

New Hope Services, Inc.

Frequently Asked Questions

Case Management

What is Facility-Based Case Management?

A Facility-Based Case Manager is available to consumers to arrange opportunities that address the goals listed in the ISP. They assist the consumer with establishing community connections, develop natural supports in the community for the consumer, be accessible, flexible and cooperative to various customer needs and encourage social and self help skills.

Do you have groups for consumers?

Yes, there are extensive opportunities for consumers to fulfill their goals and learn new skills in group settings.

What are the groups?

The groups that exist at this time are: gardening, cooking, advocacy, crafts, the developing friendships group, the self expression group, newsletter group, health and hygiene and interpersonal relationships.

Do Case Managers work one on one with consumers?

Yes, Case managers arrange opportunities for consumers according to their ISP. An example would be assisting consumers to make community connections that will help them get a community job. Some of these skills are learning how to ride TARC, social and self help skills as well as supporting the ISP by helping an individual with a weight loss plan.

Do you have an opportunity for consumers to get their G.E.D.?

Yes, G.E.D. classes are held two days a week starting in August and follow the regular school schedule.

Are their supports in place to help workers when they have a problem through Case Management?

Yes, Case managers and the Case Coordinator assist individuals when they have difficulty while working on the work floor. They manage Crisis issues and general concerns as well as help stabilize the individuals concerned.

Who is eligible for waiver services?

You must meet eligibility guidelines for regular Medicaid and criteria required for admissions into a long-term care facility state institution or group home to be able to apply for a waiver.

How long after I apply will I obtain the approval?

This depends on how long it takes the State to respond and does vary.

If I have Medicaid, do I automatically qualify for the waiver?

No. You will be placed on a waiting list until additional funds are available.