



August 15, 2020

## Frequently Asked Questions – Social Service and Wraparound Supports

### COVID-19 Community-Based Organization Grantees

***1. Migrant and seasonal farmworkers (MSFW) are not allowed the same amount of leave for quarantine. Wraparound supports/social services can help aid with things other than wages. Are there Oregon based funds to help specifically with lost wages due to quarantine for MSFW?***

Oregon Employment Department has created a [UI Guide In Spanish](#) that explains the unemployment application process.

- Workers should file their claim at: <https://www.oregon.gov/Pages/index.aspx>
- [Oregon Employment Department CARES Act Webpage](#) provides information regarding the Pandemic Unemployment Assistance Program (PUA) process including the [PUA Application](#). Note that the PUA is only for workers who are NOT eligible for regular unemployment benefits.
- Oregon Worker Relief Fund – The OWRF is a community based fund developed to provided assistance to workers who do not qualify for UI or federal stimulus dollars.  
You can find local navigator organizations who can assist your with [Oregon Worker Relief Fund process](#) in your area.

***2. Can funding for isolation and quarantine be used for non-covered health care?***

CBOs should make sure an individual in isolation or quarantine is enrolled in a health care plan. This includes CAWEM for an individual who is not eligible for purchasing insurance or enrolling in Oregon Health Plan.

CBOs should not pay for costs that are covered by health care, but CBOs can pay for the non-covered portion, only as related to the isolation or quarantine.

**3. Can funding for isolation and quarantine (I&Q) be used for COVID-related health care or injury outside of the 14-day quarantine period?**

Costs outside of the isolation and quarantine timeframe would not be covered as the purpose is to get them through the quarantine. CBOs can use grant dollars to support the staff time needed to connect people to ongoing safety net services.

**4. Can CBOs offer assistance to people who have not been directly referred by an LPHA?**

Yes. The CBO would need to connect with the LPHA to verify that the person has been diagnosed with COVID-19 or had a known COVID-19 exposure.

If their referrals are coming from community members, the CBO should:

1. Collect basic information on the OHA attestation form about the case that the individual has had close contact with. This is confidential information that can only be transmitted to local public health via secure methods for the purpose of providing services.
2. Contact the local public health authority in the county where the person resides to let them know the person is requesting wraparound supports and to coordinate on things like hotel, etc. OHA will cover the cost of isolation or quarantine wraparound services over the course of five business days (Monday-Friday) while the referral is being confirmed. If the referral is confirmed, the CBO can continue providing isolation and quarantine wraparound supports; if not the CBO can support the individual in accessing other safety net programs.
3. For the purposes of reporting and reimbursement, CBOs should track the people they are serving. OHA's reimbursement form asks for a randomly assigned ID not attributed to any personal information. (See budget guidance and invoice template for isolation and quarantine wraparound services on our website for details on what they need for payment).

More information about isolation and quarantine expectations can be found at <https://govstatus.egov.com/OR-OHA-Contact-Collaborative>.

**5. Is written consent required for wraparound services?**

Yes. Written consent can take the form of an email or a text message.

**6. How do I verify eligibility for services when a community member requests wraparound support because they are a close contact of someone with COVID-19?**

OHA is finalizing this process. CBOs should work with the community member to complete an attestation form with information about their COVID-19 exposure. The CBO can provide social service and wraparound supports while the referral is being confirmed over the course of five full business days (Monday-Friday).

**7. What is the time window a CBO can use to invoice OHA for reimbursement for isolation and quarantine direct costs?**

Isolation and quarantine direct cost reimbursement should follow the current OHA guidelines for timeframes for isolation and quarantine. If there are situations where an individual is in quarantine and later becomes symptomatic and tests positive, is in a congregate setting and has a longer isolation period, or has other health conditions that cause symptoms to last longer, OHA can cover up to 30 days of isolation or quarantine-related direct costs. At that time the CBO should be working with other resources to provide ongoing support to the individual as needed. A CBO can connect with their Community Engagement Coordinator if a critical situation arises.

More information about isolation and quarantine can be found at <https://govstatus.egov.com/OR-OHA-Contact-Collaborative>.

**8. Can a CBO provide case management support to an individual who is not in isolation or quarantine?**

Yes. Although these individuals would not be eligible for any direct cost reimbursement, the CBO can use staff time to provide case management services to link individuals to other social services.

**9. What are my weekend/holiday staffing requirements?**

CBOs should have a designated person who can be available by phone if there is an urgent social service/wraparound referral needed on the weekend. CBOs should follow their regular human resource policy for staff that on call, evening or weekend hours.

**10. Does the housing piece within reimbursements for wrap around supports cover just hotels/motels while in quarantine or isolation? Or does**

***it also cover rent? If so, do we pay directly to landlord? Do we ask for a lease for documentation?***

CBOs can cover rent as well as hotel/motel costs, although they should also make their best effort to connect with existing housing safety net programs. If the CBO does need to make a rent payment, they should pay directly to the landlord. CBOs should save receipts or other documentation to back up their expenditures in the direct cost reimbursement invoice submitted to OHA.

***11. Under reimbursements for wraparound supports, utilities are covered, but is it pro-rated for the two weeks someone was in isolation/quarantine? The entire month? How does the CBO pay this? Directly to the utility company?***

Just like with rent, the CBO should make their best effort to connect with existing utility assistance safety net programs. If they can't connect with any of those programs, the CBO should pay the utility company directly.

***12. What training do I need to take to offer wraparound services?***

CBOs funded for social services/wraparound supports and/or contact tracing will need to take the Oregon Information Security and Privacy Training on iLearn.

- Webpage: <https://ilearn.oregon.gov>
- Click "Create Account"
- Create account
- Search for "ISPO"
- Click on "DHSOHA – 2020 Information Security and Awareness Privacy Training"
- Click "Open Item" to start the course
- After the course is completed, please save the course certificate.

A guide for getting started in iLearn can be found [here](#). Please submit a copy of your staff or volunteer's completion certificates to your Community Engagement Coordinator.

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