SSISRC**. This table will be defined per agency in **H-2**.
- Enter the designated client's residential program code at the **'Program:'** prompt or press <**hlp**> for a window of that client's programs for selection. If the program is no longer an active program for the designated client, it can only be chosen by pressing <**hlp**> and selecting that program from the help window.
- Accept the default or enter the numerical value for the month at the **'Starting Month:'** prompt. The default will always be the current month. The cursor will automatically go to the corresponding row below.
- In the corresponding row, type the total amount due from this source for this month and press <**enter**>. Pressing <**hlp**> in this position will also display a drop down window of the client's previously defined sources, giving detail per source for a quick view.

  File **A1-SSI.DFT** defines a set of default values on a per program basis for the SSI amount due and the client allotment. When a new record is added, these values automatically fill to the designated amounts in the appropriate columns, but can be changed if the client total amount or allotment is different from the default.

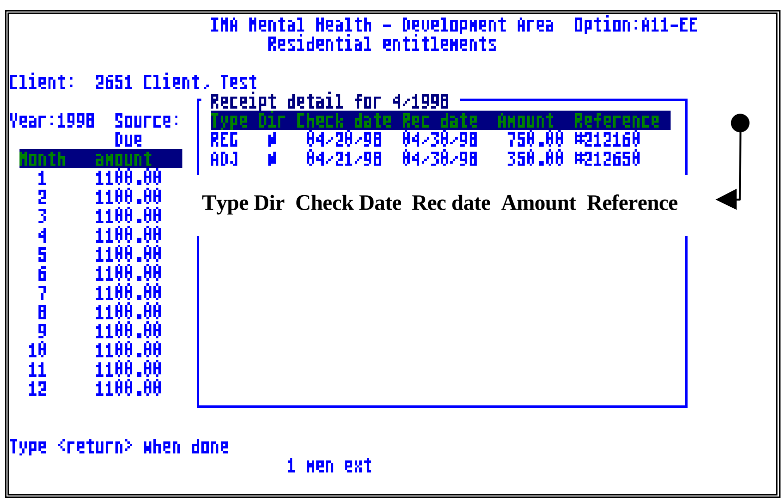
- Type the allotment amount due the client from the total due from this source and press <**enter**>.
- Press <**enter**> again to skip the received amount column and follow the same steps for the following rows and corresponding months to finish entitlement set-up for the current year.



Enter entitlements screen at A-11 EE.

Upon completion of the entitlement data entry for the current source for the current year, the cursor returns to the **'Year:'** prompt to continue with entitlement information for this client. The user can either select another year or source to enter, press <**scn**> to enter another client number or press <**ext**> to return to the **A-11** sub-menu.

A-11 EE is used for both creating the original record and to make changes later as required. Cash receipts may be viewed or displayed for history detail to date in **EE**, but not entered. To view the cash receipts for a month, press <**hlp**> at the receipts column within that month's row. However, these receipts are only recorded, as described below, in option **CR**.

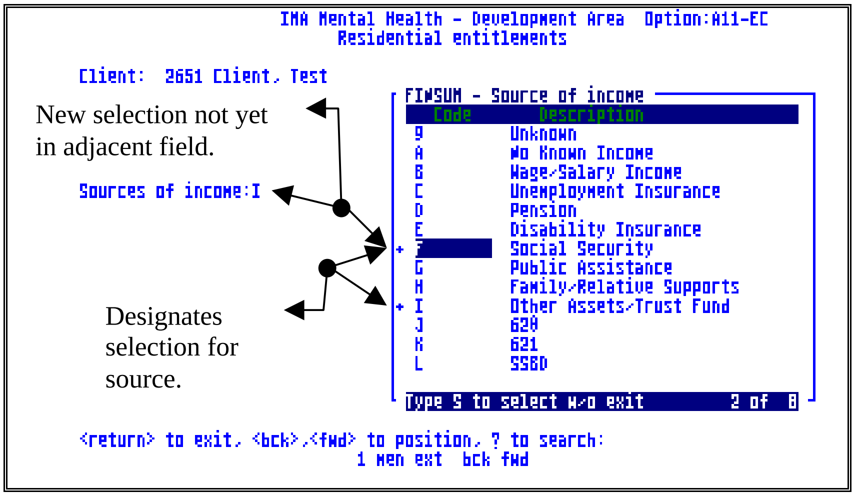


The receipt detail per client in A-11 EE/SH for the data entered in CR.

