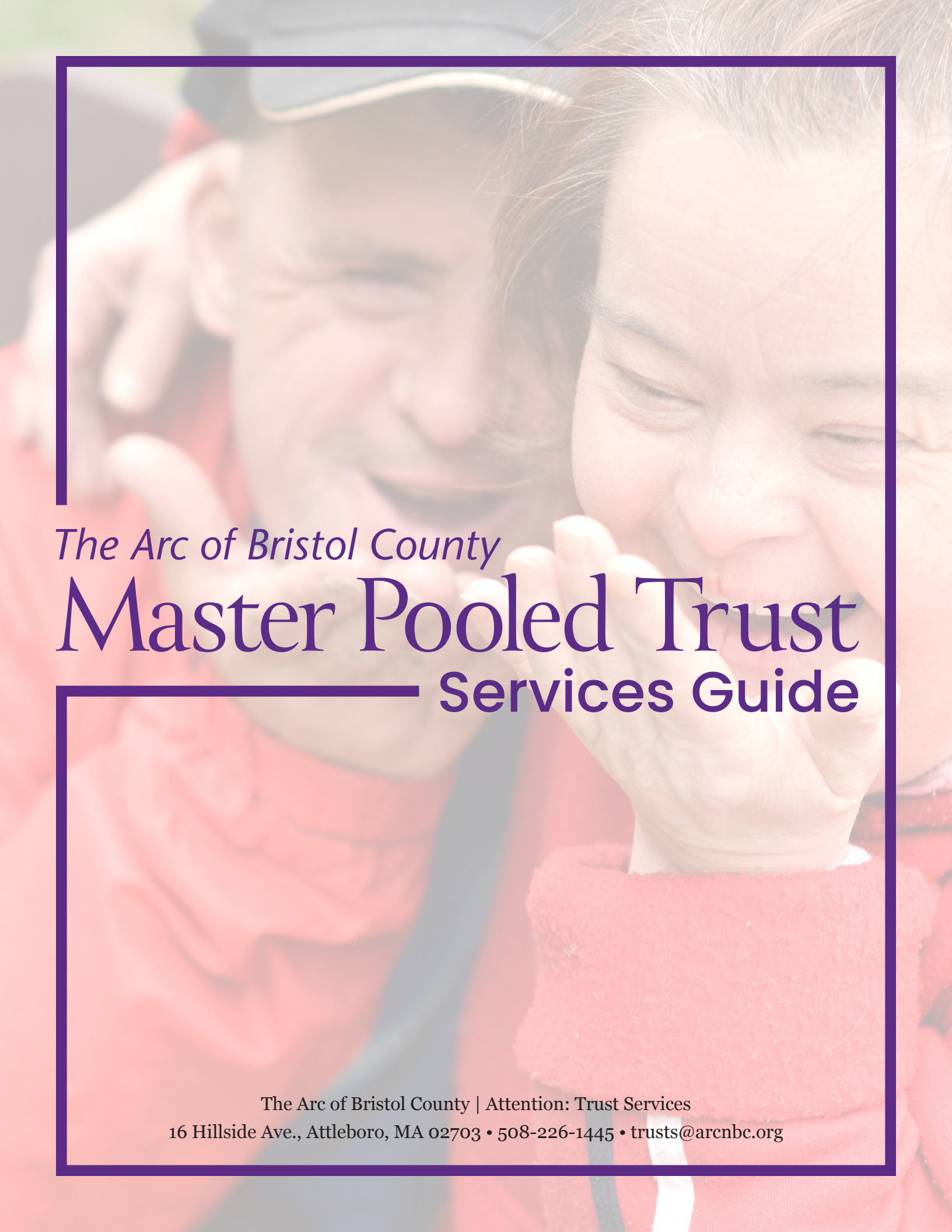


The Arc of Bristol County

Master Pooled Trust

Services Guide

The Arc of Bristol County | Attention: Trust Services
16 Hillside Ave., Attleboro, MA 02703 • 508-226-1445 • trusts@arcnbc.org

Welcome to The Arc of Bristol County Master Pooled Trust!

We are delighted that you have chosen The Arc of Bristol County to serve as your Trustee. We are excited to work with you and hope that this guide is helpful to you in navigating our Master Pooled Trust and Trust Services. Though we cannot cover every topic, rule, regulation or law concerning Special Needs Trusts, we have covered many aspects of our program and hope this is helpful. Please recognize that laws and rules change over time, therefore the requirements of the Trust are subject to change without notice.

The dedicated staff, who oversee The Arc of Bristol County's Master Pooled Trust periodically mail updates of any changes to the Beneficiary or Personal Representative. It is the responsibility of the Beneficiary or Personal Representative to read these updates and keep the information with the original Trust documents for future reference.

Please refer to your welcome letter or email for our Trust Services staff contact information. We urge you to stay in contact with our Trust Services Coordinator.

Key Terms and Definitions

BENEFICIARY The person for whom the sub-account has been established.

BENEFITS Assistance provided to the Beneficiary through government agencies or other organizations includes various programs such as SSI, SSDI, and MassHealth/Medicaid. Means-Tested Benefits are available only to individuals whose income and/or assets fall below a certain level. Means testing determines eligibility for MassHealth/Medicaid, SSI, and other benefits.

