

**Introduction**

**Voicemail message if unable to connect with client**

- “Hi, this is (Name) with the SF Department of Disability and Aging Services (or CBO agency). I am trying to reach (Client Name).”
  - “I’m calling to check in on how you’re doing. Given the current coronavirus pandemic, we want to ensure your needs are being met and that you’re doing okay.”
  - “I’m sorry I was unable to reach you today. I will reach out again in a few days to check in with you.”
  - “If you need information or help at any time, please call the Benefits and Resource Hub, run by the San Francisco Department of Disability and Aging Services. They can help connect you with a variety resources for help picking up medication, getting pet supplies, finding help at home, and many other needs you may have.”
  - “The **Benefits and Resource Hub** can be reached at **(415) 355-6700** (*TTY 355-6756 for hearing impaired*). They have staff who speak many languages.”
  - “I look forward to connecting with you soon. Thank you, and have a great day!”
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- “Hi, this is (Name) with the SF Department of Disability and Aging Services (or CBO agency). I am trying to reach (Client Name).”
  - “I’m calling to check in on how you’re doing. Given the current coronavirus pandemic, we want to ensure your needs are being met and that you're doing okay.”
  - “Do you have time to talk with me?”

**Coronavirus Information**

**QUESTION:** “Have you heard about coronavirus or COVID-19?”

If the client says	Then
Yes	Proceed to <a href="#">next question</a>
No	Explain that: <ul style="list-style-type: none"> <li>“Coronavirus is a newly-identified virus that causes symptoms that include mild to severe respiratory illness with fever, cough, and difficulty breathing. It is spread from person-to-person. Seniors age 65+ and people with disabilities are particularly at risk, so we want to make sure you’re aware and taking precautions for your safety.”</li> </ul>

**QUESTION:** “Are you aware of the shelter-in place orders issued by Mayor London Breed and Governor Gavin Newsom?”

- “I want to make sure you have the most up-to-date information about the order and how it affects you.”
  - “To prevent the spread of coronavirus, the City is directing people to stay home except for essential needs – like getting food, caring for a relative or friend, getting necessary health care, or going to an essential job) through at least May 1.”
  - “This is particularly important for vulnerable populations – including seniors and those with chronic conditions such as heart disease, lung disease, diabetes, kidney disease, and weakened immune system.”
  - “I’m calling to make sure that your essential needs are getting met while you comply with this order and to help think through any areas you need support.”

**QUESTION:** “Common symptoms of the coronavirus are fever, cough, and shortness of breath. If you develop a new cough or fever, call your doctor right away. If it is an emergency, call 911 to get immediate help. Do you have a doctor you can call if you need to?”

- **ALERT:** If client indicates they are currently experiencing shortness of breath, ask “Do you need assistance calling 911 right now?”

If the client says	Then
Yes, they have a doctor to call	Continue to <a href="#">next question</a> (if client does not have # for their doctor, offer to look up online for them)
No, they do not have a doctor to call	Explain: <ul style="list-style-type: none"> <li>“If you don’t have a doctor, you can call the City’s 311 service for help. You just need to dial 311.” (TTY for those who are deaf, hard of hearing, or speech-impaired: 415-701-2323)</li> </ul>

## Assess for Food Security

**QUESTION:** “Next, I’d like to talk about food. Do you have food in your home and a way to get more as needed?”

- If client indicates they have limited food, ask: “Is there anyone who can help you, like a friend or a neighbor?”

If the client indicates	Then
They have adequate food	Say: <ul style="list-style-type: none"><li>• “I’m glad to hear you have access to food.”</li></ul> Proceed to <a href="#">next section</a>
Their food needs can be met with informal support	Say: <ul style="list-style-type: none"><li>• “It sounds like you have a solution that’s working for you right now. At the end of our conversation, I’m going to give you a resource to call, just in case anything changes.”</li></ul> Proceed to <a href="#">next section</a>
Their food needs are <b>NOT</b> being met and they do not have any support	Say: <ul style="list-style-type: none"><li>• “The City has resources to help you meet your food needs. At the end of our conversation, I will give you information about the place to call.”</li></ul> Proceed to <a href="#">next section</a>

**Assess for Other Needs**

- “I want to ask about a couple more things before we finish.”

