



Motivation

What is a Resource?

How to Share Information?

Medical Resources

Healthcare Coverage

Transportation

Emergency Assistance

Rental Assistance

Food Pantries

Shelters

Extended Case Management Resources

Healthcare, Transportation & Emergency Assistance

Colton Grainger

YMCA International Services

June 30, 2017

Outline

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Activity: Useful/Not Useful Resources

Extended Case Management Resources

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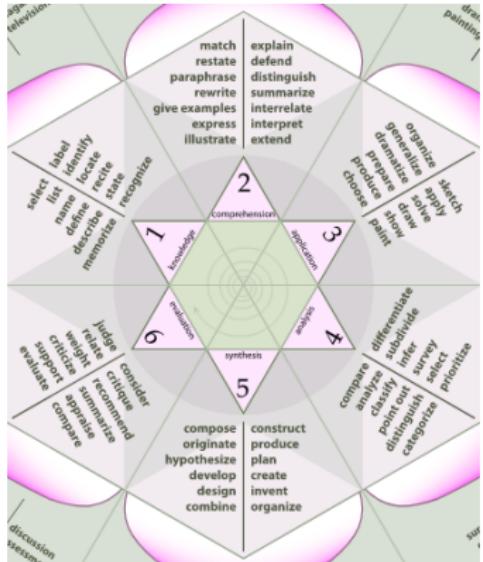
Food Pantries

Shelters

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

Analysis: Useful/Not Useful Resources

Extended Case Management Resources



► High-Level

- Analyzing
- Synthesizing
- Evaluating

► Ground-Level

- Remembering
- Comprehending
- Applying

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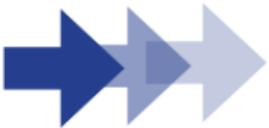
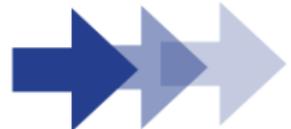
Emergency Assistance

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Resources Deal with Gritty Details.

"Close to the Grind"

- ▶ RMA provided by USCRI, Feb 2017
- ▶ DARS no longer exists, Sept 2016



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Create Collaborative Spaces.

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easy to post

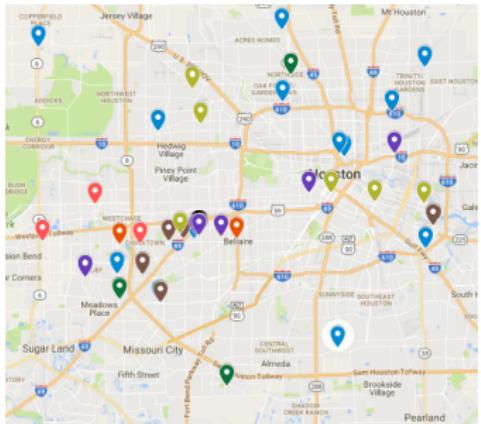
- ▶ bulletin boards
- ▶ wall maps

easy to edit

- ▶ shared documents
- ▶ online repositories

Maps on Google

Extended Case Management Resources



1. Primary Care Map
2. Shelter Map

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

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A Bulletin Board on GitHub

Extended Case Management Resources

1. ymca-resources

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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

- ▶ very accessible
- ▶ difficult to edit

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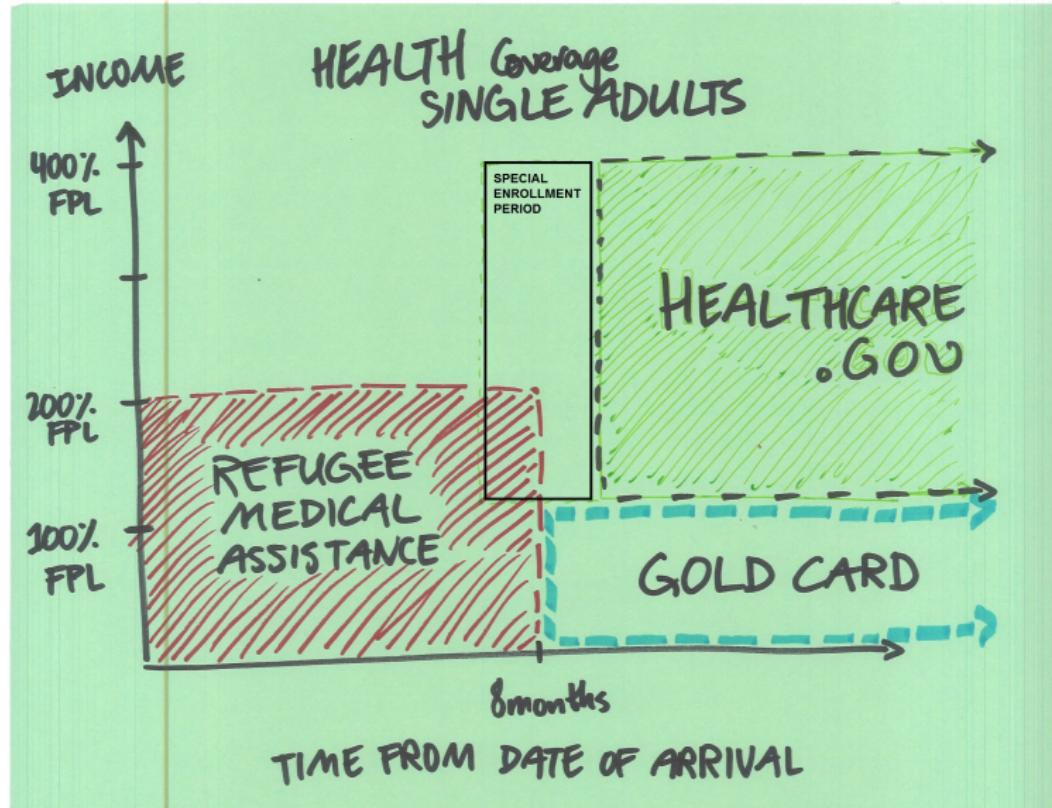
Rental Assistance

