



OSNT Quarterly

Achieve with us.

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FROM THE DIRECTOR

By Paula Boga

Happy New Year!

Well, time flies when your having fun - I have now been with The Arc Oregon for over a year. I have truly enjoyed working on the trust program and working with all of you in trying to implement new methods of communication so that you always feel fully informed about what is happening with the trust.

I do want to take this opportunity to thank all of you who have taken the time to let me know how pleased you are with the changes that have been occurring over the last year, and to invite you to contact me any time you have any ideas on how we can continue to improve.

On that note, I am very excited about the news in this edition! There is great news about credit card payments and I hope that the changes will make things easier for all of our beneficiaries and their families.

In other news, we continue to enroll more and more people in our online account access and users have reported great satisfaction with having the quick and easy access to trust account statements at the click of a button. I would encourage you to give it a try!

As always, please do not hesitate to contact me if you have any questions about your trust account. I am happy to assist you in any way that I can.

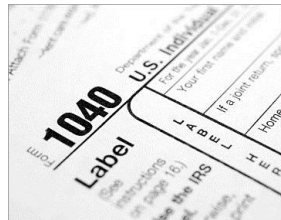


Paula

Stay informed

Stay informed about all of the great things happening at the OSNT and at The Arc Oregon by signing up for our e-newsletter. Go to our website at

www.thearcoregon.org and click the *Stay In Touch* box to register.



ANNUAL TAX STATEMENTS

Every year our beneficiaries and donors receive a tax statement from us pertaining to their OSNT sub-account. You can expect to receive your tax documents by late February or early March.

What do I do with it? Once you receive your tax document, if you do not know what to do, then you should consult a CPA or tax preparer.

Unfortunately, we cannot give you tax advice and cannot tell you whether or not you will need to file taxes.

Why does it take so long? Because there is a significant amount of work to be done in preparing and reviewing these documents. The annual trust statement from Union Bank does not arrive at The Arc Oregon office until the beginning of February. At that time, the trust staff must reconcile the statement for the entire year for all beneficiaries. With over 700 open and active accounts, you can imagine what a time-consuming chore that is! Once the statement is reconciled in our office, that information is that passed on to our CPA. The CPA reviews our work and then begins the task of generating tax statements for all 700 accounts, which are anywhere from 6 to 20 pages each. Those documents are printed and shipped back to our office, where we stuff and mail them to all of you. So, as you can see, it is not an easy process, and we hope that you will understand and be patient as we try to complete this task as quickly, efficiently, and accurately as possible!

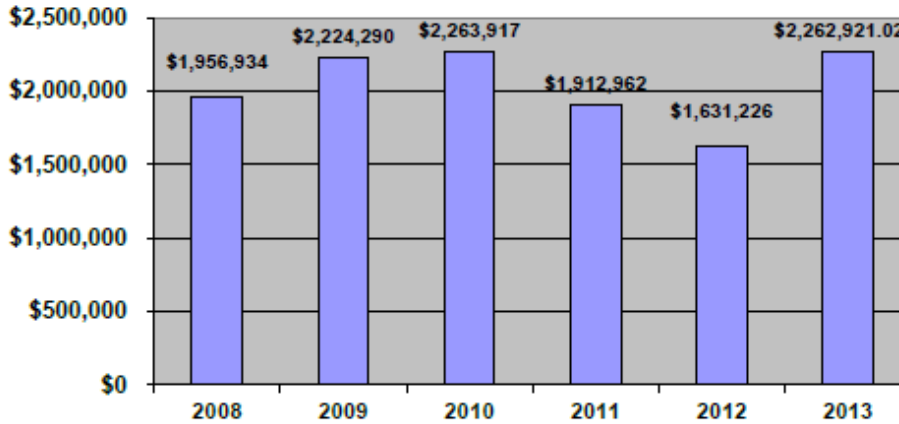
Investment Performance: 4th Quarter - 2013

