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**Test + Trace Corps - Resource Navigators (RNAV)**

**Home Isolation/Quarantine – FAQ for Monitors/Investigators**

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**Q1: What is a resource navigator (RNAV)?**

A1: Monitors/Investigators can refer cases and contacts who have concrete service needs (e.g. food, help with medication delivery, utilities, and phones) to Resource Navigators, known as RNAVs. RNAVs can provide assistance over the phone with various services to individuals isolating/quarantining at home.

**Q2: When should I refer a case or contact to an RNAV?**

A2: RNAVs are not designed to assist people who are currently staying in hotels. At the hotels, there are a full suite of on-site services and staff. You can refer New Yorkers isolating/quarantining at home to RNAVs. RNAVs cannot help with every need, but they can assist with a range of services.

**Q3: Are the RNAVs city workers?**

A3: No. The RNAVs work for community-based organizations that have been contracted by the City. They receive scripts, training, and reference materials just like Monitors/Investigators.

**Q4: Can an RNAV provide food to New Yorkers isolating/quarantining at home?**

A4: Yes. RNAVs can assist cases and contacts to set up delivery of groceries through commercial services. They can also enroll individuals who cannot afford to pay for free meal delivery.

**Q5: Can an RNAV help get medications to a case or contact isolating/quarantining at home?**

A5: An RNAV can assist cases and contacts in accessing medication refills, new prescriptions, and setting up medication delivery through their pharmacy; not everyone can get medication delivery. They can connect them with NYCGetCovered for health insurance if they are uninsured.

**Q6: What if a case or contact is concerned about their electricity, gas, or hot water being shut off?**

A6: All utility companies have temporarily suspended gas, electric, and water shut-offs until further notice. RNAVs can assist cases and contacts who have received notices of utility shut off.

**Q7: What if someone isolating/quarantining at home is concerned about missing work?**

A7: An RNAV can help provide access to documentation excusing them from work and allowing them to receive compensation. New York State has mandated paid leave and job protection for COVID-19 related absences and employers are required by law to pay employees for this time.

**Q8: What if someone isolating/quarantining at home is concerned they will be evicted?**

A8: There is a moratorium on evictions in New York State through August 2020. RNAVs can educate cases and contacts on their legal rights and connect them with free legal assistance.

**Q9: What if someone isolating/quarantining at home is coping with loss or struggling with depression/anxiety?**

A9: RNAVs can help connect cases and contacts connect to mental health supports.

**Q10: Can RNAVs help in emergencies?**

A10: RNAVs are not medical personnel and cannot give medical advice. If the case or contact is experiencing a medical emergency while speaking to an RNAV, RNAVs are instructed to tell the individual to hang up and dial 911. If the case/contact has medical questions, the RNAV instructs them to call their doctor and if they can’t reach or don’t have a doctor, to call the NYC Health + Hospitals COVID-19 Hotline or NYC Health + Hospitals to speak with a provider or to find a primary care provider. RNAVs can help escalate mental health needs and to navigate situations of possible domestic violence through NYCWell and NYCHope.

**Q11: Can an RNAV help a case or contact access the isolation hotels?**

A11: The RNAV is not a hotel reservationist. As we wait for the hotel reservationists to start, the RNAV will connect the case or contact to the COVID-19 Hotline to access the hotels.

**Q12: The case or contact asks for help with something that I'm not sure the RNAV can help with. What should I do?**

A12: Consider if the case/contact is eligible and should be offered a hotel where a continuum of wraparound services are provided. If they must or choose to stay at home, make a referral to an RNAV. Over time, RNAVs may be able to help with more needs, and hearing all needs can help us prioritize new solutions.

**Q13: What should I do if I think the case or contact may be unsafe at home?**

A13: RNAVs have 24 hours to reach out to the case or contact once you place a referral, so if you think the case or contact is in immediate danger, you should:

* Instruct them to call 911 for Medical Emergencies;
* Share the number for the National Suicide Prevention Lifeline1-800-273-TALK (8255) if the case or contact expresses suicidality;
* Share the number for NYCHope 1-800-621-HOPE (800-621-4673) if you suspect the case or client may be concerned about someone in their home threatening violence

**Q14: What should I tell a case or contact who is worried about public charge?**

A14: Speaking with or accepting any services from an Investigator/Monitor will not impact an individual’s ability to apply for a green card. Medical treatment or preventive healthcare services related to COVID-19 will NOT be considered under the public charge rule. If the case or contact is worried about other services they may be referred to, RNAVs can connect them with free legal consultations. Cases and contacts can call the ActionNYC hotline at 1-800-354-0365 and say "**public charge**" from 9:00 am to 6:00 pm, Monday to Friday, for answers to questions related to public charge.

**Q15: Can the case or contact call the RNAV directly?**

A15: No. After you check the box in Salesforce indicating that the case or contact should receive follow up from an RNAV, the case or contact information goes into an RNAV list on Salesforce and the RNAV reaches calls them directly.

**Q16: The case/contact said that they were expecting a call from the RNAV but didn’t hear from them.**

A16: The RNAV will call three times and leave a voicemail before moving on to the next client. Ask the patient to call back and press #3 for Resource Navigator. They can leave their name and call back number on a voicemail. The voicemail will be checked and the case/contact will be called back.

**Q17: How do I help people who cannot isolate/quarantine at home and want to go to a hotel but do not qualify?**

A17: Most people can go to a hotel if they want to. For the few who do not qualify, place a referral to an RNAV. RNAVs will speak to them further, and if it is determined that they cannot go to the hotel, the RNAV can arrange a ride to an H+H hospital so that the doctors there can figure out the right place to isolate/quarantine. It might mean staying in that hospital or going to another hospital, such as Roosevelt Island Medical Center.