

Council to End Homelessness in Durham • October 16th, 2014, 10:00-11:30am
Location: Genesis Home, 300 N. Queen St, Durham, NC 27701

Attendance: Joyce Stancil-Williams (CASA), Brenda Tillman (Durham Housing Authority), Sharon Elliott-Bynum (CAARE), Bob Williamson (Durham VAMC), Tiana Terry (VoA Carolinas SSVF), Janet Xiao (Community Empowerment Fund), Martin Friedman, (Housing for New Hope), Gretchen Senez (HNH), Alexander Herring (Urban Ministries of Durham), Ann Tropiano (Genesis Home), Roshanna Parker (Criminal Justice Resource Center), Sharon Andrews (PCSA), Catherine Pleil (Durham IHN), Tim Pittman (DHA), Collins Crowe (Open Table Ministry), Carolyn Schuldt (OTM), Anne Yeung (CEF), Matt Schnars (City of Durham), Maria Dorsey (Downtown Durham Inc)

Welcome and Call to Order: Joyce Stancil-Williams called the meeting to order at 10:03am.

Approval of September Minutes: Alexander Herring motioned to approve the September minutes, seconded by Sharon Elliott-Bynum.

Michelle Old, Diaper Bank of NC

Presenting on: the Diaper Bank of NC

- **Need:** There is currently no assistance for diapers elsewhere. 1/3 families in the U.S. experience diaper need. Formed Jan 2013, first distribution in June 2013.
- **Growth:** Just had their 1 year anniversary, distributed over 200,000 diapers. Just received a grant to start moving into Orange County.
- **Mission:** The Diaper Bank sees itself as a sustaining program – provide a bit of resources for the family to free up money for other things. Currently distribute 30,000 diapers per month through partner organizations.
Partnership Structure: Partner with 12 organizations. Ask diapers to be freely given out to babies. Distribute through partnerships, because want recipients to be connected to partner organizations because of families' broader need. Usually orders come in on Mondays, organizations pick them up on Fridays. Currently, there is a waitlist for partners. **Please** don't send clients directly to the Diaper Bank!
- **Current Partners:** Genesis Home, Durham Interfaith Hospitality Network, Urban Ministries of Durham, Welcome Baby, Healthy Families Durham, Durham Connects, Early Headstart, two Duke clinics.
- **Emergency:** If you are not a partner organization and you have a family in need, needing diapers right away, can contact the Diaper Bank and will provide one-time diapers. You have to be willing to come and get the diapers and give information (likely that you're already getting). Additionally, at Urban Ministries of Durham's clothing closet, they give out 1-2 packs per baby per month.
- **If someone is interested in donating time or diapers:** Programs are invited to come, bring staff and volunteer, or host diaper drives. There are drop-off "hotspots" around town (see website "Donate It" link) & can be dropped off at the diaper bank.

Matt Schnars, City of Durham

Presenting on: 2014 Project Homeless Connect Outcomes

- **Thank you** to everyone who was involved in and contributed to the event! Feedback so far has been very positive. People feel like the event was successful overall.

