

## Case Management Frequently Asked Questions

### What does DACL case management do?

DACL case managers connect seniors and adults with disabilities to community supports, benefits, programs and resources to help meet the person's identified needs. This can include providing information about resources and programs, answering questions, making referrals, helping complete applications, following up on applications that have been completed, and advocating for clients with other providers.

### Who is eligible for DACL's case management services?

Eligibility criteria are as follows:

- Client is a DC resident.
- Client is age 18-59 and has a disability, or client is 60 years of age or older.
- Client needs assistance with resolving issues that are impacting their quality of life and their ability to function well in their community.
- Client needs assistance with application/renewal of public benefits or other programs and does not have case management services through another entity.
- Client or their legal guardian must consent to services.

### What is the process for obtaining services?

If you are interested in receiving services, you can contact our Information, Referral and Assistance line at 202-724-5626 to request case management. An IR&A staff member will take your information and determine what unit at DACL will best serve your needs. If case management is needed, staff will send a referral to the Program Manager, who will forward the referral to one of the supervisors for assignment.

A case manager or supervisor will reach out to you to confirm your interest and eligibility and to get some additional information regarding your situation. Once this is done, they will set a date and time to meet with you to complete the intake process, which usually takes about an hour. During this time, the case manager will complete an initial assessment of your needs and collaborate with you to develop a service plan- a set of mutually agreed upon goals that you want to work towards together. Examples of service plan goals could be: obtaining a home health aide, applying for emergency rental assistance, getting an ID, etc.

# LIVE BOLDLY

## **What information will I be asked for during the initial assessment?**

We ask for information about various aspects of your life- your health, family, finances, housing, home environment, social support, and transportation and food needs. You are not required to provide any information you do not wish to disclose, but the more information you provide, the better equipped your case manager is to make recommendations about programs or benefits that may be of interest to you.

## **Why do you ask for information about income and financial assets?**

As part of the assessment process, DACL case managers will ask for your income information to determine eligibility for various programs and services such as housing, home health aides, home modifications, utility assistance, etc. You are not required to share information you do not wish to provide to get services, but it does help us determine what you're eligible for. If you are uncomfortable providing this information, simply notify your case manager and they will work with you to find resources based on the information you are willing to provide.

## **Will my personal information be kept confidential?**

Your personal information will not be shared with anyone without your consent. During the initial assessment, your case manager will provide documents that outline when and how we might need to share information and obtain your consent to do so. Please note, however, that DACL case managers are mandated reporters. This means that in any situation where we suspect abuse, neglect, or exploitation of vulnerable persons, we are required to report to the appropriate authorities, which can include Adult Protective Services, Child and Family Services, or the police.

## **What documents will I need to get started?**

You do not need to provide your case manager with any documents to begin case management services. However, many applications for benefits and services do require documents to prove residency, income, or eligibility for services.

**LIVE BOLDLY**

## **Where and how will my case manager meet with me?**

Case managers typically meet with clients in their home for the initial assessment or shortly thereafter. If this is not possible for whatever reason, let your case manager know and they can arrange to meet with you in our office or at another mutually agreed upon location, such as a library or community center.

## **What if I'm not comfortable meeting with my case manager in person?**

We like to meet with clients in person at least once, but if you're not comfortable doing so, let your case manager know and they can meet with you over the phone or virtually, depending on your preference. Please note that the case manager may need to get documents or signatures from you, therefore an in-person meeting may be requested to retrieve documents. However, if you are not able to do so, we can accept these documents by mail, email, fax or text.

## **I have special communication requirements (i.e., language barriers, hearing impairment, visual impairments, etc); can you accommodate me?**

Yes. Your case manager can communicate with you over the phone, via email, via text or via virtual visit if you prefer. We also have access to interpreter services for both telephone and in-person meetings. Additionally, if you are more comfortable having a trusted third party (such as a friend or family member) present during your meeting, let your case manager know and we can make arrangements.

## **Once I am assigned a case manager, will they be my case manager permanently?**

Our case management services are goal-directed. That means that you and your case manager will set goals to work towards together. Once those goals are accomplished, your case will be closed. However, you can always reach back out to DAACL, or to your case manager, if you have additional needs or questions after your case is closed. We are always happy to answer questions or discuss your situation and, if needed, reopen your case.

## **If my case is closed and then reopened, will I get the same case manager?**

We do our best to assign returning clients to their previous case manager when possible. However, please note that this is not always possible due to demand for services.

**LIVE BOLDLY**

## **What if I don't get along with my case manager, and want to be reassigned to a different one?**

We encourage you to speak to your case manager directly, or to their supervisor, to resolve any issues you may be having. If this does not resolve the situation, or is not possible or appropriate for you for whatever reason, we can reassign your case to a different case manager.

## **What if someone else refers me for case management, but I am not interested?**

Case management services are voluntary. If someone contacts DACL on your behalf, a DACL case manager or supervisor will reach out to you to confirm your interest in services. If you do not wish to receive services, let the case manager know, and we will not move forward with the case. However, you can always contact DACL to request assistance, should you change your mind in the future.

