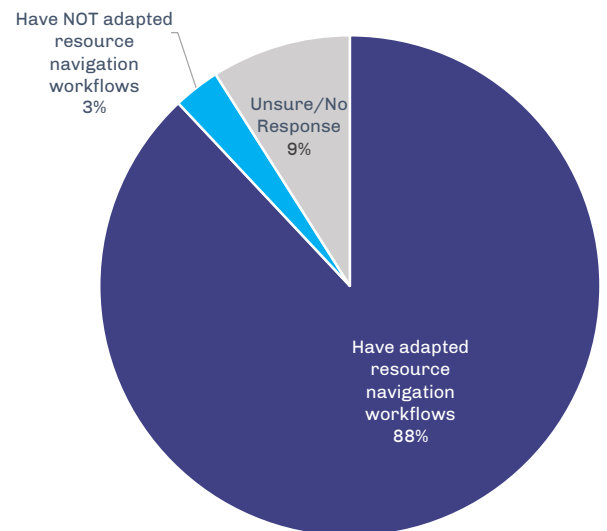# Discussion Forum Summary:
Resource Navigation

How social need programs are shifting during the pandemic due to increased demand for essential resources.

We created an intentional space for Health Leads Network members and other partners to share effective practices, resources and key learnings to help organizations equitably adapt their social needs programs in the midst of the COVID-19 crisis. The second conversation centered around resource navigation practices and strategies during a time of telehealth workflows, limited resource availability and changes in community collaboration. Below is a summary of the key topics and shared learning.

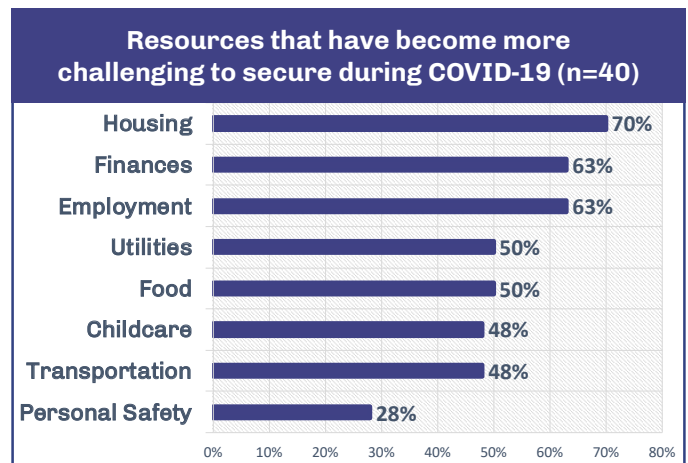## Most organizations are adapting their resource navigation workflows during COVID-19

- Send resource information packets in the mail for communities that do not have access to the Internet, email, or text messaging capabilities.

- Create virtual staff sign-in/sign-out forms to keep a record of who was contacted and what was accomplished during each shift.

- Facilitate daily virtual huddles to create a support system for staff to address their challenges in navigating different resource landscapes.

- Be proactive in addressing inequities by reaching out to high-risk patients (i.e, elderly, socially isolated, disabled, etc.) and connect them with available resources.

- Expand access to EHR screening tools to support essential resource connections.

- Develop a brief, web-based training for care teams to learn how to screen, respond and locate community resource information on external websites.

- Consolidate internal teams to decrease duplication of efforts.

Have NOT adapted resource navigation workflows 3%

Unsure/No Response 9%

Have adapted resource navigation workflows 88%

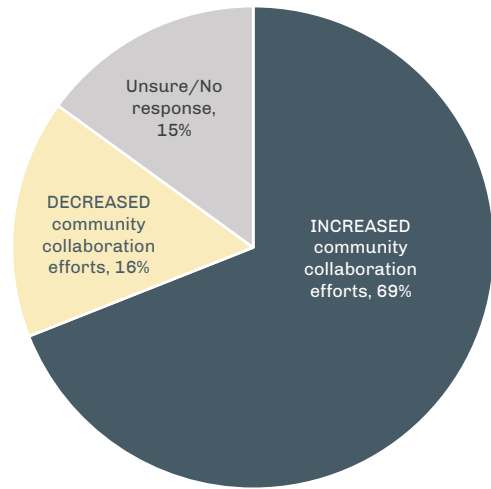**number of respondents: n=40**

Barriers and opportunities to accessing resources in the community

- Food banks are adapting to social distancing requirements, including changing operation hours and offering drive-thru only, creating barriers for families that take public transportation.

- Organizations are sharing up-to-date information on housing policies to educate community members about their tenant rights.

- Since many government offices are closed due to stay-at-home policies, a lot of people are experiencing increased barriers to obtaining necessary paperwork for public or subsidized housing, and other benefits.

Resources that have become more challenging to secure during COVID-19 (n=40)

Resource	Percentage
Housing	70%
Finances	63%
Employment	63%
Utilities	50%
Food	50%
Childcare	48%
Transportation	48%
Personal Safety	28%

Ways to increase cross-collaboration efforts within the community

- Schedule weekly meetings with community stakeholders to determine available resources, reduce duplicating efforts and avoid working in silos.

- Call community partners to provide support, including sharing volunteers.

- Train staff to be local 211 volunteers to help answer calls from the community.

- Utilize student volunteers to research available resources in the community to allow navigators to primarily focus on screening.

Unsure/No response, 15%

DECREASED community collaboration efforts, 16%

INCREASED community collaboration efforts, 69%

number of respondents: n=32

ABOUT THE NETWORK

The Health Leads Network is a community of healthcare practitioners and caregivers who are taking action to address essential needs within our organizations. Network members work in a wide range of health system roles and settings — but share a commitment both to drive improvement initiatives on the ground, and to advance health equity in their communities.

The Network was created to bring action-oriented practitioners together to collaborate, share and learn from each other. We translate critical front-line experience into tangible tools, guidance and learning opportunities — all designed to support members in advancing the integration of essential needs into community-led health initiatives.

Learn more at healthleadsusa.org/network — or email network@healthleadsusa.org for additional information.