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- Matt shared a packet summarizing **demographic data** from PHC.
 - Age range: primarily 45+, consistent with HMIS/CHIN and Point in Time count. The majority of people experiencing homelessness are in this age range.
 - Majority single adults who attended the event.
- **Community feedback & reflections:**
 - Feedback about why we don't have bilingual volunteers or translations. The committee is working on this; one reason is that we typically have not had a large number of Latino/a persons attend the event. We want to bolster our outreach to this community and strengthen partnerships with organizations serving Latino/a persons.
 - Better ways to navigate the PHC area
 - Neat additions this year: expanded "Personal Care" to include hair care, facials, manicures etc.; professional photo booth; company (Access Wireless) giving away government-subsidized phones
- Q about this age range & lack of employment opportunity
A. barriers might include age discrimination, computer literacy etc. May want to communicate these barriers with other stakeholders in the system.
- Q. How was the question about dependents asked?
A. It was simply "do you have children?" – which doesn't accurately give information about dependents
Suggestion: maybe modify the question to say "do you have any children under 18 y/o?" or strike the question.
- Q. What is the biggest need that isn't provided at this event?
A. Housing is always the hardest piece of the puzzle. Volunteers seeking a better understanding of why housing isn't available. Service providers can also help educate volunteers about challenges in the system.
- Q. How many guests were already affiliated with providers? Is there value-add? If there's something they weren't given throughout the year, how do we do a better job of connecting them?
A. Hoping to get that data from VI-SPDAT data and compare it to CHIN data.
- **Data & Reporting:** plan is to get a full report this and next year, so that partners can report to their stakeholders
 - How was this information gathered? Did a quick check-sheet when guests checked in. After that, inside, a VI-SPDAT survey was administered. This data is not available yet; **still need assistance with data entry!**
 - Many questions from volunteers and partners about when to arrive/leave, how many copies to make etc. As part of guest check-in, have volunteers write down the exact time. The majority of guests are at the event for the **first 2 hours**. This year, there was also a wave of guests at around 10:30am.
- **Contact Matt** (matthew.schnars@durhamnc.gov) if you have any suggestions or questions, and/or want to be involved in the planning, and/or if you or your staff/contacts would be willing to assist with data entry.

Sherry Rogers, Dept of Social Services
Presenting on: Medicaid Enrollment

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- DSS' major changes in the last year:
 - In July 2013, the whole agency was restructured towards a universal model – instead of separating out different programs, a worker does more than one program. Dealing with 1 person, so client only has to tell story 1 time. Also matches the changes in computer system.
 - Separated into: applications, redetermination, changes
- 1. **Applications:**
 - How to apply?
 - Medicaid & FNS: have option of applying online via **North Carolina ePass** (www.epass.nc.gov), or can apply face-to-face
 - Cash Assistance: face-to-face applications only
 - Client can come to DSS to apply face-to-face or use the Application Room. If they are computer-savvy, DSS has a room with a computer, and a caseworker in there can assist with minor questions.
 - Except for Cash Assistance (which requires an appointment), there is currently no appointment system for face-to-face meetings, unless the client is coming in at the end.
 - Open 7:30am-5:30pm
 - **For Medicaid:**
 - Start at Federal Funded Marketplace (FFM) for insurance. Can start there and the referral will 'come down' to DSS though it takes quite a bit of time, because it goes from Marketplace to DHHS to the county.
 - Note: FFM doesn't tell you what program you're eligible for, or that the different programs could be limited. For example, pregnant women or family planning programs are limited.
 - Note: Medicaid funding has been cut – eg. Adults don't get dentures anymore or vision.
 - Note: Encourage clients to make sure that providers get authorization before they perform a service.
 - FFM doesn't tell you that it's limited services
 - Ages 22-64 are not covered under Medicaid unless you meet certain requirements, in which case, go to FFM to apply for insurance www.healthcare.gov
 - Note: Delays can go beyond 45 days. Expanded applications for Medicaid, which has resulted in an increased workload.
 - New **NC Fast** system: with transfers, you longer have to the send application back to the client's original system.
 - The system can now transfer FNS from county to county. Medicaid can also always transfer as long as you're in NC – can't transfer Medicaid to another state.
 - The only program that goes from state to state is SSI – have to contact Social Security Administration to let them know you're in another state, in order to receive Medicaid for the new state.