OREGON SPECIAL NEEDS TRUST

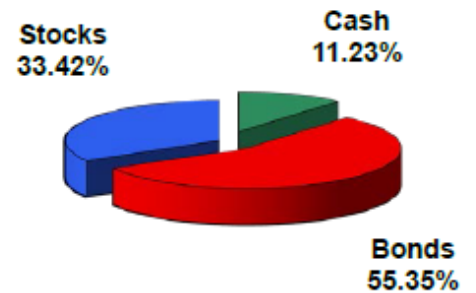
Performance Results for the Period Ending December 31, 2013

The Oregon Special Needs Trust seeks to achieve a rate of current income necessary to meet the needs of the Trust beneficiaries.

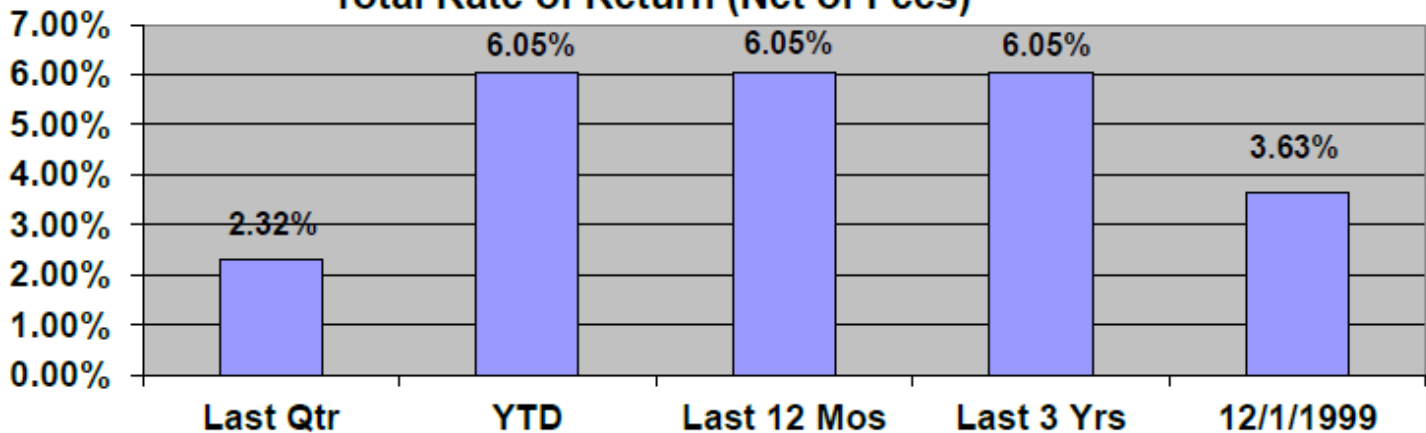
Total Contributions



Portfolio Composition



Total Rate of Return (Net of Fees)



Disclaimer: Returns shown represent the results of the Oregon Special Needs Trust managed by HighMark Capital Management, a subsidiary of Union Bank, NA. Historic performance is no guarantee of future results. Proceeds upon redemption may be either less than or greater than the original investment. There is no guarantee that this or any investment strategy will achieve its investment objective. Investments are not guaranteed by Union Bank, NA and are not insured by the FDIC or any other government agency.

2013 - THE YEAR IN REVIEW

As you know, this past year has been one of redesigning and reinvigorating the Oregon Special Needs Trust. We are very pleased to report that the trust had a great year, with an increase in total deposits of almost 39% over last year! We have effectively systemized our new account evaluation and approval process and have successfully implemented online account access for all of our trust clients. For improved communication, we have also made all of our documents and informational materials easily available on the new website for The Arc Oregon. We hope that you have noticed and enjoyed the changes, and we look forward to continuing our efforts to offer the highest level of customer service to all of our beneficiaries and their families and support providers.

