

Taking Control: A Guide to Greater Choice and Independence

Skill Building for Adult Home Residents

Coalition of Institutionalized Aged and Disabled

Second Edition, 2021

Developed by the Coalition of Institutionalized Aged and Disabled (CIAD) and Kathleen O'Hara, PhD, MSW. We thank the New York State Legislature and the New York State Department of Health for funding support. DISCLAIMER: This training is not an official document of the New York State Department of Health or Office of Mental Health.

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Introduction

This is a guide for current and former adult home residents interested in taking more control over their own lives. Life in an adult home can be challenging. One common challenge is the loss of control over one’s life due to institutionalization in the home. Institutionalization can make it tough to maintain or regain your independence, to think about leaving the adult home, or to start a new life in the community.

This guide offers ways to have more control over your life through choice and independence. We offer you a menu of skills to choose from. You might be interested in all of the skills sessions here, or you might decide to learn about only some of the skills sessions. The choice is yours!

On the following pages you can learn about 3 types of skills:

- **Activities (or skills) of daily living, such as taking your medication and managing your budget;**
- **Skills to help connect to the world beyond your adult home, including community connections and your rights;**
- **“Soft” skills, or skills to set and reach goals and communicate effectively**

We hope you’ll consider joining other adult home residents in exploring how to grow these skills together. CIAD will be supporting Taking Control groups in many adult homes; call 866-503-3332 to learn more.



Goal Setting

We all have changes we'd like to make in our lives. Some changes are small and specific, like getting the laundry done today. Other changes are big, like moving into an apartment in the community.

Goal setting is a series of steps to help you make changes. By translating a change into a goal, you focus your time and energy. Goal setting may also help you prepare for challenges that come up as you try to make a change in your life.

One goal setting process is GROW:

- 1. Goal 2. Reality 3. Options 4. Way Forward.**
-

1. G → GOAL

- **What** do you want **specifically**? Many times we set goals that are non-specific and negative, e.g., "I don't like my adult home, I want to leave."
 - Try to set **positive** goals and be **specific**, e.g., "I want to learn how to take my own medication so I'm well prepared to move out of my adult home."
 - **Why** do you want this goal?
 - Is this a realistic goal?
 - **How** much control/ influence do you have over achieving the goal?
 - **How** would you know that you have achieved your goal?
-

GROW adapted from: Landsberg, M. (2015). *The Tao of coaching: Boost your effectiveness at work by inspiring and developing those around you*. Profile Books; Spence, G.B. & Grant, A.M. (2007). Professional and peer life coaching and the enhancement of goal striving and well-being: An exploratory study. *The Journal of Positive Psychology*, 2(3), 185-194.

2. R → REALITY (as you start to take a step towards your goal)

- **What** is happening?
 - What action have you taken on this so far? What were the effects of that action?

 - Given your current reality, is your goal still realistic?
 - If yes, great!
 - If no, **what** would be a more realistic goal?
-

3. O → OPTIONS

- **What** options are available as you move forward?

 - **What** are the pros and cons of each option?
-

4. W → WAY FORWARD

- **What** will you do?
 - Will this action meet your goal?

- **What** obstacles might you face?
 - Can you plan for obstacles in advance? How?

- Take a few more steps!
 - Try to take 2 to 3 steps towards your goal. E.g., if your goal is to start taking your own medication, action steps could be:
 - Ask your case manager for a written list of the medications and dosages you currently take.
 - Learn which medication you take is for which condition.
 - Ask your case manager or CIAD to help you make a chart of what medications you take and when each day.



Apply goal setting skills:

Think of a goal you would like to achieve. Try to make it specific and positive.

- I want to manage my PNA so I have money for the whole month.
- I want to go to a job training program so I can have a part-time job.
- Your own problem:

Now GROW your goal.

1. GOAL: My goal is:

a. I want this goal because:

b. Here is the first step I'll take towards this goal:

2. REALITY: Checking on my goal:

a. Here's what I've tried so far:

b. Here's what has worked/what hasn't worked:

c. My goal is ___ isn't___ realistic at this point.

3. OPTIONS:

a. These are the options I have now:

b. I've picked one option. Here are some pros and cons:

OPTION	PROS	CONS

4. WAY FORWARD:

a. This is the next step(s) towards my goal:

b. Some obstacles that might come up:

a. Some ways I might address these obstacles:

b. Next steps I'm going to take:



Assertive communication

An important part of increasing independence is being able to express what you need or want. This session is about assertive communication, or how to clearly, respectfully, and firmly express your needs and desires to others.

There are 3 key steps to assertive communication:

1. Plan ahead.

- Think about **what** you want to say.
 - Write down what you want to say, or say it out loud to yourself.
 - Practice - - ask a friend or CIAD advocate to listen to you.
 - Plan for **when** you want to say it - - pick a time the other person is usually available.
-

2. Don't be afraid to ask for what you want. Be firm and friendly.

Think about **what** you will say:

- Have a purpose statement: what do you need or want?
- Have reasons to support why you need or want it.
- Be clear and direct - - avoid unnecessary details.

Think about **how** you will say it:

- Friendly, relaxed voice.
- Few hesitations - - be firm.
- Willingness to be quiet - - listen to others.

Assertive communication adapted from: the Association for Behavioral and Cognitive Therapies (2018):
http://www.abct.org/Information/?m=mInformation&fa=fs_ASSERTIVENESS

Think about **how you will act** when you say it:

- Relaxed gestures (e.g., don't cross your arms across your chest).
 - Direct eye contact (or look at a point near others' faces).
 - Show you're listening - - be willing to pause to hear a question, nod your head when others speak, etc.
-

3. Follow up.

You have the right to follow up after you have asked for help.

- If your concern is not resolved after you have spoken, ask when you can check in again.
 - “It sounds like things aren't going to change today, so when can I check in to see if there's been progress?”
- Usually, you should wait between a few days to one week before you check in - - be understanding that changes may take time.
- You can check in several times, if needed - - keep on being firm!

Communication on the phone

If you need to communicate over the phone you can use the same strategies, but you may want to think about how to understand others when you can't see them.

- If it's hard to understand someone, say so:
 - “Could you repeat that?” or “It's hard for me to understand you, could you explain it another way?”
- Think about how you can be well understood:
 - You may need to speak slower, speak louder, or repeat information.



How to Ask For What You Want

TRY THIS...

Ask for what you want

- Begin with "I", not "You."
- Use a firm and friendly tone of voice that can be heard.
- Look the person in the eye. If making eye contact is hard, look at a point near his/her face (e.g., her ear).
- Repeat your needs until you are heard.
- Keep your voice calm.

AVOID, AVOID, TRY...

<i>Wishy-washy</i> (avoid)	"Oh, well. I guess I just have to wait until you want to pay me my PNA."
<i>Threatening</i> (avoid)	"You said we got our PNA the first of the month! You have to give it to me today or else!"
<i>Firm and friendly</i> 😊	"Thank you for explaining the PNA delay. I need my money today to buy several things. How can we work this out so I am paid on time?"

Assertive Communication

Communicating assertively means clearly and calmly expressing what you want without either being too passive or too aggressive. Learning to communicate assertively doesn't guarantee you will have your needs met but it makes it more likely, and it can improve your relationships with other people.



Thinking your needs don't matter at all	Recognising that your needs matter as much as anyone else's	Thinking that only your needs matter
Give in	Compromise	Take
Not talking, not being heard	Talking and listening	Talking over people
Trying to keep the peace	Making sure things are fair - for you and others	Looking out for yourself
Allowing yourself to be bullied	Standing up for yourself	Bullying others
Not saying what you think, or not saying anything	Express your point clearly and confidently	Can lead to shouting, aggression or violence
Damages relationships - other people respect you less	Enhances relationships - other people know where they stand	Damages relationships - other people don't like aggression
Damages your self-esteem	Builds your self-esteem	Damages others self-esteem

Tips for communicating assertively

Use "I" statements

Be clear and direct:

"I would like you to give me a refund"

"I think what you have done is good, but I would like to see more of..."

