



Bread for the City Representative Payee Program Program Guide

Thank you for choosing Bread for the City to be your Organizational Representative Payee. We hope that the information in this guide will help you.

Our address: **1525 7th Street, NW
Washington, DC 20001**

Our telephone number: **(202) 386-7016** Our fax number: **(202) 265-1970**

We are located on 7th Street NW between P & Q Streets NW, near the Shaw/ Howard University Metro Station on the Green Line and near stops for the 70, 71, G2, and G8 Metrobus lines.

If you are scheduled to **pick-up a check**, you may do so during the following hours:

Monday – Thursday 8:30 am – 4:00 pm

Friday 8:30 am – 12:00 noon

Sometimes Bread for the City may be closed for **holidays** and **special events**. We will be closed for the following holidays in 2017:

Christmas 2016	December 26, 2016	Labor Day	September 4, 2017
New Years Day	January 2, 2017	Columbus Day	October 9, 2017
Martin Luther King Day	January 16, 2017	Veterans Day	November 10, 2017
Inauguration Day	January 20, 2017	Christmas	December 25, 2017
Presidents Day	February 20, 2017	New Years	January 1, 2018
Memorial Day	May 29, 2017		
Independence Day	July 4, 2017		

Please watch for posted signs about additional closings.

Every RPP consumer is assigned a Bread for the City Rep Payee Coordinator who will collaborate with your mental health Community Support Worker to provide your payee services. Your RPP Coordinator is assigned based on which Core Service Agency you are connected with:

Robyn Dudley	RPP Supervisor rdudley@breadforthecity.org	x 7083
Shanta Hendry	RPP Coordinator sheadry@breadforthecity.org	x 7616
Susan Kelly	RPP Coordinator skelly@breadforthecity.org	X 7079
Aubrey Yeboah	RPP Coordinator ayeboah@breadforthecity.org	X 7615

Please feel free to call or email to schedule an appointment to speak with your RPP Coordinator.

For quick questions you can also come to our **WALK-IN HOURS**:

Monday	8:30 am - 11 am	Thursday	8:30 am - 11 am
Tuesday	8:30 am - 11 am	Friday	8:30 am - 11 am
Wednesday	closed		

**Bread for the City Representative Payee Program
Consumer Rights and Responsibilities**

Clients of Bread for the City’s Representative Payee Program have the following rights:

- To be treated with dignity and respect.
- To participate in creating the Budget & Spending Plan that will guide how their money is paid out for rent, utilities, groceries, spending money, etc.
- To have their questions answered whenever possible.
- To have all payments made on their behalf in a timely manner as specified in the Budget & Spending Plan or **within 48 hours of a special request**. To be met on time for appointments. If necessary, to be notified of any changes in scheduling as early as possible.
- To privacy and confidentiality concerning their conversations and case records. Such records will be released only with their written permission. However, Bread for the City Representative Payee Program staff will share information with one another.
- To inform the program staff if they are not satisfied with their care. If they feel their concerns are not answered, they should contact the Representative Payee Program Manager.
- To file a grievance with the Department of Behavioral Health if not satisfied by the process above.
- To be free from physical, mental, and sexual abuse by any staff or other individuals on the premises.
- To receive the most appropriate treatment regardless of age, gender, race, religion, sexual orientation, national origin, disability or income.

Clients of Bread for the City’s Representative Payee Program have the following responsibilities:

- To treat staff, volunteers, and others who they may come into contact with at Bread for the City with dignity and respect.
- To participate in the planning of their Budget & Spending Plan and to follow the plan.
- To be honest with program staff when discussing anything that might affect their benefits.
- To keep their appointments on time or notify the program staff of any changes as soon as possible, preferably giving 24 hours notice.
- To participate in any treatment or services recommended for them by their Clinical Team at the Department of Behavioral Health.
- To let us know if they are unsatisfied with services or if they have thoughts of discontinuing Representative Payee Services at Bread for the City.
- To report any changes in their living situation to their Clinical Team and/or to Bread for the City as soon as they occur. *Please see the following page for additional details.*

Changes to Report

It is important that you report **any changes** to your living situation to your Clinical Team or to your Bread for the City RPP Coordinator **as soon as they occur**. It is our responsibility to report these changes to the Social Security Administration. This will ensure that you continue to receive the correct amount of benefits and avoid any overpayments. **YOU MUST TELL US IF:**

- You move or your address changes;
- You get married or separate from your spouse;
- Anybody moves into or out of your household;
- You start or stop working (even if you earn only a little);
- You begin receiving any other income, the amount of other income changes, or you get any resources (inheritance, prize winnings, settlements from lawsuits, etc.);
- You take a trip outside of the United States;
- You go to jail or prison;
- You are admitted to the hospital or a nursing home;
- You save any money;
- You are no longer disabled or your disability improves;
- There are other changes to your current situation that you think might impact your benefits.

Grievances / Problems with Your Payee

If you are having problems managing your budget we encourage you to speak **first** with your **Clinical Team at your Core Service Agency**. You and your Clinical Team will be reviewing your **Budget & Spending Plan** regularly. When you review your plan, you can discuss with your Clinical Team whether there are changes that can be made to help you better manage your money.

