

# COMMUNICATING WITH YOUR CASE MANAGER



- Inform
- Empower
- Influence



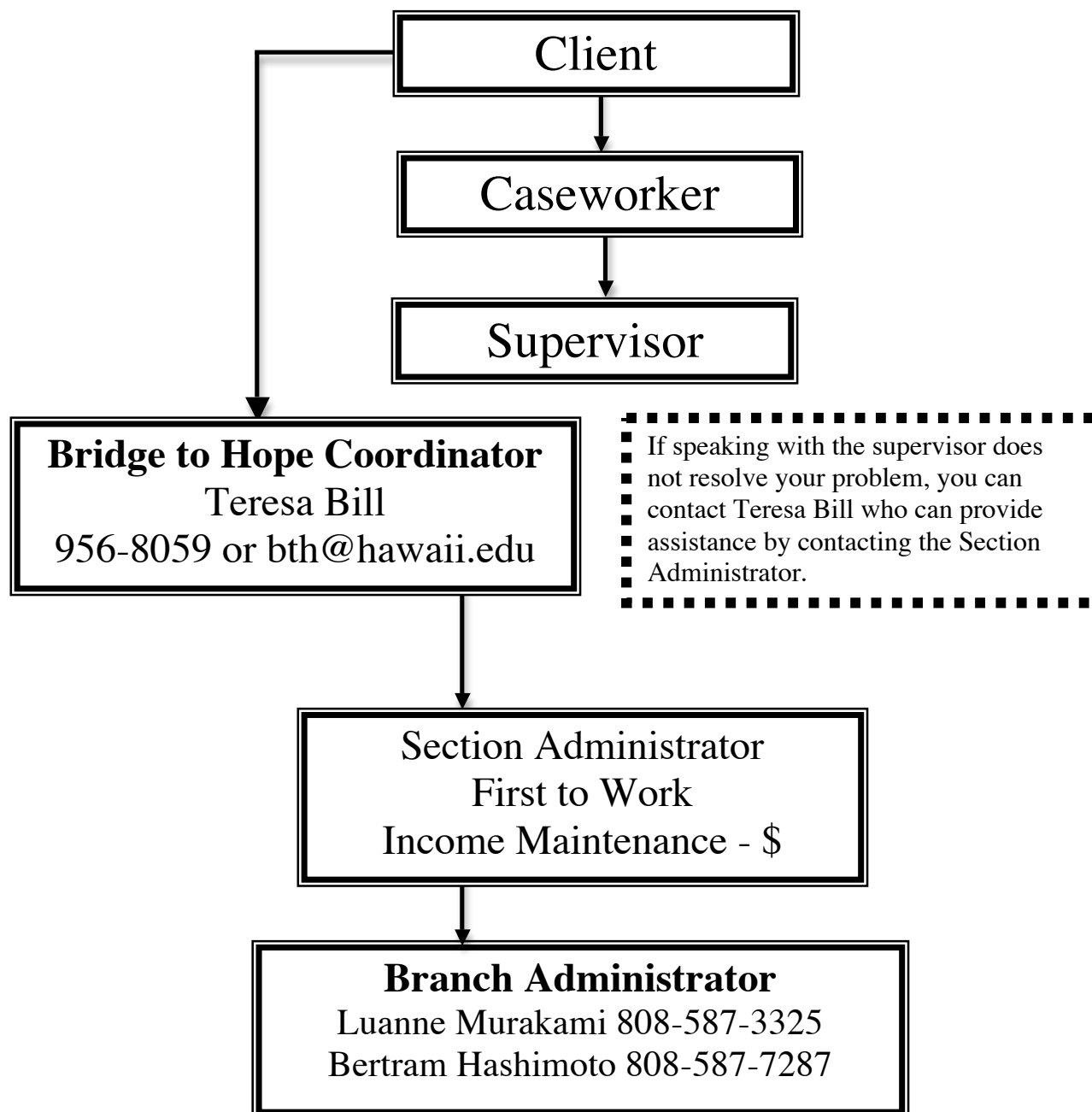
## **Your Rights As A TANF Recipient:**

You have a right to:

1. Bring someone with you to interviews, hearings and meetings at DHS or FTW.
2. Get a receipt for every document you turn in to DHS. However, you should **always** keep a copy of the paperwork and documents submitted for your files. If DHS loses your paperwork, but you have the receipt you may have to replace the paperwork but you should not lose your benefits.
3. See a supervisor.
4. Get all decisions in writing.
5. Know why a decision was made regarding your benefits. Ask to see the rule that is being applied in your situation.
6. Request more time to submit information. You can include supporting information if you cannot get the specific document. If there is a cost for the document, ask DHS to pay for it.

(Source: Welfare Rights Organizing Coalition)

## DHS Chain of Command on O'ahu



If you believe a rule is being misinterpreted or incorrectly applied, you have the right to see the RULE that applies to your situation and/or to speak with a Supervisor.

Although Angry & Upset, Polite Requests are most effective:

May I see the rule that applies to this?

May I please speak to your supervisor?

If the supervisor does not know the answer to your question (or you believe they are misinterpreting it), you can ask: May I please speak to your administrator? You can also speak with Teresa Bill, BTH, Coord.

# **Telephone Worksheet**

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

PERSON CALLING: \_\_\_\_\_

QUESTION OR  
ISSUES: \_\_\_\_\_  
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COURSE OF  
ACTION: \_\_\_\_\_  
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**October 5, 2001 (DATE)**

**To whom it may concern at First to Work: (PERSON YOU ARE ADDRESSING)**

**Regarding: Rationale for tuition reimbursement for math 25 and 27 (TOPIC)**

I am a full time student at the University of Hawaii at Manoa. I am entering the College of education Program in the next semester. I have fulfilled 80 percent of my core requirements and will finish within the next year. I was advised by my counselor to take two remedial math courses (Math 25 and Math 27) to fulfill my core requirements in education. These Math courses are not available at the Manoa campus. I am currently taking Math 25 at Kapiolani Community College.

Financial Aid will only pay for tuition on one primary campus. Therefore, I paid my tuition with my own expenses. I am requesting reimbursement for this class. My First to Work caseworker has received the receipts of my total cost.

Thank you,

**(YOUR NAME)**