**Personal Care Needs**

**QUESTION:** "I know many people often get help at home but given the current situation, that help may not be available. Are you needing any support right now with things like getting out of bed, getting dressed, and personal hygiene? Or do you have concerns about your ability to maintain your in-home help?"

If the client indicates	Then
Critical care need that is putting their health/safety at immediate risk	Say: <ul style="list-style-type: none"> <li>• “It sounds like you need some help right now. After our call, I’m going to make a referral so that a social worker can reach out to you right away.”</li> </ul> Continue to <a href="#">next question</a> <b>*After the call, immediately make an Adult Protective Services report (415-355-6700)</b>
Not emergency but personal care needs are going unmet	Say: <ul style="list-style-type: none"> <li>• “The City has resources to help you meet your in-home care needs. I’ll tell you more about that in a minute.”</li> </ul>
No current needs but concerned about ability to maintain care ongoing	Say: <ul style="list-style-type: none"> <li>• “The City has resources to help you meet your in-home care needs. I’ll tell you more about that in a minute.”</li> </ul>
They do not need any help	Continue <a href="#">next question</a> .

**Medical Considerations**

- “We want to make sure your health needs are getting met.
- QUESTION:** “For the next month, will you have access to your medication and any medical supplies that you need, like oxygen, bandages, or diapers?”
- QUESTION:** “Will you need help getting to any medical appointments in the next month?”

**Other Needs**

**QUESTION:** “Do you have any other urgent needs right now?”

**Share Resource: DAS Benefits & Resource Hub’s Helpline**

- “Thank you for sharing with me how you are doing. I want to make sure you’re aware of where to go for help with things you need to stay home safely.”
- “The City has a centralized place you can call for information and help. This is called the Benefits and Resource Hub, and it’s run by the San Francisco Department of Disability and Aging Services.”
- “They can help connect you with a variety resources for help picking up medication, getting pet supplies, finding help at home, and many other needs.”
- “The **Benefits and Resource Hub** can be reached at **(415) 355-6700** (TTY 355-6756 for hearing impaired). They have staff who speak many languages.”

**Conclude**

- “Thank you so much for taking the time to talk with me today. I have just two more quick questions for you.”

**Socialization/Activities at Home**

**QUESTION:** “Would you like any ideas about activities you can do at home?”

If the client indicates	Then
Yes, they are interested in ideas	Share ideas: <ul style="list-style-type: none"> <li>• Call a friend or loved one</li> <li>• Read a book, listen to music or see virtual exhibits at the SF library and Digital Public Library of America <a href="http://sfpl.org/books-and-media/elibrary">sfpl.org/books-and-media/elibrary</a> or <a href="https://dp.la/">https://dp.la/</a> <ul style="list-style-type: none"> <li>○ Needs to have a library card and create their password. Username is card number</li> </ul> </li> <li>• Tour 500 of the world’s best museums <a href="http://artsandculture.google.com">artsandculture.google.com</a></li> <li>• Check out the Smithsonian’s nearly 4 million images and 3-D models: <a href="http://www.si.edu/openaccess">www.si.edu/openaccess</a></li> <li>• Watch documentaries from around the world, free!: <a href="http://www.arte.tv/en/">www.arte.tv/en/</a></li> <li>• Spring cleaning</li> <li>• Get crafty -- knit, paint, explore your inner artist!</li> <li>• Spend time with pets</li> </ul>
They are feeling lonely/sad/overwhelmed	Say: <ul style="list-style-type: none"> <li>• “If you’re feeling a bit (lonely/sad/overwhelmed), you might think about calling the Friendship Line. This is a 24-hour free resource that provides a caring ear and friendly conversation with older people and those with disabilities.”               <ul style="list-style-type: none"> <li>○ Phone number: 800.971.0016</li> </ul> </li> </ul>
No	Continue to <a href="#">next question</a>

**Gather text info**

**QUESTION:** “In the future, the City might send information via text about supportive resources or to check in on how you’re doing. If you’d like to sign up for text messages from the City, what is your cell phone number?”

If the client indicates	Then
Yes, they are interested in text	Record client cell phone number.
No, they do not want texts	Say: <ul style="list-style-type: none"> <li>• "Okay, no problem. You can always call the DAS Benefits Resource Hub for information."</li> </ul>

**Conclude**

- “Thank you so much for your time.”