

Monroe County
Office of Mental Health & Department of Human Services
Rapid Engagement Delivery (RED) Program Process Guide



**Putting The Right Pieces Together
For Our Community's Success**

RED Program

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Referral, Consents, and DSS Documents	***Attached to this guide

Brief Overview

About R.E.D.

Rapid Engagement Delivery (R.E.D.) began in 2010 due to a growing number of individuals in Monroe County who were struggling with the process of accessing Temporary Assistance (Cash assistance, Foodstamps or SNAP, and Medicaid) through the Department of Social Services and emergency housing. Due to the challenges these individuals faced in accessing these basic needs, as well as recovery and treatment options, MCOMH developed R.E.D. to work one-on-one with the individual to assist them in navigating the system. R.E.D. begins by engaging the person in finding sources of strength, hope, and recovery. With time and perseverance, R.E.D. assists the individual in developing one's own definition of success. We strive to assist the individual in accessing benefits, services, housing, natural supports, and on-going care management.

Guide for Care Managers

In 2014 R.E.D. began opening the unique R.E.D. Department of Social Services Temporary Assistance process to local agency care management teams to allow for individuals who meet the current criteria and are connected to a care manager. So it is important that R.E.D. provides this guide to each care manager in an effort to educate each person about our process, the crucial aspects of the Temporary Assistance process, and the necessary contacts to have as you assist your client.

The Heart and Spirit of R.E.D.

If a care manager is to perform these tasks in replace of the MCOMH care manager, they must agree to follow this protocol in the Spirit of RED operations. We believe that the people we serve are strong and resilient individuals, however if they had the abilities and skills to complete this process on their own, they could have and would have received TA without us. Therefore, it is important that we partner with the person we serve throughout this process. We are here to serve the public that has struggled to gain access to these programs and it is our duty to fill the gaps that they struggle within. This is the heart and spirit of the RED team and as a care manager begins to partner with us, it is important that we embrace this model to be successful with our program.

The R.E.D. Team

We are here to support you in the process of accessing these resources, and to provide you and your client the best possible route for success with D.S.S. We hope the best for you and look forward to working together!

Thank you and good luck!

Steps to Success

The following are the general processes that consist of a R.E.D. Referral. The following sections outline the steps taken from the moment R.E.D. receives a referral to the final activities to complete the R.E.D. process. This guide is always changing to meet the policies and guidelines of D.S.S. so please check with a R.E.D. team member for questions or concerns that may come up. It is also important to understand that R.E.D. works closely with DHS to assist in the process of recovery which may mean that an individual needs to be in compliance with various treatment recommendations. R.E.D. does not have the ability to alter these regulations, however will assist the individual in navigating the process.

Part One: *Intake*

- RED Referral Received - Reviewed by MCOMH and RED DHS for enrollment criteria. *** See *referral which includes Referral and Consent form.*
- If Client meets criteria - MCOMH connects with client and/or referral source within 24-48 hours.
 - RED DHS enrolls client in ARES for tracking (only if client is required to attend substance use treatment)
 - If client is already open and pending/active with Temporary Assistance, RED DHS discusses client's needs further and pulls T.A. case as needed.
- MCOMH/Care Manager does outreach and engagement to client and schedules client with RED DHS TA Intake appointment within 1 week.
 - In the interim, MCOMH/Care Manager assists client with:
 - Review immediate need for detox, hospitalization, or substance use inpatient (when necessary)
 - Assessing overall need (issues with cognitive, behavioral, or medical illnesses that may require extra support)
 - Securing safe housing (Friend or family) to divert from EH
 - Performs engagement activities (coffee, spending time, or lunch)
 - Emergency housing placements
 - Food
 - Clothing
 - Provides transportation based on need

See APPENDIX A Which Provide the Following
Resource Guides
Emergency Housing contacts and locations
Health Care options for the homeless
Behavioral Health Services

Part Two: *DHS RED Process (see attached Appendix B for each item):*

- Upon arriving to RED DSS T.A. Intake appointment, MCOMH prepares the following:
 1. Temporary Assistance application
 2. White Temporary Assistance Paperwork
 3. Necessary Identification (when possible)
 4. Support Statement
 5. Landlord Statement
 6. Notarized 4530
 7. Psychological Assessment for Employability (when necessary)

8. Physical Assessment for Employability (when necessary)
9. Institutional release forms, and other forms that may be necessary for completion of the application process.

*******The completion of some of these forms is based on necessity*******

MCOMH provides assistance through the entire process of TA which includes but is not limited to:

- TA Intake appointment
- CASAC Assessment Appointment (during intake appointment)
- Finger imaging appointment (during intake appointment)
- Industrial Medical Associates appointments (when necessary)
- Scheduled Substance use evaluation appointment (when necessary)

APPENDIX A: RESOURCES

SEE RESOURCE GUIDE ACCOMPANYING THIS PAGE

APPENDIX B: DSS Documents

Attached Appendix B Outlines steps to assisting a care manager in the process of obtaining Temporary Assistance. A few quick notes are necessary to explain what Temporary Assistance consists of.

