This presentation is to start discussion in the process of developing solutions. It has been presented from a cancer patient point of view but applies to all who may be disabled or ill. It is important to understand the whole picture of resources before we can start to address any processes in one system. Presentation on each slide has been done in a box format with short bullet points for easy discussion. The first box shows the present system as best we know from all sources, systems and foundations. The second box presents the holes that cancer family’s experience. The last box presents some possible suggested changes.

There are eleven slides to this presentation. Slides two and three represent the situation and existing help available now. They illustrate what happens when someone is unable to work or loses their job while undergoing treatment for an illness. Slides four through eight represent issues addressed in the bill. Slides nine, ten and eleven represent related issues tied into what families need and to complete the picture of the issue. This is just a starting point and does not include every resource, full process detail or solution. There are many real life stories to illustrate every area presented and can be given upon request. For ease of use resources and processes offered by social service departments will have SS next to the line unless it is spelled out.

Cancer Support Foundation, Inc. has worked for nine years helping cancer families in Maryland deal with every day needs while they are under cancer treatment. We work with treatment centers, other foundations, and the various social services departments in the state to provide the basic needs for patients. As a member of the of the Maryland Cancer Collaborative I have been part of the survivorship committee producing a resource guide that will in the future be available statewide. With this experience, knowledge, and professional background I have prepared this document.
Cindy Carter - Executive Director Cancer Support Foundation, Inc.
Loss of Job – Cancer Patient Treatment 12-Months or Less

Present System
- Short-Term Disability (STD)
- Long-Term Disability (LTD)
- Family Leave Act (FMLA)
- Unemployment Comp
- Private Cancer Insurance
- Social Services assistance

Not Working
- STD
- LTD
- FMLA – No Pay
- FMLA – Let Go After Return
- No Unemployment
- Social Security Disability Not Available
- Private Cancer Insurance – most do not have
- Treatment last six to twelve months

Suggested Changes
- Temporary Disability – Not Available in MD
- More help from Social Services
- New Programs in the state

10/16/2013
Existing Help

Present System

- Cancer Center Navigators
- Cancer Foundations
- Social Services Departments
- Treatment center foundations
- Family and Friends
- Treatment 6-12 months

Not Working

- Cancer Center Navigators – only refer to other places
- Cancer Foundations – most funding not going to patients
- Social Services Departments
- Treatment center foundations – limited
- Family and Friends – limited
- Treatment for 6-12 months

Suggested Changes

- Temporary Disability Insurance – not available yet in Maryland
- Changes in Social Services processes
- New programs – State
- New programs – Cancer Foundation Partnerships
- Cancer Foundations – we cannot change their missions

10/16/2013
Food Stamps/Meals/Food

Present System

- Phone Interview - SS
- Online application - SS
- Mail-In - SS
- Go Into Office – SS
- Multiple Visits
- Renewal Every 6-Months - SS
- Notification to Renew - SS
- Private food pantries
- MD Food Bank

Not Working

- Phone Interview (Voice Mail, Calls Not Returned) - SS
- Online (Some Patients No Computer) - SS
- Mail-In – Lost Docs, Not Processed, No Receipt - SS
- Go Into Office – Multiple Visits, Long hours physically unable - SS
- Renewal – 6 months - SS
- Late or No Notification for renewal - SS
- Treatment 6-12 months
- Private Food Banks – patients too ill to go
- MD Food Bank – charges non-profits to get food to distribute

Suggested Changes

- Designated team of case managers in EVERY district for chronic health applications - SS
- Designated Phone Line for Interviews - SS
- Mail-In With Receipt Returned to Patient - SS
- Priority Wait Time - 20 min limit - SS
- Renewal According to Treatment Plan Timeline - SS
- Effective and timely renewal notifications - SS
- Meals on Wheels Partnerships
- Patients need food or meals delivered
Medical Assistance

Present System

- Phone Interview - SS
- Online application - SS
- Mail-In
- Go Into Office – Multiple Visits - SS
- Renewal Every 6-Months - SS
- Notification to Renew - SS
- Wait Time for Approval – 4-Months Plus - SS
- No Dental
- Managed Care Option - SS
- Waiver - SS

Not Working

- Phone Interview (Voice Mail, Calls Not Returned)-SS
- Online (Some Patients No Computer) - SS
- Mail-In – Lost Docs, Not Processed, No Receipt - SS
- Go Into Office – Multiple Visits, Long hours physically unable - SS
- Late or No Notification for renewal - SS
- Treatment 6-12 months
- 4-Months Plus for Approval - SS
- Renewal every 6 months - SS
- Managed Care Option - SS
- Waiver- 2yr waiting list – for home care - SS
- People die waiting for approval - SS
- People needing hospice unable to get while waiting - SS
- No Dental- unable to start treatment

Suggested Changes

- Designated team of case managers in EVERY district for chronic health applications - SS
- Designated Phone Line for Interviews - SS
- Mail-In With Receipt Returned to Patient - SS
- Priority Wait Time - 20 min limit - SS
- Renewal According to Treatment Plan Timeline - SS
- Effective and timely renewal notifications - SS
- Emergency Process to Start Treatment Immediately - SS
- Emergency Dental Care to start treatment
- Managed Care Option – Available for Those not Seniors or on Disability Yet - SS

