



# Extended Case Management Resources

## Healthcare, Transportation & Emergency Assistance

Colton Grainger

YMCA International Services

June 30, 2017

### Motivation

What is a Resource?

How to Share Information?

### Medical Resources

Healthcare Coverage

Transportation

### Emergency Assistance

Rental Assistance

Food Pantries

Shelters

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What is a Resource?

How to Share Information?

## Medical Resources

Healthcare Coverage

Transportation

## Emergency Assistance

Rental Assistance

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### Medical Resources

Healthcare Coverage

Transportation

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Rental Assistance

Food Pantries

Shelters

# Activity: Useful/Not Useful Resources

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Healthcare Coverage

Transportation

## Emergency Assistance

Rental Assistance

Food Pantries

Shelters

- ▶ Share one resource that you frequently use
- ▶ Share one resource that didn't amount to much

# Analysis: Useful/Not Useful Resources

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What is a Resource?

How to Share Information?

## Medical Resources

Healthcare Coverage

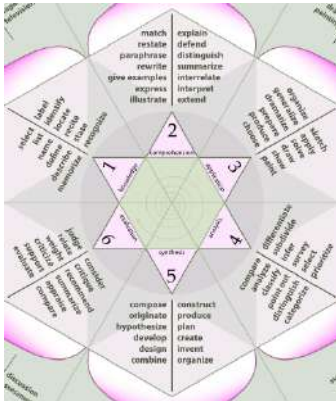
Transportation

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Rental Assistance

Food Pantries

Shelters



- ▶ High-Level
  - ▶ Analyzing
  - ▶ Synthesizing
  - ▶ Evaluating
- ▶ Ground-Level
  - ▶ Remembering
  - ▶ Comprehending
  - ▶ Applying

## Extended Case Management Resources

- ## What is a Resource?



Food Pantries

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What is a Resource?

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## Medical Resources

Healthcare Coverage

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Rental Assistance

Food Pantries

Shelters

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What is a Resource?

How to Share Information?

### Medical Resources

Healthcare Coverage

Transportation

### Emergency Assistance

Rental Assistance

Food Pantries

Shelters

# Create Collaborative Spaces.

## Motivation

What is a Resource?

How to Share Information?

## Medical Resources

Healthcare Coverage

Transportation

## Emergency Assistance

Rental Assistance

Food Pantries

Shelters

easy to post

- ▶ bulletin boards
- ▶ wall maps

easy to edit

- ▶ shared documents
- ▶ online repositories



# Maps on Google

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Rental Assistance

Food Pantries

Shelters



## 1. Primary Care Map

## 2. Shelter Map

- ▶ place-based
- ▶ easy to share
- ▶ editable

# A Bulletin Board on GitHub

## 1. ymca-resources

### Case Management Bulletin Board

*Notes, Resources, and Updates for Case Managers at the YMCA International Services.*

Sharing & [editing](#) is encouraged!

#### Popular Topics

- [Clinic Maps](#)
- [Gold Card](#)
- [Social Security Forms](#)
- [Medical Transportation](#)
- [Rental Assistance](#)

#### Motivation

What is a Resource?

How to Share Information?

#### Medical Resources

Healthcare Coverage

Transportation

#### Emergency Assistance

Rental Assistance

Food Pantries

Shelters

- ▶ very accessible
- ▶ difficult to edit

# Outline

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What is a Resource?

How to Share Information?

