

Help starts here, Rhode Island.

2-1-1 & The POINT

*Angela Bannerman Ankoma,
Executive Vice President of Community Investment*

Helping People in Need

Cristina Amedeo, Managing Director 2-1-1/The POINT



2-1-1 Overview

- This **general information and referral service** for all populations acts as a social barometer of needs in the community
- **Call Specialists** provide assistance with information and referrals, primarily for health and human services, including housing, shelter, food, utilities, gambling addiction, childcare, emotional crisis, aging and disability, health services information and enrollment, substance abuse, and much more.
- 2-1-1 offers **call center** services, **walk-in** services, mobile services on the **outreach RV**, and **chat and text** services (on www.211ri.org)
- **Operates 24/7, 365 days per year**
- **Free, confidential, multilingual** – English, Spanish, Portuguese, Khmer on staff, access to nearly 200 languages and dialects through language line

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2-1-1 Overview

- Sources of Funding:
UWRI's Community Impact Fund, federal grants, and private funding
- **Launched June 1, 2007** at United Way of Rhode Island
- **Operates 24/7, 365 days per year**
- **Free, confidential, multilingual** – English, Spanish, Portuguese, Khmer on staff, access to nearly 200 languages and dialects through language line
- Member of a **network of 246** 2-1-1's across the country
- Three **staff certified** in Information Referral Services, one in Resource Services, four in Information and Referral on Aging
- **Database** with more than **6,000 local agencies and programs**

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Origin and Needs in 2018

Total Calls: 181,373

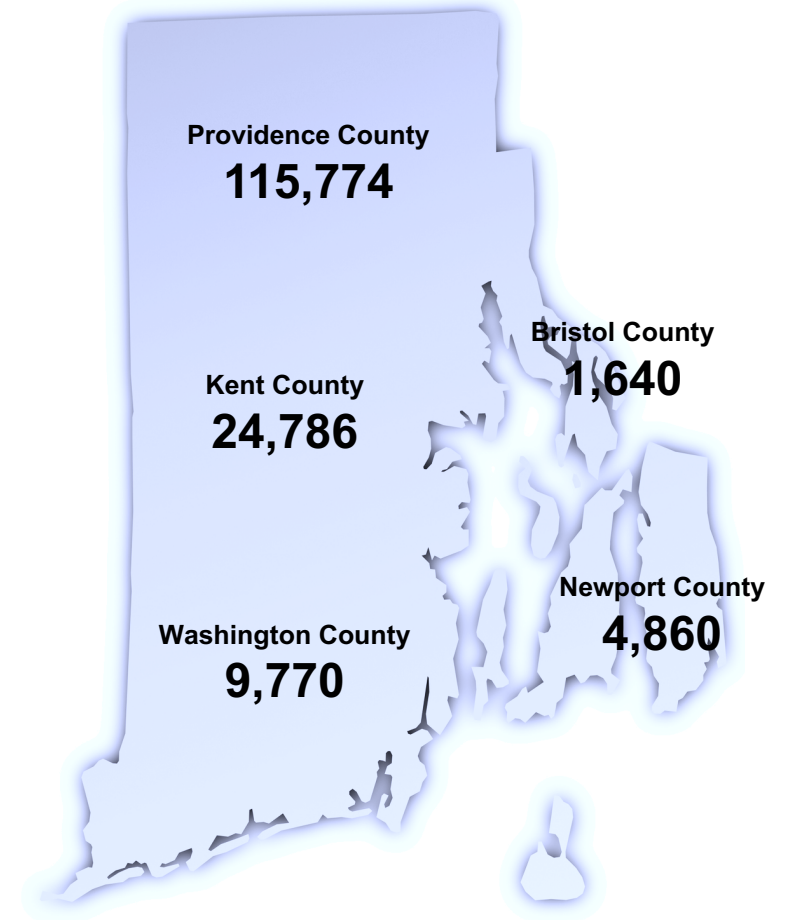
By County:

Providence	115,774
Kent	24,786
Washington	9,770
Bristol	1,640
Newport	4,860

By Need:

Rental assistance	38,878
Utility assistance	56,633
Health information	54,957
Food	62,326
Housing	72,944

