

Health and Behavioral Health Discharge Planning Process Guide

Scope:

This Guide is designed for patients being discharged from the healthcare or behavioral health system into homelessness and in need of homeless services. Organizations within the system include:

- Psychiatric facility
- Substance abuse treatment facility
- Hospital
- Other residential medical facility
- Long-term care/nursing home

Primary Organizations In Which Discharged Patients Are Referred

- Roof Above | Day Services Center and Shelters for Men | Seasonal Winter Shelter Room In The Inn (December through March)
- Salvation Army Center of Hope | Shelter for Women
- Samaritan House | Short-term Recuperative Care (cannot receive patients from Behavioral Health)

Another Organization of Note:

- Safe Alliance | Domestic Violence (referrals only received patients from Domestic Violence Healthcare Project only)

Organizational Contacts (for internal healthcare and behavioral system use only) When A Person Who Is Homeless is Admitted

- For special cases, it may be helpful to contact a primary organization to explore any current connection to a case worker or to case worker, inquire about processes, or discuss situations. These contacts are for internal use only and not to be provided to the patient.
 - Roof Above
 - Day Services Center/Room In The Inn: Marlo Featherson | mfeatherson@roofabove.org | 704-334-3187 Ext. 324 and Randall Hitt | rhitt@roofabove.org | 704-334-3187 Ext. 109.
 - Shelters: Jerard Collins | jcollins@roofabove.org | 704-334-3187 Ext. 149 and Joanne Cain | jcaine@roofabove.org | 704-334-3187 Ext. 128
 - Salvation Army -Breanna McGowan- 704-348-2560 ext. 244 or 704-955-6545 (cell) | Louise Ferrell- 704-348-2560 ext. 255 or 704-955-5191 (cell) | Roshanda Faulkner- 704-348-2560 ext. 251
 - Samaritan House – Marquest Moore | MMoore@thesamaritanhouse.org | 704-333-0110 | Rodney Tucker | RTucker@thesamaritanhouse.org | 704-333-0110
 - Safe Alliance Hotline: 980-771-4673

Preparing For Discharge

Discussions with a patient being discharged into homelessness should be done as early as possible, even if the stay is a prolonged in-patient stay. **The reality is there may not be an immediate shelter solution or a case manager that can immediately talk with and address the needs of the discharged patient when they are dropped off at a Shelter or the Day Services Center.**

Step 1

- Have the patient consider if there is a support network (family/friends) in another city or community that would be willing to take them in.
- The Shelters have a program called **Diversion**, which provides individuals with a bus or train ticket to get to that home community.
- If this might be an option – call the shelter contacts listed in this guide to discuss the situation.

Step 2

- Patients and medical staff can use information sources such as Novant’s “MyCommunity” or Atrium’s “Find Help” online services to get information and send messages.
- Assess whether the patient has any situations/conditions that may preclude them from entering shelter so that a different plan may be addressed. A few guiderails are provided below.

Note: Roof Above Men’s Shelter Cannot Accommodate:

- Individuals with colostomy bags
- Individuals with oxygen tanks that are NOT batter powered

Note that some individuals may be barred or banned from Salvation Army and/or Roof Above so they may not be able to access shelter.

Items To Take Into Consideration That May Pose Challenges to Shelter Care

- Inability or have severe challenges with major life activities: bathing/showering, dressing themselves, using the restroom, feeding oneself
 - Lack of mobility: getting up and down, walking/making their way to the restroom/dining area
 - Wound/illness that requires additional recovery/assistance
 - Inability to administer required medication
 - Severe cognitive impairment
 - Demonstrated violent disposition
- If there is a question concerning whether a shelter can handle the patient’s condition, call the appropriate contact listed in this guide.



Step 3





- Have the patient call the **Coordinated Entry Hotline** at 704-284-9665.
- Coordinated Entry is part of the process to access homeless resources and shelter. It is a series of questions aimed at better understanding one's situation and connecting them to the best available resource for which they are eligible. It also provides our community with important data points regarding homelessness to promote systems change.
- The patient will leave a message. It can take **up to two days for the call to be returned.**

Step 4 – Discharge

- Prepare discharge packet to make sure patient can provide to homeless service providers
 - Identify patient's current medical conditions
 - Prepare list of patient's drugs
 - Define patient's treatment plan
- Patient is typically provided with a 30-day supply of drugs, with information on how to obtain refills.
- **Consider discharging as early as possible during the day and on a weekday. That way, the patient has a better opportunity to access services. It is extremely challenging to have a drop off in late afternoon.**
- Share the attached Patient Quick Guide to Essential Services for Individuals Experiencing Homelessness.

