

CORONAVIRUS DISEASE 2019 (COVID-19)

Social Care Overview



Audience: CHWB, MGPS, CIN, Mission, Care Management, Social Work, Discharge Planning

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COVID-19 Response Team Owner: Clinical and Operations

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What's Changed: In response to COVID-19, Trinity Health's Community Health and Well-Being (CHWB) teams across the system have accelerated services by launching Social Care virtually at nearly every ministry, and at some ministries a physical location. The strategy for Social Care has been updated and is reflected throughout this document with special emphasis on Community Health Workers.

What is Social Care?

Social Care is comprised of coordinated activities between our health ministries and community-based organizations to address social needs. Social Care helps ensure that the people we serve, colleagues and community members have access to food, housing, and/or healthcare through Trinity Health programs or linkages to community-based organizations. While Social Care varies in design and scale depending on the Health Ministry's capacity, it is grounded in strong community partnerships and best practices to facilitate the delivery of social care activities.

Community Health Workers:

An integral component of Social Care is Community Health Workers (CHWs). As a front-line public health worker, a CHW is a trusted member of and/or has an exceptional understanding of the community served. This trusting relationship enables the CHW to serve as a liaison between health/social services and the community.

CHWB is guiding the development of CHW infrastructure, standards and practices to effectively facilitate access to services and improve the quality and cultural competence of service delivery.

Social Care services offered and/or available for referral (as available locally):

- Behavioral Health (peer support, substance use treatment, mental health)
- Benefit Enrollment Support (unemployment, Medicaid and/or SNAP)
- Diabetes Prevention Program
- Financial Assistance
- Food
- Primary Care for the uninsured/and or Medicaid Population (including safety net health centers, FQHCs, etc.)
- Low/no cost medications or medication delivery for persons unable to leave their home
- Shelter (temporary placement or longer-term supported housing or permanent placement)
- Social Isolation
- Tobacco Cessation
- Transportation

Resources

The [Trinity Health Community Resource Directory](#) is an online portal connecting the people we serve, colleagues and community members in need to health resources and social services within the community and across all Trinity Health locations.

The Community Resource Directory is embedded directly into TogetherCare and MyChart allowing providers and patients to refer to critical community resources to address their social needs.

Social Care Contact

Contact your Health Ministry's Community Health & Well-Being department for more information.