

Helping Hands Payee Services Inc.

Welcome

We look forward to getting to know you.

How our office works for you:

Our phone hours are Monday through Thursday between 9:00 am and 3:00 pm. If we are unable to answer your call, please leave one detailed message with your telephone number and we will return your call as soon as possible. For your convenience, you may also mail, e-mail or fax your questions or requests.

Once we are appointed by Social Security to serve as your Representative Payee we work with you to develop a customized budget based on your income and expenses. We are glad to work with caseworkers and other persons you authorize to assist us in managing your finances. We send copies of your estimated budget and account ledgers at your request.

We schedule regular bills and rents to be mailed by the third of the month after verifying we receive your deposit. Our goal is to budget rents for mailing by the 25th whenever possible. We estimate utility and other fluctuating bills to be paid when the actual bill is received by our office. We issue re-loadable debit cards in your own name for your grocery and/or spending money. The amount and load schedule depends on your budget.

We try to build savings into your budget for Christmas, birthdays, clothing twice a year, summer entertainment and emergencies.

To pay your bills promptly you will need to change the billing address for your monthly bills. Be sure the bills are in your name and mailed directly to our office at PO Box 1610, Roseburg, OR 97470.

As a Non-Profit Organizational Payee we are authorized by Social Security to collect a fee for our service. This fee is set by Social Security and is used to cover our operating expenses. There is also a one-time bank charge of \$19.

Also, please remember to promptly contact our office to report any changes in your living situation so we may help ensure your benefit record remains in good standing.

Thank you for allowing us the opportunity to serve as your Representative Payee.

Elisabeth – Managing Director

Catherin - Client Services Manager

Susan – Accounts Payable

Paris – Client Services

Page - Client Services

Mailing Address:

Post Office Box 1610

Roseburg OR 97470

Roseburg Office: (541) 679-5318 Fax: (8898) 817-4751

Medford Office: (541) 500-1593

Email: office@helpinghandspayee.org