Describe how another person's *behaviour* makes you *feel*

This makes other people aware of the consequences of their actions:

"When you raise your voice it makes me scared ... I would like you to speak softly"

"When you don't tell me what you are feeling it makes me confused"

Stick to your guns - the broken record technique

This involves thinking about what you want, preparing what you might say, then repeating it as necessary:

"I would like a refund ... Yes, but I would still like a refund ... I've heard what you have said but I still want a refund"



Apply communication skills:

How would you:

- Ask your roommate (or the housekeeper) if she/he has seen the \$20 bill you left in your nightstand.
- Talk to your housing provider about why it's taking so long for you to see supported housing apartments - - you are eager to move!
- Think of your own life: what is a question you have, or a need you want to address through assertive communication?

Now use assertive communication steps:

- **What** will you say?
 - Your purpose statement:

- What is evidence in support of your purpose:

- **How** will you say it?

- What will your body language say?
- When will you say it?
- Where will you say it?

- **When** and **how** will you follow up?



Personal Documents

A good first step in gaining greater independence is to have copies of key personal documents.

- 1. You have a right to your personal documents.** If service providers have your documents, they cannot deny you access to them.
- 2. You can gather personal documents at any time.** Don't wait until an emergency, or to decide if you want to leave your adult home.
- 3. You can always ask for help from your care manager or CIAD if you're not sure how to get your documents.**
- 4. Having a safe space to store these documents is important.** You could buy a waterproof envelope or folder to store them. You should also ask for (or buy) a lock for a drawer or closet so your documents are safe.

Key documents and how to get them:

- 1. Birth certificate:** varies depending on the state or country of birth; speak to your case manager for help.
 - a.** Usually you must already have certain documents to get your birth certificate, so plan ahead. You will probably need to:
 - i.** Know your date of birth.
 - ii.** Have valid photo ID (e.g., non-drivers ID or driver's license).
 - iii.** Have your Social Security Number (may need the card).

(If you cannot get these documents there are other ways to prove your identity -
- ask your case manager or CIAD for help).

Key documents and how to get them, cont'd:

2. **idNYC card** (offers many benefits, including a library card): call 311.
3. **Medicaid/Medicare card**: call 800-541-2831; you can also go to your local Social Security Center (to find a center call 800-772-1213).
4. **MTA Half-fare card**: 511 and say "MTA," then say "subways and buses," then follow additional prompts.
 - a. You can download senior and disability applications online or ask CIAD for help: <http://web.mta.info/nyct/fare/rfapply.htm>
 - b. You will need your Medicare card (for seniors) or SSI benefits card (for proof of disability) and a passport photo.
 - c. Get a passport photo: at copy shops, drug stores, or ask CIAD.
5. **NY State Department of Motor Vehicles (non-drivers ID, driver's license)**: 212-645-5550 or 718-966-6155.
 - a. You can download the application online or ask CIAD for help: <https://dmv.ny.gov/forms/mv44.pdf>
 - b. Fees are waived if you are over 62 and/or receive SSI. You should bring your SSI award letter to the DMV to find out documents you will need.
6. **Social Security card**: Social Security Card Centers help you obtain or replace Social Security Cards. Call 800-772-1213 for nearby Centers.
 - a. You need to show proof of your identity and sometimes proof of citizenship if you need a replacement card:
 - i. You should try to bring your birth certificate (or passport).
 - ii. You definitely need to bring a non-driver ID card or driver's license. You may be able to use a Medicaid/care card with photo if you do not have a non-drivers ID.

DOCUMENTS CHECKLIST:

- Birth certificate
- Social security card
- Non-drivers ID or driver's license
- Medicaid/Medicare card
- MTA half-fare card
- idNYC - - not necessary but a great resource!



Medications

Another important step in gaining independence is understanding what medications you take, and how and when to take them.

If your adult home currently manages your medication, you may consider learning about how to take your medication yourself.

This does not have to be a sudden or permanent change. You may start to learn about managing your medication but decide to keep the help your adult home offers. Or, you may start to take one or two of your medications by yourself. Over time, you may take more of your medications yourself.

For anyone interested in moving to their own apartment, it's never too early to learn about taking your own medications - - it's a helpful step in preparing to move.

3 steps to start to learn about your medications

1. Ask your adult home for a list of all your medications; they have this on file and you have a right to have a copy.
2. If you don't recognize the names of your medications, find someone to explain the condition that each medication treats.

Your doctor, pharmacist, case manager, or care coordinator (helping prepare you to move to your own apartment) can help. You can also ask CIAD.

3. Next, you should be able to answer the following 4 questions for all of your medications (see next page).

4 questions for all your medications

1. **What is the name of the medication?**
2. **What are you taking it for?**
3. **How are you taking this medication? (you can ask your pharmacist this)**
 - a. When do you take it?
 - b. How many times a day do you take it?
 - c. Take it with food/without food?
4. **Have you noticed any changes (side effects) since you started taking this medication?**
 - a. Have you talked with your doctor about these changes? If not, plan to do so soon.

***Whenever you are prescribed a new medication, ask your doctor or pharmacist to help you answer these questions before you take it.**

What happens if you miss medication or take too much medication?

1. Don't panic - - there are steps you can take to help yourself.
2. There are different consequences for missing different medications, as well as different consequences for taking too much.
3. When you have a prescription filled, read and save the packaging that comes with it - - it has information on missed doses and overdoses.
4. You can consult with a nurse or doctor, either inside your adult home or outside of it.
5. You can also call 911 if you feel your health is in danger. Symptoms such as rashes or hives, shortness of breath, a change in heart rate, or chest pains could be warning signs. But, you can call anytime you feel worried.

Charting your medications

Below is an example chart for a person who takes 5 medications and 1 vitamin each day. When you take your medication, you will put an X in the box so you are reminded you already took it.

DATE: January 1, 2022

Medication, dose	For What?	Special instructions	Morning	Afternoon	Night
Lozol, 2 pills	High blood pressure	Can take with or w/o food (increase urination)	X		
Lipitor, 1 pill	High cholesterol	Can take with or without food (no alcohol, grapefruit)			
Metformin, 1 pill	Type II diabetes	Take with food	X		
Lyrica, 1 pill	Neuropathy	Take with glass of water (can take with or w/o food)	X	X	
Clozaril, 1 pill	Mental health	Can take with or w/o food (increases drowsiness)			
Multivitamin, 1 pill	Everything!	Take with food, same time each day			

Charting your medications, cont'd.

Below is a blank chart to fill in with your own medications. Put an X in the morning, afternoon, or night box to remember when you took your medications.

You can ask your case manager or CIAD to photocopy this chart; keep a stack of these charts where you take your medication and you'll create a record that you can review to make sure you're staying on track.

DATE: _____

Medication, dose	For What?	Special instructions	Morning	Afternoon	Night



Benefits and budgeting

Whether you are thinking about moving to your own apartment or plan to stay in your adult home, learning more about benefits and budgeting is a big step towards a more independent life.

Budgeting your money can be done at your own pace, and you are free to find the level of independence that's right for you. You have the right to manage your own financial affairs in the adult home (see p.57). Some residents choose to have their own bank account in a bank they choose. The adult home is required to bank the benefits and income of those residents who do not have their own bank account.

1. **The first step in understanding your benefits is to learn what - - and how much - - you receive.**

Benefits in your adult home

- When in an adult home, most people have their government benefits paid directly to the home. For many people this is **\$1488** per month in 2021.
 - The amount the adult home is paid varies (based on if you have SSI, SSDI, both, etc.).
 - On the sample quarterly report on the next page, a resident has **\$1488** per month.
- You receive a portion of your benefits yourself.
 - This is your Personal Needs Allowance (PNA).
 - Most people are getting at least **\$210** PNA per month in 2021.
 - Some people are given a portion of their PNA per week instead of per month.
- A large portion of your benefits covers the rent and services the adult home is required to provide. You decide how to use your PNA. It can be used for personal care products, eating out, going to the movies, etc.

To learn about your benefits as an adult home resident, start by asking your administrator for a copy of your quarterly report if the adult home is banking your money for you. Your adult home has a quarterly report tracking your deposits (what the government puts in your account) and withdrawals (what the adult home takes out of your account).

