

POTENTIAL RESOURCES AND SOCIAL SUPPORTS

For Coronavirus Disease 2019 (COVID-19) Case Monitoring

Through the course of interviewing and case monitoring, you may identify social support needs for persons under investigation (PUIs) and their contacts. During the case monitoring period, Contact Tracers or a member of the team may provide these resources or link the person to a website or phone number where they can get more help.

Your agency will provide you with more information on the types of resources and services that your state or locality can offer PUIs and their contacts. Use this checklist to keep track of the resources and services you are able to provide, to help ensure that your cases have what they need to stay healthy while following isolation/quarantine instructions.

Basic Resources

Cases and contacts may need a variety of resources to effectively monitor their symptoms and keep others safe. For the isolation/quarantine period, check to see if your health department or agency will provide:

- Daily check-in phone calls.
- Instructions on how to practice social distancing and keep space clean and disinfected for those who might be sharing space.
- Hotline for counseling, information, social services, and medical support.
- Masks.
- Thermometer
- Health education materials.
- Hand sanitizer.
- Alcohol-based cleanser.

Social Supports

Your jurisdiction may be able to provide “social supports” to COVID-19 PUIs and their contacts. These are the resources and services that go beyond COVID-19 health and medical care. Check with your health department or agency for information on the social supports that you may be involved in arranging for or providing. This could include:

- **Care packages:** To control COVID-19 infection and prevent transmission, it is important that cases maintain the requisite isolation/quarantine period. To accomplish this, individuals may require basic social supports for daily living. This may include:
 - Food, laundry, and pharmacy services.
 - Toiletries.
 - Garbage removal.
 - Childcare.

- **Hoteling services:** Hoteling services for the isolation/quarantine period may be necessary for individuals living with people who are at higher risk for severe illness, are insecurely housed, unsheltered, homeless, or who otherwise cannot remain in their current residence.
- **Financial support:** Jurisdiction may also consider providing financial support for individuals to recover lost income during the isolation/quarantine period. These could include:
 - Stipend from government to those without sick leave or who need to take care of child or elderly dependents.
 - Work with employers to provide support, with possible tax credits.
 - Utilities assistance.
- **Incentives:** Jurisdictions may consider incorporating incentives into care packages to reinforce isolation/quarantine instructions, such as:
 - Passwords for on-demand movies, e-books, or learning channels.
 - Access to high-speed internet and laptop.
 - Encouraging note from a local official.
- **Mental Health:** The stress of a COVID-19 diagnosis or known exposure to the virus and the resulting isolation/quarantine can negatively impact an individual's mental health and potentially augment underlying mental health issues. Jurisdictions may provide a list of mental health support resources, including online counseling services.
- **Family Services:** Contact Tracers may encounter individuals who have unsafe housing situations due to abuse in the home, including intimate partner or domestic violence. In addition to the hoteling services mentioned above, jurisdictions may link individuals to available resources including hotlines and counselors.

Adapted from Resolve to Save Lives and Vital Strategies.

