

School of Government
September 29, 2009
Case Summary

Head of Household: Mrs. Willoughby, 68 years old
Daughter: Janet, 47 years old, MH/MR diagnosis
Son: Wendel, 41 years old, ETOH issues
Grandson: Wendel, Jr., 21 years old, developmentally delayed
Grandson: Wilbur, 16 years old
Great Granddaughter: Jennifer, 5 years old
Brother: Herschel, 48 years old, unemployed

Consumer rents a duplex for \$1000 per month, plus a quarterly water bill of \$300. She is facing eviction for not paying her rent. Her electricity was turned off in 2008, her outstanding bill is \$29,000. She was going to apply for LIHEAP but never did.

Consumer recognizes she is in over her head since all of these family members have moved in with her. Wilbur is on probation and was placed in her home by the Court. Janet attends day program activities through MH/MR daily. Wendel has a DUI and is not allowed to drive. Wendel, Jr. has a part time job.

Mrs. Willoughby would like to find a housing arrangement for herself, Janet and Wendel, Jr., with no other family members living with them. Consumer is upset and crying. Mrs. Willoughby is independent in all of her Activities of Daily Living (ADLs) and her Instrumental Activities of Daily Living (IADLs).

A call was placed to MH/MR regarding the situation with Janet. She was open to MR services and Janet and her team looked into other residential options for her. Janet agreed to move into a group home. Mrs. Willoughby sent Jennifer to live with her grandmother.

Calls to PECO confirmed the amount of the outstanding bill. PECO will not restore electricity without a \$10,000 payment toward the delinquency and a security deposit.

Mrs. Willoughby refused services from the Department. She felt able to secure housing on her own and had made several applications for senior housing as well as subsidized housing. Mrs. Willoughby was provided information on homeless shelters in the county as well as the telephone number for Building Bridges. She did not know the date of her eviction. Mrs. Willoughby was advised that should she change her mind about services or if her circumstances change she could call again to receive services.

Monthly Household Income:

Mrs. Willoughby: Social Security - \$966, Food Stamps - \$364
Janet: Disability Income - \$531
Wendel, Jr. Part time job - \$264

