



COVID-19 Support: Refer Customers to Food Delivery Services in ConnectWellSD



Description:

Many of our customers are isolated by COVID-19 and in need of food delivery. **This document features two service providers that are offering COVID-19 food delivery to those in need.** Eligible customers will receive a 30 pound box of canned and packaged food.

Read on to see the eligibility criteria and to learn how to refer customers to this service using the ConnectWellSD Referral Wizard.

Featured Providers Offering This Service:	 The City of Chula Vista - for customers living in the following zip codes: 91910, 91911, 91912, 91913, 91914, 91915  Facilitating Access to Coordinated Transportation (FACT) - for customers living in all other areas of San Diego County
Eligibility Criteria:	Customers Must Meet the Following FOUR Criteria to be Eligible: <ul style="list-style-type: none">• Live in low-income household (250% FPL) and• Isolated due to COVID-19 symptoms or quarantined due to COVID-19• Have no one available to pick up food on their behalf• Unable to purchase commercial food delivery
BEFORE Making a Referral, Staff Must Confirm the Following:	Confirm Each of the Following With the Customer: <ul style="list-style-type: none">• Customer meets all four eligibility criteria listed above AND• Confirm:<ul style="list-style-type: none">• Customer Name• Customer Address• Customer Phone Number• Customer can be at home between 8am-3pm on their delivery day to receive their food

**Does Your Customer Meet the Eligibility Criteria?
Make a Referral in ConnectWellSD!**

Follow the Step-by-Step Referral Instructions on the Next Page

Step 1: Begin by opening the customer's ConnectWellSD record.

Step 2: From the Referrals Tab, click  [New Referral...](#)

Step 3: Step 1 of the Referral Wizard (Provider Search) opens.

Step 4: Determine whether the customer should be referred to **City of Chula Vista** or **FACT** based on the zip code where they live.

Refer people living in the following zip codes: 91910, 91911, 91912, 91913, 91914, or 91915 to **Chula Vista**. Refer people living in all other County zip codes to **FACT**.

Referrals to the City of Chula Vista:

Referrals to FACT:

Step 5: Under **Provider Search Criteria**, there are text boxes for **Provider Name** and **Keyword**. Enter text in these boxes exactly as shown below (include hyphen):

Provider Name:

Keyword:

Under **Provider Search Criteria**, there are text boxes for **Provider Name** and **Keyword**. Enter text in these boxes exactly as shown below (include hyphen):

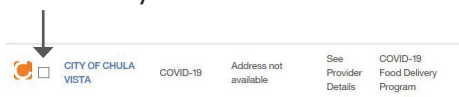
Provider Name:

Keyword:

Step 6: Click

Click

Step 7: The search results appear.*
Check the box next to the **first result** to select the City of Chula Vista:



The search results appear.*
Check the box next to the **first result** to select FACT:



* *Tip! Each provider's name is a hyperlink -- click their name to read a description of their services.*

The Remaining Steps are the Same for Referrals to all Providers:

Step 8: Click . You will be redirected to Step 2 of the Wizard (Referral Information).

Step 9 (Final): Continue through the remaining Referral Wizard steps to finish creating the referral. And, don't forget to share the provider's contact information with your customer in case they need to follow up!