

Kaiser Permanente will be introducing the call center Thrive Local Connections phone number to members region-by-region over the coming months, in order to gauge call volume and plan accordingly.

What kinds of social health resources will members get assistance with from Thrive Local Connections?



Housing and shelter: There is an increased need for services related to **emergency housing, housing mediation and eviction-prevention services, housing applications and recertification, and rent and mortgage payment assistance.**



Childcare: While **schools are closed in districts across the country**, families need help with **childcare** during this time.



Financial assistance: With the **sudden economic downturn**, many people have **urgent financial needs** due to changes in employment or financial status. Services in the resource directories include help with emergency, one-time financial assistance, social security and disability benefits, cash assistance, unemployment assistance, and veterans' pension and disability benefits.



Employment: **Unemployment claims are at record highs.** You can direct members to resources to support with **job-search, placement services and job training.**



Food: Hunger and food-insecurity are increasing as a result of the COVID-19 crisis. You can use the resource directory to direct members to **services addressing urgent food needs, such as emergency food, prepared meals, SNAP, WIC, and other nutrition and grocery benefits.**