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Healthcare After 8 Months

Extended Case Management Resources



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Make the Most out of RMA.

Establish Primary Care.

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

Make the Most out of RMA

Vision Benefits?

Extended Case Management Resources



comments

1

This is an archived post. You won't be able to vote or comment.

22

upvote

[OFFER] How to get free glasses via Lenscrafters Gift of Sight program (self.Astigmatism) submitted 11 months ago by transmacabre registered

Step 1: You will need a letter from a registered non-profit organization explaining that you are in need of glasses, that you are unable to pay, and they must include their tax ID number. This organization can be a soup kitchen, a church, your kid's school (on behalf of your kid), etc.

Step 2: Call your local Lenscrafters. Explain that you are seeking an eye exam from the Gift of Sight program and that you have a letter. Make an appointment for your eye exam.

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.

- ▶ OneSight "benefit"?
- ▶ needs prescription & YMCA letter
- ▶ call for a OneSight appointment
- ▶ Galleria Lenscrafters, 5135 W Alabama St
- ▶ 2 week turnaround

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Make the Most out of RMA

Vision Benefits?

↑
22

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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.¹ 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

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FINANCIAL ASSISTANCE

this form may result in criminal action being taken under Secti

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

Maiden Name: _____

Apt #: _____ County _____

Email Address: _____

Mobile Telephone #: _____

Divorced Widowed Common Law/Infe

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"/> Not Hispanic/ Latino	
<input type="checkbox"/> American Indian			
<input type="checkbox"/> Alaska Native			
<input type="checkbox"/> 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?

Extended Case Management Resources

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- ▶ 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

Harris Health Financial Assistance Plan

Extended Case Management Resources

How to Follow Up



- ▶ eligibility locations

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

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County Indigent Health Care

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



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- ▶ 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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- ▶ 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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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 Clients' 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.

Client Information:		
Client Name:	Date of Birth:	Medicaid ID:
Medicaid Service Diagnosis Codes:		
<input type="checkbox"/> Section A. Attendant Services:		
<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"/> Section B. Transportation Mode: (Indicate whether the Client's medical condition <u>probably</u> <u>use</u> <u>off</u>)		
<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: _____		

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<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"/> Section B. Transportation Mode: (Indicate whether the Client's medical condition <u>prohibits use of</u>):		
<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: _____		

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MTM (Medical Transportation Management)

Call 855 387 4786 to schedule.

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- ▶ 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

MTM (Medical Transportation Management)

Call 855 387 4786 to schedule.

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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

METROLift

What's METRO Lift?



1900 Main
P.O.Box 61429
Houston, TX 77208-1429



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

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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.

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METROLift

1. اتصل مقدماً 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 ذهاباً "وإليها" واحبّ موظف الإستعلامات عن موعد عودتك.
4. استعد قبل الموعد بخمس عشرة دقيقة.
5. انظر حولك بحثاً عن التاكسي وترقب سماع بوق 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.

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- ▶ 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

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- ▶ 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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Gulf Coast Community Services Association

Apply for Rental Assistance.

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- ▶ 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.

Gulf Coast Community Services Association

Follow up in 14 days.

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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.

1st Month rent & utilities as owed

2nd Month rent & utilities if enrolled in CM

3rd Month rent & utilities if 3 classes completed

Islamic Society of Greater Houston

Apply for the Zakat.

Extended Case Management Resources

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- ▶ 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 and zakat@isgh.org.

April Bowerman, 713 524 6615, Admin Assistant

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

Christian Organizations

Extended Case
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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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Use the Houston Foodbank.

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- ▶ 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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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)

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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

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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

Extended Case Management Resources

Star of Hope Men's Shelter & Development Center
Address: 1811 Ruiz St, Houston, TX 77002
Phone: 713 227 8900



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Men's Shelters

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Salvation Army

Address: 2407 N Main St, Houston, TX 77009

Phone: 713 224 2875



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Other Shelters

Casa Juan Diego

Address: 4811 Lillian Street, Houston, TX 77007

Phone: 713 869 7376

Hours: 9AM–4PM



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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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