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## **COVID-19 Emergency Resource Search (COVID-19 SOS) Information for Individuals & Families**

In response to COVID-19, Care Design NY developed a centralized list of emergency resources for individuals, families and providers to assist individuals who have been impacted by the pandemic. The COVID-19 Emergency Resource Search Tool, known as COVID-19 SOS, offers an easy and efficient way to find needed resources such as food, housing and mental health supports for individuals during this uncertain time. Below are a list of questions and answers to better explain COVID-19 SOS. For questions about COVID-19 SOS, please contact: [Providerrelations@caredesignny.org](mailto:Providerrelations@caredesignny.org).

### **What types of resources or services can be found in COVID-19 SOS?**

COVID-19 SOS is a searchable list of emergency resources organized by category and location. There are over 20 main categories with associated sub-categories available in the search tool. Resource examples include: Mental Health/Substance Use Support, Senior Supports, Individuals and Family Support, Childcare, Education services, Food Assistance, Housing and more.

### **How do I access COVID-19 SOS?**

COVID-19 SOS can be accessed online by visiting the Care Design NY website or by clicking the link here. Also available in the search tool is a guide which offers helpful tips for maximizing search results. *For individuals or families who cannot access the tool online, please contact your care manager for further assistance.*

### **An individual that Care Design NY supports is in need of a resource or service related to COVID-19 relief. What should I do?**

When working with an individual to find resources or services related to COVID-19 relief, please make sure to inform the individual's care manager so they can best support the individual, family and team. It is important to keep the individual's care manager informed during this uncertain time. Keep in mind, that some supports listed in COVID-19 SOS require a referral from the care manager in order to obtain the service (i.e. NYSTART, emergency respite through OPWDD). Please make sure to connect with the individual's care manager for further information on these specific services.

### **What if I find a resource or service that is not currently listed in COVID-19 SOS?**

COVID-19 SOS is updated daily with new resources from various contributors. Please feel free to complete a Resource Submission Form to let Care Design NY know of other COVID-19 related resources in your area. If you are having trouble finding a resource after searching COVID-19 SOS, please connect with the individual's care manager for further assistance or email [providerrelations@caredesignny.org](mailto:providerrelations@caredesignny.org).