Patient Quick Guide to Essential Services for Individuals Experiencing Homelessness

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| <h2 style="margin: 0;">Coordinated Entry</h2> |  |
| <p>Coordinated Entry is part of the process to access homeless resources and shelter. It is a series of questions aimed at better understanding one’s situation and connecting them to the best available resource for which they are eligible. It also provides our community with important data points regarding homelessness to promote systems change.</p> <p>Call Coordinated Entry if you are experiencing homelessness, or at very imminent risk of experiencing homelessness.</p> | <p>Call 704-284-9665 to start the CE process. Please leave a voice mail for a return call</p> |
| <h2 style="margin: 0;">Emergency Shelter Options</h2> |  |
| <p>Roof Above Overnight Shelter (Giles Shelter)– 118 beds/mats total</p> <ul style="list-style-type: none"> • First-come/First-served; check-in starts at 6pm nightly. Individuals can start lining up before then. • 3410 Statesville Avenue | <p>Single Men</p> |
| <p>Roof Above Program Shelter – 419 beds total</p> <ul style="list-style-type: none"> • Lottery system to obtain an assigned bed. 24/7 shelter and case management/supportive services • Shelters at 3406 Statesville Ave. (Howard Levine Shelter) and 1210 N. Tryon St. (Tryon Street Shelter) • Lottery process: <ul style="list-style-type: none"> ○ Must enter name between 8am and 9am, Monday-Friday (except holidays) ○ Can call 704-334-3187 Ext. 102 ○ Can sign up in person at 1210 N. Tryon Street Shelter in the morning. ○ Can sign up in person at 945 N. College Street Day Services Center (starting at 8:30am) | <p>Single Men</p> |
| <p>Salvation Army Center of Hope</p> <ul style="list-style-type: none"> • Intake process: <ul style="list-style-type: none"> ○ Call Coordinated Entry Hotline 704-284-9665 ○ Can put name on list daily at Roof Above Day Services Center at 945 N. College Street | <p>Women, Women & Children</p> |

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| <p>Roof Above Room in the Inn (December through March Only)</p> <ul style="list-style-type: none"> • Churches and other organizations open space to shelter individuals nightly. • Beds available vary by night. • Must pre-register at Roof Above Day Services Center, 945 N. College Street, 2:00pm-4pm, Monday-Friday (excluding holidays). • For some sites COVID vaccine may be required. | <p>All household types.</p> |
| <p>Resources for Basic Services</p> |  |
| <p>Roof Above Day Services Center – 945 North College Street</p> <ul style="list-style-type: none"> • 8:30am-4:00pm, Monday-Friday • 9:00am-12:30, Saturday/Sunday/Holidays • Sign-Ups for Services: 8:30am and 1:30pm weekdays; 9:00am Saturdays/holidays (limited services Sundays) • Showers, laundry, mail, phones, restrooms, indoor seating, access to power outlets for charging, NC ID assistance, connections to resources • Lunch daily 11:15AM-12:15PM | |
| <p>Project Outpour: Mobile Showers</p> <ul style="list-style-type: none"> • Location/Times vary. • https://projectoutpour.org/schedule-resources/ | <p>Call: 704-275-5540</p> |
| <p>Hope Vibes: Mobile Showers and Laundry</p> <ul style="list-style-type: none"> • Locations/Times vary. • https://www.hopevibes.org/ | <p>Call: 980-292-4522</p> |
| <p>Homeless Resource Center: Meals</p> <ul style="list-style-type: none"> • 618 N. College Street • 4:30PM Monday, Thursday, Friday • 7:00AM Saturday. |  |
| <p>Crisis Assistance Ministry Free Store: Clothing</p> <ul style="list-style-type: none"> • <u>APPOINTMENT RECOMMENDED</u>: 10:00AM-4:00PM Tuesday-Saturday • www.crisisassistance.org • 704-371-3001x 281 |  |
| <p>Peer Support Service</p> |  |
| <p>*Promise Resource Network</p> <ul style="list-style-type: none"> • 2224 The Plaza. • Please call ahead. | <p>704-391-7709</p> |