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# CBO Wraparound Support Guidelines

Updated: March 2022

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## Common Acronyms

- CEC: Community Engagement Coordinator
- CBO: Community Based Organization
- FEMA: Federal Emergency Management Agency
- LPHA: Local Public Health Authority
- OHA: Oregon Health Authority

## Wraparound Support 101

### What is wraparound support?

Wraparound support is assistance your organization will provide to help families get the services and resources they need to safely stay in their isolation if they test positive for COVID-19.

CBOs received grant funding with 2 different areas for wraparound support:

1. Wraparound support: These funds should be used to cover staff time and supplies.
2. Direct client costs: These funds should be used for direct support like food, rent and utility assistance.

CBO staff should work with their clients to assess their actual needs and support them according to the grant resources available.

### What is Isolation?

Someone who is asked to stay away from close contact with other people due to a positive COVID test.

This can be a lab test/clinical test, or an at-home test. People who have been asked to isolate are also known as “cases”.

All confirmed and presumptive cases, including asymptomatic cases, should isolate until they meet criteria for discontinuation of isolation. Cases should stay home and away from other people at least 5 days since their symptom onset, and until 24 hours after fever is gone without use of antipyretics (fever reducers), and other COVID-19 symptoms are improving.

Cases should also wear a mask when they are around other people in the 10 days after they become sick or test positive. This includes wearing a well-fitting mask around others at home and in public for 5 additional days (day 6 through day 10) after the end of their 5-day isolation period. Individuals who cannot or do not mask during days 6–10 of their isolation period should stay home for 10 days. Cases should avoid people who are at increased risk for severe disease as well as nursing homes and other high-risk congregate settings for 10 days. If the

case is asymptomatic or discrete onset of symptoms cannot be determined, they should stay home for five days following the specimen collection date of their positive test. If an asymptomatic case develops symptoms compatible with COVID-19 (e.g., fever, cough, diarrhea, new loss of taste or smell, or shortness of breath) before the end of their initial isolation period, the five-day isolation and 10-day masking period should be restarted on the date of symptom onset. Subsequent positive tests in the 90 days after the earlier of first positive test or symptom onset do not affect the recommended period of isolation.

More information about the most current isolation guidelines can be found in the [COVID Investigative Guidelines](#).

## What is quarantine?

Quarantine is defined as staying away from people after being exposed to someone who has tested positive for COVID-19.

As of March 12, 2022, quarantine services will ONLY be provided to individuals who meet the following criteria:

- Healthcare workers who are not up to date on their COVID-19 vaccines will need to quarantine from providing patient care or working in a healthcare setting for 10 days (or 7 days if they can get a negative test on days 5-7).
  - They will not, however, have to avoid going into the community. They can still get groceries, go to school, etc.
- Residents or inpatients of healthcare settings (regardless of vaccine status) will need to quarantine within the facility for 10 days to avoid exposing their high-risk neighbors.
  - If the resident has school or employment outside the healthcare setting (e.g., people who may leave an adult foster home to go to work), they may do so if they remain asymptomatic.
- Residents and staff of other congregate settings who are not up to date on their COVID-19 vaccines (e.g., shelters, transitional housing, employer-provided labor housing) will need to quarantine from/within the congregate setting to the extent possible for 10 days (or 7 days if they can get a negative test on days 5-7):
  - Staff should avoid work, if possible, for 10 days; however, they may go about their business otherwise.
  - If feasible, residents should also be quarantined within the facility when they are present; however, they may go about their business outside the facility.

## Who is eligible for wraparound support?

A person would qualify for wraparound support through direct client support if they are in isolation (tested positive for COVID). For those who are still required to quarantine due to their employment or housing categories, wraparound support is available to them as well. A current list of occupations and/or housing that qualify for wraparound can be found here:

<https://www.oregon.gov/oha/PH/DISEASES/CONDITIONS/COMMUNICABLEDISEASE/REPORTINGCOMMUNICABLEDISEASE/REPORTINGGUIDELINES/Documents/Novel-Coronavirus-2019.pdf> -

Employers do not have the authority to set their own quarantine guidelines. All employers should follow OHA's Investigative Guidelines and Oregon OSHA policy.