It is your right to have a copy of your quarterly report. If your adult home refuses to share it, call CIAD (866-503-3332) or Mobilization for Justice (1-877-417-2427) for help.

Sample quarterly report

Date	Description	Withdrawals	Deposits
07/01/2021	Beginning balance		73.60
07/01/2021	Social Security		1488.00
07/01/2021	Rent	1278.00	
07/09/2021	Personal needs allowance	52.50	
07/16/2021	Personal needs allowance	52.50	
07/23/2021	Personal needs allowance	52.50	
07/30/2021	Personal needs allowance	52.50	
08/01/2021	Social security		1488.00
08/01/2021	Rent	1278.00	
08/06/2021	Personal needs allowance	52.50	
08/13/2021	Personal needs allowance	52.50	
08/14/2021	Miscellaneous: Omnicare Pharmacy Copay	16.80	
08/20/2021	Personal needs allowance	52.50	
08/27/2021	Personal needs allowance	52.50	
09/01/2021	Social Security		1488.00
09/01/2021	Rent	1278.00	
09/01/2021	Lock and key replacement fees	99.00	
09/10/2021	Personal needs allowance	52.50	
09/17/2021	Personal needs allowance	52.50	
09/24/2021	Personal needs allowance	52.50	
09/30/2021	Personal needs allowance	52.50	
09/30/2021	Ending balance		-42.20

Understanding your quarterly report

- **Deposit column:** this column lists how much money is put in your account, and when. There are two key deposits you should always see:
 - **Beginning balance**, or how much money carries over from the last quarter. A balance can be positive (you have extra money) or negative (you owe money).
 - **Your cash benefits, such as Supplemental Security Income (SSI) and Social Security**, which is how much the government deposits into your account (usually monthly).
 - **Note:** other deposits are possible. For example, adult home residents might receive a cash gift from family or have applied for and received the NYC School Tax credit.
- **Withdrawal column:** this column lists how much money is taken out of your account. There can be several types of withdrawals, such as:
 - **Rent**, or how much you pay for your adult home room and services per month.
 - **Fees of other kinds** that may include facilities fees, such as replacement of a lost key, or other charges, such as a medication co-pay.
 - **Personal cash or personal needs allowance (PNA)**, which is the money the adult home gives you directly to pay for your personal needs, such as personal care items (shampoos, haircuts) or going out for a meal or a movie.
- **Date:** it is helpful to keep track of the dates money was put into and taken out of your account. If you are concerned your government benefits have arrived late, or if you don't understand why your adult home is taking out money as often as it does, you have the right to ask for clarification.

If you'd like to understand your government benefits better, contact your local Social Security Administration office (1-800-772-1213 or <https://secure.ssa.gov/ICON/main.jsp>).

If you'd like to understand your adult home fees better: ask your adult home case manager or administrator.

If you have difficulty accessing information about your benefits or adult home fees, call CIAD (866-503-3332) or Mobilization for Justice (877-417-2427).

If you are interested in moving to your own apartment, you should be aware that your benefits will look different.

Benefits in your own apartment

- In your own apartment, you are paid your benefits directly unless you choose a representative payee (such as your housing provider).
 - The amount you are paid varies (based on if you have SSI, SSDI, both, etc.)
 - If you receive SSI and SSP, you should get **\$881** per month in 2021.
- You will pay 30% of your income as rent (e.g., about **\$264**).
 - Your housing provider will pay the rest of your rent.
- You will have 70% of your income to use for food, personal care products, travel, etc. (e.g., about **\$617**).
 - You may also receive SNAP (food stamps) to help with food expenses.
- People who have a work history may receive more Social Security funds, especially after age 65. This depends upon the length of your work history, how highly paid you were, and when you choose to take retirement benefits. If you have a work history and want to know how this impacts your benefits levels, contact your local SSA office.

- 2. The next step in handling your benefits is understanding what options you have to take more control of them.** If you are moving into your own apartment, you have more control over more money. But, you can request more control even if you plan to stay in your adult home.

Benefits in your adult home

- **If your adult home is your representative payee:** this means the Social Security Administration (SSA) pays your benefits directly to your adult home. Your home deducts rent and fees from your benefits, then gives you a personal needs allowance (PNA).
 - Sometimes your home budgets your PNA, i.e., instead of giving you one lump PNA payment at the start of the month, they give you smaller payments throughout the month. If you feel that your PNA is not given to you in a way that meets your needs, you can try to negotiate a different budget arrangement with the home.
- **If your adult home is not your representative payee, but you bank with them:** this means you are your own payee, but your adult home still receives your benefits directly from SSA. Your home deducts your rent and fees, then you can access your PNA from your home.
- **If you don't bank at the home:** this means you can have SSA send your benefits directly to you. You can ask SSA to send your benefits via direct deposit to a bank account you open in the community, or via a Direct Express debit card. You can then use a check or money order to pay rent and fees to your adult home. You can also ask your adult home for other payment options.
- **If you are interested in becoming your own payee:** you can work with CIAD and Mobilization for Justice to try to control your benefits yourself.
 - A key step in becoming your own representative payee is getting a letter from a psychiatrist verifying you are able to handle your benefits. If the psychiatrist in your adult home will not help you, you can seek help from outside psychiatrists.

Benefits in your own apartment

- By default, you will handle your own benefits in your apartment. You will have more access to more money, but also be responsible for paying more bills (e.g., rent, food).
- If you are in your own apartment and have trouble with your benefits, your housing provider can be your representative payee. They would: 1) receive your benefits, 2) take out rent (30% of your benefits) and other expenses, and 3) give you the remainder of your benefits.
 - For example, if you earn **\$881/month** your remaining income could be **\$617/month**.
- Ask your housing provider to have a lease in your name, or to have the lease in the name of the housing provider, with you named as the beneficiary or occupant. This is important if the apartment is rent-regulated, including rent-stabilized.



Budgeting

3. **Next, handling your benefits successfully involves budgeting.** Whether you only receive \$210 in PNA each month or you receive your entire SSI/SSDI benefit, planning for how you will spend your monthly income can help you avoid running out of money. It can also help you gain a sense of independence.
 - a. **Brainstorm:** what do you spend your PNA on now?
 - b. **Brainstorm:** what do you spend your SSI/SSDI on now?

4. **Finally, handling your benefits usually involves having a bank account.** Related to having a bank account, you will write monthly checks or money orders for expenses like rent. On p. 32 you will see a sample check.
 - a. **There's no disadvantage to having a bank account. If you go to a savings bank there are no fees involved.** Sometimes there are overdraft fees if you take out more money than the balance of your account. It's important to keep track of your account balance.
 - b. **Rainy day funds:** one way to think about savings is to think small - - just putting away \$5 or \$10 or \$20 each month adds up over time.

- **Budgeting:** on p.30 you can see a sample budget for someone who lives in a supported housing apartment. On p. 31 you can fill out this budget using your own sources of income and expenses.
- **Bank account:** on p.32 you can practice filling out a sample check, similar to one you might use if you open your own bank account.

CIAD can provide extra copies of the budget and sample check - - just ask!