BUDGET An invaluable tool to help prioritize spending and manage money, no matter how much or how little is available. A budget provides a concrete, organized and easily understood breakdown of how much money is contributed and how much is being disbursed. See the Budgeting Section for more information.

CONTRIBUTOR A person or entity that wishes to put funds into a Beneficiary's sub-account.

DISBURSEMENT REQUEST FORM This form must be completed, signed and submitted by the Beneficiary or Personal Representative each time funds are requested from the sub-account.

FIDUCIARY DUTY A legal duty to act solely on behalf of another party's interests. These duties include prudent record keeping, safekeeping of assets and loyalty to the best interest of the Beneficiary. The Arc of Bristol County is required to comply with federal and state regulations regarding proper administration of the Trust.

GRANTOR The person who provided the funds to establish the trust. With this type of trust, this person is the Beneficiary themselves.

IRREVOCABLE TRUST Any Trust that cannot be modified or terminated. The Grantor, by transferring assets into that Trust, gives up all of his or her rights of ownership to the assets in that Trust. The Arc of Bristol County Master Pooled Trust is an Irrevocable Trust.

JOINDER AGREEMENT A legally binding document that the Grantor uses to join the Master Pooled Trust and establish a trust sub-account within it.

PERSONAL REPRESENTATIVE The person or entity that serves as the main point of contact on behalf of the Beneficiary regarding their sub-account in The Arc of Bristol County Master Pooled Trust (The Arc). This is the only person who will be able to request disbursements, update the Beneficiary's contact information, correspond with Trust Services staff, and receive monthly account statements, etc.

REMAINDER The funds remaining in the trust sub-account at the time of death of the Beneficiary. The funds will be distributed as set forth in the Joinder Agreement. The remainder amount distributed to The Arc of Bristol County is a charitable remainder supporting the non-profit organization as an essential advocate and disability service provider.

SOLE BENEFIT RULE The Social Security Administration and MassHealth/Medicaid require that any payment from the sub-account must be made for the sole benefit of the Beneficiary. This means that the Trustee cannot pay for items or services that benefit anyone other than the Beneficiary; however, the Trustee can pay the Beneficiary's pro-rata share of purchases. (e.g. the Beneficiary's portion of furniture for the whole family or Beneficiary's portion of a shared cell phone plan).

SOLE DISCRETION The power or right to decide or act according to one's own judgment, freedom of judgment or choice.

SUB-ACCOUNT The Beneficiary's account within The Arc of Bristol County Master Pooled Trust.

TAX PROFESSIONAL A financial expert specially trained in tax law, including Certified Public Accountants (CPAs). The Arc and Bristol County Savings Bank partner with an accounting firm who prepares the tax returns for each trust sub-account.

THE ARC OF BRISTOL COUNTY A non-profit organization recognized as a 501(c) (3) organization by the Internal Revenue Service. The Arc of Bristol County's mission is to foster community partnerships, promote individual advocacy and create a pathway for growth and innovation by offering exceptional support and services to people with all abilities through the attraction, development and retention of superior talent who passionately demonstrate best practices.

TRUSTEE A person or organization that carries the fiduciary responsibility and liability to use Trust assets for a third party according to the provisions of the Trust document.

TRUE LINK CARD A specialized pre-paid Visa card that is an efficient and secure way for Beneficiaries to pay for items or services with funds from their sub-account while still remaining eligible for benefits.

The Arc of Bristol County

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Roles & Responsibilities

Personal Representative's Roles & Responsibilities

YOUR ROLE: As Personal Representative, your role is to be the main point of contact with Trust Services on behalf of the Beneficiary, if the Beneficiary is unable to do so. You may be a family member, friend, guardian, POA, or caregiver.

RESPONSIBILITIES: As the Personal Representative, you have several responsibilities. These responsibilities include, but are not limited to:

Reading and understanding this guide!

- Most questions you may have regarding The Arc of Bristol County Master Pooled Trust and managing the sub-account will be addressed in this guide. *The Beneficiary or Personal Representative must read the entire guide and acknowledge that they have received and read the guide before any disbursement from the sub-account will be made. To begin using the trust sub-account, the Beneficiary or Personal Representative must complete and return the Acknowledgment of Policies Form to Trust Services. This form is included in the Welcome packet and can be found on our website.*

Update The Master Pooled Trust:

- The Personal Representative must make sure that Trust Services staff are updated in every way regarding the Beneficiary, including their address, phone number, e-mail, type and amount of benefits, living situation and any other information that Trust Services staff may need. This includes informing our Trust Services staff of a Beneficiary's passing, and providing them with a copy of the death certificate.
- As the Personal Representative, you must also update your own contact information with Trust Services.

Communication:

- Our main forms of communication are e-mail and phone. Please inform us in writing if you, as the Personal Representative, prefer regular mail as your main form of communication.
- **Respectful communication is required by all parties.** The Arc of Bristol County Trust Services staff must be treated with respect and dignity in all interactions. Civil language and conversational tones are required in phone calls and emails. Threats, violence, or disrespectful communication of any kind are strictly prohibited under our zero-tolerance policy to ensure staff safety and security. *Repeat calls are discouraged as they delay the response time for a returned call.*

Disbursements:

- The Personal Representative is responsible for requesting disbursements, including signing and submitting the Disbursement Request Form provided ***with clear and legible copies of all receipts***, and/or invoices, and any other documents as required. As Personal Representative you will be notified if your request was denied.
- When the Personal Representative signs and sends in a Disbursement Request Form, they are acknowledging that all information provided on the form is accurate and the funds spent and requested are for the sole benefit of the Beneficiary. This means that the money cannot be used for ***anyone else***. Only the Beneficiary's pro-rata portion of these types of purchases will be paid or reimbursed. *(e.g. shared furniture, appliances, family phone plans, etc.)* Please be sure to check with Trust Services prior to making a very large purchase to ensure reimbursement of the purchase will be approved.

