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Moving to Supported Housing Under the O'Toole Settlement: FAQs

Questions? Call MFY toll-free at (877) 417-2427

I think I qualify and am interested in moving. What should I do?

The first step is to meet with a housing provider to talk about the benefits of supported housing and any concerns you have. A housing provider should reach out to you if you qualify to move under the settlement. **If you are in Staten Island or the Bronx**, a housing provider should reach out to you in 2015. **If you are in Brooklyn or Queens**, a housing provider should have reached out to you already. You can call MFY at (877) 417-2427 to find out who your housing provider is.

If I say that I am interested in moving, can I change my mind later?

Yes. You can change your mind at any point. You will never be forced to move if you do not want to.

I already spoke to a housing provider about moving. What are the next steps?

If you already spoke to a housing provider and said you are interested in moving, two things should happen:

1. You should be assigned a care manager.
2. You will meet with a nurse and another medical professional. You need to have both of these meetings to be approved for supported housing.
 - a. You will meet with a nurse to talk about your daily life, medical care, and services that you might need.
 - b. You will meet with a nurse or doctor to talk about your mental health history.

It is your choice whether to move to supported housing.

If you are being discouraged from seeking supported housing – if someone tells you that you cannot move or that you are not capable of living more independently – **call MFY toll-free at (877) 417-2427 for advice and assistance.**

How long until I can move?

It can take several months before you are able to move. Your care manager should talk to you regularly about the process. You can also call MFY at (877) 417-2427 if you have concerns about how long the process is taking.

What services can I get in supported housing?

You can have someone visit you to help with moving, healthcare, shopping, cleaning, cooking, medication, personal care, or other services you might need.

What does my care manager do?

Your care manager is your main point of contact. Your care manager will help you with anything you have to do to prepare to live in your own apartment, including:

- Finding an apartment
- Applying for food stamps
- Obtaining an identification card
- Obtaining a metro card
- Finding doctors
- Finding a pharmacy to fill your prescriptions
- Talking about any fears or concerns you have
- Talking about what services you will need
- Arranging the services that you decide you need.

I have not talked to anyone about moving yet or it has been a long time since I talked to anyone. Can I still move?

Yes. Everyone who is eligible to move will have the opportunity to move. If you were unsure about moving before, you can still change your mind and decide to move.

Can I be rejected from supported housing?

Yes, a medical professional might decide that you cannot move to supported housing. This cannot happen until you have talked with a nurse and your care manager. If you are told that you have been rejected for supported housing, call MFY toll-free at (877) 417-2427 for advice and assistance.

What happens if I am rejected for supported housing?

You might still be able to move out of the adult home if you want to. Other community housing is available. Your care manager will help you find appropriate housing.

Can I choose my apartment?

Yes, however, you might not find an apartment that has everything that you want. For example, there are not as many one-bedroom apartments available and there are no apartments in Manhattan. You should speak with your care manager early on about the available options and ask to visit apartments.

Can I choose my roommate?

Yes. You can choose to live with a friend or significant other. If you choose to have a roommate, you can still have your own private bedroom.

Can I contact my care manager after I have moved?

Yes. You should continue to contact your care manager after you have moved. Their job is to help you adjust to life in your new apartment.