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Healthcare Coverage

Transportation

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Rental Assistance

Food Pantries

Shelters

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Healthcare Coverage

Transportation

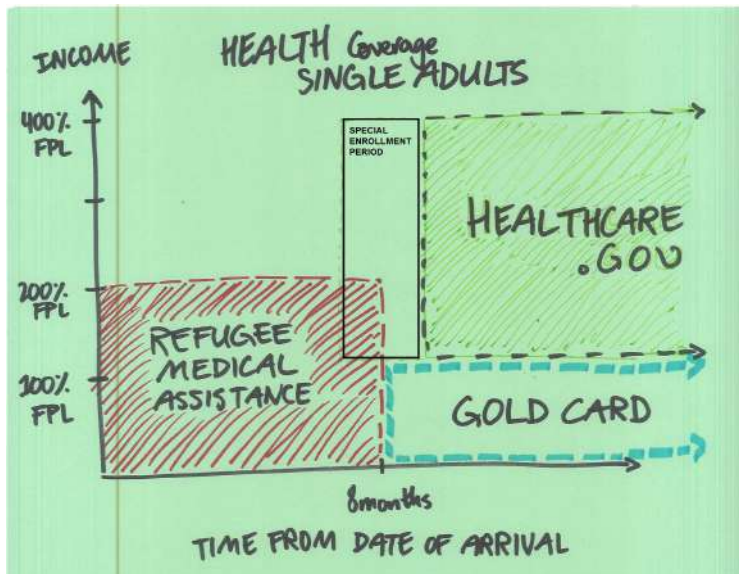
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Rental Assistance

Food Pantries

Shelters

# Healthcare After 8 Months



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How to Share Information?

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Healthcare Coverage

Transportation

## Emergency Assistance

Rental Assistance

Food Pantries

Shelters

# Make the Most out of RMA.

Establish Primary Care.

- ▶ medical & emergency dental
- ▶ application online, 2 day turnaround
- ▶ Find a provider who accepts PCU.
- ▶ Establish a primary care provider.
  - ▶ Harris Health?
  - ▶ UT Physicians?

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Transportation

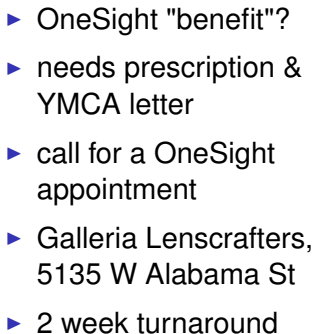
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Rental Assistance

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Shelters

## Vision Benefits?



## Vision Benefits?

Step 3: Show up for your eye exam and bring your letter. Lenscrafters will have a box of frames from which you can choose. The lenses will be basic plastic lenses. They will not be high-index, transitions, or anything like that. But they will have your RX. The eye exam and glasses are free of charge through Gift of Sight.

# Write a Compelling Letter.

June 29, 2017

Manager Teresa  
LensCrafters  
5135 W Alabama St #5410

The YMCA International Services requests a OneSight voucher for «client»'s eyeglasses.

«client» is a Cuban parolee residing in the United States through the Cuban Haitian Entrant Program.<sup>1</sup> At this time, «client» is supported by the YMCA International Services. We are a 501(c)(3) non-profit with tax ID 74-1109737.

Please note that «client»

- earns less than 200% of the current Federal Poverty level,
- does not have any other eyeglass benefit,
- has a valid lens prescription that is not more than two-years-old, and
- has not previously participated in the OneSight program.

Available for question,



# Harris Health Financial Assistance Plan

## A Healthcare Discount

Extended Case  
Management  
Resources

### Motivation

What is a Resource?

How to Share Information?

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Healthcare Coverage

Transportation

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Rental Assistance

Food Pantries

Shelters



#### FINANCIAL ASSISTANCE

*this form may result in criminal action being taken under Section 11.01*

1. If you are asked to pay, please call 713-566-6277.

\_\_\_\_\_  
Maiden Name: \_\_\_\_\_  
\_\_\_\_\_  
Apt #: \_\_\_\_\_ County  
\_\_\_\_\_  
Email Address: \_\_\_\_\_  
\_\_\_\_\_  
Mobile Telephone #: \_\_\_\_\_

☐ Divorced ☐ Widowed ☐ Common Law/Inf

Social Security #	Race	Ethnicity	Sex
	<input type="checkbox"/> White <input type="checkbox"/> Black	<input type="checkbox"/> Hispanic/Latino	<input type="checkbox"/> M
	<input type="checkbox"/> Asian <input type="checkbox"/> Other		<input type="checkbox"/> F
	<input type="checkbox"/> Unknown/No answer		
	<input type="checkbox"/> American Indian	<input type="checkbox"/> Not Hispanic/Latino	
	<input type="checkbox"/> Alaska Native		
	<input type="checkbox"/> Hawaiian/Pacific Islander		