Sub-Account Activity Information:

- Each month, an account statement will be sent to the Personal Representative through regular mail by our Financial Trustee, Bristol Wealth Group/Charles Schwab. It is the Personal Representative's responsibility to review these statements and report any discrepancies to our Trust Services staff as soon as possible. Please DO NOT contact Bristol Wealth Group/Charles Schwab, as they will not be able to assist you.
- The monthly account statement will include information about deposits, disbursements, fees and investment earnings/losses.
- Each year, a CPA firm will process the Trust tax returns for each sub-account. The Beneficiary or Personal Representative will receive a Grantor Trust Tax packet containing important information from the trust tax returns, which may be needed to complete the Beneficiary's personal tax returns. These documents are sent out by the Trustee as they become available throughout the month of March.



Reporting The Sub-Account

If a Beneficiary is receiving benefits from the Social Security Administration and/or MassHealth/Medicaid those entities must be informed by the Beneficiary or Personal Representative that the sub-account was established with The Arc of Bristol County Master Pooled Trust. Unless it was noted on the application, The Arc will not report the establishment of the sub-account.

Keep Us Updated

It is the responsibility of the Personal Representative to ensure that Trust Services staff has the most current information regarding the following:

i) Their own contact information.
ii) The contact information for the Beneficiary.
iii) The living situation and benefits status of the Beneficiary.
iv) The death of the Beneficiary, including providing a copy of the death certificate.

Trust Services staff should be contacted as soon as possible when any change has occurred.

PERSONAL REPRESENTATIVE CHANGE, GUARDIANSHIP OR POWER OF ATTORNEY CHANGE?

If there is a change needed or has occurred with any of the above, please contact Trust Services staff for guidance.

BENEFICIARY RELOCATING OUT OF STATE?

If a similar trust is operating in the state in which the Beneficiary has moved or is moving to and that trust is willing to accept the transfer, we may choose to transfer the funds from The Arc of Bristol County Master Pooled Trust to the other trust, as long as it is in the best interest of the Beneficiary and approved by the Beneficiary or Personal Representative. If no other trust is available, then we will continue to provide the Beneficiary the same services it provides to residents of Massachusetts. However, there is no guarantee that any out-of-state benefits will be protected. In order for the Beneficiary to continue receiving benefits in the new state, the Master Pooled Trust must be approved by the appropriate agency in that state. For more information on other available trusts, contact The Arc of Bristol County Trust Services.

UPDATING INFORMATION ON THE JOINDER AGREEMENT?

The only modifications allowed to the Joinder Agreement after it has been fully executed are changes to the remainder beneficiaries, and only while the Beneficiary is still alive. If any changes are necessary, please contact The Arc of Bristol County Trust Services. A fee applies for this modification, which can only be made during the Beneficiary's lifetime.

The Arc of Bristol County's Responsibilities as Managing Trustee

The Arc of Bristol County serves as the Managing Trustee of The Arc of Bristol County Master Pooled Trust, a program of the organization. This means that The Arc of Bristol County not only has a Fiduciary Duty as Trustee, but also handles the day-to-day operations of the Master Pooled Trust including, but not limited to:

- Helping individuals with disabilities and their families establish Pooled Trust sub-accounts within The Arc of Bristol County Master Pooled Trust.
- Assisting Beneficiaries, Personal Representatives, and attorneys, regarding trust sub-accounts.
- Receiving and processing all contributions to trust sub-accounts.
- Reviewing and making all determinations about disbursements from trust sub-accounts.
- Sending the appropriate information to the Financial Trustee so payments can be processed and distributed.
- Closing trust sub-accounts.
- Legally owning all trust assets.
- Upholding the legal commitment and responsibility of fiduciary duties by always acting in the best interest of the Master Pooled Trust and its Beneficiaries.

Trust Oversight at The Arc of Bristol County

Master Pooled Trust Committee: Oversees the overall operations of the Master Pooled Trust. The Committee reviews and approves all policies and procedures of the Master Pooled Trust.

Financial Trustee: Oversees the investments and processes payments for The Master Pooled Trust.

The Arc of Bristol County Board of Directors: Oversees all aspects of The Arc of Bristol County. They direct the organization by adopting sound governance and financial management strategies, as well as making sure The Arc of Bristol County has adequate resources to advance its mission.

The Financial Trustee's Roles & Responsibilities

Responsibilities include, but are not limited to:

- Receiving contributions of funds deposited by Trust Services staff.
- Disbursing funds as directed by Trust Services staff.
- Managing investments.
- Allocating gains and/or losses from investments and fees to each trust sub-account.
- Preparing monthly trust sub-account statements.

All contact with the Financial Trustee is done through The Arc of Bristol County Trust Services.



Contact Information

The Arc of Bristol County Trust Services staff is here to help.
Contact us at **trusts@arcnbc.org** or 508-226-1445.