Need To Know

- Temporary Assistance is an entitlement program for individuals and families that have no or very little income.
- Temporary Assistance consists of a “Cash” grant, Food Stamps or SNAP, and Medicaid. Often times our clients already have SNAP and Medicaid. This is good to know ahead of time.
- A Temporary Assistance case for an individual requires 45 days to process in Monroe County. In some instances, if a client needs immediate Medicaid or has prescriptions to fill this can be arranged with your worker, and in most instances emergency SNAP can be allowed within 24 hours. Please discuss this with your client and the RED D.S.S. examiner.
- Cash Assistance is not often granted to the follow circumstances but it is best to discuss this in detail with a RED team member:
 - Unemployment Benefits
 - Social Security
 - Supplemental Security Income
 - Employment making more than \$450 per month
 - Any source of income above \$450 per month
- When in receipt of Temporary Assistance, it is important to note that the recipient is required to do one or more of the following:
 - Work Activities (Employment Track)
 - Substance use Treatment (A.R.E.S./Substance Use Track)
 - Disability Services (S.S.I./Disability Track)
 ***Prepare your client to discuss these areas of recovery and make a plan with your RED team worker to complete the proper documents and fulfill the necessary requirements.

Temporary Assistance Application

The T.A. application can be challenging to complete accurately and can often be a source of frustration with our clients. It is recommended that you try and do your best, and if you have concerns please review questions and details with the RED D.S.S. Examiner.

APPENDIX B: Continued

White Temporary Assistance Paperwork

Attached to this guide you will find a packet of paperwork that is not outlined in this guide. For the most part these documents only need signatures and to be given to the RED D.S.S. examiner. This paperwork should be completed with the client prior to your RED D.S.S. T.A. appointment. This will help expedite the process. Please contact us if you have further questions.

Necessary Identification

As can be expected with any appointment bringing the necessary photo identification social security cards, birth certificate, etc., will also help to expedite this process. If you do not have these items we may be able to proceed without them, but please discuss this with us prior.

Social Security cards are often the first step to getting full photo i.d.. When obtaining a benefit card through finger imaging at your RED D.S.S. appointment, make sure you ask for the “temporary Medicaid” card and this should give you the ability to go to Social Security Administration and request a replacement card.

Support Statement

The Support Statement is often the best way for an individual with very little history in social services to verify how they have been living in the last year as well as report an address where they can receive mail. This document is crucial to completing the T.A. process. When an individual cannot obtain a landlord statement this will stand in place until it is possible for them to move.

Landlord Statement

This is one of the hardest parts to complete the T.A. process. D.S.S. wants to make sure the person can be located and has a valid address to complete their process. But often we are working with individuals that may stay with friends or sleep on the streets and this can be difficult to complete. If a client cannot complete the support statement above, then a LS (landlord statement) may be completed (even if not paying rent) to verify that they live where they live. As always, talk with the D.S.S. examiner about your decision.

APPENDIX B: Continued

Notarized LDSS 4530 – Assignment of Wages

This document is required and must be completed to receive T.A. benefits. This can often be the one document individuals will not complete and get closed/denied for. There are few easy ways to complete this with your client.

1. Complete it with a “Commissioner of Deeds” at the front desk at either D.S.S. location. You must have I.D.
2. Complete it with a notary public at a local bank or library. This may be free or at a low cost. You must have I.D.
3. Complete with an agency Notary public. Often times, if you know and can vouch that your client is who they say they are the Notary can sign the document based on your testament.

Psychological/Physical Assessment for Employability and CASAC (when necessary)

When an individual applies for T.A. they have the opportunity to be considered for one of three “tracks” that prevent them from being required to be included in Employment Activities. These “tracks” consist of Physical Disability, Mental Health Disability, or Substance Use. In some cases your client may have all three or two of the above and in this case it is important for proper documentation to be completed so that they can obtain benefits. The following parts outline each track and various routes to completing the documentation.

Part 1: Psychological Assessment for Determination of Employability

This assessment is required if someone indicates they have a mental health condition that prevents them from working. It can be completed by doing one of the following:

- Client’s therapist, psychiatric doctor, medical doctor, or qualified health professional. (This route may take time so please communicate the time frame with your DSS examiner)
- Industrial Medical Associates: An appointment can be set up by your DSS examiner at a convenience to you and your client. Please attend this appointment as it may be very difficult to complete and often add stress to their situation.
- Homeless MICA, Joyce Smith: If your client is homeless and in need of a mental health professional and this document is required ASAP, RED can arrange for this appointment.

Part 2: Physical Assessment for Determination of Employability

This assessment is required if someone indicates they have a physical health condition that prevents them from working. It can be completed by doing one of the following:

- Client’s medical doctor, or qualified health professional. (This route may take time so please communicate the time frame with your DSS examiner)
- Industrial Medical Associates: An appointment can be set up by your DSS examiner at a convenience to you and your client. Please attend this appointment as it may be very difficult to complete and often add stress to their situation.
- If the client is Homeless (Shelter, Street, etc.) and does not have a medical doctor they can be referred to Unity Health Care for the Homeless located at 819 West Main Street, Rochester NY 14611 and they can be reached for an appointment at 585-368-3720. They will likely schedule an appointment for a physical within 3-5 business days.

Institutional Release Forms

Institutional release forms from the county jail, prison, inpatient, psychiatric centers, etc., are required to prove where an individual has lived, spent time, and received treatment. These forms not only support the medical and psychiatric information provided in the psychological and physical assessments, but they also provide dates of when the client might have medical bills or have been without housing.