Entering/Changing Client Entitlement Characteristics

Upon registration into a program, certain entitlement sources and/or sources of income are identified for each client. These sources can be viewed and changed in menu option **A-11 EC**. The following steps are followed to make changes in this data.

- Enter a client number at the **'Client:'** prompt or press <**hlp**> to enter the client's name. The specified client's sources of income data will be presented as defined during intake. These sources are from table **FINSUM**, which is defined per agency in **H-2**.
- To add a source, use the up and down arrows or <**bck**> and <**fwd**> keys to highlight the appropriate selection. Type <**s**> and press <**enter**> to add that selection. That source will now be marked by a "+" to identify it as a current and/or valid source of income. Another selection may be added by repeating the selection process. Pressing **<enter>** again will return the user to the **'Sources of income:'** field.
- To remove a source that is no longer valid, use the up and down arrows or <**bck**> and <**fwd**> keys to highlight a source that is marked by a "+". Type <**s**> and press <**enter**>. The "+" will disappear, signifying that it is no longer a valid or current source of income for that client.
- The selected sources of income will be listed by their corresponding codes in the adjacent identified field.



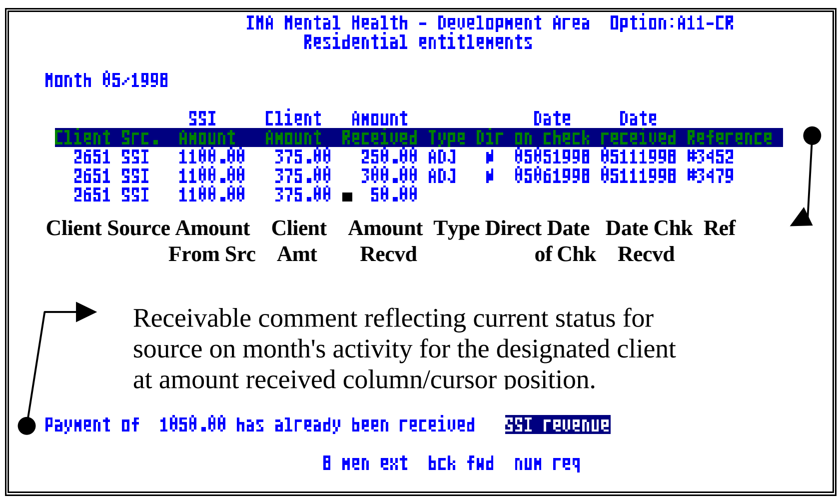
The Client Characteristics screen for entitlements at A-11 EC.

Recording Cash Receipts

When the entitlement source makes a payment for the designated client to the agency, these payments are recorded and tracked in menu option **A-11 CR**. These monies are entered by month in batch style using the following steps.

