

## Today Jesse's Case Manager Works for HCRS. But, That Is Going to Change

Right now, Jesse has **one agency: HCRS**.

In **June**, Jesse will have **two agencies**:

### Agency #1: HCRS (stays the same)

- Jesse will **keep the same staff** from HCRS.
- HCRS will **still** find and supervise staff to work with Jesse.
- HCRS will **make sure** Jesse's shared living provider follows your ISA.



### Agency #2: The New Case Management Agencies (open in May)

- In May, Jesse can pick your second agency.
- This agency will **help Jesse get a new case manager**.
- It will be Jesse's **case manager agency**.
- They do NOT have staff to work with Jesse, ONLY case managers.

**Here are questions Jesse can ask when you pick an agency who has new case managers:**



1. How much experience do you have working with people with disabilities?
2. How will I pick my new case manager?
3. How often will they meet with me?
4. How do I change case managers if I am not happy?

**What else do you want to know?**

**Important! If you do not pick your Agency #2, the state will pick one for you.**

**Remember:**

- Jesse will **keep her staff** from HCRS.
- But **this summer**, she will get a **new case manager** from a **different company**.

## Meeting Your New Case Manager



From **July 1st to September 30th**, you will have meetings with:

- ✓ **Your staff from the agency you have now**
- ✓ **Your new case manager**
- ✓ **Your family or a friend (if you want their help)**

**Here are questions you can ask your new case managers:**



1. How do I call you?
2. Where and when will you meet with me?
3. How will you help me write my ISA?
4. What will you do if I have a problem with my staff?

**What else do you want to know?**

### Important Dates:

**June 1st:** You will get your new budget. GMSA will give you a handout to help you understand how much money you have to pay for your services.

#### **October 1st**

- Your **new case manager** starts.
- Your **new budget** starts.

### Remember:

- You will still get your staff and services from the agency you have now.
- You will have a new case manager from a new agency.