2013 STATISTICS

Beginning pooled trust balance	\$13,214,999.95	New accounts opened	32
Total amount of deposits	\$2,262,921.02	Accounts closed (death or account depletion)	46
Total value of disbursements	\$981,196.82	Total number of disbursements	1467
Ending pooled trust balance	\$14,963,692.57	Total number of accounts open at year end	710

NEW GUIDELINES FOR CREDIT CARD PAYMENTS

For some time, we have enforced some very narrow restrictions on how credit card payments could be paid from an OSNT sub-account. After discussing this issue with other trust directors and trust attorneys from around the country at the Stetson Conference last October, a recommendation was made to the OSNT advisory committee for a change in procedure designed to follow the best practices as reported by other trusts, and to make it easier for credit card payments to be made on behalf of beneficiaries. We are pleased to inform you that those new guidelines have been approved, *effective immediately*, and are as described below.

Individual products or services paid for with a credit card, by either the beneficiary or another person on behalf of the beneficiary, will be paid directly to the credit card company. The following rules do apply:

1. All ORIGINAL receipts related to the current charges must be submitted along with the complete credit card statement. Any listed charge that is not accompanied by an original receipt will not be paid.
2. No payment will be made for any items related to food, shelter or other items covered by other public benefit programs.
3. The credit card statement date must be current. Old charges may be considered for payment on a case by case basis.
4. Late payment fees and interest charges will not be paid. Due to the short time frames in which some credit card payments are due, you should pay the minimum payment due on the card if there is a chance that payment from the trust will not arrive in time. Please keep in mind that it takes approximately 2 weeks from the time we **approve** a disbursement, for the check to arrive at its destination.

What's Different?

OLD

Credit card statements showing any previous balance would not be paid.

One missing receipt would invalidate the entire payment request.

Any charge that included any portion of a disallowable expense (food, shelter, etc) would not be paid.

Credit card statements were required to be in the name of the beneficiary.

Late payment charges and interest charges were paid.

NEW

We will pay credit card bills for only the line item charges that are requested and allowable, regardless of previous balance.

A missing receipt will only prevent that one particular line item charge from being paid. Other charges that are accompanied by receipts will still be paid.

Allowable portions of submitted receipts will be paid and the card holder will be responsible for the remaining balance on disallowable items.

Credit cards held by someone other than the beneficiary can be paid as long as documentation supports the fact that the charge was for the benefit of the beneficiary.

Late payment and interest charges will no longer be paid. Card holders are responsible for making sure that a minimum payment is made before the due date to avoid charges.



GOOD NEWS!



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IN THE NEXT ISSUE:

~ Updates on:
~ Local check writing ability

Watch for the next issue in April!

COMMON QUESTIONS



I would like to have my phone (or cable or internet) bill paid from my trust sub-account every month. What do I do?



You may request that an eligible monthly bill be paid automatically for up to a year. Bills that qualify for this service are:

- ✓ Phone bill (land line or cellular)
- ✓ Cable television service
- ✓ Internet provider service
- ✓ Insurance premiums
- ✓ Newspaper delivery

To start an automatically monthly payment, follow these steps:

1. Complete a **Recurring Disbursement Request** form. You may download the form from our website (www.thearcoregon.org) or call or office to request a form in the mail.
2. Send the completed form along with a FULL copy of your current bill (not just the payment slip). Be sure to send it at least 2 weeks prior to the due date to avoid late charges on the first payment.
3. Upon receipt of our confirmation letter from our office advising you that your request has been approved, contact your service provider and have the company send your monthly bill directly to The Arc Oregon office at 2504 Front Street NE #120, Salem OR 97301. **DO NOT** do this until you receive confirmation from us.
4. Upon approval, we will pay your bill for 12 months and then contact you to renew or cancel the request for another year.
5. You do not have to submit another disbursement request until the 12 months is up!

Do you have a question or topic that you think should be featured in the next newsletter? Please send your question to pboga@thearcoregon.org.