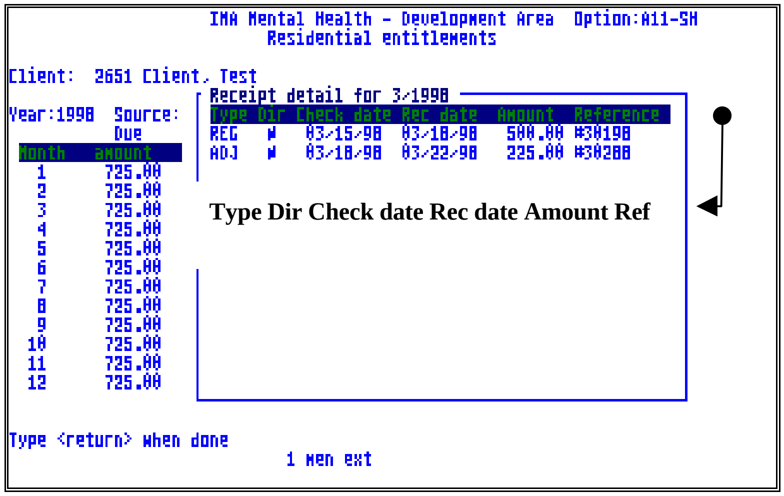
- Type the benefit month and press <**enter**> or accept the current month default by pressing <**enter**>. The receipts log screen will then be presented.
- Type the client number and press <**enter**> or press <**hlp**> to type the client's name.
- Type the code for the source of the cash receipt and press <**enter**> or press <**hlp**> to select from the sources of income per client.
- The amount due from the source and the amount allotted for the client for that source will be automatically filled from the definition of that source in **EE**.

- The amount received will also automatically fill with the expected amount from the definition for the specified source in **EE**. Accept the defaulted value or type and <**enter**> the amount received from this source if that amount is different.
- Type the code for the corresponding type of payment and press <**enter**> or press <**hlp**> for a window from which to select. The codes are defined per agency in table **SSIDEP** in **H-2**.
- Type **Y**es or **N**o to identify if the receipt is a direct deposit.
- Type and <**enter**> the date on the check.
- Type the date the check was received and press <**enter**> or accept the current day default by pressing <**enter**>.
- Type and <**enter**> up to a ten character reference for this receipt. This reference could be a check number, check comment or some other detail that the agency would like to record.
- Another receipt can then be entered for the same or a different client for the designated month.
- When the user completes adding cash receipts and/or presses **<men>** to return to the Main Menu, the system automatically updates the cash journal and posts to the general ledger.



The cash receipts screen in A-1 CR.

This data can now be viewed with receipt detail in **A-11 EE** or **SH** by pressing <**hlp**> at the "**Number of Receipts**" column.

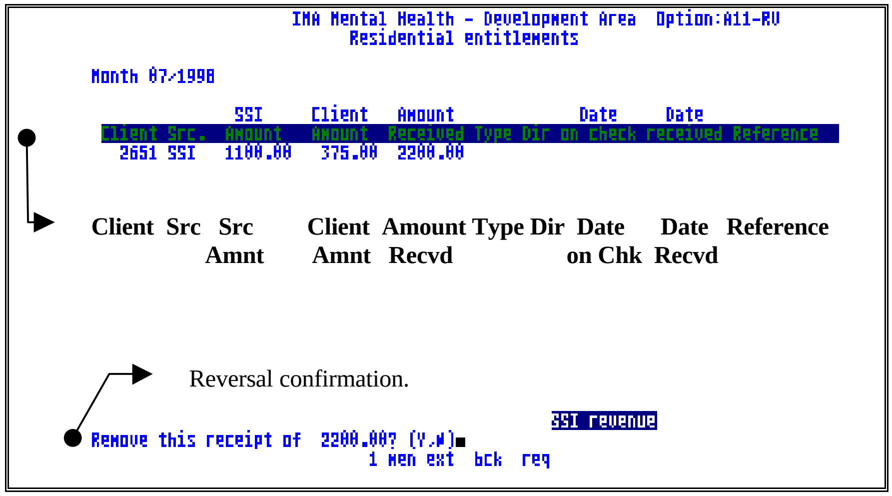


The source detail per client for the chosen month in A-11 EE/SH.

