

National Assistance to Address Social Drivers of Health

This list contains nationwide resources to address social drivers of health and are available in every state. Many of the organizations listed offer nationwide services or contain databases to identify local resources. These may be used by hospital staff when a patient screens positive for a social driver of health. These resources may also be accessed by patients directly. Referring patients to resources to address social drivers of health is not required for reporting the Social Driver of Health Screening (SDOH-1) and Screen Positive Rate for Social Drivers of Health (SDOH-2) measures. Hospitals are encouraged to identify community-level programs to address patient needs along with national programs. The RQITA Resource Center recommends clinical staff work alongside hospital social work teams when developing community referral processes to address social drivers of health.

If your community lacks organizations to address social needs, aggregate screening information can be used to advocate for increased social services in your area to state agencies such as the State Office of Rural Health, county departments of health, or other state legislative bodies.

General Assistance

211 Helpline Center (United Way)

Offers community information and referrals to social services for everyday needs and in times of crisis. Search for your local 211 organization find community programs.

Dial 211 from any phone 24 hours a day, 7 days a week.

www.211.org

FindHelp.org

Provides information on local services, including transportation, by zip code.

www.findhelp.org

Community Action Agencies Across America

State by state network of Community Agencies that serve low-income individuals. Services may include help with emergency assistance, food and nutrition, adult basic education and employment, housing, money management, and transportation.

www.communityactionpartnership.com

Eldercare and Area Agencies on Aging (AAAs)

AAAs help adults with disabilities, older adults and their caregivers find support and local services, including local programs and agencies that provide transportation services.

1-800-677-1116

Monday – Friday, 9:00 AM to 8:00 PM ET

www.eldercare.acl.gov/Public/Index.aspx

Food Insecurity

State WIC Contacts

Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)

www.fns.usda.gov/wic/wic-contacts

SNAP local office locator

Supplemental Nutrition Assistance Program (SNAP)

www.fns.usda.gov/snap/state-directory

Foodbank Hub/Foodbank Locator

Nationwide network of food banks, food pantries and community-based organizations in the United States.

www.feedingamerica.org/find-your-local-foodbank

Child and Adult Care Food Program

A National Platform for the Child and Adult Care Food Program Community

www.cacfp.org/

Housing and Utilities

US Department of Housing and Urban Development Resource Locator

Includes information to apply for public housing, affordable housing and identify state homeless resources.

www.resources.hud.gov

National Coalition for the Homeless

Directory of state homeless advocacy and service organizations.

www.nationalhomeless.org/references/directory

The Low-Income Home Energy Assistance Program Application

Federal energy assistance program that assists low-income households with heating/energy assistance.

www.usa.gov/help-with-utility-bills

Public Housing Agency (PHA)

Public housing assistance information by state.

https://www.hud.gov/program_offices/public_indian_housing/pha/contacts

Interpersonal Safety

Domestic Violence Resource Network

Directory on national resources and centers for domestic violence prevention, including culturally specific resource centers.

<https://www.acf.hhs.gov/ofvps/fact-sheet/domestic-violence-resource-network-organization-descriptions>

National Domestic Violence Hotline

www.thehotline.org

Toll-free hotline: 1-800-799-SAFE (7233)

National Human Trafficking Hotline

Contact the National Human Trafficking Hotline for help or to report a suspected trafficking situation.

www.humantraffickinghotline.org/

Toll-free hotline: 1-888-373-7888

24 hours a day/7 days a week.

Text the National Human Trafficking Hotline at 233733.

Chat online: <https://humantraffickinghotline.org/en/chat>

Email: help@humantraffickinghotline.org

National Sexual Assault Hotline

RAINN (Rape, Abuse & Incest National Network) is the nation's largest anti-sexual violence organization. RAINN created and operates the National Sexual Assault Hotline in partnership with more than 1,000 local sexual assault service providers across the country.

www.rainn.org

Toll-free hotline: 1-800-656-HOPE (4673)

24 hours a day/7 days a week.

Chat Online: <https://hotline.rainn.org/online>

Love Is Respect

Love is Respect offers information, support, and advocacy to young people between the ages of 13 and 26 who have questions or concerns about their romantic relationships. They also provide support to concerned friends and family members, teachers, counselors, and other service providers through the same free and confidential services via phone, text, and live chat.

www.loveisrespect.org

Toll-free hotline: 1-866-331-9474

24 hours a day/7 days a week.

Text the hotline 'LOVEIS' to 22522

Chat Online: www.loveisrespect.org

Transportation

National Aging and Disability Transportation Center (NADTC)

Offers a toll-free phone line to help older adults, caregivers, and professionals find transportation options in their communities.

<https://www.nadtc.org/>

Call toll-free: 866-983-3222

Rides in Sight

Find local transportation programs, enter zip code or select state and county to find local transportation providers.

www.ridesinsight.org/

Local State Departments of Transportation

<http://www.fhwa.dot.gov/webstate.cfm>

Mercy Medical Angels

Helps save lives with medical transportation for those in need. Patients can request assistance through an application process. Request assistance for transportation on the ground with gas cards, bus or train tickets or in the air with flights flown by volunteer pilots or the commercial airlines.

<https://www.mercymedical.org/>

GoGo Grandparent

A fee-based senior concierge service that helps older adults arrange transportation with Uber and Lyft; arrange delivery of prescriptions, food, and groceries; or arrange home services.

www.gogograndparent.com/

Call toll-free: 1-855-464-6872

24 hours a day/7 days a week.

Eldercare Locator

A public service of the Administration for Community Living connecting you to services for older adults and their families.

www.eldercare.acl.gov/Public/Index.aspx

1-800-677-1116

The Veterans Transportation Service (VTS)

Provides safe and reliable transportation to Veterans who require assistance traveling to and from VA health care facilities and authorized non-VA health care appointments.

www.va.gov/healthbenefits/vtp/map.asp

Hospital Guides for Addressing Social Drivers

The following guides are a series of resources from the Health Research & Educational Trust (HRET) and Association for Community Health Improvement (ACHI) on how hospitals can address the social needs of patients— such as adequate housing, quality education and access to transportation— to improve the environment where people live, work and play. These guides, although not required for use, may serve as a tool when strengthening programs to address social needs.

[Transportation and the Role of Hospitals](#)

This guide explains the link between transportation and health and discusses the role of hospitals and health systems in addressing the transportation challenges of patients.

[Housing and the Role of Hospitals](#)

This guide includes five case studies about hospitals and health systems engaging in innovative programs to address different housing issues in their communities.

[Food Insecurity and the Role of Hospitals](#)

This guide discusses the link between food insecurity and health issues, including chronic illness and child development, and the role of hospitals in identifying food-insecure individuals and households to help address this social need.