There are no income requirements or citizenship requirements, and wraparound supports provided are not considered public charge.

### **Can CBOs support individuals not under isolation or quarantine?**

While CBOs cannot use grant funding to pay for direct client services like grocery or rental support, except for people who are in isolation or quarantine as defined above, they can use the grant funding towards staff time to help people connect with existing safety net resources.

### **Can CBOs support individuals who are close contacts (quarantine)?**

For those who are under quarantine due to the nature of their jobs or housing, yes. For those who do not fall under the CDC definition of quarantine anymore, no.

While CBOs cannot use grant funding to pay for direct client services like grocery or rental support, they can use the grant funding towards staff time to help people connect with existing safety net resources.

### **What are safety net resources?**

Safety net resources are resources that can also help support community members. These programs are already existing services that support Oregonian needs, like SNAP or TANF, and Oregon Health Plan. These programs were here before COVID-19 and will be here after.

### **How many days can a CBO provide wraparound support?**

People should stay home and away from other people for at least 5 days, and until 24 hours after symptoms have ended.

Standard isolation time is 5 days, but a longer time may be allowed if the person continues to have symptoms after 5 days. This extra time should be documented.

Wraparound support is limited to a maximum of 30 days.

### **What are the processes to provide wraparound services?**

There are two main ways a person can receive wraparound support services through this grant.

#### **1. LPHA Referral:**

- a. LPHA receives requests for wraparound support.
- b. LPHA sends referral to CBO through secure email or platform (for example, Unite Us).
- c. CBO reaches out to client or family within 24 hours (except for weekends).
- d. Services are provided for the duration of isolation or quarantine.

## 2. Self-Referral:

- a. Community member contacts CBO for help or referral comes from someone other than the LPHA.
- b. CBO fills out consent form/ self-attestation form.
- c. Services are provided for the duration of isolation.

### **What is the self-attestation form?**

An attestation form is a form that a person signs that confirms the information included is true.

- Link to English self-attestation form:  
<https://www.oregon.gov/oha/PH/ABOUT/CETDocuments/Wraparound-referral-consent-form-during-COVID-19-surge.docx>

This form states that the individual did not receive duplicate COVID-19 related support services from another organization during their isolation period to prevent duplication of services.

### **Can a CBO buy food and other items in bulk?**

Yes. Isolation kits can be put together to include things like culturally appropriate food, PPE or cleaning supplies.

### **How does a CBO make a payment for approved expenses?**

CBOs must pay the vendor directly, whenever possible. Payments to individuals are not allowed under FEMA Wraparound funding.

### **Do we need to collect receipts and documentation?**

Yes. All receipts, invoices and other documentation should be kept on file for auditing purposes.

If you are receiving FEMA Wraparound funding, all related receipts, invoices, and documentation must be turned in monthly at [ohacetwrap.covidfema@dhs.ohio.gov](mailto:ohacetwrap.covidfema@dhs.ohio.gov). Any expenses not documented will not be reimbursed under FEMA.

## Allowable costs

This table provides a general overview of what is currently allowable for CBOs to pay for.

Allowable services	Optional or case specific services	Not allowable
<ul style="list-style-type: none"> <li>• Food</li> <li>• Housing: Rent/ mortgage – not to exceed duration of isolation</li> <li>• Utilities: water, electricity – not to exceed duration of isolation</li> <li>• Hotel/motel required for isolation</li> </ul>	<ul style="list-style-type: none"> <li>• Transportation (e.g., gas for transportation to medical appointments)</li> <li>• Garbage</li> <li>• Caregiving for household members</li> <li>• Cell phone</li> <li>• Internet</li> <li>• Medical costs</li> <li>• Laundry</li> </ul>	<ul style="list-style-type: none"> <li>• Cable and non-essential utilities</li> <li>• Turn on fees and late fees for utilities</li> <li>• Loan Payments (student, car)</li> <li>• Credit card payments</li> <li>• Child support payments</li> </ul>

CBOs should attempt to connect the individual/ household to safety net services and/or local resources first. You can use isolation direct funds to cover all allowable services. CBOs should consult with their CEC before covering services that fall in the optional or case specific category.

