



# AFTER HOURS POLICY

REVISED: NOVEMBER 2019

## 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 United Way's 211 Hudson Valley Region Help line 24 Hours per Day 365 Days per year.

With the development of the **HONOR** After Hours Program and access to 2-1-1, these two providers will work seamlessly together to meet the needs of consumers and community members after our traditional business hours.

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Housing

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Child Protective

Emergency Housing is  
provided through  
the DSS After Hours  
Help Line by calling  
**HONOR**  
**(845) 343-7115**

## *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 Line **(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 2-1-1 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 the Administrative Assistant to the Director of Economic Independence at 291-4212 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 with which to. 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 Co. 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

## Emergency Housing Policy (continued)

Offense, or convicted of a felony sale or possession of a controlled substance cannot be housed at HONOR.

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. Orange Regional Medical Center, 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 (Orange Regional Medical Center or Bon Secours Hospital).

12. Victims of domestic violence should be offered shelter with Orange County Safe Homes. A referral may be made by providing the victim with the Safe Homes Emergency referral line. If Safe Homes 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



**HONOR**  
Helping Others Needing Our Resources

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



**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).

## *Transportation Summary*

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 emergency delivery services offered by this Department, can be authorized during



non traditional hours when necessary, when specific provisions are met . The polices 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 Newburgh and Goshen DSS offices; as well as through the Office For Aging (for applicants age 60 and over).
4. In very limited circumstances, **HONOR** may authorize a fuel delivery during non-traditional hours. Only a minimum delivery can be authorized. A minimum gallon and price must be noted on the Emergency Questionnaire.
5. 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.
6. DSS provides **HONOR** contact information for Supervisory and Administration Staff for Housing and Heating concerns requiring consultation.

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  
1-800-832-1200

## *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 Access Supports for Daily Living's Mobile Mental Health Unit reachable at **1-888-750-2266**.

The Mobile Mental Health Unit 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.

## *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.
3. **HONOR** staff will complete a Protective Services Referral form and fax the form to the Human Services Office located at Hatfield Lane. The Hatfield Lane fax number is 291-2985 for individuals meeting the PSA program criteria cited above.
4. OCDSS will provide additional training for Protective Services for Adults by request or as needed.
5. 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 and

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*

<b>Information Referral</b>		<b>Housing</b>	
Orange County Crisis Call Center 24 Hour Helpline	1-800-832-1200	<b>HONOR</b>	343-7115
Mental Health Association	342-2400	RECAP Supportive Housing	342-3978
Alcoholism & Drug Abuse Council	294-9000	Recovery Center	794-8080
Orange County Dept. of Mental Health	291-2600	Rehabilitation Support Services	794-1521
Access Supports for Living Mobile MH	1-888-750-2266	Renwick Recovery House	569-0775
<b>Mental Health Inpatient</b>		<b>Peer Support and Advocacy Groups</b>	
Orange Regional Medical Center (O..R.M.C.)	333-2233	Action Towards Independence	343-4284
Bon Secours Community Hospital	858-7121	Independent Living	565-1162
<b>Outpatient Mental Health</b>		<b>Department of Social Services</b>	
Access Supports for Living	888-750-2266	Goshen (Medicaid, Food Stamps)	291-4000
OCDMH Port Jervis	858-1456	Goshen, Human Services	291-2800
OCDMH Newburgh	568-5260	Middletown (TA / HEAP)	346-1120
<b>Substance Abuse Outpatient</b>		Newburgh (TA / HEAP)	568-5100
O.R.M.C Family Program	333-7818	Newburgh Housing Resource Center	561-1665
Catholic Charities, Community Services	294-8009	Goshen, Quarry Road Fax	291-4338
RECAP	342-5380	Goshen, Human Services Fax	291-2985
Family Health Center, Center for Recovery	220-2146	Middletown Fax	346-1246
Restorative Management	561-5783 342-5941	Newburgh Fax	568-5127
<b>Alcohol / Chemical Dependency Detox</b>			
Bon Secours Community Hospital	858-7121		
Middletown Addiction Crisis Center	343-1443		
Orange Regional Medical Center	333-7818		



## *Authorized Hotel and Motels*

Name	Vendor ID	Handicap Accessible
Imperial Motel 316 Broadway, Newburgh, NY 12550 565-3400	012880	Yes
Cadet Motel Route 9W By-Pass, Cornwall, NY 12518 534-4595	010017	No
Days Inn Route 17M, Middletown, NY 10940 374-2411	034868	Yes
Days Inn 915 Union Avenue New Windsor, NY 12553 564-7550	005801	Yes
Global Budget Route 17M, New Hampton, NY 10958 374-3020	022343	Yes
The Globe 418 North Street, Middletown, NY 10940 341-1262	045260	No
Havarest Motel 5248 Route 9W, Newburgh, NY 12550 565-7330	01644	No
Economy Inn Route 17M, Middletown, NY 10940 361-1211	008730	No
Economy Inn 5155 Route 9W, Newburgh, NY 12550 562-6170	000877	No
Orange Lake Motel Route 52, Newburgh, NY 12550 564-1770	005728	No
Safe Homes, Inc. PO Box 649, Newburgh, NY 12550 562-5340	034460	Yes

**P**lease remember  
to contact the  
**HONOR at 343-7115**  
prior to using a Hotel  
or Motel for Housing.

## **WARMING STATIONS**

### **Greater Middletown Interfaith Council Warming Station -**

St. Paul's United Methodist Church 58 west Main Street Middletown NY 10950 (845) 343-6911

### **Port Jervis Empowers Warming Station –**

St. Paul's Lutheran Church 31 West Main Street Port Jervis NY 12771 (845) 856-1033

### **Newburgh Ministry Newburgh Warming Station –**

104 South Lander Street Newburgh NY 12550 (845) 561-0070

### **Salvation Army – A Warm Place Drop-In Center (Daytime)**

80 West Main Street Middletown NY 10950 (845) 343-0821

## *Authorized Transportation Vendors*

	Name	Town	Phone	Vendor ID	Hours
<b>Transportation to and from any form of medical service must be authorized through MTM, Inc. by calling 1-855-360-3543. MTM provides 24/7 coverage for non emergency medical transportation services. Transportation may be authorized for housing, but for no other reason.</b>	All Family Transportation	Newburgh	565-1616	007322	24 Hours
	ASAP Taxi	Goshen	294-7433	009949	7 AM—7 PM
	B and D Taxi	Walden	778-7143	028365	7 AM—9:30 PM
	Bob's Taxi (G + C Taxi)	Newburgh	561-8330	007845	24 Hours
	Bucky's (J & L)	Port Jervis	856-3544	005311	24 Hours
	Syndicate Taxi, Inc	Middletown	343-1181	007021	24 Hours
	Four Eights Taxi	Otisville	386-8888		5:30 AM— 12 AM
	Greenwood Lake Taxi	Greenwood Lake	477-0314	010722	7 AM—9 PM
	Master's Coach	Wallkill	895-8137	046987	5 AM—10 PM (Ambulette)
	Mobile Life Support	Newburgh	565-8284	001992	8 AM—4 PM (Ambulance)
	Monroe Taxi (Transportation Services of Orange County)	Monroe	782-8141	011846	6 AM—11:30 PM
	Orange County Medi –Coach	Middletown	629-7088	007250	5 AM—12 AM
Robin's Taxi	Middletown	629-7088	007250	5 AM—12 AM	
Tony's Taxi	Newburgh	562-7444	009512	24 Hours	