

Meeting the Challenge in Guilford County: Empowering Frontline Staff Roundtable Discussion Comments

Agency Participants

Services

Little Known Criteria

Access to Services

Bridgeway Behavioral Health

24-hr. detox, residential care for men and women 18 and over. Most clients have no income. Can serve 40 clients, 16 in detox.

Outpatient care at Guilford Center; refer for treatment; no Medicaid; no insurance preferred. Links clients to service; treatment must be voluntary.

Referrals through courts and probation officers. Access services through Guilford Center, Moses Cone emergency room and High Point Regional Hospital; Crisis Line: 1-800-853-5163. Bridgeway 336-845-4010. Website: www.bridgewaybh.com

Family Service of the Piedmont

Carpenter House

Serves victims of domestic violence; secure location with cameras; age limit for boys of 15 years; helps clients access other resources (Credit Management, Mental Health, housing)

Quick turnaround if accepted into program

24-hr. crisis line/screenings 336-273-7273 Greensboro; 889-7273 High Point

Consumer Credit Counseling Services

Multiple service provider for families, children and adults; financial services provided in community to churches, corporations, Greensboro, High Point, Salisbury and other surrounding cities.

No income requirement for participation; maximum fee of \$50 for debt management.

Call 336-373-8882 or 336-387-6161.

Housing Specialist

Provides training and advocacy for affordable housing; helps people find housing

Housing Support Team

Finds housing for homeless individuals; provides peer support for homeless individuals placed into permanent housing. Works with Housing Coalition.

Finds housing for chronically homeless. Must have mental health diagnosis, be chronically homeless.

336-889-6105

SOAR/Disability Applications

Helps secure permanent supportive housing for disabled individuals.

Grant funded; serves individuals only.

336-869-6105 ext. 1129

Meeting the Challenge in Guilford County: Empowering Frontline Staff Roundtable Discussion Comments

Agency Participants

Services

Little Known Criteria

Access to Services

Goodwill Industries

Jobs on the Outside

Provides case management.

Must have GED/High School diploma. Must be on probation.

www.triadgoodwill.org; 336-852-8301

Grace Community Church

Nightwatch

Street outreach; connection to services.

www.nightwatchgso.com

Greensboro Housing Authority

Supportive Housing Program

Supportive Housing program; no Section 8 housing; serves those who are homeless or disabled.

Serves married couples. If homeless, must also have HIV/AIDS, chronic issues. One-two home visits required.

Greensboro Housing Coalition

Advocates and offers housing counseling for safe, affordable housing (getting into housing that fits one's situation, preventing evictions and foreclosures.)

No criteria; all are eligible.

Call 336-691-9521 to speak with housing counselor or walk in at 122 N. Elm Street, Ste. M-2.

Greensboro Urban Ministry

Emergency Services

Faith-based; welcome everybody. Provides emergency assistance (\$), situational planning and emotional support.

Helps with electricity, gas and water bills; crisis cannot be self-inflicted; no income guidelines; program very adaptable to external stimuli; energy grant for Duke Energy service only, no High Point utilities.

Referral from pastor or social service agency. Call first.

Meeting the Challenge in Guilford County: Empowering Frontline Staff Roundtable Discussion Comments

Agency Participants

Services

Little Known Criteria

Access to Services

Partnership Village

2-yr. transitional housing for singles and families with minor children; supportive services and life skills training.

Must have income (work, disability, child support) within specific range; program looks at criminal history.

Get application and present paperwork for background check; interview, then can move in space permitting.

Pathways

Pathways Family Shelter has 16 apartments; length of stay is 100 days; residents stay for free; alternative to public housing. Helps people find affordable housing, works with Care Teams; only serves families.

Must have some form of income; 6-8 week waiting list; application available on line or in person. Need to check in with GUM daily.

