Introduction to Social Determinants of Health in Long-Term Care Resources

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# Resources for Social Determinants of Health

| **Topic** | **Description** | **Links and Contacts** |
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| Working with Childcare Access and Affordability | Department of Human Services’ (DHS) “5 Steps to Selecting a Child Care Provider” can assist people in finding the best fit for their family. | <https://www.pa.gov/en/agencies/dhs/resources/early-learning-child-care/5-steps-selecting-child-care.html> |
| Working with Clothing Emergencies | The best place to find an up-to-date listing of human service resources is 211. Pennsylvania 211 is a free, confidential, non-emergency, comprehensive information and referral service that can connect people with the health and human services they need. | For more information on the various programs in your local area, contact PA 211 by:   * Calling 211, * Calling 855-567-5341, * Texting your zip code to 898-211, or * Searching the 211 online database at <https://www.pa211.org/get-help/clothing-household/> |
| Working with Employment – CHC Services | This resource provides information on service definitions, SC responsibilities, provider responsibilities and processes. | Employment training is available at the following link:  <https://www.deringconsulting.com/employment/> |
| Working with Financial Strain | Service coordinators and providers should be familiar with federal, state, and local programs that assist participants with their economic situation. | For more information on the various programs in your local area, contact PA 211 by:   * Calling 211 * Calling 855-567-5341 * Texting your zip code to 898-211 * Searching the 211 online database at <https://www.pa211.org/get-help/employment-expenses/> |
| Working with Food Insecurity | PA 211 provides information about local food banks and state programs. | For more information on the various programs in your local area, contact PA 211 by:   * Calling 211, * Calling 855-567-5341, * Texting your zip code to 898-211, or * Searching the 211 online database at <https://www.pa211.org/get-help/food/> |
| Working with Health Care/Medicine Access & Affordability | This resource provides links to the MCOs, who can provide information on access to health services. | Each Managed Care Organization (MCO) is responsible for coordinating access to health services. How services are accessed may vary among the MCOs. Service coordinators should remain up to date on processes and procedures related to health services access in their local areas.  <https://www.pa.gov/en/agencies/dhs/resources/medicaid.html> |
| Working with Housing Insecurity/ Instability/ Homelessness | This resource provides information on working with housing. | Housing training is available online at the following links:  <https://oltl.deringconsulting.com/course-1/>  <https://www.pa.gov/en/agencies/dhs/resources/for-providers/provider-trainings.html> |
| Working with Transportation | This resource provides information on transportation programs and options.  MCOs also provide transportation. Please review specific MCO options, scope, and practices in your local area. | Transportation training is available at the following link:  <https://www.pa.gov/en/agencies/dhs/resources/for-providers/provider-trainings.html> |
| Working with Utility Emergencies | Utility emergencies can be handled as they arise. To be prepared, service coordinators and MCOs can request training and resources from local utilities on how best to report and manage utility emergencies. | For more information on the various programs in your local area, contact PA 211 by:   * Calling 211, * Calling 855-567-5341, * Texting your zip code to 898-211, or * Searching the 211 online database at <https://www.pa211.org/get-help/utilities/> |

# Resources for Additional Factors

| **Topic** | **Description** | **Links and Contacts** |
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| Working with Childhood Experiences | Trauma-informed care is a specific field of study and practice.  Each MCO is responsible for setting training requirements for its SCs and providers.  Each MCO is responsible for training service coordinators. | Please contact your individual MCO representatives to confirm training requirements and to review the training opportunities available to you.  <https://www.pa.gov/en/agencies/dhs/resources/medicaid.html> |
| Working with Diversity | Each MCO and SCE is responsible for ensuring that services are delivered without discrimination. Please review the individual MCO and SCE trainings for specifics. | Additional resources are available through the PA Human Relations Commission:  <https://www.pa.gov/en/agencies/phrc.html> |
| Working with Education & Literacy | This resource provides information on overcoming barriers and working with literacy. | The Pennsylvania Department of Education sponsors multiple programs related to literacy and workforce development.  https://www.pa.gov/en/agencies/education/programs-and-services/instruction/adult-basic-and-family-literacy-education.html  The local Career Link is another avenue to explore in gaining access to educational resources.  <https://www.pacareerlink.pa.gov/jponline/> |
| Working with Healthy Behaviors | This resource provides information on health and wellness resources and strategies. | For Participants aged 60 and older, the Pennsylvania Department of Aging (PDA) provides multiple health and wellness programs.  https://www.pa.gov/en/agencies/aging/aging-programs-and-services/health-wellness.html  For participants under age 60, check the local PA Link for health and wellness resources in your local area.  https://www.pa.gov/en/agencies/aging/local-resources/pa-link-to-aging-and-disability-resources.html  For more information on additional programs in your local area, contact PA 211 by:   * Calling 211, * Calling 855-567-5341, * Texting your zip code to 898-211, or * Searching the 211 online database at <https://www.pa211.org/get-help/health/> |
| Working with Social Supports & Engagement | This resource provides information on finding resources and overcoming barriers. | For more information on the various programs in your local area, contact PA 211 by:   * Calling 211 * Calling 855-567-5341 * Texting your zip code to 898-211 * Searching the 211 online database at <https://www.pa211.org/get-help>.   The Pennsylvania Link can also assist with finding engaging opportunities.  <https://www.pa.gov/en/agencies/aging/local-resources/pa-link-to-aging-and-disability-resources.html>  A common barrier is transportation. Transportation training is available at the following link (select “Related Training”):  <https://www.pa.gov/en/agencies/dhs/resources/for-providers/provider-trainings.html> |