

COVID-19 Resident Assessment GUIDE Advantage Services - List Version

Purpose

1. Proactively reach out to residents to assess needs and provide assistance.
2. Gather information to identify needs that could benefit from larger scale programmatic response/action that CommonBond might be able to take.

Note: This guide is meant to be used with all populations – recognizing that some topics may not apply to every resident. Skip those that don't apply to the person you are talking with.

Tips:

- Let the resident lead with what is of concern to them – use a conversational approach and tone to make a safe space for folks to share their issues.
- Let your conversation flow naturally, but also try to cover as many of the following topics as possible during the conversation
- Ask open-ended questions to elicit responses. Ask follow-up questions to get them to share more as needed – encourage them to share their story.
- Celebrate resourcefulness of residents and abilities to meet their needs

Introduction of the Call:

- Introduce self/remind them who you are, what your role is, and that what they share is confidential, (as in Informed Consent).
- Let them know the purposes of the call – to check in, hear how they are doing, and to share problem-solving/resources as needed, and to listen for themes that may help CBC create useful programs or responses.

Questions:

1. **How are you doing during this time of the Coronavirus?**
 - Are there any things you were dealing with before that are still going on?
 - How has CV19 changed what was already happening for you?
 - What's the biggest issue on your mind these days?
2. **Do you feel as though you understand what is going on with CV19 pandemic?**
 - Do you understand what the biggest risks are?
 - Do you know how to protect yourself from infection?
 - Do you have a plan for what you will do if you get sick? (who will take care of your children? Who will support you?)
3. **How are you doing with food, medicine and other supplies?**
 - Are you able to get the groceries and supplies that you need?
 - Able to shop safely
 - Need help preparing/cooking for self
 - Ability to get needed medicine

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4. How are you doing Financially?

- Is your income continuing? Has your income been reduced or cut off due to COVID 19?
- Will you have trouble paying rent in April or May?
- Do you need assistance with receiving the government stimulus check?

5. Do you have access to internet at home?

- What kind of device do you have?
- Do you have an email address?
- Would you like to receive information via text message?
- If we had programs available via internet would you be interested in participating?

6. Do you need help with filling out the Census 2020 form?

7. Do you have childcare?

- Do your school aged children need support with their schoolwork?

8. How are you FEELING about the COVID -19 situation?

- Do you have someone to talk to about it?
- Are you able to stay connected to your family and friends?
- What kinds of things do you do to feel positive/fill your time/stay healthy?

COVID-19 DATA UNMET Needs Check list (check those apply and enter into ETO)**

- Money to buy groceries/supplies
- Money to pay for grocery delivery (if isolating)
- Access to food shelves for free food
- Unable to get medicine
- Unable to pay for medicine
- Unable to get toilet paper
- Unable to get paper towels
- Unable to get Soap
- Unable to get Disinfectant
- Needs help applying for unemployment
- Needs help applying for emergency funds
- Needs money for rent
- Needs help applying for job openings
- No access to internet
- No computing device
- Needs help with census form
- Needs schoolwork assistance
- Isolated Senior needs phone support

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- Needs mental health support
- Other Needs/please write in comment box

COVID-19 Internet Access Information (record in ETO)**

- Has smart phone/internet
- Has computer/internet
- Has tablet/internet
- Wants to receive information via text message
- Interested in virtual programming if available

** The two COVID-19 checklist questions will be found in ETO individual services section, service coordination. After you answer the question asking you to categorize the resident interaction (and the options for this will not change) you will find the two COVID-19 Questions with the drop down lists.