



AFTER HOURS POLICY

REVISED: AUGUST 2021

General Policy

The Orange County Department of Social Services (OCDSS) contracts with **HONOR** to provide after hours assistance for shelter, fuel, transportation, Child Protective Services and Protective Services for Adults. After Hours is defined as times OCDSS is not open for regular business. This includes, nights, weekends and holidays.

The Department of Social Services has issued this After Hours Plan to outline how consumers and community members can access essential housing, home heating, adult protective and transportation services outside the Department's traditional business hours.

OCDSS has provided a helpline for all after hours services through **HONOR**. Consumers and community members will have direct access to our after hours services by calling **HONOR** Staff at **(845) 343-7115**. Callers in need of assistance or information may also contact the Mental Health Association of Orange County **3-1-1** number, which operates 24 hours per Day 365 Days per year.

With the development of the **HONOR** After Hours Program and access to the Mental Health Association of Orange County **3-1-1**, number, these two providers will work seamlessly together and in conjunction with the Orange County Department of Social Services to meet the needs of consumers and community members after our traditional business hours.

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Housing

Transportation

Housing
Resource Center

Utilities

Adult Protective

Child Protective

Emergency Housing is

provided through

the Orange County

Crisis Call Center

by calling

HONOR

(845) 343-7115

or **3-1-1**

After Hours Housing

The Department of Social Services operates a Housing Resource Center which includes the ability to assist with after hours emergency placements, referrals, and landlord referrals. Legal and case management services are also provided through the Housing Resource Center.

The emergency housing policies of the Department of Social Services include our development of this resource.



Emergency Housing Policy

1. The After Hours Response Program **(845) 343-7115**, will provide assistance evenings, weekends and holidays for consumers or community members who are homeless or experiencing a housing emergency.
2. **HONOR's** After Hours Program will provide assistance and outreach support to callers who access **3-1-1** for assistance.
3. The Department of Social Services through **HONOR's** After Hours Program will manage the emergency placement of individuals and families between 5:00 PM and 9:00 AM seven days a week, including holidays. Consumers in need of housing are required to contact **HONOR** at **(845) 343-7115**. All transportation and housing will be coordinated through the case managers of the **HONOR** After Hours Response Line.
4. If emergency housing is provided to any individual or family, **HONOR** is required to notify Housing Resource Center ("HRC") by 9:00 AM the following business day.
5. If emergency housing is required, the Adult and Family Shelter must be contacted first in an attempt to place the individual. If housing is not available at the Shelter, the individual or family should be authorized for housing until the Department of Social Services reopens for business.
6. An individual must have no available resource to pay for housing and no friends or family to stay with. Generally, homeless persons passing through the County of Orange may be temporarily housed. Temporary Assistance rules state that a homeless person has the constitutional right to travel from state to state and from district to district within the state and to declare his/her own domicile. Homeless individuals do not have a district of residence and therefore we use the "where found rule" (essentially, where are they "found"/showing up as homeless) to determine who must house them. If an individual appears as homeless to the Orange County DSS office, even if they are in transit attempting to get to another district, they must be housed while they are homeless in Orange County.
7. **HONOR** will check for registered sex offender status and will not place registered offenders in the Emergency Housing Adult or Family Shelter or a hotel/motel known to house families with children.
8. Individuals or members of a family known to be on parole for or who have been convicted of a violent felony offense cannot be housed at the Emergency Housing Adult Family Shelter.

Emergency Housing Policy (continued)

9. Individuals under the age of 18 should be referred to **HONOR's** 'A Friends House' Runaway and Youth Shelter .
10. A person who appears to be under the influence of drugs or alcohol should be referred to the nearest emergency medical center for detox services if required. Garnet Health Medical Center, Montefiore St. Luke's-Cornwall Hospital and Bon Secours Hospital provide these services. If an individual's condition cannot be determined over the telephone, a referral to **HONOR** should be made for an assessment. If the individual is referred to an emergency medical center and subsequently released, the individual should be first referred back to **HONOR** Emergency Housing. If **HONOR** Emergency Housing is unable to house the individual, a referral to a hotel or motel can be authorized.
11. Any person who appears to present a danger to themselves or others in the community should be immediately referred to the nearest mental health unit (Garnet Health Medical Center or Bon Secours Hospital).
12. Victims of domestic violence should be offered shelter with FEARLESS. A referral may be made by providing the victim with the FEARLESS referral line. If FEARLESS is unable to house the victim, a referral to **HONOR's** Adult Family Shelter or a hotel/motel may be authorized. Please note, caution regarding the placement of the victim should be used to ensure their safety in the community.
13. OCDSS will notify **HONOR** of individuals or families who were determined to be ineligible for housing during regular business hours. Individuals or families denied housing during regular business hours cannot be placed into the Emergency Housing Shelter or a hotel/motel without approval from this department.

