HOWARD COUNTY BEHAVIORAL HEALTH PROVIDER COVID-19 RESOURCE & RESPONSE CALL #9

Howard County COVID-19 and Vulnerable Populations: May 20, 2020 Children and Families

HOWARD COUNTY HEALTH DEPARTMENT Promote. Preserve. Protect.

Howard County LHIC

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HOUSEKEEPING

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Participants will be muted upon entry.

Using the icons on your screen, you can:

Mute/Unmute your microphone; Mute/Unmute button on phone
Please mute yourself during discussion/questions if not speaking

Use the "chat" feature to ask questions during the presentation.

- View Participant list on computer- opens a pop-out screen that includes a "Chat" icon that you may use to submit questions
- Question/ comment can also be added to the chat box throughout the meeting

This meeting will be recorded ... presenters may have cameras on.

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WELCOME & OPENING REMARKS

Roe Rodgers-Bonaccorsy

Director, Bureau of Behavioral Health Howard County Health Department

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PURPOSE

GOAL:

Learn how behavioral health providers are serving vulnerable populations (children and families) and what resources are available to them during the COVID-19 outbreak.

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OBJECTIVES:

- 1. Welcome & Opening Remarks
- 2. Howard County Department of Social Services
- 3. HopeWorks of Howard County
- 4. Q&A
- 5. Closing Remarks

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Howard County Department of Social Services

COVID-19 Resource & Response calls

Agency Services

Child Protective Services (CPS) Family Preservation Services Foster Care Adult Protective Services (APS) Adult Guardianship and Social Services to Adults (SSTA) Child Support Family Investment Administration (FIA): -Food Stamps -Temporary Cash Assistance (TCA) -Other Benefits

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Agency Services

While all local Departments of Social Services' offices are closed throughout the State of Maryland, all agency staff are teleworking or in the field to ensure all services are being provided to children and families in Howard County.

Agency staff are provided with face masks and gloves to perform face-to-face contact with children and families in the same mandated time frames for CPS, Family Preservation Services, Foster Care, and Adult Services. FaceTime is used when possible, as well as meeting with families outside to maximize social distancing.

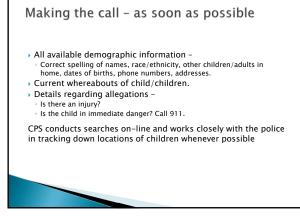
Confidentiality continues to be maintained as required.

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Child Protective Services

With schools closed and children quarantined at home with parents with added stress such as unemployment and/or child care issues, how are we ensuring child safety with no one else to check in on our children?

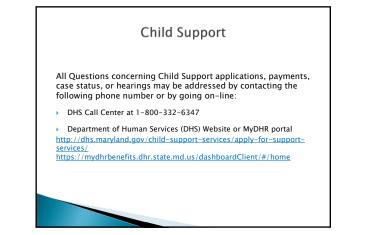
- Outreach has been done with schools and police to get the word out and watch out for signs of potential child abuse or neglect
- Our Court Magistrates and Judges have also been communicated with concerning our Foster Care children and other court-ordered cases involving families
- Added Messaging from Department of Human Services (DHS) to local communities
- Tracking Data for incoming calls and trends to CPS Screening Line



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Nancy Voight, LCSW-C W# 410-872-8806 / C# 443-800-1585 nancy.voight@maryland.gov



Family Investment Administration

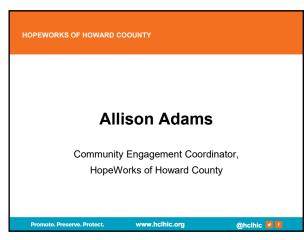
- With offices closed, residents can apply via the MyDHR online portal at https://mydhrbenefits.dhr.state.md.us
- Any questions concerning Food Stamps, Temporary Cash Assistance (TCA), Temporary Disability Assistance Program (TDAP), Medical Assistance (MA), or other benefits may be addressed by contacting DHS Call Center at 1–800–332–6347, www.dhs.maryland.gov or the online portal–line.
- For Medical Assistance programs, visit the Maryland Health Connection website at https://www.marylandhealthconnection.gov
- Maryland EBT Customer Call Center may be reached at 1-800-997-2222 or online at: <u>www.connectebt.com</u> to check balances or review transactions.

