POTENTIAL RESOURCES AND SOCIAL SUPPORTS
For COVID-19 Cases and Contacts

There are many resources and services that might be offered in the initial interview to help make isolation or quarantine easier. During the monitoring period, Case Investigators and Contact Tracers may provide these resources or link the person to a website or phone number where they can get more help.

Health departments will provide Case Investigators and Contact Tracers with more information on the types of resources and services that their state or locality can offer cases and their contacts. Other public health staff, such as Care Resource Managers, might also be responsible for linking individuals to resources and social supports.

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, Case Investigators and Contact Tracers should check to see if their health department or agency will provide:

- Daily check-in phone calls or messages.
- Instructions on how to isolate, quarantine, or practice social distancing.
- Instructions on how to keep living space clean and disinfected for others who might be sharing the same space.
- Hotlines for counseling, vaccine information, and medical support.
- Masks.
- Thermometers.
- Health education materials.
- Hand sanitizer.

> **Connecting People to COVID-19 Vaccination**
> Case Investigators and Contact Tracers play an important role in connecting people with resources and services, including COVID-19 vaccination. To successfully connect someone to COVID-19 vaccination, Case Investigators and Contact Tracers may need to:
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> - Educate people about the vaccine.
> - Link people to services to make it easier to get vaccinated.
> - Provide support after vaccination.

Social Supports
Social support services, or "social supports" are the resources and services that go beyond COVID-19 health and medical care. Social supports may include:

- Food delivery.
- Laundry services.
- Household supplies (e.g., paper towels, soap, toilet paper).
- Garbage removal services.
- Phone and internet access.
- Caregiver support (e.g., childcare or adult care services).
- Medical and mental health services.
- Economic support (e.g., paid time off, unemployment assistance).

Adapted from the Resolve to Save Lives resource "Services to Support People in Isolation and Quarantine" and the CDC resource "Support Services."