

# Reasons older adults may need money management

- ▶ Physical or mental disabilities
- ▶ Bills are not being paid
- ▶ Client is unable to read or write
- ▶ Client is overwhelmed or nervous
- ▶ Loss of informal support or caregiver
- ▶ Financial exploitation or abuse
- ▶ Serious illness
- ▶ Budgeting assistance
- ▶ Threat of eviction, loss of home or foreclosure
- ▶ Utilities shut-off



For information and referral to the appropriate local agency, call the toll-free

**Senior HelpLine:  
1-800-252-8966**

1-888-206-1327 (TTY)  
Monday through Friday  
8:30 a.m. to 5:00 p.m.  
or call:



Illinois Department on Aging  
One Natural Resources Way, #100  
Springfield, Illinois 62702-1271

Senior HelpLine:  
1-800-252-8966, 1-888-206-1327 (TTY)

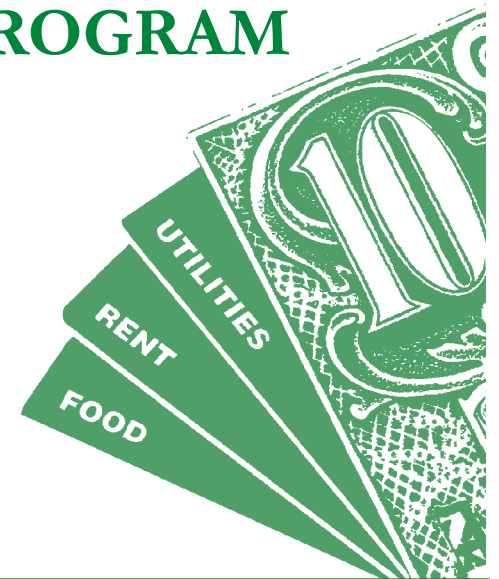
Download this brochure at [www.illinois.gov/aging](http://www.illinois.gov/aging)  
in the "News and Publications" section

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in compliance with appropriate State and Federal statutes. If you feel you have been discriminated against, call the Senior HelpLine at 1-800-252-8966, 1-888-206-1327 (TTY).  
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State of Illinois  
Illinois Department of Aging

## Illinois Volunteer MONEY MANAGEMENT PROGRAM



Illinois Department  
on **Aging**



# The Illinois Volunteer MONEY MANAGEMENT PROGRAM

is a protective service for limited income seniors who need help managing their finances.

**Local project sites**, contracted by the Illinois Department on Aging, recruit, select, train and match volunteers to assist seniors in managing their finances. Ongoing support and supervision are provided.

**Referrals are made** to the local project site by social service agencies, Area Agencies on Aging, the Social Security Administration, family, friends or other concerned persons. The trained volunteer and local program coordinator meet with each client to explain the program and assess the client's needs.

## Who is Eligible?

Individuals must meet eligibility criteria that is based on limits in income and assets. A local agency will conduct an evaluation to determine if the Money Management Program can be helpful. For more information regarding the program and to be referred to a local agency, contact the Illinois Department on Aging Senior HelpLine:  
1-800-252-8966 (Voice)  
1-888-206-1327 (TTY)

“When you trust someone, you don't have to worry.”

“My son is not calling me asking for money since he knows someone is helping. I feel safer financially.”

“Having this help has been a lifesaver — no more overdrafts at the bank or nasty creditors calling. Now I can finally start saving money.”

— Program Participants



## What Will the Volunteer Money Manager Do?

**Bill Payer** volunteers will provide opening and organizing mail, budget set-up, checkbook balancing and bill paying services for seniors who remain in control of their finances, but need some help keeping things in order.

**Representative Payee** volunteers are appointed by the Social Security Administration to manage monthly benefits of a client determined incapable of handling his or her own finances. A separate account is opened with checks automatically deposited. The representative payee manages and pays the client's expenses from this account.

### Program Safeguards

- ▶ Insurance coverage of clients funds is provided by each individual Money Management project agency.
- ▶ Volunteers are carefully selected, trained and provided ongoing support.
- ▶ Volunteers only work from one designated account with a \$3,500 limit.
- ▶ Volunteer activity and accounts are monitored on a monthly basis.