Contributions

Contributions

After the trust sub-account is established and the initial funding is processed, it is ready for use.

ADDITIONAL CONTRIBUTIONS

An additional contribution can be a one-time, periodic or recurring contribution to the established trust sub-account. To contribute additional funds, mail a check or money order to The Arc of Bristol County, Trust Services.

The Arc of Bristol County
Attention: Trust Services
16 Hillside Ave
Attleboro, MA 02703

Contribution checks or money orders should be made payable to ***"The Arc of Bristol County" and have "f/b/o Beneficiary's first and last name" written on the memo line.***

The Beneficiary or Personal Representative will receive a notification by e-mail if requested when the contribution has been sent to the bank. The contributor is not notified. Funds should be available within ten (10) business days from the date of the deposit.

If a trust sub-account has a balance of $1,000 or below, the Beneficiary or Personal Representative will be contacted and the sub-account will be closed if no additional contribution is received or expected.

There is no maximum amount that can be contributed to the trust sub-account. The Arc of Bristol County Trust Services ***DOES NOT*** accept cash contributions. ***DO NOT SEND CASH!***

ELECTRONIC CONTRIBUTIONS

Electronic contributions may be transferred into the trust sub-account. The Arc of Bristol County Trust Services will work with all interested parties to set up an electronic contribution. Electronic contributions must be conducted via ACH or wire transfers. Venmo, PayPal, Zelle and Debit or Credit Cards ***are not accepted***. Contact us with questions or for help completing this process.

When funds have been electronically contributed, the Beneficiary or Personal Representative will receive a notification by e-mail if requested. The contributor is not notified.

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Fees, Investments & Taxes

Fees

ENROLLMENT FEE

- A non-refundable $475 ($575 if POA or Guardian) enrollment fee is due to The Arc of Bristol County at the time of enrollment. This is a one-time fee used to establish the trust sub-account. If a separate check is not included with the Intake Application, then the amount will be deducted from the initial contribution.

ANNUAL MAINTENANCE FEE

- After the trust sub-account is funded, The Arc of Bristol County Master Pooled Trust follows the Fee Schedule below. Fees are calculated and assessed monthly and reported to the Personal Representative on the monthly account statement.

Fee Schedules

ANNUAL MAINTENANCE FEE

These fees are subject to change.

- 2.7% for accounts up to $500,000
- 2.2% for accounts over $500,000
- Fees are pro-rated and charged on a monthly basis
- Please note that the fee includes investment and management fees and will be listed on the monthly account statements as **withdrawals** and **fees**.

TAX PREP FEES

- $165 annually
- $330 Final Tax Prep fee when an account closes due to a Beneficiary's passing

ACCOUNT CLOSING FEES

- $250, if closed while Beneficiary is alive
- $165 Final Tax Prep

REMAINDER

- The Arc of Bristol County will keep a percentage of the remaining funds as detailed in the Joinder Agreement, from the time account was established.
- 5% up to (2) years, and 25% thereafter

ADDITIONAL FEES

The Arc of Bristol County Master Pooled Trust reserves the right to assess and include additional fees, including but not limited to:

- Excessive and time-consuming disbursement requests
- Unclear documentation that requires follow-up
- 1099 and/or employee related requests
- Any and all other duties beyond the scope of general management functions



Continuing Expenditures

"Continuing expenditures" refer to recurring or ongoing payments for goods or services over a period of time. These expenses are typically set up to be paid without needing repeated Disbursement Request form submissions. These can be set up by completing, signing, and submitting a Continuing Expenditures Request form.

These requests are only for payments that are made monthly to the same payee. By setting up a Continuing Expenditure Request, you provide authorization for recurring payments, eliminating the need to sign and submit a Disbursement Request form each month. Although bills must still be submitted to Trust Services for review and approval, you can also arrange for them to be sent directly to The Arc of Bristol County, Attention: Trust Services.

The Arc of Bristol County
Attention: Trust Services
16 Hillside Ave
Attleboro, MA 02703

Please note that Trust Services is not responsible for tracking bills. To ensure invoices are paid, it is important to regularly monitor the Beneficiary's account with the provider responsible for sending the bills. We cannot process invoices that we do not receive. If the Beneficiary or Personal Representative wants to discontinue any established Continuing Expenditures, it is their responsibility to notify Trust Services.

Investments

Each Beneficiary has a separate trust sub-account. For the purposes of investment, the money from all trust sub-accounts are pooled (combined) within The Arc of Bristol County Master Pooled Trust. Pooling the assets makes it possible to earn a higher rate of return than would be possible individually. Each Beneficiary's gains and/or losses are allocated to their individual trust sub-account. Please note that due to the nature of a pooled trust, individual sub-accounts are not able to direct, select, choose, or specify where their funds are invested.

The funds in The Arc of Bristol County Master Pooled Trust are moderately invested to preserve capital for as long as possible. Each Beneficiary's gains and/or losses are allocated to their individual sub-account. The sub-account's funds, like other investments, are not insured by the FDIC, are not bank guaranteed, and may lose value. Each sub-account's gains and/or losses can be tracked on the statements sent to the Beneficiary or Personal Representative.

The Arc of Bristol County Master Pooled Trust benefits from the professional investment expertise of the Financial Trustee. The Financial Trustee for the Master Pooled Trust is Bristol Wealth Group, which partners with Charles Schwab. Investments are regularly reviewed and managed.