- ▶ medical, dental, vision
- ▶ 14 day turnaround
- ▶ application by mail
- ▶ easiest to apply for single, working, adults
- ▶ requires documentation

# Harris Health Financial Assistance Plan

## What documents are required?

- ▶ proof of gross income (last 30 days)
  - ▶ statement of support
  - ▶ wage verification form or
  - ▶ ALL paystubs dated within 30 days
- ▶ proof of immigration status
  - ▶ **employment authorization document** or
  - ▶ permanent resident card
- ▶ proof of familial relation (if applicable)
  - ▶ birth certificates for children
  - ▶ declaration of marriage
  - ▶ marriage license

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What is a Resource?

How to Share Information?

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Healthcare Coverage

Transportation

### Emergency Assistance

Rental Assistance

Food Pantries

Shelters

# Harris Health Financial Assistance Plan

## How to Follow Up

### Rental Assistance



- ▶ eligibility counselors
- ▶ Attach a release of information.
- ▶ 713 566 6509, 4, 1
  - ▶ approved?
  - ▶ what plan?
  - ▶ or what's missing?
- ▶ application number

# County Indigent Health Care

- ▶ Income requirements are steep.
- ▶ Encourage your clients to live in Harris County.



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Rental Assistance

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Healthcare Coverage

Transportation

### Emergency Assistance

Rental Assistance

Food Pantries

Shelters

- ▶ eligible to enroll?
- ▶ 15–30 day turnaround
- ▶ benefits depend on plan: Molina, CHC, etc

**Jessica Rivero**

713-776-4700

Alliance, 4th Floor

- ▶ refer to navigator

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How to Share Information?

### Medical Resources

Healthcare Coverage

Transportation

### Emergency Assistance

Rental Assistance

Food Pantries

Shelters

#### ▶ required documents

- ▶ SS cards
- ▶ proof of address
- ▶ employer's info:  
name, address and  
phone number
- ▶ immigration docs

#### ▶ family composition

- ▶ name
- ▶ date of birth
- ▶ gender
- ▶ marital status
- ▶ relationship

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How to Share Information?

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How to Share Information?

### Medical Resources

Healthcare Coverage

Transportation

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Healthcare Coverage

Transportation

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Rental Assistance

Food Pantries

Shelters

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Rental Assistance

Food Pantries

Shelters

# MTM (Medical Transportation Management)

Extended Case  
Management  
Resources

- ▶ for recipients of Medicaid, 2 week turnaround
- ▶ *requires* a statement of medical necessity



## Healthcare Provider Statement of Medical Need

Healthcare Provider: Please check the appropriate section(s) that apply to your Client's needs to ensure that the Managed Transportation Organization (MTO) provides Non-Emergency Medical Transportation (NEMT) that is appropriate for your patient's medical condition and/or is medically necessary.

<b>Client Information:</b>		
Client Name	Date of Birth	Medicaid ID:
Medicaid Service Diagnosis Code:		
<input type="checkbox"/> <b>Section A. Attendant Services:</b>		
<input type="checkbox"/> Adult Client requires an attendant during transport.		
<input type="checkbox"/> Child younger than 14 years of age requires both Parents/Legal Guardian during out-patient visits or in-patient stay.		
Justification:		
<input type="checkbox"/> <b>Section B. Transportation Mode:</b> (In detail whether the client's medical condition prohibits use of:		
<input type="checkbox"/> Mass Transit		
<input type="checkbox"/> Para-transit		
<input type="checkbox"/> Shared Ride (more than one passenger in the vehicle during transport)		
<input type="checkbox"/> Commercial Air		
<input type="checkbox"/> Other - Please Specify: _____		

## Motivation

What is a Resource?

How to Share Information?

