

GUIDANCE ON SOCIAL SUPPORT REFERRALS

Issue Area	Questions to Ask/Consider	Examples of How to Document Needs in Task Comments	Examples of When to Mark a Task as High Priority
<p>Food</p> <p><i>The purpose is to keep people from breaking quarantine out of necessity</i></p>	<p>How many days of food do they have?</p> <p>Do they need assistance with grocery delivery? Are they able to afford to have groceries delivered?</p> <p>How many adult(s) and children? How many babies?</p> <p>Do they need infant formula? How much do they have?</p>	<p>4.29.20 Case needs</p> <p>1) food – 3 adults, 2 children, 1 baby. Will run out in 3-4 days.</p> <p>2) Financial assistance for food/delivery</p>	<p>Food supply low, AND no money to purchase for delivery before they run out, AND in quarantine or isolation.</p> <p>No or very little baby formula</p>
<p>Support for Chronic Medical Condition/At-risk household members</p> <p><i>The purpose of this sections is to understand how other illness/es impact their isolation / quarantine period. They may have already identified underlying illnesses for themselves. What do they need to stay home? What needs to happen to keep other</i></p>	<p>Do they have what they need? (medications-see below-, equipment, supplies)</p> <p>Are they following with a physician?</p> <p>Are others living in the home with high risk medical conditions?</p>	<p>4.29.20</p> <p>1) needs medical supplies</p> <p>2) Needs connection to their PCP (<i>also select 'Find a PCP'</i>)</p>	<p>Has no or low quantity medical supplies to safely I/Q such as bandages, oxygen, BP cuff, Glucometer, nebulizer</p> <p>High-risk family in household</p> <p>Case is caregiver and positive</p>

<i>at-risk household members healthy?</i>			
Lack of Mobility or Support (Activities of Daily Living (ADL))	<p>Does case/contact need assistance with activities of daily life (ADL)?</p> <p>Is ADL support a new need? Or due to limited caregiver access?</p> <p>Specific mobility needs?</p>	<p>04.29.20 Contact has not been able to take care of themselves, caregiver has COVID-19</p> <p>04.29.20 Case is unable to bring out the trash</p>	<p>Case needs support with ADL AND no caregiver available</p> <p>Caregiver is COVID-19+ AND unable to support family members with ADL/mobility issues</p>
Specific household items	<p>Does the household have enough PPE and cleaning materials for safe isolation/quarantine?</p> <p>Other essential household items needed? Specifications? Quantities? Personal care/feminine hygiene? TP?</p> <p>Does the case/contact have money for household items?</p>	<p>04.29.20 Case lives in a multigenerational home, young children and 1 immunocompromised relative.</p> <p>1) PPE - masks, gloves 2) Cleaning supplies - hand soap.</p>	<p>COVID-19 case, no PPE AND living with at-risk household members</p>
Social Connectedness	<p>Case lonely or showing signs of distress</p>	<p>04.29.20 Case requesting daily check-in because they don't have family/friends to speak with</p>	<p>Case in recovery AND no support group</p> <p>Case is elderly, isolated AND showing signs of distress</p>
Housing	<p>Are they unsheltered?</p> <p>Are they in danger of becoming unsheltered?</p>	<p>04.29.20</p> <p>1) Housing - Contact is currently staying with</p>	<p>Case is unsheltered</p> <p>Case in an overcrowded home AND unable to isolate/quarantine with high-risk family members</p>

	<p>Have they received an eviction notice?</p> <p>Are they able to pay rent?</p> <p>Is the house overcrowded? Are they able to safely quarantine/isolate?</p> <p>Housing stable but unable to pay utilities?</p>	<p>roommate but must move out because of quarantine requirements.</p> <p>04.29.20</p> <p>1) Housing - Contact is unemployed and ineligible for unemployment. Looking for rental assistance.</p>	<p>Household unsafe AND case looking for protection</p>
Medication	<p>Do they need prescription medication?</p> <p>Does someone help them take their medicine?</p> <p>Do they have a question about their prescription?</p> <p>Do they require a delivery service?</p> <p>Do they have money for requested over-the-counter medications? Is delivery assistance required?</p>	<p>04.29.20</p> <p>1) Contact needs to arrange delivery of prescription</p> <p>2) Meds -Contact is in need of Tylenol. Cannot afford to purchase it and currently in isolation.</p>	<p>Patient needs prescription refill AND no delivery option</p> <p>Patient needs new prescription AND no PCP</p> <p>Patient needs prescription refill AND no money</p> <p>Patient needs support administering medicine AND no caregiver</p>
Safety Concern	<p><i>You should not ask directly but rather use language such as "How are you and your family coping"?</i></p>	<p>4.29.20</p> <p>1) Safety concern – individual requested</p>	<p>Mark all safety concerns as high priority. Ensure review of 911 protocol in case of emergencies.</p>

	Refer to DV, Elder and Child abuse protocols for suggested language.	support to leave home (non-emergency) 2) Possible elder care issues	
PCP Referral	<p>Does the case need to speak with a PCP for any reason?</p> <p>Has the patient or contact been tested?</p> <p>Is the case interested in urgent care?</p> <p>Does the case have insurance? Do they have MassHealth?</p> <p>Does the case have a smartphone? (this is for telehealth reasons)</p>	<p>04.29.20 contact is symptomatic, 1) PCP needed – is enrolled in MassHealth 2) Testing</p> <p>04.29.20 1) Emotional support – worried about COVID-19 diagnosis 2) PCP – wants a consult.</p>	<p>Case is symptomatic (urgent but not emergent), wants testing and consultation</p> <p>Case expresses urgent need for clinical consult</p>
Other			
<p>Financial resources to pay for utilities (Heat/Water/Electricity)</p> <p>Phone service/Mean of communication in the event of an emergency</p> <p>Childcare/Elder Care</p>	<p>Are they in danger of or have already lost access to utilities?</p> <p>Is their phone service accessible throughout their I/Q?</p> <p>Do they need assistance with child or elder care to be able to I/Q?</p>	<p>4.29.20 1) cannot pay electric bill-losing in XXX days</p> <p>2) help with care for elderly father</p> <p>3) mental health support</p>	<p>Utilities will be shut off</p> <p>Child or elderly parent needs care and case is positive</p> <p>Case expresses urgent need for mental health services</p> <p>Case needs to I/Q in recovery center in order to separate from household</p>

<p>Access to other clinical care: Insurance, transport to care or testing, mental health</p>	<p>Do they need info about insurance options? Clarification on benefits? Help to get to care or testing site? Do they need mental health resources?</p>			
<p>Legal aid and discrimination in the work force; Resolving employer issues</p>	<p>Have they experienced workforce issues due to I/Q</p>			
<p>Referral to isolation or recovery center</p>	<p>If needed, are they willing to I/Q in these locations?</p>			

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