	Monthly	Annual	Comments
Income:			
Your Primary Income	\$794.00		Federal (SSI)
Other Income	\$87.00		State (SSP)
SNAP (Food Stamps)	\$194.00		
Employment			
Total Income	\$1,075.00		
Necessary Expenses:			
Rent	\$264.00		30%
Gas & Electric	\$104.00		
Food & Groceries (not dining out)	\$205.00		
Clothing (necessary)			
Telephone			
Travel	\$30.00		
Home supplies	\$5.00		
Laundry	\$25.00		
Other expenses			
Total Necessary Expenses	\$633.00		
Discretionary Expenses:			
Cable or Satellite TV	\$22.50		Internet
Entertainment (not dining out)	\$12.00		movie
Dining Out	\$30.00		
Clothing (above what's needed)			
Cigarettes & Tobacco			
Other expenses (e.g., pets)	\$12.50	\$150.00	
Total Discretionary Expenses	\$77.00		
Results:	Monthly	Yearly	
Total Income	\$1075.00		
Total Expenses	\$710.00		

	Monthly	Annual	Comments
Income:			
Your Primary Income			
Other Income			
SNAP (Food Stamps)			
Employment			
Total Income			
Necessary Expenses:			
Rent			
Gas & Electric			
Food & Groceries (not dining out)			
Clothing (necessary)			
Telephone			
Travel			
Home supplies			
Laundry			
Other expenses			
Total Necessary Expenses			
Discretionary Expenses:			
Cable or Satellite TV			
Entertainment (not dining out)			
Dining Out			
Clothing (above what's needed)			
Cigarettes & Tobacco			
Other expenses (e.g., pets)			
Total Discretionary Expenses			
Results:	Monthly	Yearly	
Total Income			
Total Expenses			

Joseph Resident
208 Beach 125th Street
Belle Harbor, NY 11694

101

DATE _____

PAY TO THE ORDER OF _____ \$ _____

_____ DOLLARS

Bank of Rockaways
100 Beach 116th Street
Rockaway Park, NY 11694

FOR _____

12345678 9876543210

Benefits and budgeting checklist

Benefits

- If you feel you are ready to handle your own money, talk to your psychiatrist or other doctor about becoming your own representative payee. Call Mobilization for Justice (877-417-2427) if you have questions.
- Get a letter from your psychiatrist in support of becoming your own payee. *
- Apply to become your own payee at the Social Security Administration. *
- Open a checking account - - you may ask for your benefits to be deposited directly here. *
- If you will be moving to your own apartment, apply for SNAP (food stamp) benefits through HRA (718-557-1399). *

Budgeting

- Learn what your income and PNA is now, in your adult home.
- Learn how your income will change when you move.
- Practice budgeting for the income you have in your adult home and the income you may have if you move to your own apartment.
 - Prepare to budget 30% of your new income to pay your apartment rent each month.
- Set up a weekly and/or monthly budget for yourself. If you need help with budgeting, contact CIAD (866-503-3332).

*CIAD and MFJ can help with many of these steps. Sometimes adult home case managers and/or care coordinators who help you prepare to move to your own apartment can help.



Travel and shopping

Some adult home residents are moving to their own apartments. Others plan to remain in their adult homes. Either way, learning about independent travel is useful.

This session also includes information on shopping. Budget-friendly shopping is important for residents moving to their own apartment, while those remaining in their adult homes can use these strategies to make their PNA go further.

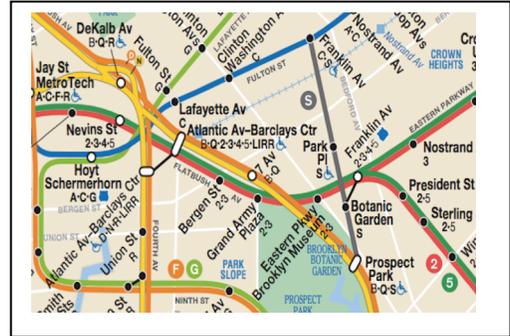
Getting set to travel

- 1. For all New York travel, call 511.** You can learn about Metro cards, service schedules, and delays at 511.
- 2. Half-fare Metro card:** see p.17 for instructions on getting this card.
 - a. As of 2021, each half-fare trip costs \$1.35.
- 3. Putting money on Metro card:** before you can use your card, you must go to a subway station and load money on it (cash, credit and debit cards accepted). CIAD can help if needed.
- 4. Access-a-Ride:** if you have a disability that makes it hard to use buses or subways, you may qualify for this service. Ask your case manager or CIAD to help you get an application. You can also call Access-a-Ride (877-337-2017) to get an application in the mail.
- 5. Medical insurance:** your insurance provider may offer transportation (or reimbursement) for medical appointments. Call your insurance provider, or ask your care coordinator to help you call to learn more.

Using NYC public transportation: The subway

The NYC subway system is a good way to get around. Here are some tips for easy riding:

- **Subway attendants** are in some stations and can give you maps, say which side of the platform to stand on for your destination, and answer other questions.
- The subway has **service delays**. Call **511** the day you travel to hear a list of delays and alternate services. It's most important on:
 - Off-peak hours (late nights and weekends).
 - Bad weather (heavy rain or snow).
- CIAD can provide more information on disability accessible stations.



The first step in using the subway is reading an MTA subway map.

- Ask the station attendant for a paper copy, or get one online: <http://web.mta.info/maps/submap.html>
- Get to know **the Key** on your subway map.

Key

The subway operates 24 hours a day, but not all lines operate at all times. Call our Travel Information Center at 511 for more information in English or Spanish (24 hours) or ask an agent for help in all other languages (6AM to 10PM).

visit www.mta.info

To show service more clearly, geography on this map has been modified.

Using NYC public transportation: The bus

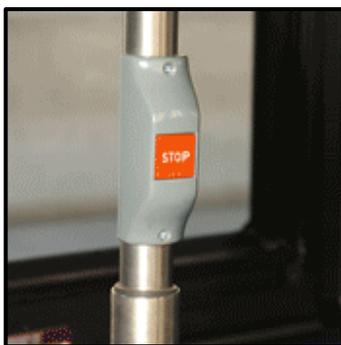


The NYC bus system covers more of the city, and makes more frequent stops, than the subway.

The bus can also be more disability friendly; buses accommodate riders in wheelchairs.

Travel times on the bus may be longer than the subway.

- **Bus stops:** are on street corners and have tall signs with a bus icon and route number.
 - Most stops have a **rectangular box** at eye level; this lists the bus route and schedule.
- **Boarding the bus:** when a bus comes, check the route number on the electronic screen to ensure it's your bus.
- **Paying for the bus:** to pay you dip your card into the black box beside the driver. You can also pay with coins.
 - If your trip involves a bus to subway, subway to bus, or bus to bus transfer, you pay only the first vehicle - - **the transfer is free within 2 hours.**
 - Be aware there are **express** and **select** buses. Ask CIAD for more information about them.
- **Getting off the bus:** you can request a stop by pushing the tape strips between the windows, or the stop buttons on the poles in the bus.



Reading an MTA bus schedule.

- You can also look on the bus stop box to see the schedules of buses that stop there.
- You can practice reading a schedule with CIAD and CIAD can help you order a bus schedule.

Bus Time.

- If you have Internet access the MTA offers real-time travel planning: <https://bustime.mta.info/m/index>



Shopping: Saving money

Whether you live in an adult home or on your own, there are many ways to save when buying food and personal items.

1. **Shopping list:** making a list can help you:
 - a. remember what you **do** need to buy,
 - b. don't buy anything you don't need (**stick to the list**),
 - c. budget - - when you write out what to buy, estimate how much to spend on each item, then try to stick to that price.

2. **Coupons:** coupons are a great way to save. Find coupons in:
 - a. Sunday newspapers.
 - b. product packaging (e.g., a coupon printed inside a box).
 - c. online - - if you have access to a computer or smart phone, look up your favorite products (e.g., Google "Crest coupons").

3. **Sale fliers:** local drug stores and grocery stores often have fliers at the front of the store for weekly sales and coupons.

4. **Farmers markets:** talk to the vendors - - many offer reduced prices for produce left at the end of the day.

5. **Food pantries:**
 - a. **NYC food pantry listing:** 311, follow prompts for pantries
 - b. **NYC Emergency Food Line:** 866-888-8777
 - c. **Food Bank NYC:** 212-566-7855

6. **Unit pricing:** grocery stores often post a UNIT PRICE next to an item's price. Instead of comparing item prices, try comparing UNIT prices. Often larger size items have lower unit prices, and are a better value.