10/16/2013
Temporary Cash Assistance

Present System

- Phone Interview - SS
- Online application - SS
- Mail-In - SS
- Go Into Office – Multiple Visits - SS
- Cancer Foundations
- Treatment center foundations
- Family and Friends

Not Working

- Phone Interview (Voice Mail, Calls Not Returned) - SS
- Online (Some Patients No Computer) - SS
- Mail-In – Lost Docs, Not Processed, No Receipt - SS
- Go Into Office – Multiple Visits, Long hours physically unable - SS
- Treatment 6-12 month
- Cancer Foundations - limited
- Social Services – not effective
- Treatment center foundations limited
- Family and Friends – limited
- Drug Interview – require letter from doctor to waive extra visit - SS
- Work Program – require letter from doctor to waive extra visit - SS

Suggested Changes

- Designated team of case managers in EVERY district for chronic health applications - SS
- Designated Phone Line for Interviews - SS
- Mail-In With Receipt Returned to Patient - SS
- Priority Wait Time - 20 min limit - SS
- Effective and timely renewal notifications - SS
- Temporary Disability – not available yet in Maryland
- Drug interview not required - SS
- Work program not required - SS
- Length of time tied to diagnosis time - SS

10/16/2013
Energy Assistance

Present System

- Phone Interview - SS
- Online application - SS
- Mail-In - SS
- Go Into Office – Multiple Visits - SS
- Extension for turn off – 10 days
- Medical Waiver – 30 days
- Can apply only with turn off - SS
- Reach out to other sources
- Limited times can be accessed

Not Working

- Phone Interview (Voice Mail, Calls Not Returned) - SS
- Online (Some Patients No Computer) - SS
- Mail-In – Lost Docs, Not Processed, No Receipt - SS
- Go Into Office – Multiple Visits, Long hours physically unable - SS
- Treatment 6-12 months
- Extension for turn off - 10 days
- Medical waiver - 30 days
- Can only apply with turn off - SS
- Reach out to other sources – no funding do not return calls
- Limited times can be accessed - SS

Suggested Changes

- Designated team of case managers in EVERY district for chronic health applications - SS
- Designated Phone Line for Interviews - SS
- Mail-In With Receipt Returned to Patient - SS
- Priority Wait Time - 20 min limit - SS
- Renewal According to Treatment Plan Timeline - SS
- Effective and timely renewal notifications - SS
- Medical waiver – 60 days
- Able to apply before turn off - SS
- New programs for funding
Eviction Prevention

Present System

- Phone Interview - SS
- Online application - SS
- Mail-In - SS
- Go Into Office – Multiple Visits - SS
- Households with minor children only in some jurisdictions - SS
- Apply only with eviction notice - SS
- Only sustainable households - SS

Not Working

- Phone Interview (Voice Mail, Calls Not Returned) - SS
- Online (Some Patients No Computer) - SS
- Mail-In – Lost Docs, Not Processed, No Receipt - SS
- Go Into Office – Multiple Visits, Long hours physically unable - SS
- Treatment 6-12 months
- Households with minor children only in some jurisdictions - SS
- Apply only with eviction notice - SS
- Only sustainable households - SS

Suggested Changes

- Designated team of case managers in EVERY district for chronic health applications - SS
- Designated Phone Line for Interviews - SS
- Mail-In With Receipt Returned to Patient - SS
- Priority Wait Time - 20 min limit - SS
- Households of any demographics - SS
- Apply before eviction notice - SS
- One month given to pack up - SS
Transportation

Present System
- Cancer Foundations
- Mobility Program
- Family and Friends
- Cancer treatment Centers
- Cabs
- Buses

Not Working
- Cancer Foundations limited
- Mobility Program - Medicaid but not Medicare and Medicaid both
- Family and Friends - limited
- Cancer treatment centers – limited in transportation and parking vouchers
- Mobility – patients miss appointments and too ill to ride many hours
- Cabs - funding issues
- Buses – people too ill to ride
- County to city volunteer ride issues

Suggested Changes
- Designated team of case managers in EVERY district for chronic health applications
- Temporary Disability – not available yet in Maryland
- Mobility Program – change who can get
- New Programs – for transportation

10/16/2013
Child Vouchers

Present System
- Cancer Foundations
- Social Services Departments
- Treatment center foundations
- Family and Friends

Not Working
- Cancer Foundations - limited
- Social Services Departments - limited
- Treatment center foundations limited
- Family and Friends - limited

Suggested Changes
- Temporary Disability – not available yet in Maryland
- Child Vouchers – for single parents who need to go for treatment

10/16/2013
Homelessness

Present System

- Cancer Foundations
- Social Services
- Treatment center foundations
- Family and Friends
- Shelters
- Convalescent Center in Baltimore

Not Working

- Cancer Foundations – not involved
- Social Services – eviction prevention
- Treatment center foundations - limited
- Family and Friends limited
- Shelters - not for cancer patients
- Convalescent Center in Baltimore – does not want long term patients living there while undergoing cancer treatment

Suggested Changes

- Temporary Disability – not available yet in Maryland
- Eviction prevention – would help prevent this
- SS
- Shelters for those undergoing cancer treatment

10/16/2013