Reversing Cash Receipts

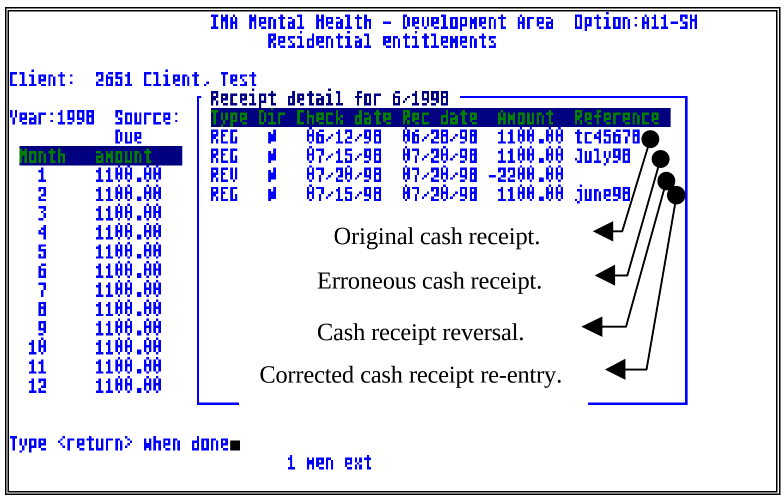
Cash receipts can be reversed using option **RV**. This option is helpful in the event that receipts get double posted or posted to the wrong client number.

- Type the benefit month and press <**enter**> or accept the current month default by pressing <**enter**>. The receipts log screen will then be presented as described above.
- Type the client number and press <**enter**> or press <**hlp**> to type the client's name.
- Type the code for the source of the cash receipt and press <**enter**> or press <**hlp**> to select from the sources of income per client.
- The monthly amount due the client from that source and the total amount recorded as received from the source will fill in the corresponding columns.
- Answer **'Remove this receipt of <xxxx.xx>?'** with **Y**es to remove the cash receipt or **N**o to retain it.
- Another receipt reversal can then be entered for the same or a different client for the designated month.
- When the user completes reversing cash receipts and/or returns to the Main Menu by pressing **<men>**, the system automatically updates the cash journal and posts to the general ledger.
- Since **RV** removes the total cash received from the source for the month, another cash receipt entry will need to be made for the correct amount from the source for the designated month in **CR**.



The confirmation prompt for reversing cash receipts.

This reversal data can now be viewed with receipt detail in **A-11 EE** or **SH** by pressing <**hlp**> at the "**Number of Receipts**" column.



The receipt detail per source for client with a reversal in A-11 EE/SH.

Displays and Reports

These entitlements can be tracked within a variety of views by the system.

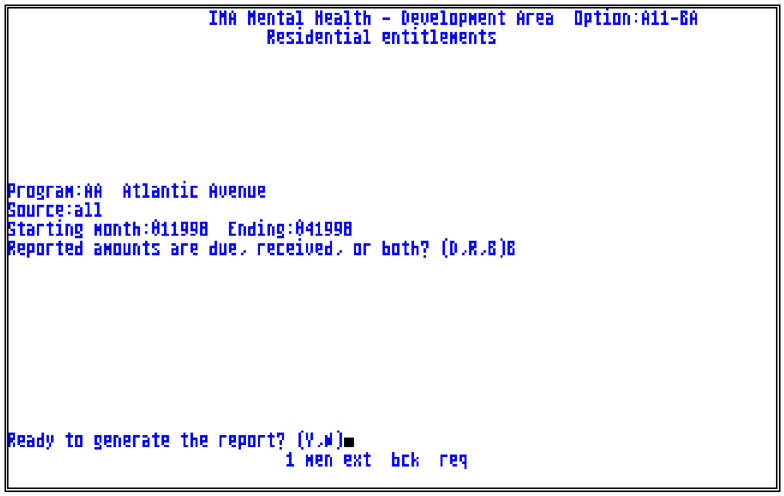
Information Look-up

A-11 SH provides a look-up display of the entitlement information by client from **EE**. This display is by calendar year for the designated client and will show all sources or a specified source. This screen is identical to the screen at option **EE**.

Benefits and Accounts Receivable Report

A benefits and accounts receivable report can be run in option **A-11 BA** for designated selection criteria using the following steps.