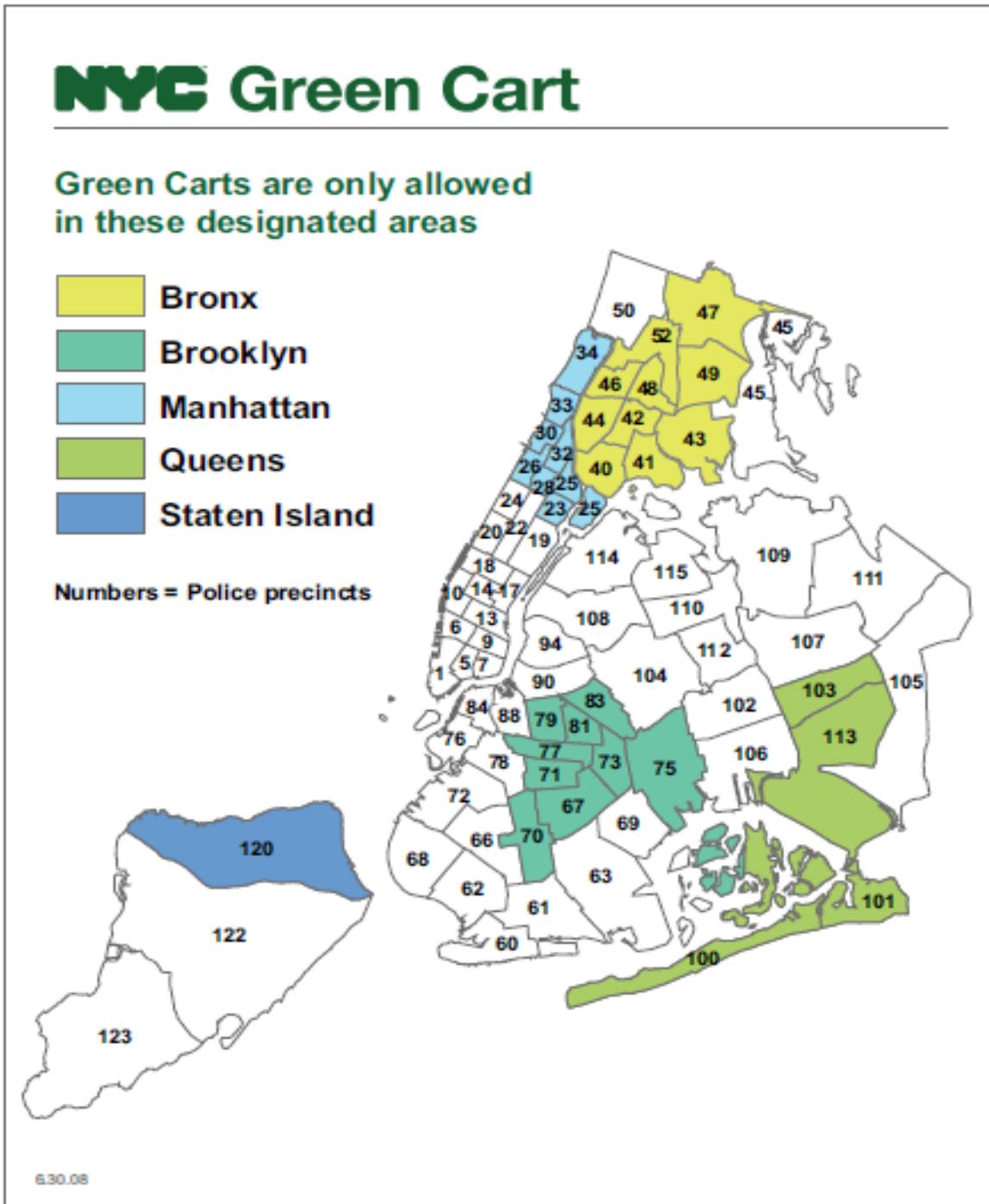
Just ask! Not all store deals are advertised. For example:

- **Clearance items:** drug and grocery stores may have a clearance stand. If you don't see it, ask store staff.
 - Some grocery stores have clearance for older or fruits and vegetables - - a good option to buy healthy food for less.
- **Prepared foods, salad bars:** convenience and grocery stores may discount perishable dishes at the end of the day.

Final word on sales: just because something is on sale doesn't mean you have to buy it.

A sale saves money but buying nothing saves even more ☺

7. **NYC Green Carts:** Green Carts have low prices on fresh produce. If you receive SNAP benefits (e.g., if you move to your own apartment) you can use your card at most Green Carts.





Shopping: For your own apartment

If you're thinking about moving into your own apartment, you may want to consider these additional tips.

1. When you live on your own, budget to buy staple food items regularly.

Everyone's staples are different, but common, low-cost items to have at home might include:

- a. Bread
- b. Butter or oil (canola or olive oil are healthier options)
- c. Canned beans, vegetables, salmon, sardines, tuna
 - i. Low/no sodium added canned goods are healthier
- d. Canned sauces such as spaghetti sauce.
- e. Eggs
- f. Frozen vegetables (cheap and versatile)
- g. Milk or a milk substitute (almond or soy milk)
- h. Garlic, onions
- i. Pasta (whole wheat is a healthier option)
- j. Potatoes, sweet potatoes
- k. Protein (if you buy meat, consider buying cuts that freeze and thaw out well)
- l. Rice (brown rice is a healthier option)
- m. Spices (to add flavor to recipes)

2. When you live on your own, think about how to transport purchases.

- a. A 4-wheeled shopping cart is an easy way to push groceries and other purchases. Find carts at bodegas and hardware stores.
- b. If you have disabilities that make pushing or lifting a cart difficult, you may want to ask for a home health aide to help you with shopping.
- c. Many grocery stores deliver purchases. Delivery fees can add up, so use this service sparingly. Do a bulk shopping every month or so and have it delivered.

My Staples

Item	Where to buy	How much to spend
Canola oil	Grocery - C-Town	\$3.50
Skim milk	Grocery - C-Town	\$3
Dozen eggs	Sale at Pathmark	\$2.50



Boosting your health and boosting your cooking

Certain chronic conditions are common in residential facilities such as adult homes. These conditions include **high blood pressure, high cholesterol, and Type II diabetes**. These conditions are among the leading causes of death in the U.S.

The **good news** is these conditions can be managed through a healthy lifestyle and medication. Here, we explain these conditions and offer a menu of options you can try for healthier living.

High cholesterol

- Is a condition in which there is too much cholesterol in the blood, leading to blockages in the arteries.
 - When arteries are blocked, risks of heart attack and stroke increase.
- Cholesterol is a soft, waxy substance. Your liver makes cholesterol and you get it from animal foods, e.g., meat, fish, poultry, egg yolk, dairy.

High blood pressure

- Is a condition in which pressure in the blood vessels is higher than it should be, increasing the risk of heart disease, stroke, and kidney failure.
 - The higher the blood pressure, the greater the risk.
 - High blood pressure is called the “silent killer” because there are usually no symptoms to warn you something is wrong.
- Sodium is well known to increase blood pressure, but alcohol, sugar, and canned and packaged foods (e.g., junk foods) can also increase it.

Type II diabetes

- Is a condition in which your body doesn't make enough insulin, or doesn't use insulin properly.
 - Insulin regulates sugar in your blood. Diabetes causes blood sugar to build up and damage many parts of the body.
- It is well known that people with pre-diabetes or diabetes should limit their sugar intake, but limiting alcohol and fat intake can also help control diabetes.

Chronic health condition information from: the American Heart Association (2018): http://www.heart.org/HEARTORG/Conditions/My-Life-Check---Lifes-Simple-7_UCM_471453_Article.jsp#.WpjfuGrwaUk; the Centers for Disease Control (2018): <https://www.cdc.gov/mmwr/preview/mmwrhtml/mm6131a6.htm>; and the American Diabetes Association (2018): <http://www.diabetes.org/diabetes-basics/type-2/facts-about-type-2.html?loc=db-slabnav>

Life's Simple 7



The American Heart Association identified seven steps, called “Life’s Simple 7™”, to improve health. **Research shows these steps can help prevent or reverse heart disease, high blood pressure, and Type II diabetes.**

1. Eat a healthy diet

- Eat at least 4.5 cups of fruits and vegetables a day.
 - Have at least 2, 3.5 ounce servings of fish a week.
 - Eat at least 3 servings of high fiber whole grains a day.
 - Limit sugar-sweetened beverages to not more than 450 calories (36 ounces) per week.
 - Eat less than 1500 mg of sodium a day.
-
- **Maintain a healthy body weight. Talk to your doctor about a healthy weight range for you.**

 - **Take charge of cholesterol**
 - Normal – less than 200 mg/dL.
 - Borderline high cholesterol – 200 to 239 mg/dL.
 - High cholesterol - 240 mg/dL or higher.(Ask CIAD if you’d like an additional handout on healthy cholesterol levels).