Information from the Beneficiary's trust tax returns may need to be reported on their personal tax returns, so it is recommended that you wait to file the Beneficiary's tax returns until you receive the trust tax documents.

Please note that in the investment industry, financial institutions have until February 15th to distribute their 1099 forms, which are different from the types of 1099s most people are familiar with that must be distributed by January 31st. So, the CPA's office that prepares the trust tax returns gets started later.

Although every effort will be made to complete the trust tax returns and any K-1 forms promptly, we often do not receive the completed tax documents for each sub-account until the end of March. We mail copies out as soon as possible. Please let Trust Services staff know if you would prefer to have the copies emailed to you to save time.

If you have concerns about delaying the filing of personal taxes, having your tax professional file for an extension with the IRS may be something to consider.

The Arc of Bristol County

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Budgeting

Budgeting



Each sub-account is unique. The amount of money in the sub-account and the needs of each Beneficiary are different. The Personal Representative and the Beneficiary should discuss the Beneficiary's situation and plan accordingly to make the best use of the money in the trust sub-account.

The Arc of Bristol County Trust Services staff will work with the Personal Representative and Beneficiary to make sensible disbursements using the trust sub-account funds wisely, setting priorities, identifying cost-effective options, and maximizing the long-term benefits of the Beneficiary's funds. When reviewing disbursement requests, Trust Services staff consider the past distribution of funds and how the current requests will affect the future.

Budgeting is a great way to plan ahead, keep track of spending and manage funds.

LIFETIME BUDGET

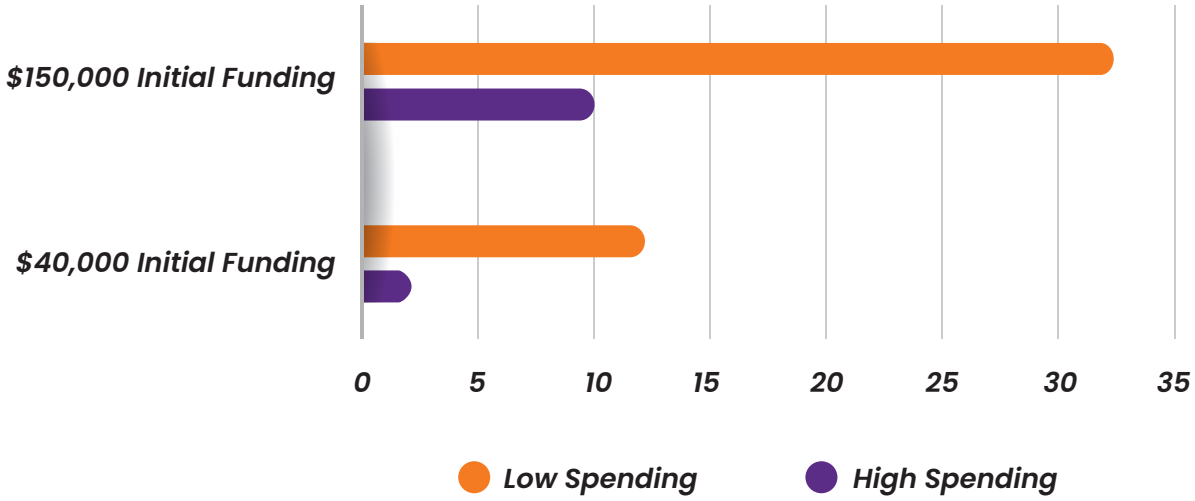
A sub-account can last for one year, ten years, or longer, depending on how much money is contributed and how fast it is disbursed. What seems like a large amount of money can feel like a small amount of money when it is spent very quickly. To help illustrate this concept, we have created a sample Lifetime Budget. There are two initial contribution amounts and two rates of spending. It's important to think about what the Beneficiary's current needs are and what they may be in the future. Keeping in mind what is in their best interest and how long you need the funds to last.

Use these sample budgets as a tool to:

- Determine how long the funds for the Beneficiary may last.
- Decide whether to make a large purchase or, instead, prolong the use of the trust sub-account.
- Compare different amounts and types of expenses.

Budgeting

HOW MANY YEARS WILL THE SUB-ACCOUNT LAST?





Reminders!

HIGH SPENDING DISCLAIMER

- The "High Spending" budget is NOT a recommendation. It is included here to show how quickly funds will run out if these types of purchases are made and this kind of spending occurs. For some Beneficiaries, it is necessary to use their trust sub-account funds this way; however, for others, it is better to follow the "Low Spending" budget.

EARNINGS

- The trust sub-account funds are invested by the Financial Trustee. Gains or losses are not included in these sample budgets because they will vary depending on the trust sub-account balance and market fluctuations. Monthly statements will show the trust sub-account earnings and/or losses.

ANNUAL MAINTENANCE FEE

- The Annual Maintenance Fee may be higher or lower depending on the balance of the sub-account. The Annual Maintenance Fee amount will change as the sub-account balance changes.

SOLE BENEFIT RULE

- The Social Security Administration and MassHealth/Medicaid require that any payment made from the trust sub-account must be for the sole benefit of the Beneficiary. This means that the The Arc of Bristol County Master Pooled Trust cannot pay for items or services that benefit anyone other than the Beneficiary *(e.g. furniture for the whole family or entire family cell phone plans)*. To comply with this rule, payments for household expenses must be for only the Beneficiary's portion of those expenses.