- Select a specific residential program or all residential programs.
- Specify an entitlement source or all sources.
- Determine a month or range of months to view.
- Select receivables that are **D**ue, **R**eceived or **B**oth.
- Answer **'Ready to generate the report?'** prompt with **Y**es if no changes in the selection criteria are desired. Answer **N**o to the prompt to change the selection criteria.



The selection screen at A-11 BA.

The report format will reflect the selection criteria as follows.

Each Report

Column 1 Client Number.

Column 2 Client Name.

Column 3 Client residential program code.

Column 4 Admission Date.

Column 5 Month.

Receivables and Receipts Report

Column 6 DSS Revenue split into headings Amount Due and Amount Received.

Column 7 SSD Revenue split into headings Amount Due and Amount Received.

Column 8 SSI Revenue split into headings Amount Due and Amount Received.

Column 9 Miscellaneous Revenue split into headings Amount Due and Amount Received.

Column 10 Totals split into headings Amount Due, Amount Received and A/R.

Receipts (only) Report

Column 6 DSS Revenue Received.

Column 7 SSD Revenue Received.

Column 8 SSI Revenue Received.

Columns 9-12 Other identified and/or designated sources of client entitlement revenue Received.

Column 13 Miscellaneous Received.

Column 14 Totals split into headings Amount Due, Amount Received and A/R.

Receivables (only) Report

Column 6 DSS Revenue Amount Due.

Column 7 SSD Revenue Amount Due.

Column 8 SSI Revenue Amount Due.

Columns 9-12 Other identified and/or designated sources of client entitlement revenue Due.

Column 13 Miscellaneous Amount Due.

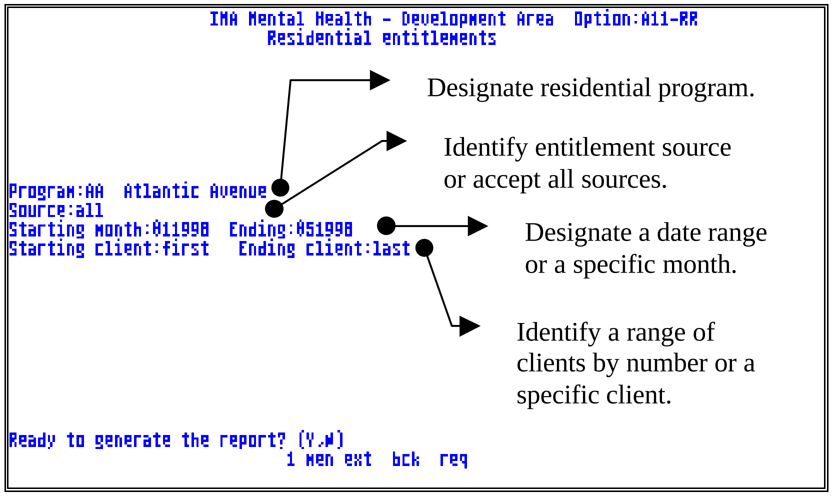
Column 14 Totals column split into headings Amount Due, Amount Received and A/R.

Note: Amount Due and Amount Received are directly from **A-11 EE** and **CR** screens respectively. A/R under the Totals column is the adjusted receivable by client across all recorded sources.

Receipt Detail Report

A receipt detail report of all **CR** cash receipts activity can be run in **A-11 RR** for designated selection criteria using the following steps.

- Select a specific residential program by program code or all residential programs.
- Specify an entitlement source or all sources.
- Determine a month or a range of months to view.
- Designate a specific client by client number, a range of specific clients by client numbers or all clients by accepting the defaults first and last.
- Answer **'Ready to generate the report?'** prompt with **Y**es if no changes in the selection criteria are desired. Answer **N**o to the prompt to change the selection criteria.



The selection screen for the Receipt Detail Report in A-11 RR.

The report includes the following data for all records meeting the selection criteria.

Report Layout

Column 1 Client Number.