 - **Manage blood pressure**
 - Normal - less than 120/80 mm/Hg.
 - Pre-hypertension - 120-139/80-89 mm/Hg.
 - High blood pressure/hypertension - 140/90 mm/Hg or higher.

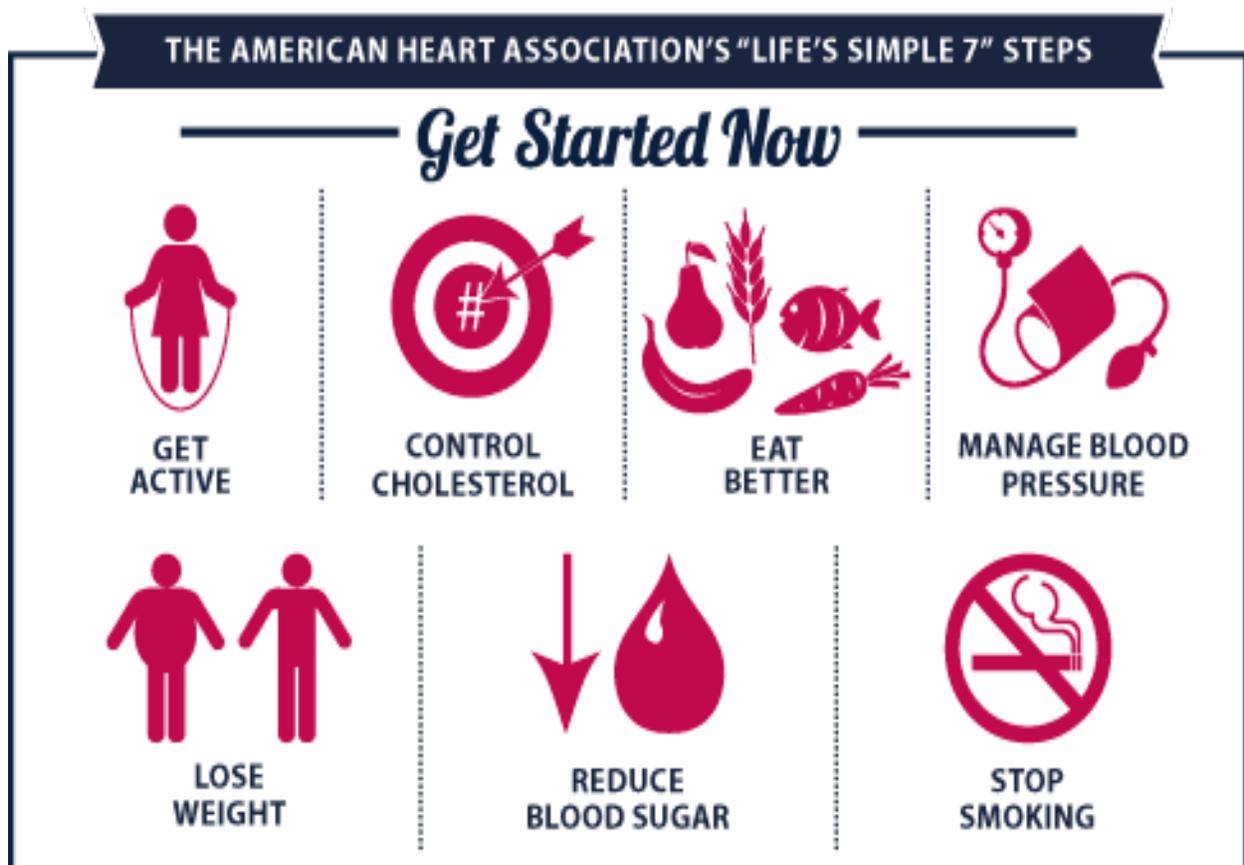
 - **Keep blood sugar, or glucose, at healthy levels**
 - Normal fasting blood glucose – under 100 mg/dL.

- Pre-diabetes – 100-125 mg/dL.
- Diabetes – 126 mg/dL or higher.

- **Engage in regular exercise**

- Try for least 30 minutes of moderate activity, 5 days each week.
 - Moderate activity can be as simple as taking a walk 😊.
 - Do something you enjoy - - listen to music, dance, etc.
 - Join a gym or exercise program - - NYC Parks and Recreation and YMCA have discounts based on income and for seniors.
- Regular exercise improves blood pressure, cholesterol, and blood glucose levels. It also reduces stress, and helps control body weight.

- **Don't smoke**



Life's Simple 7 Applied to You



Changing your health through Life's Simple 7 does not mean you must immediately change all your health habits. This can be especially challenging while living in an adult home, on a limited budget. Luckily, research shows that people who **gradually** change health habits are better at sustaining changes over time. **So, starting can be as simple as trying out one small change.**

For example, a person with Type II diabetes might decide to lose weight and lower his blood sugar. **He might start with one simple change: no more sugar-sweetened beverages.** He could stop drinking the fruit juice served at his adult home, and stop buying soda from the vending machines. He could drink water, tea, coffee, and low-fat milk instead.

A person who had gained a lot of weight in her adult home might decide to start exercising to lose some of it. **She might start with one simple change: taking a 30 minute walk around her neighborhood a few times per week.**

A person who's having breathing problems might decide to cut back on cigarettes. **He might start with one simple change: asking his case manager to help him join a smoking cessation group.** He might decide he can't quit cold turkey, but going to group he might learn strategies to cut back on how many cigarettes he smokes.

What's your simple change?

Which of Life's Simple 7 would you try first? _____

Why is this step important to you? _____

How would start this step? Say something specific you would change _____

U R What U Eat

Food supplies the nutrients needed to fuel your body so you can perform your best. Go, Slow, Whoa is a simple way to recognize foods that are the smartest choices.

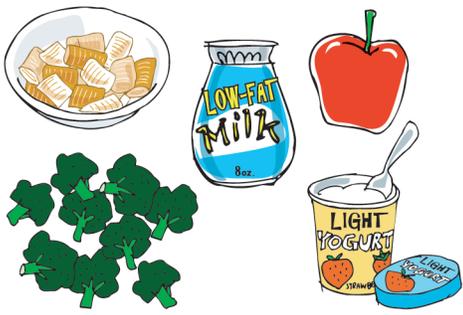
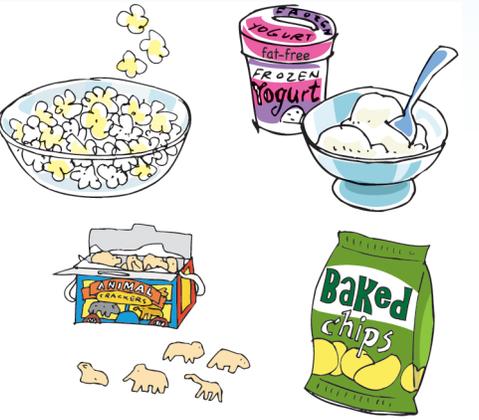
- **“Go”** Foods: Eat almost anytime (Most often) — they are lowest in fat, added sugar, and calories
- **“Slow”** Foods: Eat sometimes (Less often) — they are higher in fat, added sugar, and/or calories
- **“Whoa”** Foods: Eat once in a while (Least often) — they are very high in fat and/or added sugar, and are much higher in calories

Food Groups	GO	SLOW	WHOA
Fruits Whole fruits (fresh, frozen, canned, dried) are smart choices. You need 2 cups of fruit a day. 1 cup is about the size of a baseball.			
Vegetables Adding fat (butter, oils, and sauces) to vegetables turns them from Go foods to Slow or Whoa foods. You need 2 ½ cups of vegetables a day. Dark green and orange vegetables are smart choices.			
Grains Try to make at least half of your servings whole grain choices and low in sugar. An ounce of a grain product is 1 slice of bread, 1 cup of dry cereal, or ½ cup of cooked rice or pasta. You need about 6 ounces a day.			
Milk Milk products are high in vitamins and minerals. Fat-free and low-fat milk and milk products are smart choices. About 3 cups are needed each day; 1 cup of milk, 1 cup of yogurt or 1 ½ ounces of natural cheese count as 1 cup.			
Meats & Beans Eating 5 ½ oz. a day will give you the protein, vitamins and minerals you need. Limit meats with added fat. Smart choices include beans (¼ cup cooked), nuts (½ oz.) and lean meats (1 oz.) baked or broiled.			