## **What if my case manager suggests a service or benefit that I don't want?**

Case management services are client-directed. During the initial assessment, your case manager will ask questions designed to identify areas where we may be able to connect you to various benefits and services. Based on your answers to the assessment questions, they may make suggestions about programs or resources that you may benefit from. However, the service plan (the list of goals you create together) is ultimately determined by you, and you are free to decline these benefits or services if you are not interested in pursuing them.

## **I am concerned about an individual who I feel is vulnerable and in need of help. Can I refer them for case management?**

Yes, you can call our Information, Referral and Assistance line at 202-724-5626 to make a referral for anyone you feel could benefit from case management. However, please note that the individual has to consent to the services provided. For example, if you have reason to suspect that your neighbor needs a home health aide, but the neighbor does not wish to have a home health aide, the case manager cannot apply for home health services against their wishes. If you are concerned about a person you feel is at risk and unwilling to engage in services, you may choose to report the situation to Adult Protective Services by calling (202) 541-3950.

**LIVE BOLDLY**

## **Does DACL provide therapy or mental health counseling?**

Our case managers do not provide mental health counseling for seniors. However, we can assist you in identifying and connecting to available mental health resources that can provide these services.

## **I get case management from another agency, but feel that I would benefit from DACL case management services as well. Am I still eligible?**

It depends on your specific situation. For more info our goal is to connect you with long-term services and supports, and there are times when the support you are looking for may be better provided through other, specialized services. For example, if you need assistance with housing, but are already connected to a housing case manager, we may assist you in reconnecting to that provider. If you need a home health aide, however, we may be better able to assist you. In some cases, DACL case management can collaborate with other providers with whom you are already connected to provide more comprehensive services. When in doubt, it's best to call and discuss your situation with the IR&A professional and/or with DACL case management to determine the best option for you.

## **I am enrolled in EPD waiver; am I eligible for DACL case management?**

EPD waiver enrollees are entitled to case management services through the waiver program. This is separate from DACL case management. Unfortunately, EPD waiver enrollees are not eligible for DACL case management at this time, but your EPD waiver case manager should be available to provide you with assistance. We recommend that you reach back out to your EPD waiver case manager or their supervisor in this case. If you are enrolled in EPD waiver and are having difficulty accessing case management services through that program, please contact the Office of the Healthcare Ombudsman at (202) 724-7491.

**LIVE BOLDLY**

## **Links to Frequently Requested Resources:**

For information about low-cost or free transportation programs: [Transportation | dacl \(dc.gov\)](#).

For information about the Elderly Persons with Disabilities Waiver: [Elderly and Persons with Disabilities Waiver | dacl \(dc.gov\)](#) or call DACL at 202-671-4200.

Link to Prescription Order Form (with instructions): [Prescription Order Form Instructions.pdf \(dc.gov\)](#).

For assistance with SNAP applications or questions about other food resources: [DC Department of Human Services | dhs.dc.gov](#) or call 202-640-1088.

For legal advice, information and referrals: [Legal Counsel for the Elderly, Free Services \(aarp.org\)](#) or call 202-434-2120.

For home modifications to increase accessibility (such as grab bars, chair lifts, etc.): [Safe at Home | dacl \(dc.gov\)](#) or call 202-724-5626.

For caregivers: [DC Caregivers' Institute – Home Care Partners](#) or call (202) 464-1513.

For general information about resources available to individuals with intellectual and developmental disabilities: [Services for People with Intellectual and Developmental Disabilities | dds \(dc.gov\)](#) or call (202) 730-1700.

For questions about medical assistance: Office of the Healthcare Ombudsman: [| Office of Health Care Ombudsman and Bill of Rights \(dc.gov\)](#) or call (202) 724-7491, or State Health Insurance Assistance Program: [Health Insurance Counseling | dacl \(dc.gov\)](#) or call (202) 727-8370.

For healthcare providers who provide house calls: [Home Medical Visits | MedStar House Call Program | MedStar Health](#) or call 202-877-0570.

For information about programs that offer financial assistance paying for utilities: [Utility Affordability Programs | ddoe \(dc.gov\)](#) or call Department of Energy and the Environment at (202) 535-2600.

For emergency rental assistance: <https://erap.dhs.dc.gov/ERAPIntroduction>.

Department of Motor Vehicles (senior-specific): [DC DMV Seniors](#).

# LIVE BOLDLY

Social Security Administration: [The United States Social Security Administration | SSA](#) or call 1-800-772-1213.

Medicare: [Welcome to Medicare | Medicare](#).

For access to mental health resources:

- Department of Behavioral Health's Access Helpline: 1 (888)7WE-HELP

Adult Protective Services: [Adult Protective Services | dacl \(dc.gov\)](#) or call (202) 541-3950.

Affordable Connectivity Program (for discounts on internet service): [Home - ACP - Universal Service Administrative Company \(affordableconnectivity.gov\)](#).

For assistance and advocacy in disputes with utility providers: [Office of the People's Counsel | Home \(opc-dc.gov\)](#) or call (202) 727-3071.

LIVE BOLDLY