FOOD, HOUSING AND SSI BENEFITS

- If the Beneficiary is receiving SSI benefits, the sub-account cannot pay for food, beverages, or anything related to housing *(e.g., homeowner's or renter's insurance, home maintenance, etc.)* without affecting the Beneficiary's SSI benefits.

DISBURSEMENTS

- Disbursement requests for reimbursement or bills to be paid must be submitted within 60 days from the date the expenses were incurred or the due date on the bill.
- Up to $500 per month for companionship services. The bills for these services must be from a professional agency.
- Up to $500 per month for caretaking services. The bills for these services must be from a professional agency.
- The Arc contracts with TEAMS and does not hire employees for the Trust.

Disbursements

Requesting Disbursements

The Arc of Bristol County Master Pooled Trust requires a processing period of 10 business days after the Joinder Agreement has been fully executed and the first contribution has been deposited before the trust sub-account is ready to use. Trust Services staff will notify the Beneficiary or Personal Representative with a welcome letter or email when the trust sub-account is fully active.

Disbursement Request Forms can be found on the The Arc of Bristol County Master Pooled Trust website: www.arcnbc.org.

Disbursement Request Timeline

1

Personal Representative Sends in a Disbursement Request Form

Send completed Disbursement Request Forms along with **proper documentation** *(e.g. receipts, invoice, estimate, proof of purchase, etc.)* to the Trust Services staff via e-mail, fax, or mail.

2

Trust Services Processes

Trust Services staff will review each disbursement request.

All requests undergo a review process and will be approved at the sole discretion of Trust Services Staff.

If more information is needed or the request is being denied, Trust Services staff will contact the Beneficiary or Personal Representative.

3

Bank Processes

All approved disbursement requests will be sent to the Financial Trustee to be processed.

The Financial Trustee will process the request by issuing a check or transferring funds to the Beneficiary's True Link Card.

4

The Money is Received

Generally, disbursements are mailed or transferred to the True Link Card within 7-10 business days from the date the request was received.

If you are inquiring about the status of a payment for a disbursement request that has not been received, please wait until 14 ***business*** days have passed since your request was submitted before contacting Trust Services.

What You Need To Know About Disbursement Requests

- Disbursements are made via check or True Link Debit Card.
- Disbursements made to the True Link Debit Card can only be for specific items that are requested and approved by Trust Services. The card does not provide full access to the Beneficiary's funds like a regular debit card. Receipts must be submitted for all purchases made with the True Link card, ensuring we have proof on file that the card was used for allowable expenditures. If we do not receive receipts for purchases promptly, further requests may not be approved, and the card may be suspended.
- We are unable to disburse funds using any type of money transfer app (Venmo, Cash App, Paypal, etc.) or mobile wallet (Apple Pay or Google Pay).
- Disbursements cannot be made to the Beneficiary (it would be considered income by Social Security, MassHealth/Medicaid, and Housing Authorities).
- Checks can be disbursed to people, organizations, or businesses that have made purchases or payments on behalf of the Beneficiary and are seeking reimbursement. ***Must be allowable expenditures.***
- Disbursement requests for reimbursement must be submitted with detailed receipts and/or invoices that were paid along with proof of payment within 60 days from the date the expense was incurred.
- Before making any purchases over $500.00, it is strongly recommended that you contact Trust Services to be sure that the purchase will be approved for reimbursement.
- Please note that we cannot reimburse anyone who has paid for anything using an account shared with the Beneficiary, or that is solely in the Beneficiary's name. We cannot reimburse purchases made using store credits or gift cards.
- Credit card accounts owned by the Beneficiary can be reimbursed via check to the credit card company for specific purchases that are considered allowable expenditures when submitted within a 60-day time frame. The credit card statement showing the purchases and the detailed receipts from the purchases must be submitted along with a Disbursement Request form.
- Checks can be disbursed directly to businesses, organizations, firms, etc., to which the Beneficiary owes money for allowable expenditures. A detailed invoice must be submitted along with a Disbursement Request form.

Receipts

1) ALL disbursement requests submitted to Trust Services staff **must** include copies of receipts, estimates, proofs of payment, invoices, or other required documents.
   a) ***Send copies only!*** No *original* receipts, invoices, estimates or proofs of payment should be sent to us.
   b) All documents must be legible when received by us.
   c) No documents will be returned.
2) Do not send original payment stubs, order forms or payment envelopes. We will not forward or return these. Make a copy and keep originals for your records.
3) When using a credit card belonging to the Beneficiary to purchase items or services, a copy of the credit card statement is required with the receipts in order to process reimbursements to the credit card company.

Things to Consider

1) The Arc of Bristol County, as Trustee has the final decision in approval of all disbursement requests. **Not all disbursement requests will be approved.**
2) Complicated or high dollar amount disbursement requests will take additional time.
3) Timely submission of Disbursement Request Forms is required. Trust Services staff will only consider disbursement requests for expenditures within the previous **two months**. Expenses that pre-date the establishment of the trust sub-account can only date back 60 days prior.
4) Time-consuming Disbursement Requests and/or excessive Disbursement Request submissions may be subject to a fee.
5) Forms cannot be altered in any way and will be returned to the Beneficiary or Personal Representative and will delay the processing of the disbursement request.