## Medical Resources

Healthcare Coverage

Transportation

## Emergency Assistance

Rental Assistance

Food Pantries

Shelters



# MTM (Medical Transportation Management)

Extended Case  
Management  
Resources



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<input type="checkbox"/> Other – Please Specify: _____		

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What is a Resource?

How to Share Information?

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Healthcare Coverage

Transportation

### Emergency Assistance

Rental Assistance

Food Pantries

Shelters

# MTM (Medical Transportation Management)

Call 855 387 4786 to schedule.

- ▶ Call at least 48 hours in advance.
- ▶ Prepare client information.

Nombre	Cruz, Fulano
Nació	12/25/1965
Mi número	281 000 0000
Mi dirección	7326 Southwest Fwy, HTX 77074
MEDICAID Número	710555555

Extended Case  
Management  
Resources

## Motivation

What is a Resource?

How to Share Information?

## Medical Resources

Healthcare Coverage

Transportation

## Emergency Assistance

Rental Assistance

Food Pantries

Shelters

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Extended Case  
Management  
Resources

## Motivation

What is a Resource?

How to Share Information?

## Medical Resources

Healthcare Coverage

Transportation

## Emergency Assistance

Rental Assistance

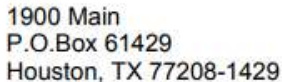
Food Pantries

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- ▶ MTM complains about **physical therapy**.
- ▶ Be persistent—your facility *does exist*.

Descripción y Doctor	Ortopedia con Dr. Cicrano
Fecha y Hora	4:00 PM 3/5/17
Nombre de la clínica	TIRR Memorial Hermann
Teléfono (Clínica)	713 827 9525
Dirección (Clínica)	1333 Moursund St, HTX 77030
Completó?	si
Compañía de taxis	CNR enterprise
Teléfono de taxi	281 719 0698

## What's METRO Lift?



- ▶ application by mail, 30 day turnaround
- ▶ accessible vans & a free Q-card

# METROLift

## How to Apply.

- a. Upper body strength**
- b. Lower body strength**
- c. Coordination**
- d. Balance**
- e. Self awareness**
- f. Independent judgment**
- g. Sense of direction**
- h. Ability to understand and follow instructions**
- i. Verbal communication**
- j. Written communication**
- k. Stamina and endurance**

- ▶ requires a documented *functional limitation*
- ▶ Contact healthcare provider to complete worksheet.

### Motivation

What is a Resource?

How to Share Information?

### Medical Resources

Healthcare Coverage

Transportation

### Emergency Assistance

Rental Assistance

Food Pantries

Shelters

### METROLift

1. اتصل مقدما بالرقم : 1-877-214-7433 قبل يوم عمل واحد من موعدك.
2. اخبر موظف الإستعلامات برقم هويتك و العنوان الذي ترغب بالذهاب إليه والوقت الذي تريد أن تصل به وما إذا كنت بحاجة إلى مساعدة في المشي.
3. اطلب رحلة ذهابا "وإيابا" واخبر موظف الإستعلامات عن موعد عودتك.
4. استعد قبل الموعد بخمس عشرة دقيقة.
5. انظر حولك بحثا عن التاكسي وترب سماع يوق السيارة.

1. Call 1-877-214-7433 one business day in advance.
2. Tell the operator your client ID, your destination's address, and the time you want to be there.
3. Ask for a round trip and tell the operator when you want to return.
4. Be ready 15 minutes early.
5. Look for a taxi and listen for a honk.

### Motivation

What is a Resource?

How to Share Information?

### Medical Resources

Healthcare Coverage

Transportation

### Emergency Assistance

Rental Assistance

Food Pantries

Shelters

# METRO Transit

Paying the fare.

- ▶ get a Q-Card (1 day turnaround)
  - ▶ \$1.25 for 3 hours, free transfers
- ▶ or apply for discounted fares (10 day turnaround)
  - ▶ students ride 50% off
  - ▶ age 65–69 ride 50% off
  - ▶ 70 & older ride free

## Motivation

What is a Resource?

How to Share Information?

