

## Appendix 3: Re-focussing the Community Connection Service on short-term social support

Component	Care in the Community Model	Post-peak transition recovery support
Role	To support the welfare needs of people who are required to self-isolate.	To provide short term social support whānau and individuals who have been affected by the impacts of COVID-19 and/or self-isolation. This is consistent with the role of the Community Connector prior to focus on self-isolating households under the CPF.
Activities	<p>Community Connectors help individuals and whānau to:</p> <ul style="list-style-type: none"> <li>• access food and essential items during self-isolation</li> <li>• access health and safety programmes, including mental health,</li> <li>• addiction services, anger management or family violence services</li> <li>• access supports to improve their ability to self-isolate at home (e.g. heating and insulation or furniture and appliances)</li> <li>• access budgeting services</li> <li>• re-engage with education</li> <li>• re-enter the workforce, such as through MSD’s employment services</li> </ul>	<ul style="list-style-type: none"> <li>• assess current circumstances of the individuals or whānau including the impacts of COVID-19 and/or self-isolation</li> <li>• identify key barriers and breaking down multiple/complex needs into separate short-term goals</li> <li>• address immediate hardship needs either through existing support mechanisms such as through Work and Income or through the discretionary fund if all other options are exhausted</li> <li>• connect individuals and whānau to relevant services and supports from government agencies and NGO providers to address short-term COVID-19 induced barriers</li> <li>• support individuals and whānau into services that lead to employment, training or longer-term support such as Whānau Ora or community/iwi-led resilience and recovery activities.</li> </ul>
Targeting	People who are COVID-19 positive and/or are required by government to self-isolate	People who have been impacted by COVID-19/self-isolation and require one on one support to recover, in order to build resilience.
Location	<ul style="list-style-type: none"> <li>• Placed in all regions</li> <li>• Located in all communities Māori, Pacific, Refugee/migrant, disabled people and older people.</li> </ul>	<ul style="list-style-type: none"> <li>• Placed in all regions</li> <li>• Located in all communities Māori, Pacific, CALD, Refugee, disabled people and older people.</li> <li>• Increased presence in disabled communities</li> </ul>
Support ratio	Up to 30 households	Up to 30 whānau and individuals
Discretionary funding amount and purpose	\$300 per household for non-food essentials during self-isolation period	\$300 per whānau for immediate hardship needs that create a barrier to achieving recovery goals