Other (out-of-state/not identified) 24,543



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Origin and Needs in 2018

55 and Older

Total Contacts from Individuals 55 and older: 44,543

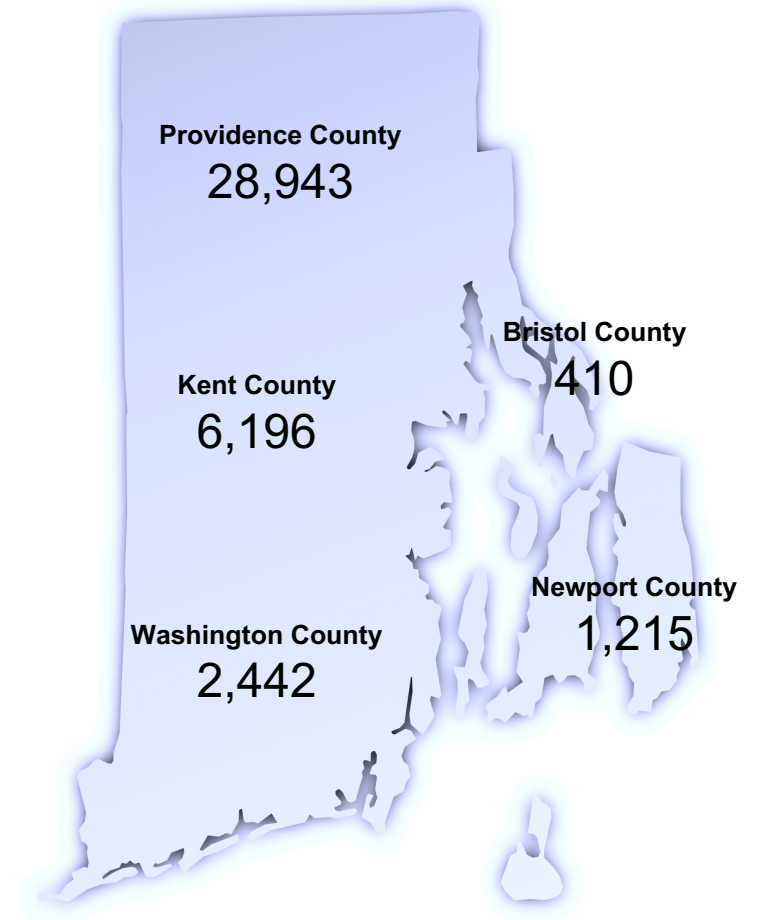
By County:

Providence	28,943
Kent	6,196
Washington	2,442
Bristol	410
Newport	1,215

By Need :

Health Information	24,158
Utility Assistance	13,739
Food Assistance	4,979
Housing	5,023
Transportation	1,442
Caregiver Support	6,454
HealthSource	1,023

Other (out-of-state/not identified) 5,337



Helping People in Need



2-1-1 on the Move in the Community



- The 2-1-1 RV serves as **a mobile command unit**.
- The 2-1-1 RV is making its way **across the state**: attending fairs, expos, workshops, educational events, state parks, and other venues to bring services directly to the community.

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2-1-1 Collaborations

Blue Cross and Blue Shield
of Rhode Island

R.I. Council on Problem Gambling

R.I. Department of Labor and Training

R.I. Veterans Affairs

R.I. Department of Human Services

R.I. Office Child Support

R.I. Division of Elderly Affairs

Aids Project Rhode Island

Volunteer Income Tax Assistance

Westbay Community Action

R.I. Division of Taxation

Neighborhood Health Plan

United Health Plan

Ocean State for Independent Living

Aids Care Ocean State

R.I. Coalition for the Homeless

R.I. Department of Health

Supplemental Nutrition Assistance
Program (SNAP)

National Grid

R.I. Attorney General's Office

Federal Hill House

R.I. Free Clinic

Clinica Esperanza

Progreso Latino

Child and Family Newport

Tufts Health Care

R.I. Parent Information Network

....and other partners as needs
are presented at outreach events



25+ Collaborators

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Programs Integrated with 2-1-1