Denied or Reduced Disbursement Requests

1) If a disbursement request is denied or reduced, Trust Services staff will notify the Beneficiary or Personal Representative of the reason for the denial or reduction.
2) If a disbursement request reduces the account balance to $1,000.00 or below, the request may be either reduced or denied. In such cases, Trust Services staff will inform the Beneficiary or Personal Representative about the situation and advise that the account may need to be closed due to the low balance.
3) Denied or reduced disbursement requests may be appealed.
   a) An appeal must be made in writing by the Beneficiary or Personal Representative to the Master Pooled Trust Committee.
   b) If the Master Pooled Trust Committee denies the appeal, the Beneficiary or Personal Representative can appeal to The Arc of Bristol County's President & CEO. The President & CEO's decision is final.

General Guidelines for Sub-Account Disbursements

Below are some examples of allowable and non-allowable expenditures. Please note that these are not all-inclusive lists. Restrictions may change when there are changes to Trust law and/or Social Security and MassHealth/Medicaid rules and regulations. ***Please note payments are never made to the Beneficiary.***

ALLOWABLE EXPENDITURES

- Appliances/electronics (microwave, stove, refrigerator, washer, dryer, cameras, TV, DVD players, cell phones, stereo, computer, computer software, gaming systems, printer, scanner, maintenance)
- Books
- Cable/internet bills; phone bills, pre-paid phone cards
- Clothing, coats, jackets, shoes, boots, sneakers, etc.
- Conferences and travel
- Courses or classes (academic or recreational), including supplies
- Entertainment: club dues, zoo/museum passes, concert, movie, or sports tickets
- Fitness-related expenses
- Home furnishings and decor: bedding, blinds, curtains, furniture, linens, towels, wall art, etc.
- Haircuts, salon services, massages, facials, and other similar services (excluding tips)
- House cleaning/maid services, laundromat, and dry cleaning services
- Housing-related expenses (real estate taxes, homeowner insurance, utility bills, landscaping, snow removal, etc.) ***Only for those not receiving SSI and whose home is not being rented out.***
- Independent Care Managers/Case Managers
- Insurance (automobile, home (***if not receiving SSI***) and/or beneficiary's possessions)
- Legal fees, advocacy, professional services
- Medical and dental services or equipment not covered by insurance (including physical therapy); over-the-counter medications; eyeglasses, contacts, hearing aids (not including batteries)
- Non-food grocery items (laundry soap, bleach, fabric softener, dish soap, personal hygiene products, paper goods, and cleaning supplies)
- Pet supplies, veterinary services
- Pre-paid funeral and burial expenses (including pre-paid headstone and engraving)
- Subscriptions: magazine, newspaper, Netflix, Hulu, Amazon Prime, etc.
- Transportation: medical transport (not covered by insurance), public transportation and ride-share services (excluding tips), gas and maintenance costs for automobiles, and bicycles.

NOT ALLOWED

- Alcohol, cigarettes, gambling, lottery tickets (including scratch tickets)
- Payments to the Beneficiary
- Groceries/food and beverages (including fast food, restaurants, and snacks) ***If you are not on SSI, dining out and snacks are allowed occasionally.***
- Charitable donations, gifts, gift cards, greeting cards (birthday, holiday, etc.), tips
- Flowers (for funerals, gravesites, landscaping, or as gifts to others)
- Minimum payment due and account balance for credit cards
- Recreational vehicles (e.g. boats, ATVs, etc.)
- Utilities and housing-related costs (including electricity, water, wastewater, trash, natural gas, real estate taxes, homeowner's insurance, landscaping, etc.)
  If you are not on SSI, these may be allowed in certain circumstances.
- Firearms (including parts, ammunition, BB guns and accessories), other weapons

Closing Sub-Accounts





Closing Sub-Accounts

The Arc of Bristol County Master Pooled Trust is an Irrevocable Trust. The Beneficiary's trust sub-account can only be closed when the balance falls below the required minimum of $1,000 and no further contributions are anticipated. Going through the application process and paying an enrollment fee will not be necessary if the sub-account is reopened within two (2) years of its closure.

Death of a Beneficiary



We recognize that the passing of a loved one can be challenging and emotional. Please be assured that we will be here to support you with compassion and care as you navigate the closure of the trust sub-account. We are committed to closing trust sub-accounts with the utmost respect and sensitivity during difficult times. We are here to answer any questions you have throughout the closing process.

Notification and Death Certificate: Upon the death of the Beneficiary, The Personal Representative should notify The Arc of Bristol County Master Pooled Trust within (30) days of the Beneficiary's death and provide a copy of the death certificate to Trust Services staff as soon as possible. Receiving the death certificate will begin the process of closing the trust sub-account. This process may take up to one year from the date of death.

OTHER IMPORTANT CONSIDERATIONS

Funeral Expenses

Please note that the only way to guarantee that funds are available to pay for the Beneficiary's funeral is to pre-pay for the funeral arrangements. Receptions and gatherings after the funeral are not allowable expenditures.

Payments after death

Any requests submitted after the death of the Beneficiary will be denied.

MassHealth/Medicaid Right to Reimbursement

Funds remaining in the Beneficiary's trust sub-account at the time of the Beneficiary's death will be frozen. MassHealth/Medicaid has a lien on each trust sub-account due to their right to reimbursement, as outlined in the Joinder Agreement.