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Family Investment Administration

KEY CHANGES IN BENEFIT PROGRAMS

- SNAP, TCA, and TDAP recertification periods that ended in March April, May or June have been auto extended and are now due in six months from the original due date.
- Emergency Allotments will be applied to all SNAP-eligible households until the federal public health emergency declaration is rescinded. This means approved SNAP households will receive the maximum benefit allotment for their household size. All SNAP eligibility requirements still apply including income requirements.
- Applicants have been given extended time (90days) to provide supporting documentation for benefits without delaying provision of benefits.



HopeWorks of Howard County Sexual Assault & Domestic Violence Response Center



ALLISON ADAMS

Community Engagement Coordinator

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ADVOCACY SERVICES

- 24-Hour Helpline is operational, advocates answering calls remotely.
- Responding to Hospital Accompaniment requests via phone 24/7.
- Language access: Spanish (in house), other languages via interpretation line.

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SHELTER SERVICES

- Emergency shelter is operational, following CDC recommendations for hygiene & social distancing.
- All potential intakes are screened for COVID-19 prior to admission.
- Staff on-site 24/7 to provide case management, supplies, support.

COUNSELING SERVICES

- Crisis appointments available after intake with Advocacy Department.
- Remote counseling conducted via telephone or Thera-Link online platform.
- IPV Support Group meeting weekly via Zoom.

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LEGAL SERVICES

- Answering legal questions, providing consultations, advice, referrals via phone.
- Available to conduct intakes for callers needing representation in Protective Order cases.**
- Attending remote Protective Order hearings in Howard County Courts.

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ANTI-TRAFFICKING SERVICES

- Case manager on-call to provide remote safety planning and support.
- Peer Support Group meeting monthly via Zoom.
- State taskforce, other coalitions continue to meet remotely.

COMMUNITY ENGAGEMENT

- All in-person workshops, presentations, and volunteer activities are postponed.
- Self-care & wellness programs for survivors hosted remotely via online platforms.
- Keeping our community connected through virtual public events.

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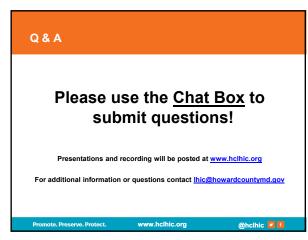
CONTACT US

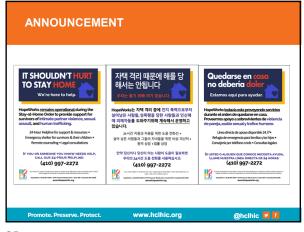
24-Hour Helpline: (410) 997-2272

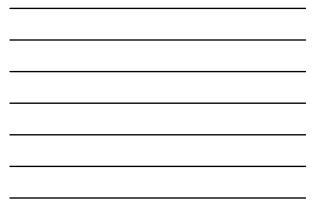
Main Office: (410) 997-0304 9770 Patuxent Woods Dr., Suite 300 Columbia, MD 21046 Web: www.wearehopeworks.org

Email: info@wearehopeworks.org

> Social Media: @HopeWorksofHC







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CLOSING REMARKS

• Upcoming Webex Calls:

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- Behavioral Health Provider Call #10 Wednesday, 5/27/20 from 11:30 AM –12:30 PM
- Presentations, recording, & additional resources will be posted at <u>www.hclhic.org</u>
- For additional information, contact <u>lhic@howardcountymd.gov</u>

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 For general questions related to COVID-19, e-mail askhealth@howardcountymd.gov

