**FOR INTERNAL USE ONLY –**

**DO NOT SHARE WITH CLIENTS**

**This is an abridged version of the resource navigator script to provide you with a sense of for key resources offered proactively:**

**RESOURCE NAVIGATOR SCRIPT**

**INTRODUCTION**

Hello, may I please speak with Mr./Ms. \_\_\_\_\_\_\_\_\_\_\_\_\_.

**HOTELS**

Are you interested in learning more about staying in a hotel?

**FOOD**

Are you concerned about having enough to eat?

**MEDICATIONS**

Do you have enough of your medications for the next two weeks?

**HEALTH INSURANCE**

Do you need health insurance?

**UTILITIES**

Are you concerned about your heat, water, or electricity being shut off?

**MENTAL HEALTH SUPPORT**

COVID has been very stressful. Many people have been feeling depressed and anxious and having trouble sleeping. There are professional counselors you can speak with on the phone who can help you feel better. Are you interested in speaking with someone?

**DOMESTIC VIOLENCE**

We also know COVID is causing stress for families - we have seen a big increase in family violence and threats, so we are telling everyone the following two things:

* Number 1: Everybody deserves to feel safe at home
* And Number 2: If you don’t feel safe at home, there are counselors you can speak with on the phone who can help. You can call Safe Horizon 800-621-HOPE(800-621-4673).

**ADDITIONAL RESOURCES**

Are there other things you are concerned about while staying home?

If cases/contacts respond positively to the questions above, resources and information will be provided.  Cases/contacts may raise other needs on calls with resource navigators, such as social services, housing, supports for seniors, or even pet care.  Resource navigators are ready to field these questions.  To do this, they rely on their training and a number of resources, including but not limited to a resource guide, Zip Code Snapshots, Access NYC, and their own community-based organization's resources.

**Please note- This script is constantly evolving and does not reflect the full scope of offerings for the Resource Navigators. The Resource Navigators can also assist individuals with the following services:** pet food, cash assistance, food benefits enrollment, feminine hygiene products, childcare, free formula delivery, unemployment, paid sick leave information, eviction help, home repairs, funeral/burial guidance and payment relief, free technology, free exercise classes and many more!