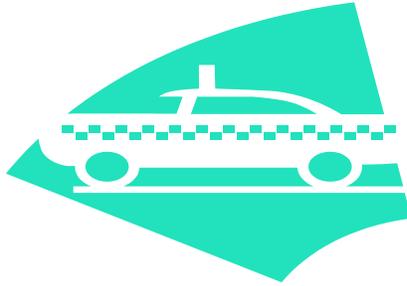
After Hours Housing Assistance

**DSS
Housing
Assistance
after hours
can be
reached by
calling
HONOR
(845) 343-7115
or
3-1-1**



All Medical
Transportation is
provided through
Medical
Answering
Services (MAS)
by calling
1-855-360-3543.

Transportation Summary



Transportation can only be used for medical or housing related issues.

The New York State Office of Health Insurance Programs has a contractual arrangement with Medical Answering Services (MAS).

MAS is responsible for authorizing and providing all **medical transportation** services for the Department of Social Services. MAS has the capacity to verify Medicaid status during non traditional hours and will only authorize transportation for active Medicaid consumers. The New York State Office of Health Insurance Programs does not provide transportation for medical reasons to non- Medicaid

consumers without a Medicaid Provider number. Facilities and consumers requesting transportation to and from a medical center should be directed to contact MAS immediately to secure transportation. Transportation may be authorized by **HONOR** for housing related issues only. All other forms of transportation will not be authorized by the Department of Social Services and therefore not paid.

Transportation Policy

1. Transportation via taxi service may be authorized for consumers who have been approved for emergency housing at the Adult Family Shelter or a hotel/motel. Every effort should be made to use a transportation provider in close proximity to the consumer in need of transportation.
2. Transportation services can only be provided for two reasons, as a result of an emergency housing placement or as a result of a non emergency medical service.
3. The New York State Office of Health Insurance Programs has the regulatory authority to provide non emergency transportation for Medicaid consumers actively enrolled in the program. Aside from unscheduled non emergency transportation, consumers enrolled in the Medicaid Program must request transportation 72 hours in advance of any non emergency appointment. Transportation as a result of a discharge from inpatient care, non emergency assessments such as mental health, substance abuse assessment may be authorized upon request but must meet specific criteria prior to being provided with the service.
4. Transportation for any medical related issue, for example discharge from a local hospital, transportation for a non emergency assessment cannot be authorized by the Emergency Housing Group. The New York State Office of Health Insurance Programs has a contract with **Medical Answering Services (MAS)** to arrange and provide all transportation through local vendors.
5. MAS has access to Medicaid eligibility and is required to determine eligibility prior to authorizing any form of transportation to and/or from a medical service provider. Individuals seeking transportation who are not an active Medicaid consumer cannot be provided with transportation and will be denied transportation.
6. Medical facilities and consumers requesting non emergency medical transportation must contact MAS to be provided with transportation.

Fuel and Utility Emergencies

The Department of Social Services through the Home Energy Assistance Program (HEAP) provides financial assistance for County residents who meet the income requirements of the Program, established by the State of New York. HEAP includes financial assistance with all forms of energy used to generate heat in a household. Additionally, the HEAP Program can be used for the maintenance of

heating systems for eligible consumers. This includes replacement if necessary. Consumers must apply separately for replacement and maintenance services. Replacement and / or maintenance cannot be authorized after-hours as State guidelines regarding each service require an in office interview.



The policies below provide guidelines for making this determination as well as when to temporarily house a family if necessary. Assistance is provided by **HONOR**.

Fuel and Utility Policy

Emergency Fuel deliveries cannot be authorized beyond the vendors minimum delivery requirements.