Column 2 Client Name.

Column 3 Month.

Column 4 Entitlement Source.

Column 5 Type of payment from table **SSIDEP**.

Column 6 Direct Deposit.

Column 7 Date of Check.

Column 8 Date Check Received.

Column 9 Amount Received.

Column 10 Reference Comment.

Totals Totals by client for an individual client selected, a range of clients or all clients.

Totals Totals by program for an individual program or all programs.

Report Totals Grand Total.

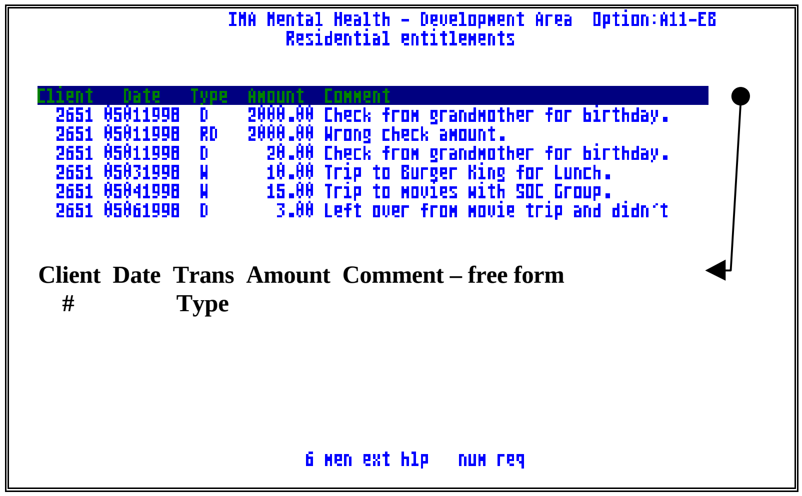
Client Bank Account

Client Banking Transactions

Client banking transactions, withdrawals and/or deposits, are recorded and tracked in menu option **A-11 EB**. These transactions are entered in batch style using the following steps.

- Type and <**enter**> a client number or press<**hlp**> to enter a client name.

- Accept the default of the current date or type and <**enter**> the desired date.
- Designate transaction type: **D**eposit, **W**ithdrawal, reverse deposit (**RD**) or reverse withdrawal (**RW**).
- Type free form comment regarding transaction.
- Begin next transaction for this or another client.

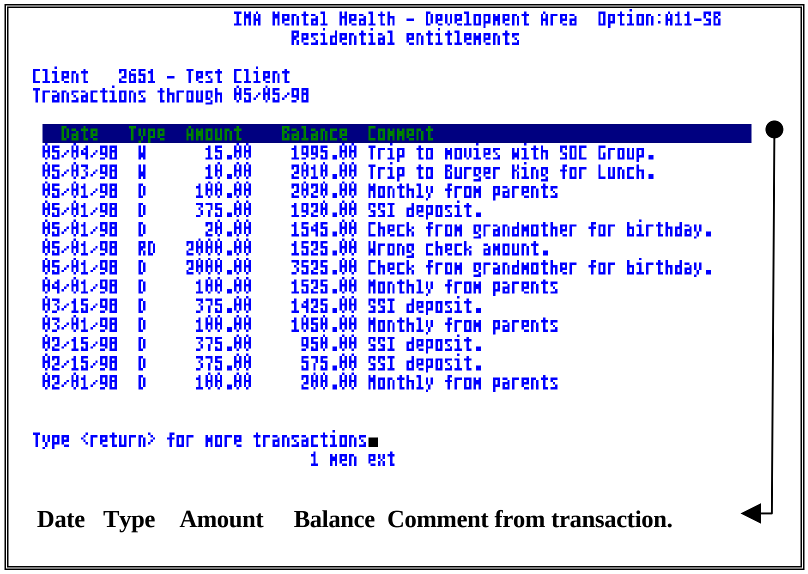


The client banking transaction log in A-11 EB.

