



# The Check-In

BFC'S REP PAYEE- CASE MANAGER  
MONTHLY NEWSLETTER

**JUNE 2021**



## SUMMER 2021

Please remind consumers that in person services (check pick-up) is still **only available on Mondays and Fridays from 8:30 am to 12 noon in our NW Center vestibule.**

### BFC RPP will be closed

**For Juneteenth on Friday, June 18th**

(check pick-up available on Thursday, 6/17)

**For training on Wednesday, June 23rd**

**For Independence Day on Monday, July 5th**



Please look for additional information about grocery delivery, the clothing room and other services on [Bread's website](https://www.breadforthe.org) or by calling (202) 265-2400.

### RPP Team Contact Information

**(202) 386-7016**

**Robyn Dudley**—is on Sabbatical, please call our main #  
or email [TKnight@breadforthe.org](mailto:TKnight@breadforthe.org)

**Matthew Harney**, RPP Coordinator  
[mharney@breadforthe.org](mailto:mharney@breadforthe.org)  
Extension 7615

**Dontrice Hurt**, RPP Coordinator  
[dhurt@breadforthe.org](mailto:dhurt@breadforthe.org)  
Extension 7091

**Kellie Stone**, RPP Coordinator  
[kstone@breadforthe.org](mailto:kstone@breadforthe.org)  
Extension 7021

**Susanne Horn**, RPP Program Manager  
[shorn@breadforthe.org](mailto:shorn@breadforthe.org)

**Accounting**  
[RPPach@breadforthe.org](mailto:RPPach@breadforthe.org)

**Referrals**  
[RPPrefer@breadforthe.org](mailto:RPPrefer@breadforthe.org)

## Report Changes & Concerns

Now more than ever it is important that CSWs keep us informed about changes in consumers' situations so that we can report to SSA and adjust budgets accordingly. Please make sure to report any of the following situations immediately:

- ALL Hospitalizations
- ALL other Institutionalizations (including Drug Treatment, Incarceration, etc)
- ALL changes in work activity (consumer starts or stops working and/or receives Unemployment Benefits)
- ALL moves—please report planned moves in advance whenever possible
- ALL changes in other income (such as inheritances, private pensions, etc)
- Death of the Consumer

**Please note that we will stop issuing payments and seek clarification from you if we notice that a consumer has stopped cashing expense checks or is not spending funds on their debit card.**

### REMINDER:

Please report all **hospitalizations** lasting more than a few days.

Timely reporting of hospitalizations is important in order to avoid SSI overpayments and to preserve the consumer's ability to return to their permanent home. The sooner a hospitalization is reported the more we can help to ensure that these transitions go smoothly!





## PNC PayCards

Please help us identify more consumers who may benefit from receiving their funds on a debit card rather than by check!

The benefits of the PNC PayCards include:

- No paper checks to get lost in the mail
- No travel to pick-up or cash checks
- No stale dated checks
- No check cashing fees
- VISA card can be used in virtually any store to make purchases and often to request cash back
- Free cash withdrawals at 70+ PNC ATMs in DC
- Card support through BFC in addition to PNC

We have revised the PNC Enrollment form—and are adding it to [the forms available on our website](#). Consumers can indicate their consent to enroll to their CSW or to RPP staff who can record this on the form in lieu of a signature.

**IMPORTANT LOST CARD INFO:** While we usually encourage consumers to call PNC themselves, during this time, please reach out to BFC first. We can make arrangements to have replacement cards mailed directly to consumers and via FedEx express mail.



## Introducing RFMS Family

**BREAD FOR THE CITY** is excited to announce a new companion product website for the Resident Fund Management Service (RFMS) that is used to maintain our consumers' RPP Accounts. The new site, **RFMS Family**, is free and will allow consumers to monitor their own balances and view their statements at any time.

With the **RFMS Family** portal consumers will be able to:

- View account statements
- Create email and text alerts for low balances and transaction limits

Consumers will need an email address to sign up for RFMS Family access to view their own accounts. We would also like to invite guardians to sign up so that they can view the account information for their wards.

Please reach out to your RPP Coordinator for additional information about how your consumers can sign up for RFMS Family or to discuss creating an agency or team login to view your consumers' accounts.

### Is your client due to recertify for SNAP and/or TANF?

Recertification resumed last month. There are 3 ways to recertify for benefits:

1. DC Benefits Portal (<https://dcbenefits.dhs.dc.gov/>)
2. District First Mobile App (available in the Google Play and Apple app stores)
3. Drop off recertification documents at one of the operating DHS service centers (H Street, Congress Heights, or Taylor Street)

In order to receive proper notice via mail or robocall, it is imperative that DHS has an up-to-date mailing address and phone number for your client. To update this information, please contact the **DHS Call Center at (202) 727-5355**.

If your client has issues recertifying or any other public benefits issues, please call Bread for the City's Legal Clinic at (202) 386-7616 for assistance.



## Come get vaccinated !

The Moderna vaccine is available at our Walk-Up Clinics to all DC Residents, free and without an appointment!

- At the new Southeast Center, 1700 Good Hope Rd SE on Mondays and Wednesdays from 1-3 pm
- At the Northwest Center, 1525 7th St NW on Tuesdays and Thursdays from 1-3 pm.