1. Fuel deliveries can be authorized for individuals claiming to have no fuel and no additional resources, **only** upon DSS determining the consumer is eligible to receive HEAP benefits. This occurs during Orange County Government's normal hours of operation.
2. **HONOR** staff are able to assist consumers with their HEAP application during traditional and non-traditional hours of operation. Staff are also versed in advising applicants as to the documentation needing to accompany their application. **HONOR** staff can authorize transportation for applicants to/from **HONOR's** offices to complete an emergency application for HEAP.
3. During traditional hours of operation, applications for HEAP are received in the Middletown, Newburgh and Goshen DSS offices; as well as through the Office For Aging (for applicants age 60 and over).
4. If **HONOR** is unable to secure an emergency delivery for the family, please refer to the emergency portion of this policy manual to secure housing if necessary. Please use caution when determining if housing is needed during the winter months, the policy of this Department during these months is to authorize the housing if the safety of the family is at risk.
5. DSS provides **HONOR** contact information for Supervisory and Administration Staff for Housing and Heating concerns requiring consultation.

Protective Services for Adults (PSA)



The Department of Social Services is the lead agency for Protective Services for Adults (PSA) in the

County of Orange.

Many of the consumers served through PSA are shared between DSS, Mental Health and mental health contract agencies throughout the County. Concerns regarding mental health should be referred to the Orange County Crisis Mobile Response Team reachable at **3-1-1** or **1-800-832-1200**. The Mobile Response Team

has the ability to provide outreach and assessment for children and adults in crisis during non traditional hours. Consumers in need of assistance that meet the criteria mentioned below and are not experiencing a crisis should be encouraged to contact PSA for additional information during traditional business hours .

The Orange County Crisis Call Center connects people in need of support for mental illness, developmental disability, sexual assault, or those in need of information or referrals 24/7 . These services are accessed by calling 3-1-1 or 1 -800-832-1200

Protective Services for Adults

1. **HONOR** will provide After Hours assistance to consumers or community members who need referral to our Protective Services for Adults Program.
2. Referrals to this program can be made directly to the local Protective Services for Adults program Monday-Friday 9AM-5PM by calling **(845) 291-2800**.
3. **HONOR's** After Hours Program staff have been trained by OCDSS and will screen after hours calls for Protective Services for Adults. Protective Services for Adults are defined as:
 - Age 18 and over.
 - Ill or disabled.
 - As a result of the illness or disability, the adult is at risk of harm or neglect, including self neglect.
 - There is no one else to help responsibly.
4. **HONOR** staff will complete a Protective Services Referral form and fax the form to the Human Services Office located at Matthew Street. The Matthew Street fax number is 291-2985 for individuals meeting the PSA program criteria cited above.
5. OCDSS will provide additional training for Protective Services for Adults by request or as needed.
6. DSS provides **HONOR After Hours** staff with contact information for its Adult Protective Supervisory and Administration Staff in the event of emergencies or for cases requiring supervisory consultation.

Child Protective Services

The State Central Registry of Child Abuse and Maltreatment can be reached at 1-800-342-3720.



The Department of Social Services is responsible for investigating claims of abuse or neglect as

received by the New York State Central Registry of Child Abuse and Maltreatment (SCR). The SCR operates on a 24/7 basis evaluating potential reports and referring

those reports accepted to the County of Orange. DSS contracts with a number of Child

Protective “On-Call” professionals who provide investigative protective services during non traditional hours. Supervisory staff from our Child Protective Unit provide assistance to the on-call staff. DSS provides **HONOR** with a monthly schedule of CPS On-Call staff. CPS On-Call staff are provided with a list of DSS on-Call Supervisory and Administration staff available to them for case consultations as necessary.

Child Preventive and Foster Care Services

HONOR After Hours staff also handle calls involving children in the custody of the Department of Social Services, as well as non-CPS related matters regarding minor children. These calls should be directed to **HONOR** After Hours Staff at **(845) 343-7115**. DSS provides **HONOR** with a list of Child Welfare Supervisory and Administration Staff who may be contacted for case related issues relating to the OCDSS Child Preventive and Foster Care programs.

