

## **Frequently Asked Questions when evaluating a pooled trust:**

1. What is the Mission/vision of the organization?
2. Stability of the PSNT
  - a. Length of time the PSNT and/or affiliated organization has been in operation?
  - b. How many people are served by the PSNT?
  - c. What are the assets under management?
3. Is the PSNT engaging in an annual audit?
4. What is the structure of PSNT
  - a. National, Regional or Statewide organization?
  - b. Is another entity the trustee or investment manager?
  - c. Is the PSNT category or disability specific? (Ex: primarily people over the age of 65 or people with a certain disability)
5. How and where are the funds invested?
6. What is the rate of return?
7. How is the tax statement handled?
  - a. Grantor Tax Letter
  - b. K-1
8. What is the fee structure?
  - a. What is the fee?
  - b. Is it charged monthly, quarterly, annually?
  - c. Are there fees for additional services such as set-up, case management?
  - d. Minimum and Maximum fees?
  - e. Tax Preparation fee?
9. What happens with the Remainder Funds?
  - a. Does the PSNT keep all or a portion?
  - b. If yes, how are these used?
  - c. Is the PSNT Remainder policy in line with the federal and state regulations?
10. What is the Staffing model?

- a. Case Management/Trust administrator assigned to each person?
- b. Is communication over the phone or in person?
- c. Does the case manager do work outside of the specific duties of trustee? (Ex: Help me/my client to find an assisted living, go shopping with me)
- d. Or a Call Center in which the person calls a general line and whoever answers the phone addresses their request?
- e. Or is it somewhere in between?

11. What is the Board structure?

- d. Do I know or recognize the board members?
- e. What is the board involvement in requests?
  - i. Are they providing general oversight, oversight for specific requests?
  - ii. Or are they reviewing every request?

12. Procedure for Request Review

- a. How are requests accepted?
  - i. Are they accessible for my beneficiary? (Ex: in writing only? Or via Phone, Text, E-mail, Mail, Fax, in person?)
- b. What is the approval process?
- c. Staff involvement or approval authority.
- c. Board/Committee involvement.
- d. Is there an Appeal process?

13. Procedure for Request Review, cont.

- a. Timelines for requests to be decided and distributions to be made
- b. Logistics of distributions
  - i. How “creative” is the PSNT in their distributions?
  - ii. Do they make purchases in person?
  - iii. Do staff have access to a credit card or do they rely only on checks?
  - iv. Do they allow reimbursements to others?
  - v. Are they utilizing TrueLink cards or other pre-paid debit cards for distributions?

14. What is the process for establishment of the PSNT sub-account?

- a. Is Attorney review or involvement required?
- b. What if my client lacks capacity and parents/grandparents are no longer alive? Does the PSNT have a template for court approval?
- c. Once paperwork is submitted, how long until the first disbursement can be made?
- d. Who will notify SSA (if necessary) and Medicaid?
- e. What about HUD, LEAP and SNAP (if necessary)?