Pathways Center 336-271-5988

Weaver House

Emergency shelter for adult men and women; emergency assistance; works with Barnabas Network for furniture; utility and food assistance

Referrals for Substance Abuse; works with Partnership Village or other housing; maximum stay is 67 days; intake available 24-hr. daily; dormitories open for breakfast at 7:00am. Must leave by 10am and cannot return until 4:30pm. Must meet curfew.

305 W. Lee St., Greensboro. Call 336-271-5959, ext. 336. Walk-ins seen on first come-first served basis; works with churches to accommodate capacity; no criteria-no charge; website; www.greensborourbanministry.org

Guilford Center

Guilford Center

System of care coordination; provides training, technical assistance, child services collaborative, care review, has agency fair

Manual available on child mental health system

Call Lisa Salo 336-389-6091, 232 N. Edgeworth Ave., Greensboro

Guilford Child Development

Serves children birth-2 years old (Early Head Start); serves children 3-4 (Head Start); case managers work with mothers first; provides transportation for children enrolled in program; family advocates work with mothers in program; 14 centers.

Maintains a waiting list - times vary; 8 slots in Early Head Start program; anyone can apply but slots are allotted to indigent families; Case Management nurse works with mothers; advocates for families and children; serves low income; advocates to help family reach goals; to apply, must complete application.

Parents must call to schedule appointment; referrals also come through DSS and schools. 1200 Arlington St., Greensboro. Call 336-378-7700. Visit www.guilfordchilddev.org

Meeting the Challenge in Guilford County: Empowering Frontline Staff Roundtable Discussion Comments

Agency Participants

Services

Little Known Criteria

Access to Services

Guilford Community Care Network

Access to health care for underserved population; only dental access program; program based; staffed by volunteers.

Small copayment for services; fee waived for homeless population; sliding scale for prescriptions.

336-235-0930

Project Access

Provides access to medical, dental care and specialists; connection to dental in High Point; case management. Uses network medical personnel; strong educational component; provides healthcare referrals.

Accepts Medicaid. Must have verifiable housing; 6 month enrolment period.

Intake conducted at DSS, Salvation Army Center of Hope or Project Access offices. Bring proof of income. Call to set up appointment.

Guilford County Dept. of Public Health

Child Services Coordination Program & Kids Connection

Ensures all children are on target developmentally before entering school system; free coordination of medical and social needs for children 0-5 years; coordinates medical and social needs of children 0-5 years; makes home visits; provides counseling and support; income eligibility requirements.

Needs based for ages 1-5, checks babies to ensure proper growth, DV, S/A, congenital abnormalities.

High Point 336-845-7891; Greensboro 336-641-3181. Can be self-referred, hospitals or physicians can call. Public Health in High Point at 845-6055. For Kids Connection, call 336-641-3272

Health Services

Free Hepatitis B, Hepatitis A, TB & Tetanus shots; Flu vaccines: \$25 or free in some cases; international immunization program; free STD/HIV testing by appointment; social work services for HIV/STD clinics; free shots for children and refugees.

336-641-7777

Meeting the Challenge in Guilford County: Empowering Frontline Staff Roundtable Discussion Comments

Agency Participants

Services

Little Known Criteria

Access to Services

Healthy Start Baby Love Plus

Has community outreach workers, holds House Parties and Community Baby Showers for expectant mothers; free baby items; conducts a Smoking Cessation program to reduce infant mortality; nurses and social workers provide case management with expectant mothers until 2 mos. post-delivery; family planning; maternity care; few services for males. Helps clients find housing, jobs, obtain GED.

No fees for House Parties and Showers. Services offered to those with Medicaid. Mom's can also get Blue Medicaid for contraception after birth.

Referrals received through Maternity Care Program, clinics and physicians; call 336-641-7777. Call 336-641-4677 for Smoking Cessation

Guilford County Schools

Allan Jay Elementary School

Keeps McKinney-Vento at school; works with families to arrange transportation; helps families find employment and housing, etc.