Client Bank Account Look-up

The client bank account can be selected for viewing in menu option **A-11 SB**. This option lists banking transactions per client in reverse date order from most recent to first. Therefore, the latest transaction will always be at the top line in the screen, reflecting the most recent balance.

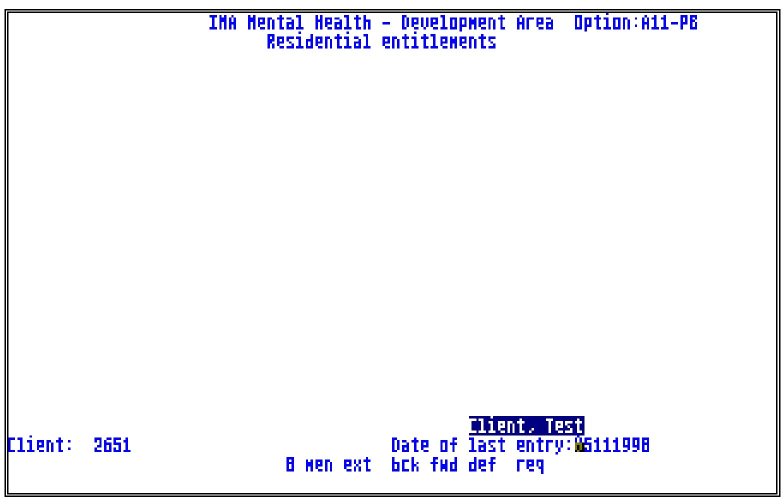
- Type and <**enter**> a client number or press<**hlp**> to enter a client name.
- Type and <**enter**> the last transaction date to view or accept the current day as the default by pressing <**enter**>.



The view of a client's banking transactions in A-11 SB.

Print Client Banking Ledger

A ledger can be printed out for each client to show the activity for each personal account up to a designated date in menu option **A-11 PB**.



The selection screen for client banking ledgers in A-11 PB.

This report resembles the ledger display in **A-11 SB**. The report format will reflect the following information for the client and transaction date selected.

Report Layout

Column 1 Date of the first transaction selected. These will be listed from most recent selected to the first transaction for the client specified.

Column 2 Transaction type: **D**eposit, **W**ithdrawal, reverse deposit (**RD**) or reverse withdrawal (**RW**).

Column 3 Amount of that transaction.

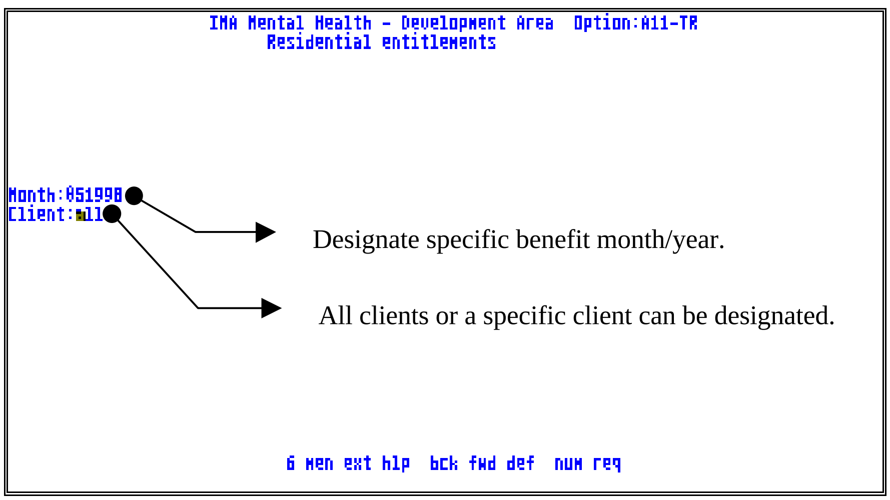
Column 4 Balance or monies available after transaction.

Column 5 Free form comment from transaction.