- During the closing process, we will request a claim amount from MassHealth/Medicaid. They will then submit a claim amount to us after they determine what, if anything, they paid out on behalf of the Beneficiary during their lifetime.
- When the closing of the sub-account is ready to be finalized, The Arc of Bristol County Master Pooled Trust will prepare the Schedule of Final Distributions. The final distributions include the final tax preparation fee, The Arc of Bristol County's charitable remainder, and MassHealth/Medicaid's claim amount, if applicable. After these distributions, any remaining amount will be distributed to the remainder Beneficiaries as named in the Joinder Agreement.

The Arc of Bristol County

Master Pooled Trust

Services Guide

Last Things First



Last Things First

Planning funeral arrangements is never an easy thing to do. However, it is necessary and that is why The Arc of Bristol County Master Pooled Trust recommends that you consider the last things first and prepare for final arrangements when the trust sub-account is established for the Beneficiary.

Preparing Final Arrangements

The only way to guarantee the Beneficiary's funeral or burial expenses are paid for is by making arrangements PRIOR to the Beneficiary's death.

We understand that planning for end-of-life arrangements can be challenging, but we encourage the Beneficiary and their Personal Representative to ***make funeral arrangements before the Beneficiary's passing, when funds are available.*** We encourage all Beneficiaries and/or Personal Representatives to purchase a pre-paid funeral plan for the Beneficiary using funds from their trust sub-account if they don't already have one. This must be done prior to the Beneficiary's death.

Funds in the trust sub-account at the time of the Beneficiary's death will not be available to pay for funeral arrangements. The only way to guarantee that funds are available to pay for funeral costs is to set up a pre-paid funeral contract with the funeral home of your choice.

1) Contact a funeral home or other provider in your area.
2) Determine a budget you would like to use for the Beneficiary's pre-paid arrangements.
3) Discuss your choices with the provider and determine the appropriate selections for your situation (funeral, burial, cremation etc.). You may also want to contact the cemetery to inquire about pre-paying for any burial fees, as this may not be included in the funeral home's contract.
4) Inquire about pre-payment for a headstone and engraving, if required by the Beneficiary's arrangements or preferences.
5) To complete the final arrangement process, set up a pre-paid funeral plan and submit a completed Disbursement Request Form to Trust Services staff for approval and payment prior to the passing of the Beneficiary. Please contact us with any questions.

Funeral arrangements for the Beneficiary must be pre-paid prior to the Beneficiary's death.

Acknowledgment of Policies

To begin using the trust sub-account, the Beneficiary or Personal Representative must complete and return the Acknowledgment of Policies Form to Trust Services. This form can be found at the end of this document, included in the Welcome packet, and is also available on our website.

We sincerely hope that this guide will be a valuable resource for you, providing answers to any questions you may have. If you cannot find an answer to a particular question in this guide, please feel free to contact Trust Services.

We are deeply committed to helping to ensure your peace of mind and financial well-being. We value your trust in us and appreciate the opportunity to be part of your life and the lives of your loved ones.

The Arc of Bristol County Master Pooled Trust

ACKNOWLEDGEMENT OF POLICIES FORM

Beneficiary:	Personal Representative:
	PR Phone:
Date:	PR Email:

1.) I have read and understand the need to pre-pay for the Beneficiary's funeral expenses, especially if the Beneficiary has received MassHealth/Medicaid assistance at any time.

Please acknowledge your understanding by initialing ONE of the following:

2.) I acknowledge by initailing **ONE** of the below, that funeral expenses must be **paid BEFORE the Beneficiary passes away**, and that the selection below outlines the Beneficiary's funeral arrangements and expenses plan (select one of the following):

_____ The Beneficiary **has already paid** for funeral expenses by either pre-paying a funeral home, setting up an irrevocable burial plan or contract or through funds in an insurance policy.

_____ The Beneficiary **has not pre-paid for funeral expenses** but would like to do so with funds from the sub-account. I understand that it is the responsibility of the Beneficiary, their families or loved ones to make funeral arrangements and pay for funeral expenses. I understand that I must submit an irrevocable burial plan or contract and a Disbursement Request Form to Trust Services Staff for payment PRIOR to the passing of the Beneficiary.

_____ The Beneficiary **does not plan on pre-paying** for funeral expenses at this time, nor have other arrangements been made. I understand that it is the Beneficiary's responsibility to do so on their own in the future, otherwise their loved ones will be responsible for their funeral arrangements/expenses.

3.) By signing this document, I am acknowledging that I have read and understand this Guide.

NO DISBURSEMENTS WILL BE MADE UNTIL THIS FORM HAS BEEN SIGNED AND RETURNED TO TRUST SERVICES STAFF.

BENEFICIARY'S NAME *(PLEASE PRINT)*: _____

SIGNATURE of Personal Representative or Beneficiary: _____

DATE: _____

Send this completed form to The Arc of Bristol County Master Pooled Trust at:

EMAIL: Trusts@arcnbc.org

MAIL: The Arc of Bristol County, Trust Services, 16 Hillside Avenue, Attleboro, MA 02703

FAX: 774-203-3082

Please allow 5-7 buisness days for processing. Incomplete forms will be returned to the Personal Representative.
FEEL FREE TO MAKE COPIES OF THIS FORM.