



Case Management Services in Adult Homes

I AM NOT SURE WHO MY CASE MANAGER IS. HOW DO I FIND OUT?

All adult home residents must have a case manager. In smaller homes, the Administrator can be the case manager. In larger homes, it must be another staff member. In some homes, the case manager does not work for the home and instead works for another organization. If you are unsure who your case manager is, you should ask the Administrator of your home to tell you.

WHAT IS THE CASE MANAGER'S JOB IN AN ADULT HOME?

A case manager should help you adjust to life in the home. A case manager's duties include:

- Obtaining copies of important documents, such as your birth certificate, that are important to have when completing applications;
- Obtaining replacement copies of documents;
- Making sure that you have proper identification, such as a non-driver State ID;
- Helping you find and access services, including banking, education, and job training;
- Scheduling medical appointments for you;
- Arranging for your transportation to and from appointments related to your medical, mental, social, and vocational needs;
- Helping you access public benefits;
- Helping you participate in planning for improvements in the home and to present grievances and recommendations;
- Helping you if you want to change roommates; and
- Helping you solve problems that you may have with other residents.

I NEED HELP PAYING THE RENT IN THE HOME. SHOULD MY CASE MANAGER HELP ME WITH THIS?

Yes. Your case manager should help you find out if you are eligible for public or private benefits, including:

- Supplemental Security Income (SSI)
- Social Security Disability Insurance (SSDI)
- Public Assistance (also known as welfare or PA)
- Veterans' Benefits
- Pensions

Your case manager should help you complete applications for benefits within several days after you move into the home or if your benefits are interrupted.

I HAVE A FINANCIAL PROBLEM. SHOULD MY CASE MANAGER HELP ME RESOLVE IT?

Yes. Your case manager should help you with financial problems, including if your benefits are denied, delayed, garnished, or interrupted.

Your case manager should also help you with the following financial problems:

- **If you owe rent to the home** and you are facing eviction, your case manager should help you apply for assistance before the home takes you court for non-payment of rent;
- **If you have an SSI overpayment** and Social Security is taking money out of your check, your case manager should help you apply for a waiver or set up a payment plan;
- **If you have an outstanding student loan debt** and your benefits are being garnished, your case manager should help you to set up a payment plan and to potentially apply for a discharge of that loan based on your disability;
- **If you owe child support or arrears** and your benefits are being garnished, your case manager should help you apply for a downward income modification; and
- **If you have a dispute or financial issue** related, for example, to your pension or other income matters.

SOMETIMES THE GOVERNMENT GIVES ONE-TIME OR YEARLY BENEFITS TO PEOPLE. SHOULD MY CASE MANAGER HELP ME GET THESE BENEFITS?

Yes. Your case manager should help you apply for one-time or yearly benefits, including Federal stimulus payments and New York City school tax credits.

I WANT TO MOVE OUT OF THE HOME. SHOULD MY CASE MANAGER HELP ME MOVE?

Yes. Your case manager should help you complete housing applications, including the NYC HRA 2010e application for supported housing. Your case manager should help you by:

- Helping you complete housing applications;
- Gathering required documentation;
- Monitoring the progress of the application after it is submitted; and
- Providing follow-up as needed.

I NEED TO SEE A DOCTOR. SHOULD MY CASE MANAGER HELP ME GET AN APPOINTMENT?

Yes. Your case manager should help you schedule appointments with doctors of your choice and transportation within a reasonable amount of time after you request it.

I NEED TRANSPORTATION ASSISTANCE. SHOULD MY CASE MANAGER HELP ME?

Yes. Your case manager should help arrange transportation to appointments related to health, mental health, social, legal, financial, and other services.

Additionally, as a New York City resident, you may be eligible to receive para-transit and discount transportation services, such as **Access-a-Ride** and the **Half-Fare Metro Card** program. Your case manager should help you get these services, including:

- Obtaining applications for these programs;
- Collecting and submitting supporting documentation;
- Completing the required paperwork; and
- Following up to make sure that your documents were properly submitted.

I WOULD LIKE TO TAKE PUBLIC TRANSPORTATION MORE OFTEN, BUT SOMETIMES I NEED HELP. CAN MY CASE MANAGER HELP ME?

Yes. The case manager's primary goal should be to work with you to enhance your independence. If you would like to ride public transportation independently, ask your case manager for assistance.

MY CASE MANAGER DOES NOT SPEAK MY PRIMARY LANGUAGE. CAN I STILL GET ALL OF THESE SERVICES?

Yes. You are entitled to case management services in your primary language. If a case manager who speaks your language is not available, your case manager should ask for assistance from other staff members who speak your language, interpreters, or available interpretive services so that you can comfortably communicate with each other.

MY CASE MANAGER HAS REFUSED TO HELP ME WITH SERVICES I NEED. WHAT CAN I DO?

If your case manager will not provide you with the case management services you need, you should speak with the Administrator of your home. If he or she cannot help you resolve the problem, you can call Mobilization for Justice, Inc.'s Adult Home Advocacy Project at 877-417-2427.

WHO CAN I CONTACT IF I HAVE QUESTIONS?

You may call Mobilization for Justice, Inc.'s Adult Home Advocacy Project toll free at 877-417-2427 Monday through Friday from 10:00 a.m. to 5:00 p.m.

DISCLAIMER: This fact sheet gives general information for NYC residents; it is NOT legal advice.