- **Gamblers Helpline** (1-877-9-Gamble): funded by R.I. Lottery – information, referral and direct connection – 80–120 calls per month
- **CVS Opioid Addiction** Outreach Program
- **Brightstars**: information and referral for child care – 60–80 calls per month
- **Unified Social Services**: funded by State Innovation Model – create a hub to interface with other social and other services providers
- **Accountable Entities**: funded by Care New England – providing training and coaching to AE navigators at CNE programs
- **Helpline Services**: funded by R.I. Department of Human Services to provide after-hours health and human services information and referrals
- **Disaster Hotline**: when activated by R.I. E.M.A. (two activations in 2017) – fee for service

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Programs Integrated with 2-1-1

- **Medicare & Medicaid Enrollment Program** – over 200 contacts per month for unbiased Options Counseling for Medicare & Medicaid Beneficiaries, known as “duals” -- 401-519-0363
- **Benefits Enrollment Program** – Enrollment Program for Medicare Beneficiaries, in Medicaid, Supplement Nutritional Program, Medicare Savings Program, Low Income Subsidy for Prescriptions, and RI Pharmaceutical Assistance for the Elderly – 401-444-0659
- **State Health Insurance Enrollment:** -- Enrollment Medicare & Medicaid Programs
- **Senior Medicare Patrol** – Fraud Waiver and Abuse prevention program, helping Rhode Island seniors identify fraudulent changes on their Medicare statements
- **Cybercrime Hotline** – Intakes for Rhode Island cybercrime victims

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Programs Integrated with 2-1-1

- **After Hours Crisis Line** – 4:00pm to 8:00am Monday to Friday and 24 hours on weekends and holidays intake services for Rhode Island Department of Elderly Affairs Protective Services Unit – 401-462-5555
- **Navigator Program** – Healthsource Rhode Island program enrollment services on site, at special enrolment events and open enrollment events
- **After Hours Crisis Line** – 4:00pm to 8:00am Monday to Friday and 24 hours on weekends and holidays intake services for Rhode Island Department of Elderly Affairs Protective Services Unit
- **Lifespan Respite Grant** – managing a Caregivers Alliance to support caregiver across Rhode Island, in partnership with Diocese of Providence, RI College/URI/New England Tech/Salve Regina school of Nursing and Healthcentric Advisors

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Services Provided by 2-1-1

- **Earned Income Tax Credit (EITC):** Free Income Tax referrals
- **Food referrals** to R.I. Community Food Bank members
- Distribution of FamilyWize and RX for R.I. **Prescription** Discount Cards
- Daily list of available **apartments**
- Access to **out-of-state** services
- **Housing** applications for R.I. housing
- **Special needs** registry application
- Coaching on **human services** application for services
- Helping clients understand their **mail**
- **Warm transfer** for behavior health, substance abuse, gambling addiction services



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The POINT?

Rhode Island's Aging Disability Resource Center

- Implemented at United Way in March of 2010
- Specialized information and referral services and options counseling for **seniors, adults with disabilities, and caregivers**
- **Benefit Specialists** provide assistance with enrollment into Medicare and Medicaid, prescription drug programs, additional health insurance plans, information for both public and private long-term care, housing options, and veteran benefits
- Benefit Specialists provide **options counseling** and wrap-around services
- Applications for **home and community care**, and other state services
- More than **40,000 contacts** a year
- The POINT/ADRC is funded by the **Rhode Island Division of Elderly Affairs**

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Options Counseling

“Fostering personal empowerment and choice”

As defined by staff at The POINT :

*A combination of information sharing, education, decision, and support,
by meeting the contact at their level, according to their wishes*

Benefit Specialists often ask:

1. What is the current situation?
2. What are the needs presented?
3. What are the person's strengths?
4. What are the persons goals?



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Features of The POINT

- The POINT phone number is **(401) 462-4444**
- **Contact center** is open Monday, Wednesday, Friday 8:30 a.m. – 4:30 p.m., Tuesday and Wednesday 8:30 a.m. – 8 p.m., and Saturday 8:30 a.m. – noon
- **4.65 FTE** available during business hours
- **Multilingual staff:** English and Spanish
- Access to nearly **200 languages** and dialects
- **24/7 intake/triage** through the 2-1-1 call center
- **Walk-in services** 8:30 a.m. – 4:30 p.m.