## Medical Resources

Healthcare Coverage

Transportation

## Emergency Assistance

Rental Assistance

Food Pantries

Shelters

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How to Share Information?

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Healthcare Coverage

Transportation

### Emergency Assistance

Rental Assistance

Food Pantries

Shelters

- ▶ request a volunteer, 7 days turnaround
- ▶ collect bus passes
- ▶ print a map
  - ▶ ?hl=en for English
  - ▶ ?hl=sw for Swahili
  - ▶ ?hl=ur for Urdu
- ▶ meet the client & volunteer at the start



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How to Share Information?

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Healthcare Coverage  
Transportation

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**Rental Assistance**  
Food Pantries  
Shelters

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How to Share Information?

#### Medical Resources

Healthcare Coverage  
Transportation

#### Emergency Assistance

**Rental Assistance**  
Food Pantries  
Shelters

# Gulf Coast Community Services Association

Apply for Rental Assistance.

Extended Case  
Management  
Resources

## Motivation

What is a Resource?

How to Share Information?

## Medical Resources

Healthcare Coverage

Transportation

## Emergency Assistance

Rental Assistance

Food Pantries

Shelters

- ▶ provides rental and utility assistance
- ▶ 20–30 day turnaround

### 1. Complete the application ASAP.

- ▶ everyone who's on the lease
- ▶ every page of lease
- ▶ TX HHSC award letter, all pages
- ▶ paystubs for 30 days or
- ▶ declaration of income statement

### 2. Email to [myapplication@gccsa.org](mailto:myapplication@gccsa.org).

# Gulf Coast Community Services Association

Follow up in 14 days.

3. Call GCCSA with the client (713 393 4700, 0).
4. Get an appointment for orientation (45 min class).
5. Meet with a case manager the same day.
  - 1<sup>st</sup> Month rent & utilities as owed
  - 2<sup>nd</sup> Month rent & utilities if enrolled in CM
  - 3<sup>rd</sup> Month rent & utilities if 3 classes completed

Extended Case  
Management  
Resources

## Motivation

What is a Resource?

How to Share Information?

## Medical Resources

Healthcare Coverage

Transportation

## Emergency Assistance

Rental Assistance

Food Pantries

Shelters

# Islamic Society of Greater Houston

Apply for the Zakat.

Extended Case  
Management  
Resources

## Motivation

What is a Resource?

How to Share Information?

## Medical Resources

Healthcare Coverage

Transportation

## Emergency Assistance

Rental Assistance

Food Pantries

Shelters

- ▶ 20–30 day turn around

### 1. Prepare a Zakat application.

- ▶ family composition
- ▶ contact information
- ▶ summary of need
- ▶ lease & late/eviction notice

### 2. Email to [info@isgh.org](mailto:info@isgh.org) and [zakat@isgh.org](mailto:zakat@isgh.org).

April Bowerman, 713 524 6615, Admin Assistant

Bibi Khan, 832 296 3433, President of An Nisa' Hope Center

# Christian Organizations

## St. Francis de Sales

- ▶ full rent for zip 77036
- ▶ LVM 832 280 7837
- ▶ 14 days, *they call you*

## CCSC

- ▶ rent for South Houston
- ▶ call 713 871 9741
- ▶ 6856 Bellaire Blvd

## Wheeler Baptist

- ▶ rent if debt < \$300
- ▶ call 713 747 7101
- ▶ 3826 Wheeler

## First Baptist

- ▶ 8009 Long Point
- ▶ wait in line at 4am
- ▶ get \$200

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What is a Resource?

How to Share Information?

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Healthcare Coverage

Transportation

### Emergency Assistance

Rental Assistance

Food Pantries

Shelters

# Outline

## Extended Case Management Resources

### Motivation

What is a Resource?  
How to Share Information?

### Medical Resources

Healthcare Coverage  
Transportation

### Emergency Assistance

Rental Assistance  
**Food Pantries**  
Shelters

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What is a Resource?  
How to Share Information?