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- Childcare, CPS, CPSS etc. are currently not in NC Fast, but it will be moved there. Want all of those programs to have the same address information!
- 2. Redetermination
 - **For family/children programs:** the first recertification needs to be face-to-face. After that, the DSS worker will do recert through information given through 3rd party agencies or other programs.
 - **Adult Medicaid/long-term care:** still the same process as before
 - If a client terminated, they only have 90 days until they
 - Many cases that were closed can now be reopened.
 - Eg. If case ended Sept 30th, will be effective starting Oct 1st – will not lapse!
 - **FNS:** will receive a SR (recertification package), mailed out and due between the 1st and 15th of the month. 30 - day processing period. Encourage clients to get reenrollment packages in in time to avoid delay in benefits.
 - If the client is homeless: they are allowed to use DSS' PO Box 810 as the mailing address for their social service program cases **only**. However, it is their responsibility to call the worker and ask, “Do I have mail?” or walk in to pick up mail.
 - Another barrier = often phone numbers don't work.
 - Address: P.O. Box 810, Durham, NC 27701
 - Be aware: Medicaid & Cash Assistance has gone into NC Fast system. There is currently a **delay/disconnect in communication** between NC Fast & NC Tracks (which handles billing). DSS has been working out a plan for Durham County so that people can still be seen by doctors and don't miss medications – can verify coverage for providers over the phone. Most pharmacists will say no if they can't confirm; some pharmacists are willing to give a 3-5 day supply (Main Street Pharmacy, Gurley's - DSS will sign a waiver for this). Workers can give clients more information if contacted.
- 3. Changes
 - DSS now has a new Change Unit with a separate phone number: 919-560-8558 or 919-560-8007
 - eg. Can call for an address change, report children moving out/in
 - Tell clients to please report changes!
 - DSS website has supervisors' information – also accept changes via email!
 - Potentially more changes incoming, because FNS/Medicaid might continue to change in NC.
- Note: Durham County doesn't have a huge backlog of FNS cases
- Note: Strongly encourage families – if you want to access their benefits information or any information from DSS, please have them sign an Authorized Representative Form, so that case worker doesn't have to follow up and chase you down with that form. Fax or email or drop it off. Can use your own agency's form. Signed/dated by the client, make sure it says DSS – food stamps, Medicaid, cash, medical records or bills etc. – whatever information you're assisting the client with needs to be on there so that you can get it.

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- Q: If someone walks in the door of DSS and says “I’ve been evicted and need help,” they don’t get directed to interviewers?
A: They get directed somewhere else – potentially Adult Services or Family Crisis.
- Q: Recently, difficulty getting refills for Medicaid-funded prescriptions. Clients are having to go back to physicians to get a recertification for Medicaid. Will that continue?
A: No – that is a part of the NC Fast & Tracks systems not communicating well. We hope it will get fixed! Usually: if clients can, pay for it, keep receipt, and go back to get their money back. For clients who can’t do that, DSS can refer them to get 2-3 days’ prescriptions. Some DSS workers have access to NC Tracks and can check. Also, private insurance often shows incorrectly on NC Tracks. Call somebody at DSS to ask them! DSS has funds to assist if they get bogged down.
 - Doctor is supposed to write prescription only for generic brands. Pharmacist can work with you to get one that’s approved, and testing to see if there is an allergic reaction. If allergy = have to send to state to get approved. Doctor is supposed to look at this before they write the prescription.
- Joyce will scan Sherry’s handout (the Service Directory) and send it to the group
- If you have questions, Sherry can be contacted at:

Agency Announcements:

- Tiana, VoA: SSVF program was awarded 2 additional grants for Wake County and “Priority 3” (to cover rural areas, 14 other counties – north of Durham).
- Open Table Ministries hosting a shrimp jambalaya on Saturday 1st, 5-7pm at Yates Baptist Church
- CASA’s open house – November 18th at 10:00am – for Denson Apartments for veterans, located at 1598 Sedgefield St. Partnering with CAARE, units are now completely full
- VA: Stand Down in Raleigh tomorrow
- Ernie Mills, Durham Rescue Mission: Thanksgiving party on Thanksgiving day, Christmas party on Dec 26th
 - Also: in the spring, summer and fall, DRM has unused beds

Joyce adjourned the meeting at 11:31am

Respectfully submitted by Janet Xiao (janetx@communityef.org)