

Introduction

Voicemail message if unable to connect with client

- “Hi, this is (Name) with the SF Department of Disability and Aging Services. 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. 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 next question
No	Explain that: <ul style="list-style-type: none"> “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.”

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 next question (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"> “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)

IHSS Continuity of Care (IHSS clients only)

- “I want to start with some questions about your in-home care from In-Home Supportive Services.”

QUESTION: “Do you currently have a homecare provider?”

QUESTION: “Is your provider still able to provide you with care so that you can stay home during this shelter in place order?”

QUESTION: “Have there been any barriers that prevented you from receiving your homecare? If so, what happened?”

If the client indicates	Then
Their home care needs are being adequately met	Say: <ul style="list-style-type: none"> • “I am so glad your home care is working as scheduled. If things change, please call (me/your IHSS social worker) right away.” Jump to next section
Their home care needs are NOT being adequately met	Continue to next question

QUESTION: “Do you have any family, local friends, or neighbors who can help out?”

If the client indicates	Then
Yes	Say: <ul style="list-style-type: none"> • “I’m glad to hear you have resources to meet your needs. If things change, please call (me/your IHSS social worker) right away.” Jump to next section
No	Continue to next question

QUESTION: “Can you please tell me about your home care needs that are not being met?”

If the client indicates	Then
Critical care need that is putting their health/safety at immediate risk	<ul style="list-style-type: none"> • Make an APS report • Initiate the IHSS Public Authority Emergency On-Call process
Not emergency but personal care needs are going unmet	<ul style="list-style-type: none"> • Initiate IHSS Public Authority Emergency On-Call process
Other unmet need (e.g., food, medication pick up, transportation)	Say: <ul style="list-style-type: none"> • “Home Care resources are limited right now, but the City has other resources to help you meet these types of needs. At the end of our conversation, I will give you information about the place to call.”

- “We are also updating our emergency contact information for all IHSS clients. Can you please confirm for me who your current emergency contact is and provide their phone number?”
 - Update CMIPS record as needed

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">• “I’m glad to hear you have access to food.” Proceed to next section
Their food needs can be met with informal support	Say: <ul style="list-style-type: none">• “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.” Proceed to next section
Their food needs are NOT being met and they do not have any support	Say: <ul style="list-style-type: none">• “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.” Proceed to next section

Assess for Other Needs

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

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">• Call a friend or loved one• Read a book, listen to music or see virtual exhibits at the SF library and Digital Public Library of America sfpl.org/books-and-media/elibrary or https://dp.la/<ul style="list-style-type: none">○ Needs to have a library card and create their password. Username is card number• Tour 500 of the world’s best museums artsandculture.google.com• Check out the Smithsonian’s nearly 4 million images and 3-D models: www.si.edu/openaccess• Watch documentaries from around the world, free!: www.arte.tv/en/• Spring cleaning• Get crafty -- knit, paint, explore your inner artist!• Spend time with pets
They are feeling lonely/sad/overwhelmed	Say: <ul style="list-style-type: none">• “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">○ Phone number: 800.971.0016
No	Continue to next question

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">• "Okay, no problem. You can always call the DAS Benefits Resource Hub for information."

Conclude

- “Thank you so much for your time.”