

*Summary of Genesis Eldercare Catonsville Commons, an  
Organizational Representative Payee for the Social Security  
Administration  
A-13-12-11267*



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Social Security Administration Office of the Inspector General

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**Objective**

To determine whether Genesis Eldercare Catonsville Commons (Genesis), a representative payee for the Social Security Administration (SSA), (1) had effective safeguards over the receipt and disbursement of Social Security benefits, (2) used and accounted for Social Security benefits in accordance with SSA's policies and procedures, and (3) adequately protected beneficiaries' personally identifiable information (PII).

**Background**

Some individuals cannot manage or direct the management of their finances because of their youth and/or mental or physical impairments. Congress granted SSA the authority to appoint representative payees to receive and manage these beneficiaries' payments. During our audit period, October 1, 2010 to September 30, 2011, Genesis served as representative payee for 56 beneficiaries.

**Our Findings**

Generally, Genesis had effective safeguards over the receipt and disbursement of Social Security benefits, used and accounted for Social Security benefits in accordance with SSA's policies and procedures, and adequately protected beneficiaries' PII. However, we found instances where Genesis could improve its performance as a payee. Specifically, Genesis did not notify SSA when six beneficiaries left its care and did not return those beneficiaries' conserved funds to SSA. We also found SSA had not taken action to determine the disposition of a payment made before the beneficiary's death and returned by the bank after Genesis closed the beneficiary's bank account. In addition, SSA did not issue Representative Payee Reports to Genesis for two beneficiaries who were receiving Old-Age, Survivors and Disability Insurance benefits.

**Our Recommendations**

We recommend that SSA:

1. Remind Genesis to (a) notify the Agency timely when a beneficiary is no longer in its care and (b) obtain SSA's approval of transfers of conserved funds to a new payee or beneficiary. SSA should assess Genesis' compliance during its next site review.
2. Follow through with its planned action to determine if there is an estate for the deceased beneficiary and take action as appropriate.

SSA agreed with our recommendations.