Transferring Monthly Allowances to Client Accounts

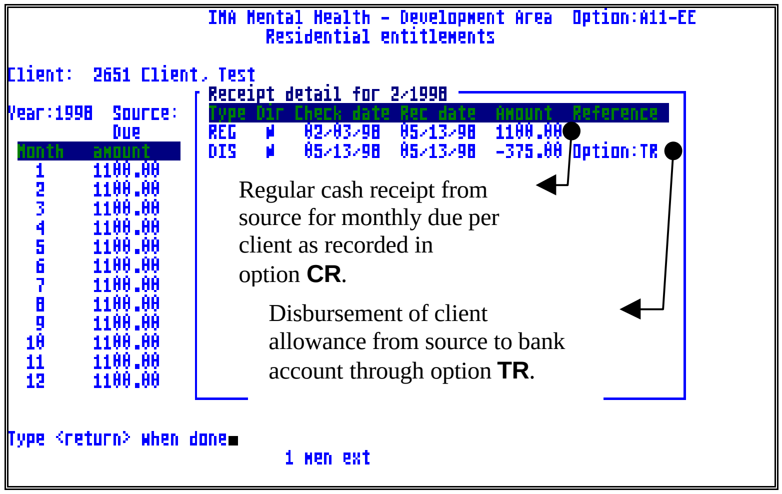
The client allotment from all sources may be transferred from the agency ledger to each client's individual bank account in option **A-11 TR**. This transfer of monies may be done for a selected client or all clients by benefit month.

- Type and <**enter**> a benefit month. If the benefit year is different than the current year, the year must also be identified.
- The default **all** may be accepted by pressing <**enter**>to transfer monies for all clients for the designated month. To transfer funds for a specific client, type and <**enter**> the designated client number or press <**hlp**> to type the name.
- The system will alert the user how many transfers were completed if all is selected or the amount that was transferred to the client's account for a specifically selected client.
- Upon exiting the **A-11** menu, the system will update the agency cash journal and post transactions to the general ledger.

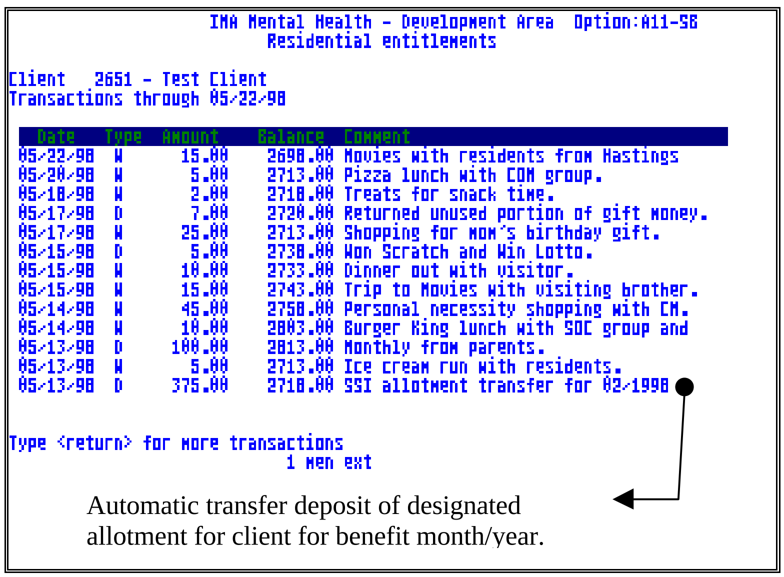


The selection screen for A-11 TR for transferring client allowances.

These transfers will be displayed in the receipt detail for the benefit month as a disbursement from the source payment in the **EE** option as described previously. This transfer will also be viewable and/or accessible within the client bank account in options **SB** and **PB** respectively, listing an automatic transfer of the allotment by the benefit month.



The receipt detail screen in A-11 EE reflecting an automatic transfer of funds to the client in the amount designated at the monthly allotment from the source.



The client bank account in A-11 SB showing the automatic transfer of funds for the benefit month.