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“No Wrong Door (NWD)”

The POINT provides a “NWD” system for all cases.

Our mission:

To empower individuals to make informed decisions, to exercise control over their long- and short-term care needs, to achieve their personal goals and preferences.

All incoming calls, walk-ins, and cases addressed on the outreach RV are provided with services and referrals according to their own individual needs.

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Options Counseling Tool

The POINT receives two very distinct types of contacts:

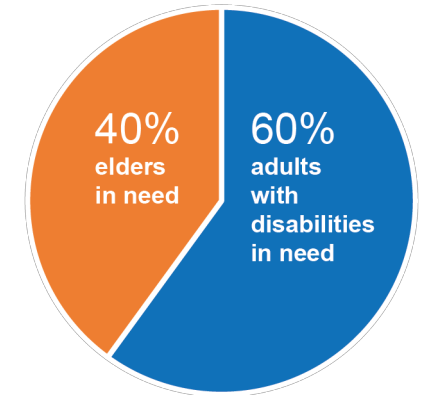
- Information and Referral Calls: average of **3,000** calls per month, up to **5** minutes per call
- Specialized Calls in need of Options Counseling: up to **450** a month, up to **2** hours per call

Who contacts The POINT?

- 50% are people needing help the other 50% are caregivers and other professionals



- 60% are elders in need and 40% are adults with disabilities in need



Contacts might present **one need**, but usually receive services for **4 or more needs**.

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Medicaid

Common questions received by The POINT



- Guidelines and income limits
- Help completing and/or mailing application
- Questions on status of application
- Told coverage ended and do not understand why
- Needing new card
- Never received a card
- Prescriptions not being covered at pharmacy
- Cannot reach Department of Human Services (DHS), asking if we can answer their questions (thinking we can access their information)
- Explanation of notice/letter received
- Length of time for processing application (usually looking for status)
- Asking to update their information in the DHS system
- Seeking a case manager
- Complaints (can't get through, hold times)
- Cannot get to DHS (or in touch with them), homebound and needing help with applications and services

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Medicare Premium Payment

Common questions received by The POINT



- Guidelines and income limits
- Help completing and/or mailing application
- Status of application
- Told coverage ended and do not understand why
- Asking if we can see what level Medicare Premium Payment they have (Qualified Medicare Beneficiary – QMB, Specified Low-Income Medicare Program – SLMB, Qualified Individual – QI)
- Explanation of notice/letter received
- Length of time for processing application (usually looking for status)
- Help with co-pays

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Long-Term Care

Common questions received by The POINT



- Guidelines and income limits – documents needed for application (all different requirements compared to Medicaid)
- Help completing and/or mailing application
- Status of application
- Cannot get in touch with Long-Term Care case worker
- Being charged co-pays for prescriptions
- Explanation of notice/letter received
- Length of time for processing application (usually looking for status)
- Nursing home information/list
- Assisted living qualifications and application assistance
- Nursing home ratings
- Seeking a case manager
- Told coverage ended and do not understand why
- Help with co-pays

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Home and Community Care

Common questions received by The POINT



- Take applications, then send to Elderly Affairs
- Applications are confirmed with case management agencies monthly
- Guidelines and income limits questions
- Which agencies are used by the system
- Qualifications
- Length of time for processing application (usually looking for status)
- Follow up on status of applications (further follow-up done by staff)
- Assistance with co-pays

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CALLERS' LIVES ARE COMPLEX

What Types of Services Do We Provide at The POINT



Medicare
Premium
Payment

Medicaid



Home and
Community
Care

Long-Term
Care

A 73 year old women, living in her car since May has a feeding tube and is not allowed in shelters, because of the feeding tube. She has applied to Portsmouth Housing Authority. Her daughter lives locally and cannot let her mother stay with her because it is a lease violation. She is also a victim of domestic violence, and is trying to stay away from certain areas.

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For more information about **2-1-1 in Rhode Island**
or **The POINT**, please contact:

Cristina Amedeo
Managing Director 2-1-1/The POINT

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