

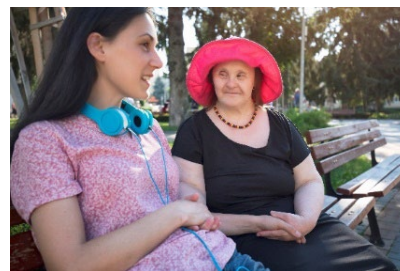
## Today Jesse's Case Manager Works for Howard. But, That Is Going to Change

Right now, Jesse has **one agency: Howard**

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

**Agency #1: Howard** (stays the same)

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



**Agency #2: The New Case Management Agencies**

- There are **2 choices: Benchmark or Columbus**
- The new 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.



### Important!

Some people already picked their new agency in May. If you have not picked your Agency #2 yet, don't worry. The state will choose one for you in June. Everyone will be getting a new case manager.

### Meeting Your New Case Manager

**Remember:**

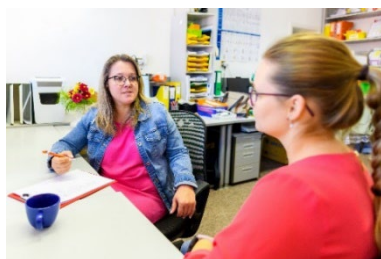
- Jesse **will keep her staff** from Howard.
- But **this summer**, Jesse will get a **new case manager** from a **different company**.



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)

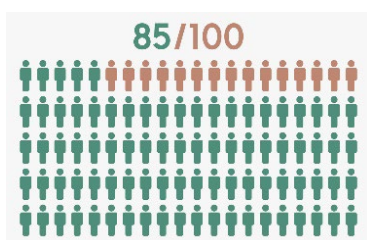
## Here Are Some Questions You Can Ask Your New Case Managers:



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

## What About My Budget or the Money I Have for Services?

The state is changing how it pays for services. The old way of paying was not always fair. **Vermont must fix this problem to keep using Medicaid to pay for our services.** In **August**, you will get your **new budget**.



**Most people (85%) will get the same amount of money to pay their staff as last year. Many people will get more money!** Everyone who has a shared living provider will get the same amount or maybe even more money. **A few**

**people (15%) will get less money to pay staff. This means staff might work fewer hours.** If you think your budget is unfair, speak up! Work with your case manager to fill out an “exceptions form.” If that doesn’t help you get more funding, you can file an appeal. Go to <https://tinyurl.com/4f47fyy6> to learn how to file an appeal.

## Important Dates:

- **July to September** you will choose your new case manager.
- **August** you will get a new budget showing the money you have for services.
- **October 1st** your **new case manager** starts and your **new budget** starts.

**Remember:** You will still get your staff and services from the agency you have now. But your new case manager will come from a different agency.