The amounts of foods recommended per food group are based on a 2,000-calorie diet, the approximate number of calories for most active boys and girls ages 9-13. U.S. Department of Agriculture, Center for Nutrition Policy and Promotion.

Sweets and Snacks

The foods below are snack-type foods. The “Slow” and “Whoa” foods are higher in fat, added sugar, and/or calories and need to be limited so you do not eat more calories than your body needs. Remember, if you eat sweets and snacks, eat small amounts.

GO	SLOW	WHOA
 <p>For “Go” snacks, select foods from the “Go” column in the food groups section.</p>		

Combining Food Groups

Foods we eat are usually a mixture of ingredients from the different food groups. A food can turn from a “Go” into a “Whoa” based on the ingredients used. The examples below contain ingredients from the milk products, grains, vegetables and meat groups – some “Go,” some “Slow,” and some “Whoa.” Foods served in restaurants often use “Whoa” ingredients.

Combined Foods	GO	SLOW	WHOA
Pizza	 <p>English muffin pizza with low-fat cheese (using ½ English muffin)</p>	 <p>Regular or classic veggie pizza: 1 slice from a medium pizza</p>	 <p>Deep dish pepperoni pizza: 1 slice from a medium pizza</p>
Pasta	 <p>Pasta with tomato sauce and vegetables – 1 cup</p>	 <p>Macaroni and cheese – 1 cup</p>	 <p>Pasta with sausage – 1 cup</p>

Move More

To keep at a healthy weight, energy in (foods you eat) must balance with energy out (how much you move). Try to get 60 minutes of physical activity every day. Move more, take the stairs, play ball, bike, swim, walk, and find active games you enjoy. Have fun!

For more information, visit the *We Can!*™ Web site at <http://wecan.nhlbi.nih.gov>. *We Can!* is a national education program promoting healthy weight for children from the National Institutes of Health.

The GO, SLOW, WHOA concept adapted from CATCH®: Coordinated Approach to Child Health, 4th Grade Curriculum, copyright © 2002 by The Regents of the University of California and FlagHouse, Inc. CATCH is a registered trademark of The Regents of the University of California, and licensed by FlagHouse, Inc.

We Can! and the *We Can!* logo are trademarks of the U.S. Department of Health & Human Services (DHHS). U.S. Department of Health & Human Services.





Boosting your cooking

Even if you have limited cooking experience, it's possible to learn to make quick, simple, and healthy meals. These meals are also budget-friendly.

Eating out of the fridge

There are many meals you never have to cook, or can cook in advance and store in your refrigerator. For example:

- Beans, lentils
- Grains, rice
- Oatmeal
- Sandwiches
- Cut, raw fruit and vegetables
- Hard boiled eggs
- Salads (eggs, tuna, vegetables)

Cooking demonstrations. CIAD hopes to offer demonstration classes soon. Let them know if you are interested in learning any of the following:

1. How to boil water
 - a. How to cook pasta
 - b. How to cook rice
 - c. How to cook oatmeal
2. How to cook eggs
3. How to cook chicken
4. How to make a simple soup
5. How to cook vegetables you'll want to eat
6. Timing – keeping track of time, using a timer
7. Knife skills
8. Cooking with mobility limitations - - getting around in the kitchen



Community connections

Sometimes people living in adult homes feel cut off from people and places they know. However, you can always connect - - or re-connect - - to community resources. Whether you live in an adult home or in your own apartment there are many free and low-cost community resources to explore.

ART... the Healing Arts Initiative (HAI @ YAI) offers art classes and free and discounted arts and culture events. Call YAI (212-273-6182) to learn more.

CELL PHONES... free cell phone service is available for individuals with disabilities. Call Assurance (1-888-898-4888) or Safelink Wireless (1-800-977-3768).

EDUCATION... the High School Equivalency (HSE) program offers free support to earn high school diplomas (518-474-5906 or www.acces.nysed.gov/hse/high-school-equivalency-hse).

EMPLOYMENT, JOB TRAINING... ACCESS-VR offers free job searching and training resources for individuals with disabilities (1-800-222-JOBS/5627 or www.acces.nysed.gov/vr).

LGBT GROUPS... The LGBT Community Center in Chelsea offers an array of groups and programs (212-620-7310 or <https://gaycenter.org>). For older LGBT adults, SAGE offers groups, programs, and social services (212-741-2247 or www.sageusa.org/nyc/centers/index.cfm).

MUSEUMS... offer free and/or donation-based entry on certain days (e.g., Saturday mornings). Call the museums directly to learn more. idNYC cards also offer free entry to over 40 museums for one year! See p. 17 to get an idNYC card.

PARKS, RECREATION, NATURE... the NYC Parks System offers cultural, fitness, senior, and technology programs (311 or www.nycgovparks.org/parks).

SELF-HELP GROUPS... like 12-step meetings offer access to peer support and potential friendship.

- Alcoholics Anonymous (212-647-1680 or www.aa.org/).
- Gamblers Anonymous (1-855-222-5542 or <http://newyorkga.org/>).
- Narcotics Anonymous (212-929-6262 or <http://na.org/>).
- Nicotine Anonymous (1-877-879-6422 or <https://nicotine-anonymous.org/>).

VOLUNTEERING... New York Cares can help you learn about many volunteer opportunities across the city (212-228-5000 or www.newyorkcares.org/).

YMCA's... offer arts, computing, health, fitness, and senior programs. Memberships are adjusted for income and there are locations throughout the five boroughs (212-630-9600 or www.ymcanyc.org/).

Ask around...

- Many cultural and sporting events vary by neighborhood and borough. Look in local newspapers, the local library, and local shops for options specific to your neighborhood. Often local options increase during warm weather.
- If you live in an adult home, there may be occasional outings, such as trips to shop at nearby malls, trips to restaurants, trips to the movies, etc. Ask adult home staff or the Resident Council to learn if your home offers outings.

Making the most of public libraries



NYC library systems offer fantastic, free resources for residents, including:

- 1) Free classes, including computer and GED classes
- 2) Free resources for job training and job searching
- 3) Free movies, concerts, and cultural events
- 4) Free tax services and resources for benefits and budgeting
- 5) Free meeting space (often have to reserve in advance)
- 6) Free streaming movies and television through Kanopy
 - a. <https://www.kanopystreaming.com>
- 7) As always, free check out of books, CDs, DVDs, and other media
 - a. **Free home delivery** for individuals with disabilities through Books by Mail: <https://www.nypl.org/node/91>

- **NYC Public Library** (residents of the Bronx, Manhattan and Staten Island)
 - Find your local branch: 917-ASK NYPL (917-275-6975)
 - <http://www.nypl.org>
- **Brooklyn Public Library**
 - Find your local branch: (718) 230-2100
 - <http://www.bklynlibrary.org/>
- **Queens Library**
 - Find your local branch: 718-990-0728
 - <http://queenslibrary.org/>

Connecting with peers

Peer-run and peer-staffed programs have more input from people with mental health diagnoses than usual programs. They offer many activities and volunteer opportunities. They can also be good places to hang out and make friends.

- **Baltic Street** in Brooklyn offers recovery-oriented services to help members obtain education, jobs, housing, social supports, entitlements, etc.
 - 718-875-7744 or <http://www.balticstreet.org>
- **Clubhouses** are located around the world and offer members the chance to form friendships, obtain education, jobs, housing, and health and mental health services.
 - **The Bronx:**
 - Fountain House Bronx (South Bronx): 718-742-9884
 - **Brooklyn:**
 - East New York Clubhouse (East NY): 718-235-5780
 - Open Door Club (Flatlands): 718-377-7757
 - **Manhattan:**
 - Chelton Loft (Chelsea): 212-727-4360
 - Fountain House (Hell's Kitchen): 212-582-0340
 - **Queens:**
 - Citiview Connections (Long Island City): 718-361-7030
 - Venture House (Jamaica): 718-658-7201
 - **Staten Island:**
 - Sky Light Center (St. George): 718-720-2585
- **Howie The Harp at Community Access** offers peer specialist job training
 - 212-780-1400 or <http://www.communityaccess.org/our-work/educationjobreadiness/howie-the-harp>
- **New York Association of Psychiatric Rehabilitation Services (NYAPRS)** can provide information on additional peer-run programs in your community; call for details.
 - 518-436-0008 or <http://www.nyaprs.org/>



Connecting to the online community

Computers and the Internet offer many ways for you to participate in the community - - you can take classes, join social media circles, and be in touch with friends through email and online chat programs.