Samantha Lee, Social Worker
336-434-8490

Homeless Education Program

Provides transportation, clothing, etc. to students who are homeless.

Any student who is homeless can remain at their current school and receive transportation.

For homeless students experiencing problems enrolling or other concerns, call 336-621-4047.

Guilford County

Drug Court

Works with offenders; offer case management and coordination of services; Support Group; provides sentencing on probation; can find court dates.

Clients must have permanent address for probation to find them; cannot serve violent offenders

336-412-7799

Mental Health Court

Serves offenders and those with mental health diagnosis; Alternative to regular court; compliance to services is required; works on increasing communication between agencies.

For individuals with mental health diagnosis or symptoms who have been charged with non-violent crimes

Meeting the Challenge in Guilford County: Empowering Frontline Staff Roundtable Discussion Comments

Agency Participants	Services	Little Known Criteria	Access to Services
<i>Sheriff's Office</i>	Detox for individuals; provides mental health care and education.	Seeks to mend the disconnect between services "inside" and in the community.	Referrals from courts.
<i>Detention Center</i>	Makes referrals for employment and services.	Without substance abuse issue, few resources and referrals available. No phone interviews.	Agencies must refer to gain access to interview. 401 N. Sycamore St., Greensboro; 336-641-3099; www.guilfordgov.co.nc.us
Guilford Interfaith Hospitality Network	Accepts any make-up of family; no age limit for children; works with a network of churches to provide shelter using Sunday school classrooms. Can serve 5 families at a time, can stay for maximum of 3 months.	18 churches in High Point, 19 in Greensboro comprise network. No fees. Conducts telephone assessments; must sign agreement reporting income and expenditures.	Contact agency for Intake Assessment. 336-886-1121 in High Point; 336-574-0333 in Greensboro.
High Point Drug Treatment Court	Started in Greensboro in 2002 and in High Point in 2008, win-win for clients (they get charges dismissed and obtain sobriety). Class H & I felonies connected to drug use.	Must have pending charges, stable housing and must have at least a 1-yr. commitment.	Referrals from District Attorney, Guilford Center and court counselors. Accepts self-referrals.
High Point Jail Ministry	Intervenes to stop criminal cycle; provides Bible studies; addresses other issues inmate may be facing.		Website or phone.
Housing Greensboro	Only agency that provides free home repair to low income, elderly and disabled adults.	Must own homes and occupy them at time of services; low income requirements.	336-232-0127
Joseph's House	Transitional housing for 9 young men ages 18-21; permanent housing for 5 youth' drop-in center for going back to school with showers, bus/etc. One of few programs that serve this population; most clients stay beyond 21st birthday.	Chronically homeless with disability to get into permanent apartments; transitional housing open to non-chronically homeless; pay "program fees" for transitional which can be used for deposits; cannot bring vehicles.	Call or visit website. Drop-in center open 11am-8pm daily; meet with case manager and/or director for housing programs.

Meeting the Challenge in Guilford County: Empowering Frontline Staff Roundtable Discussion Comments

Agency Participants

Services

Little Known Criteria

Access to Services

Mary's House & Mary's Homes

Mary's Homes

Serves women with Substance Abuse addictions and their children; Gets vouchers through Housing Authority; helps families find housing and jobs. Recover for 6 mos. Then offered permanent housing.

Substance Abuse Only; can enter Homes program if have been clean for 1 year; no age limit on children; application on website

Call Leslie or Cheryl at 336-373-9717 or 988-5530

Mary's House

Three different programs: Mary's House, Mary's Homes and Emergency Assistance. 24-hr. facility; No fee for services; can serve 8 families at a time. Provides transitional housing for women with SA problems. 12 step program for women in recovery; program is Non-Smoking.

Accepts children up to age 10. Mental health services also provided.; conducts criminal background checks; Methadone and Opiate users not eligible for Mary's House but may meet criteria for Mary's Homes; conducts random drug screening and nicotine testing.

Call 336-275-0820. Face to face interview required. Probation, DSS and self referrals. Referral forms available on website.

Mental Health Association Greensboro

Offers support groups; services in English and Spanish; peer support specialists; education about mental health; serves variety different diagnosis.

www.mhag.org 336-373-1402

Moses Cone Hospital

Behavioral Health

In-patient and outpatient care for children-adults; 2-5 day stay including therapy; accept any individual; able to serve suicidal/homicidal, in crisis, danger to themselves, mental health, detox.

No one turned away

Call 336-832-9600, walk-ins welcome (assessment center on-site. Can also come through Guilford Center or ER.

Health Serve

Provides primary care, mental health, DSS Medicaid, case management, pharmacy and nutritionist.

Provides referrals to specialists.

Meeting the Challenge in Guilford County: Empowering Frontline Staff Roundtable Discussion Comments

Agency Participants

Services

Little Known Criteria

Access to Services

Moses Cone Cancer Center

Helps clients get to appointments; connects with cancer agencies to help with payments

\$100-300 one-time payment to Moses Cone. No one turned away due to lack of insurance

Cancer Center 336-832-0648

National MS Society

Serves clients at increased risk for homelessness; must have Multiple Sclerosis or be caregiver of patient with MS diagnosis.

State and Federal advocates; no charge for clients; solely supported by fundraising

Referrals from Urban Ministry and clinics.

Room at the Inn

Faith-based support group; takes in pregnant women with previous children age 5 and under.

Must be US citizen; program is transitional housing based not emergency; no active substance abusers or domestic violence; structured daily regimen; no double dipping with TANF; no threatening or belligerent behavior.

Call for services.

Salvation Army

Center of Hope, Greensboro

Salvation Army is a church; provides community outreach; uses a holistic approach; provides services to multiple populations. Provides temporary housing for singles and families; classes for GED, etc. when not in overflow season; can stay for up to one year while working on reasons for homelessness; child care for work search; continuing case.

Fees based on income; no charge if without income; goal is employment/sustainability. Acceptance is based on available space.

Call 336-272-5572. Applications handled by Carolyn Hood on Mon./Tues./Wed. 9am-2pm; then meet with case manager who will assist with employment, child care, etc.

Salvation Army High Point

Emergency shelter and assistance; food pantry; transitional housing, shelter, Shelter Plus Care program.

To receive transitional housing you must come through emergency shelter.

Emergency shelter, emergency assistance and food pantry are open to everyone.

Meeting the Challenge in Guilford County: Empowering Frontline Staff Roundtable Discussion Comments

Agency Participants

Services

Little Known Criteria

Access to Services

Servant Center

Transitional housing for veterans and other men with disabilities; hospice care; help with disability applications; classes in life skills, budgeting; food pantry with new program for refugees.

Must be ambulatory and able to do self-care and follow directions and live in group setting; must do community service; must have 30 days clean time; can do restitution or child support when income starts.

Screening process can be done by phone; interview to see if client fits criteria; VA social workers talk with veterans at VA or meet at Servant Center.

Social Security Administration

Serves all ages; offers financial support if breadwinner dies; retirement program; disability program; Social Security & SSI. Survivor program; financial

Search online or call toll free number 1-800-772-1213; avoid first of month or first week of month.

Services can be accessed online at www.socialsecurity.gov; use website to apply for disability. Use toll free number 1-800-772-1213 to request interview or walk in appointments accepted.

Youth Focus

Shelter for boys and girls 12-17 with 12 beds; transitional living program for girls 16-21, can take pregnant or parenting girl (6 beds). Temporary living program for homeless or at risk teens. Assists women and children at least 2 year old; transportation provided; community center for clients.

NOT a treatment program. One on one coaches for pregnant women. Not for severely mentally ill; referrals for Substance Abuse treatment; have worked with transgender individuals

www.youthfocus.org 336-803-1434