Important Phone Numbers

<u>Information Referral</u>		<u>Housing</u>	
Orange County Crisis Call Center 24 Hour Helpline	1-800-832-1200 or 3-1-1	HONOR	343-7115
Mental Health Association	342-2400	RECAP Supportive Housing	342-3978
Alcoholism & Drug Abuse Council	294-9000	Rehabilitation Support Services	794-1521
Orange County Dept. of Mental Health	291-2600	Renwick Recovery Inc.	569-0775
Access Supports for Living	1-888-750-2266		
<u>Mental Health Inpatient</u>		<u>Peer Support and Advocacy Groups</u>	
Garnet Health Medical Center	333-1000	Action Towards Independence	343-4284
Bon Secours Community Hospital	858-7121	Independent Living	565-1162
<u>Outpatient Mental Health</u>		<u>Department of Social Services</u>	
Access Supports for Living Mobile MH	1-888-750-2266	Goshen (Medicaid, Food Stamps, HEAP)	291-4000
OCDMH Port Jervis	858-1456	Goshen, Human Services	291-2800
OCDMH Newburgh	568-5260	Middletown (TA/HEAP)	346-1120
<u>Substance Abuse Outpatient</u>		Newburgh (TA/HEAP)	568-5100
Garnet Health Medical Center	333-7818	Newburgh Housing Resource Center	568-5150
Catholic Charities Community Services	294-5124	Middletown Housing Resource Center	360-0294
RECAP	342-3978	Goshen, Quarry Road Fax	291-4338
Cornerstone Family HealthCare,	563-8000	Goshen, Human Services Fax	291-2985
Restorative Management—Newburgh	561-5783	Middletown Fax	346-1246
Restorative Management—Middletown	342-5941	Newburgh Fax	568-5127
<u>Alcohol / Chemical Dependency Detox</u>			
Bon Secours Community Hospital	858-7121		
Resource Recovery Center	209-3500		
Garnet Health Medical Center	333-7818		

Authorized Hotel and Motels

Name	Handicap Accessible
Imperial Motel 316 Broadway, Newburgh, NY 12550 845-565-3400	Yes
Hudson Valley Inn 5180 Route 9W, Newburgh, NY 12550 845-562-9547	No
Havarest Motel 5248 Route 9W, Newburgh, NY 12550 845-565-7330	No
Economy Inn 5155 Route 9W, Newburgh, NY 12550 845-562-6170	Yes
Orange Lake Motel 427 South Plank Rd, Newburgh, NY 12550 845-564-1770	No
FEARLESS PO Box 649, Newburgh, NY 12550 845-562-5340	Yes
Econo Lodge 310 Windsor Hwy, New Windsor, NY 12553 845-561-6620	Yes
Windsor Motel 2976 Route 9W, New Windsor, NY 12553 845-562-7777	Yes
Galaxy Inn 158 Windsor Hwy, New Windsor NY 12553 845-522-8833	Yes
Super 8 Motel 207 Montgomery Rd, Montgomery, NY 12549 845-244-0215	Yes
Economy Inn 20 Motel Rd, Middletown, NY 10940 845-361-1211	No

Please remember
to contact
HONOR at 3-1-1 prior
to using a **Hotel** or
Motel for Housing.

WARMING STATIONS

Greater Middletown Interfaith Council Warming Station 8-10 Mulberry Street Middletown NY 10950	(845) 281-9519
Tri-State Interfaith Council Port Jervis Warming Station St. Peter's Lutheran Church, 31 W Main Street, Port Jervis NY 12771	(845) 856-1033
Newburgh Ministry Newburgh Warming Station 13 Bridge St, Newburgh NY 12550	(845) 561-0070
Salvation Army – A Warm Place Drop-In Center (Daytime) 80 West Main St, Middletown NY 10950	(845) 343-0821

Authorized Transportation Vendors

Transportation to and from any form of medical service must be authorized through MAS, Inc. by calling 1-855-360-3543. MAS provides 24/7 coverage for non-emergency medical transportation services. Transportation may be authorized for housing, but for no other reason.

<u>Name</u>	<u>Town</u>	<u>Phone</u>	<u>Vendor ID</u>	<u>Hours</u>
All Family Transportation	Newburgh	845-565-1616	007322	24 Hours
Bucky's (J & L)	Port Jervis	845-856-3544	005311	24 Hours
Monroe Taxi (Transportation Services of Orange County)	Monroe	845-782-8141	011846	6 AM—11:30 PM
Orange County Medi –Coach	Middletown	845-343-5555	007250	5 AM—12 AM
T & A Medical Transport	Newburgh	845-670-4575	031485	5 AM—12 AM