There are many free computing classes and free Internet providers in NYC. Some options include:

<u>Resource</u>	<u>Telephone</u>	<u>Website</u>
<ul style="list-style-type: none">• Public Libraries <i>A variety of computing and internet classes</i>	See p. 53	
<ul style="list-style-type: none">• NYC Parks Department Computer Resource Centers <i>Classes and access to computer resource centers</i>	Dial 311 and ask for NYC Parks Computer Resource Centers	http://www.nycgovparks.org/crc
<ul style="list-style-type: none">• Older Adult Technology Services <i>Classes and resources for adults ages 60+</i>	718-360-1707	http://oats.org
<ul style="list-style-type: none">• Senior Planet <i>A technology resource center with free courses and events for adults ages 60+</i>	646-590-0615	http://seniorplanet.org/the-center/welcome



Resident Rights

As an adult home resident you have many rights. You also have many options to speak up and **seek support for your rights:**

- **CIAD** offers advocacy and support for current and former adult home residents (866-503-3332).
- **Mobilization for Justice** offers free legal services to adult home residents (212-464-8110 or toll free at 1-877-417-2427).
- **The Department of Health (DOH) Adult Home Hotline:** investigates complaints and concerns about adult home facilities (866-893-6772).
- **The New York City Long Term Care Ombudsman** works with residents, and the family and friends of residents, to improve the lives of adult home and nursing home residents (212-812-2901 for Manhattan, Bronx & Staten Island and 212-812-2911 for Brooklyn & Queens).
- **The Justice Center** is the government agency that investigates allegations of abuse, neglect, and mistreatment in some adult homes. If you suspect abuse, neglect, or mistreatment by adult home staff, you can report it (1-855-373-2122).
- **The Office of Mental Health (OMH):** licenses and regulates mental health providers, including outpatient clinics and OMH case managers. They receive complaints about these entities (1-800-597-8481).
- If you are **moving to your own apartment through the adult homes settlement** and have questions or concerns, **the Office of Community Transitions (NYS Department of Health) can help** (518-485-8781).

Adult Home Residents' Bill of Rights

1. Your civil and religious rights shall not be infringed. The home must encourage and assist you in the fullest possible exercise of these rights.
2. You have the right to have private, written and verbal communications with anyone of your choice.
3. You have the right to present grievances on your behalf, or the behalf of other residents, to the administration or facility staff, the Department of Health or other government officials or other parties without fear of reprisal.
4. You have the right to join with other residents or individuals to work for improvements in resident care.
5. You have the right to manage your own financial affairs.
6. You have the right to privacy in your own room and in caring for personal needs.
7. You have the right to confidential treatment of personal, social, financial and health records.
8. You have the right to receive courteous, fair and respectful care and treatment at all times and you shall not be physically, mentally or emotionally abused or neglected in any manner.
9. You cannot be restrained or locked in a room at any time.
10. You have the right to receive and send mail or any other correspondence unopened and without interception or interference.

11. You can leave and return to the facility and grounds at reasonable hours.
12. You cannot be obliged to perform work. If you work, you must be paid.
13. You cannot provide an operator or agent of the operator any gratuity for services to which you are entitled.
14. If you are involved in an incident or accident, you have the right to have your version of the events included in the report.

YOU SHOULD BE GIVEN A COPY OF THE BILL OF RIGHTS WHEN YOU MOVE INTO A HOME. IT MUST ALSO BE POSTED IN YOUR HOME WHERE EVERYONE CAN SEE IT!

The Residents' Bill of Rights is taken from New York Social Services Law § 461-d. See electronic version: <https://law.justia.com/codes/new-york/2014/sos/article-7/title-2/461-d/>



Adult Home Residents with Mental Health Disabilities Have Special Opportunities To Move To Their Own Apartments

Residents who are class members have many rights under a 2013 legal settlement and 2018 supplemental agreement. If you have questions you can call CIAD (866-503-3332) or Mobilization for Justice (877-417-2427). Some key rights are:

- 1. The right to ask to be included in the settlement class if you: a) are an adult home resident with a serious mental illness diagnosis, and 2) moved into one of the following adult homes on or before September 30, 2018:**

Belle Harbor Manor
Brooklyn Adult Care Center
Central Assisted Living, LLC
Elm York LLC
Garden of Eden Home
Harbor Terrace Adult Home and Assisted Living
Kings Adult Care Center
Lakeside Manor Home for Adults
Mariners Residence (formerly S.S. Cosmas and Damian Adult Home)
Mermaid Manor Home for Adults

New Gloria's Manor Home for Adults
New Haven Manor
Oceanview Manor Home for Adults
Park Inn Home
Parkview Home for Adults
Queens Adult Care Center
The W at Riverdale
Sanford Home
Seaview Manor, LLC
Surfside Manor Home for Adults
Wavecrest Home for Adults

- 2. The right to be assessed as a settlement class member.** If you meet the criteria in #1 above, you have the right to be assessed to see if you are a class member. But **even if you moved into one of the above homes after September 30, 2018**, any resident with a serious mental health disability can be assessed for supported housing. So if you want to move into the community, express your interest and ask for an assessment.
- 3. The right to have your assessment results reviewed.** If your assessment finds that you are not eligible to be part of the class (or not eligible for the type of housing you would like), the assessment will be reviewed by a Committee. The Committee may recommend a reassessment.

- 4. The right to consider your options free from discouragement or interference.** No one from your adult home should discourage you from moving to your own apartment. If you experience discouragement or interference, call Mobilization for Justice (877-417-2427) for help.
- 5. The right to change your mind.** You can change your mind about moving at any time. You can change your mind before you move and stay in your adult home, or you can change your mind after you move into an apartment and move into a different apartment or type of housing.
- 6. The right to live alone.** If you want to live by yourself, tell your housing provider. It may take longer to find a one-bedroom or studio.
- 7. The right to certain services through the settlement.** Class members have the right to:
 - a. housing contractor services before, during, and after you move to your own apartment. Your housing contractor will help you find an apartment that's right for you.
 - b. timely housing applications if you are assessed as eligible for housing in the community.
 - c. a care manager who will help you transition to the community. * Your care manager will help you make a care plan - - based on your needs and preferences - - so you are prepared to move.
 - d. regular communication with your care manager regarding eligibility, progress, and other questions related to your services.
 - e. support from peer bridgers.
 - f. once you have moved, the right to ongoing care manager services and ongoing housing contractor services. Your housing contractor should help you understand your rights and responsibilities as a tenant and assist with resolving apartment and building maintenance issues.

*You should be assigned an Adult Home Plus Care Manager no later than 90 days after you are referred for an assessment. If you don't know who your care manager is, call the Office of Community Transitions (518-485-8781).

KEY CONTACTS

In my adult home I receive help from (e.g., an adult home case manager, a therapist, etc.):

1. _____
Phone number: _____
2. _____
Phone number: _____
3. _____
Phone number: _____

If I am thinking about moving to my own apartment I also receive help from:

1. HOUSING PROVIDER NAME: _____
Housing provider staff person: _____
Phone number: _____

2. CARE MANAGEMENT AGENCY: _____
Care manager: _____
Phone number: _____

OTHER HELPFUL CONTACTS

The Office of Community Transitions (NYS Department of Health): 518-485-8781

The Department of Health Adult Home Hotline: 866-893-6772

The Coalition of Institutionalized Aged and Disabled (CIAD): 866-503-3332

Mobilization for Justice: 1-877-417-2427