#### Medical Resources

Healthcare Coverage  
Transportation

#### Emergency Assistance

Rental Assistance

**Food Pantries**  
Shelters

# Use the Houston Foodbank.

## Motivation

What is a Resource?

How to Share Information?

## Medical Resources

Healthcare Coverage

Transportation

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Rental Assistance

**Food Pantries**

Shelters

- ▶ [www.houstonfoodbank.org/agency-locator/](http://www.houstonfoodbank.org/agency-locator/)
- ▶ Check the hours and call ahead.

# Notable Organizations

## Christian Community Service Center

- ▶ fresh produce from garden
- ▶ 6856 Bellaire Blvd

## Epiphany Community Health Outreach Services

- ▶ non-perishable food pantry
- ▶ also have case management
- ▶ 9600 S Gessner Rd

## The Beacon

- ▶ lunch & laundry Thursday–Monday
- ▶ rehousing programs
- ▶ 1212 Prairie St

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Healthcare Coverage

Transportation

### Emergency Assistance

Rental Assistance

**Food Pantries**

Shelters



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## Extended Case Management Resources

### Motivation

What is a Resource?  
How to Share Information?

### Medical Resources

Healthcare Coverage  
Transportation

### Emergency Assistance

Rental Assistance  
Food Pantries  
**Shelters**

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What is a Resource?  
How to Share Information?

#### Medical Resources

Healthcare Coverage  
Transportation

#### Emergency Assistance

Rental Assistance  
Food Pantries

**Shelters**

# Domestic Violence Shelters

## Motivation

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Healthcare Coverage

Transportation

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Rental Assistance

Food Pantries

Shelters

## Houston Area Women's Center (HAWC)

- ▶ all persons over 5 years old
- ▶ 120-bed facility
- ▶ 713-528-2121 (HAWC Domestic Violence Hotline)
- ▶ 713-528-7273 (HAWC Sexual Assault Hotline)

# Domestic Violence Shelters

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Healthcare Coverage

Transportation

## Emergency Assistance

Rental Assistance

Food Pantries

Shelters

## Shifa Women's Center

- ▶ women and children (boys up to the age of 12)
- ▶ 24-bed facility
- ▶ transitional shelter, 90 day max
- ▶ 713 981 6060 (713 981 7563 is disconnected)
- ▶ Contact: Ashley Burnett

# Domestic Violence Shelters

Extended Case  
Management  
Resources

## Motivation

What is a Resource?

How to Share Information?

## Medical Resources

Healthcare Coverage

Transportation

## Emergency Assistance

Rental Assistance

Food Pantries

Shelters

## The Montrose Center: Anti-Violence Program

- ▶ Hotline: 713 529 3211 (the LGBT Switchboard)
- ▶ LGBTQ victims/survivors of domestic violence
- ▶ 701 Richmond Avenue

# Men's Shelters

## Star of Hope Men's Shelter & Development Center

Address: 1811 Ruiz St, Houston, TX 77002

Phone: 713 227 8900



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What is a Resource?

How to Share Information?

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Healthcare Coverage

Transportation

### Emergency Assistance

Rental Assistance

Food Pantries

**Shelters**

# Men's Shelters

Extended Case  
Management  
Resources

Salvation Army

Address: 2407 N Main St, Houston, TX 77009

Phone: 713 224 2875



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What is a Resource?

How to Share Information?

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Healthcare Coverage

Transportation

## Emergency Assistance

Rental Assistance

Food Pantries

**Shelters**

# Other Shelters

Casa Juan Diego

Address: 4811 Lillian Street, Houston, TX 77007

Phone: 713 869 7376

Hours: 9AM–4PM



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What is a Resource?

How to Share Information?

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Healthcare Coverage

Transportation

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Rental Assistance

Food Pantries

**Shelters**

# Other Shelters

## Salvation Army Family Residence

Phone: 713 650-6530

Address: 1603 McGowen, Houston, TX 77004

Eligibility: Homeless women with children. Walk-ins OK.



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Healthcare Coverage

Transportation

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Rental Assistance

Food Pantries

**Shelters**