Bread for the City will be paying out your money based on the **Budget & Spending Plan** and other instructions we get from your Clinical Team. If you have a problem with the way that Bread for the City is following this plan and instructions, you can request a meeting with your **RPP Coordinator** at Bread for the City. We may ask your Community Support Worker to attend this meeting as well.

If after meeting with your **RPP Coordinator**, you still have concerns about the services you receive at Bread for the City, you can request a meeting with the **Representative Payee Program Manager**.

You can also file a Grievance at any time through the DMH FAIR grievance process. We can provide you with information or assistance with this process.

Please remember that Bread for the City is responsible to the **Social Security Administration (or if applicable, to the Office of Personnel Management)** for managing your money. We must use the money to pay for your current needs including housing and utilities, food, medical and dental expenses, personal care items, clothing, and rehabilitation expenses. After those expenses are paid we can use any money left to pay past-due bills, support your dependents, or provide entertainment for you. We can also help you save some of your money or plan for burial expenses. We must keep accurate records of how your money is spent and report this information to Social Security. Finally, we will also be providing you with monthly statements to show you how your money is being spent.

Your Budget & Spending Plan

Your Budget & Spending Plan will outline how Bread for the City regularly pays out your money each month. For example, it might say that we should mail a check for \$150 for your rent to your landlord each month and that you will pick-up a \$50 check for spending money twice per month. Every client's budget will be carefully planned to meet your needs. Therefore, **it is important that you and your Clinical Team work together to develop your Budget & Spending Plan.** You should review your plan regularly with your Clinical Team to make any needed changes. A new plan should be submitted **at least every 6 months.**

Sometimes your Budget & Spending Plan will change unexpectedly. You may move and need your rent paid to a different person or get cable installed and need to regularly have this new bill paid. **When there is a change to one of your regular payments, you must let your Clinical Team know as soon as possible.** They will fill out a new budget and send it to us, so that we can make changes to the payments made from your account.

Budgeting Tips:

- For weekly expenses, remember that some months will have 5 weeks
- Ask utility companies to mail bills directly to Bread for the City so that they can be paid on time
- Consider budgeting a separate check for groceries or requesting grocery gift cards for food shopping

And Additional Requests for Funds

Sometimes you will have a special expense that is not listed on your Budget & Spending Plan. For example, you may need extra money to replace your broken eyeglasses. **When you have a special expense, you must contact your Clinical Team to request the funds.** They will help to figure out whether you have money available to cover this extra expense. If you do, they can send us an Additional Disbursement Request Form to request a check. **It will take 48 hours to get you the special check.** Special requests include money for: birthdays, holidays, clothing, major items (TV, radio, etc), as well as checks paid to vendors (commercial entities) for services rendered/goods received. Your Clinical Team can request extra money for you up to 2 times per month.

In any emergency situation you must contact your Clinical Team first, and your Community Support Worker may be able to make a request for an emergency check (such as for medical expenses, legal fees, housing expenses, etc) which may be available more quickly.

Additional Request for \$250.00 or more require special processing: you must have a specific need or intention for the funds and be able to **return receipts** to Bread for the City that show that you spent the money in that way. Your check must be picked up by or mailed to your Community Support Worker, so that he/she can help to make sure that the receipts are returned to Bread for the City.

Tips for Additional Requests:

- If you have a one-time bill, such as an invoice from a dentist or other service provider, your Community Support Worker can simply forward the bill for payment – no Additional Request Form is needed.
- Additional requests should be for special expenses – if you find that you need additional funds for everyday expenses such as bus fare, household or personal hygiene supplies, or food you should discuss your budget with your Community Support Worker.
- Regular monthly bills such as cell phone or electric bills should also be included on your budget and not paid through Additional Requests.
- Please remember that we can only release as much money as you have available in your account and money taken out early in the month by Additional Request may make it impossible to make other payments from your budget later in the month.

Bread for the City is a private, non-profit organization that provides direct services to residents of Washington, DC. **Our Mission** is to provide vulnerable residents of Washington, DC, with holistic services, including food, clothing, medical care, and legal and social services, in an atmosphere of dignity, respect, and peace. We recognize that all people share a common humanity, and that all are responsible to themselves and to society as a whole. Therefore, we promote the mutual collaboration of clients, volunteers, donors, staff, and other community partners to alleviate the suffering caused by poverty and to rectify the conditions that perpetuate it. More information about Bread for the City can be found at our website at www.BreadForTheCity.org.

Services of the **Representative Payee Program** are made available through a collaboration and contract with the **Department of Behavioral Health** of the District of Columbia.

Other Services at Bread for the City

Food Program

Provides a monthly bag of groceries to low-income elderly & disabled individuals and families.

Clothing Room

Clients can shop in the clothing room at the SE Service Center for gently used adult & children's clothing. Household items & furniture may also be available.

Legal Services

Provides assistance with Landlord-Tenant, Child Support, and Public Benefits problems. Also refers to the Employment Justice Center, DC Bar Advice & Referral Clinic, and other legal service providers.

Medical Clinic

Located at the NW Service Center, the clinic provides primary care to patients who do not already have another primary care doctor.

Social Services

In addition to running the Representative Payee Program, the Social Services program provides assistance with public benefits application, case management services, and information & referral to clients who do not receive case management or community support services from other providers.

To find out about service hours or how you or your friends and family can access these other services at Bread for the City, please contact your RPP Coordinator or call our receptionist at (202) 265-2400.

Notes: