

**Third Friday DB Call Notes**  
**October 20, 2006, 10:30am ET/9:30CT**

**GENERAL REMINDER –**

- FYI about **IN211 Routing and Holiday Plan** – As most know already, IN211 contracts with Connect2Help (formerly IRN) in Indpls to handle “after-hours” and disaster backup for other IN211 Centers. Because of telephone companies’ routing issues with 2-1-1, some calls arrive at C2H even when they should be served by other Centers. For this reason, C2H has access to the full database statewide. This database is available to any Center that wants to use it. In order to “share the burden” in 2006, the major holidays that are difficult to cover (Thanksgiving, Christmas, and New Years) will rotate among the other Centers. Centers using the statewide database for Holiday coverage will participate in a holiday database training. We need YOUR DATA about anything that would be relevant for taking calls on holidays.
- Anytime that there is anything **quirky about programs in your communities, please forward that info to C2H. If something appears in the media after-hours**, you can even call the Supervisor on Duty at 317-926-4357, press 1 and ask for Supervisor on Duty. If LaJeana receives it by early Friday (before 4pm ET), she can have it in the database by that afternoon. She would set it up as a quick program attached to the other Center’s program entry. For example, if a 2-1-1 Center does a flu shot promotion, she would attach it to that Center. The I&R Specialist would look up the county and the keyword.

*Please make sure that quick information includes address with zip codes, time zone and area code.*

**Discussion of Seasonal Programs**

**Holiday Assistance – Thanksgiving and Christmas**

- Please provide your holiday and seasonal program to Connect2Help in Indpls. If in an export, also provide a quick summary. Send time-sensitive info to LaJeana Cass at [lcass@connect2help.org](mailto:lcass@connect2help.org) or call at 317-920-4850 x 231. Info may be faxed to C2H at 317-920-4885.
- *Fax your last-minute Thanksgiving meal information to 260-426-5052 or email to [barbm@uwacin.org](mailto:barbm@uwacin.org). For Friday programs, please e-mail to [dsisk@uwsjc.com](mailto:dsisk@uwsjc.com) or fax to 574-239-2251.*
- All info should be in Iris, if possible. Exports of full data should be provided to IN211 by Nov. 2 in order to create disks for Thanksgiving coverage. You can e-mail or fax info about last-minute or special programs (i.e. hot meals on Thanksgiving weekend; special shelter for cold; number for volunteering at special hot meal or holiday assistance program).
- Please consider providing a quickie bullet-point summary of key programs, types of programs available, application process and deadlines.
- How to code and update – please use Taxonomy Term Holiday Assistance (TF-300) and Standardized keywords “Holiday Programs” and the county keyword for which the program serves. Many Centers mark these programs as “Seasonal Program” with a “hot message” displaying the application dates or special protocols.

**Energy Assistance**

- New eligibility for **LIHEAP** – Nov 1 start date for seniors, people with disabilities and families with children under 6, up to 150% of poverty. The big change is that folks who are in subsidized housing will receive NO utility assistance if the subsidized housing includes utilities.
- Nov 20 the program opens to the general public. Anyone who is currently in a disconnect situation or currently off may apply beginning Nov 1.
- Should take with them a current copy of the electric and gas bill. If in disconnect, will need the disconnect notice. Need SS card for all persons in the household. If receiving social security, should bring the SS letter identifying the benefits received. If working, bring last check stub. May want to bring the info from 2005 tax return if applying in Nov. Usually offers about \$260 average. If in crisis, may receive up to \$200

additional. Bulk fuel is also available up to \$300 in crisis situation. May only apply once, unless a bulk fuel person.

- If sign up and qualify for this program, should not get disconnected before March 15 for most consumers but not all. This is called the moratorium.
- If people are applying for Energy Assistance Program, Community Action Agencies are also encouraging applicants to apply for the Lifeline/Linkup telephone program.  
<http://www.in.gov/oucc/publications/LLLUBrochure.html>
- **Help Thy Neighbor/Gift of Warmth program** – a program that is only available through the utility companies directly. <http://www.heatingfund.org> NIPSCO has assigned that program to Salvation Army in some communities (Elkhart, Ft. Wayne, Lake Co). In most counties, the applications are handled directly at the utility companies. Households up to 200% poverty can qualify. Interesting point is that the utility company may lower the deposit amount if the household qualifies.

### Flu Shots

- Reminder that 2-1-1 is being promoted in many communities across the country.
- United Way of St. Joseph County 2-1-1
- Note that Elkhart and Bartholomew county health departments did not receive their flu shots yet. Many counties have not received them.
- Please make sure that Health Departments are coded with Keyword – “Flu Shots” and Taxonomy LT-340.200

### Medicare Part D Enrollment period

- Enrollment deadlines and FAQs – Signup starts Nov 15 and ends Dec. 31. Medicare Part D folks are recommending that if people want to change their plan, they should call by Dec. 8. Anyone who is on Medicare and Medicaid, they may apply anytime.
- What to refer to Area Agencies on Aging and what to refer to SHIP (volunteer counselors that help anyone who need guidance). SHIP volunteers are housed in many different agencies.
  - AAAs handle just about everything that SHIP does related to Medicare Part D.

**Hoosier Rx** has changed a little. Hoosier Rx is for people who qualify for extra help, but have assets above the normal levels. This year, they will pay premiums (up to \$71) but not deductibles.

<http://www.in.gov/fssa/elderly/hoosier/rx> **Rx for Indiana** is the web-based Pharma program that allows anyone (lower/working income) to apply to pharmaceutical companies for subsidies. <http://rxforindiana.org/>

**Walmart** is offering \$4 generics throughout Indiana (1 of 14 states for expansion). Target intends to match it.

### FEMA and Disaster Recovery

- What everyone should know about FEMA process <http://www.fema.gov/assistance/index.shtm>
  - Reviewed the application process once a disaster is declared by the feds
  - 1-800-621-FEMA, 8am-6pm local time, 7 days a week
- Flood resources in Lake County and Vanderburgh <http://www.fema.gov/news/event.fema?id=7145>
  - Disaster Recovery Centers are established in Lake and Vanderburgh counties.
  - Northwest IN COAD now formed; meeting weekly; establishing the responsibilities; setting up some mold training
  - In Vanderburgh, there were about 600 homes affected; the LTR (long-term recovery) will meet next week.

Training topics and trainers for future calls

- "Taking stock of your database" and "what the AIRS Standards say about Database"
- E-mail update process – Next Month!!!!
- Taxonomy and more taxonomy
- Building the bridge between your Database and Phone Room staff

If you would like to see something specifically addressed related to training, please contact Barb McKee, [barbm@uwacin.org](mailto:barbm@uwacin.org) or 260-469-4026.