A [Safety Net website](#) was created for CBOs to help you navigate the various resources during this pandemic. If you run into barriers accessing safety net resources, please let your CEC know. We are here to troubleshoot and support cases when needed.

## Examples of questions to screen individuals

To help prioritize supports, CBOs should confirm that isolation or quarantine has affected their income. Additional questions may help determine the most pressing need.

Here are some examples of questions CBOs can ask:

- Do you have sick leave? Are you able to work from home?
- [For quarantine supports] Where do you work?
- Are you receiving unemployment?
- Do you owe backpay for rent or utilities?
- How long will the food you have on hand last?
- What other services are you connected to? SNAP? Oregon Health Plan (OHP)?
- Do you have proof of a positive COVID test (at home tests accepted)?
- Do you meet the newly defined criteria to receive quarantine services?

## Frequently Asked Questions

### How much should a CBO be spending on each individual?

CBOs can determine their own guidelines internally. We acknowledge that the average cost of supports will differ for each community. Due to limited funding, CBOs are encouraged to base support totals in a manner which will serve the maximum amount of people in their service area.

### What if a CBO runs out of funds for direct costs?

Please let your CEC and LPHA know.

If CBOs are more than 75% spent through their combined Wraparound Supports, Contact Tracing, and Isolation/Quarantine Direct Support budget, they can request additional FEMA funding specific to Wraparound and Isolation Support. Please contact your CEC or [ohacetwrap.covidfema@dhsosha.state.or.us](mailto:ohacetwrap.covidfema@dhsosha.state.or.us) to initiate this process.

As of April 1, 2022, CBOs will no longer have the flexibility to move funds from their base award to their isolation and quarantine direct costs. For example, a CBO can no longer move funds from their community engagement funding to their isolation and quarantine direct costs.

Funding for people who are currently in isolation should be prioritized. If unable to confirm COVID diagnosis or confirm special criteria for quarantine services, CBOs will not be able to provide direct client services.

### Can CBOs pay for wraparound support retroactively?

It depends. While OHA encourages CBOs to prioritize wraparound support for those who need support now, we recognize the gaps in the system. Each CBO can determine if they will assist retroactively. To receive wraparound support a person must:

- a. Have been in a documented COVID-19 quarantine or isolation starting from 12/31/20.
- b. Provide the CBO documentation for reimbursement.
- c. Submit an attestation form stating they did not receive duplicate services.

CBOs may provide grocery store gift cards for meal reimbursement based on need. They are eligible to provide a maximum \$100 per person per 5 days of quarantine or isolation in a grocery store gift card.

If culturally appropriate foods are not available at the grocery stores that offer gift cards, VISA gift cards can be purchased. CBOs should note the gift cards are being used specifically for groceries.

### Can CBOs support family members or dependents of those in isolation and quarantine?

It depends. If the family members/dependents are also in isolation or quarantine, the CBO can provide wraparound support.

If the CBO determines that the person in isolation and quarantine is the main source of income and is now unable to support their dependents, then they can provide wraparound support for the family. The CBO would be able to pay for food and groceries along with other social supports for the family.

If the person in isolation needs caretaking by someone not in isolation (such as a minor child), then the responsible person can receive Wraparound Support on behalf of the person in isolation.

**Document accessibility:** For individuals with disabilities or individuals who speak a language other than English, OHA can provide information in alternate formats such as translations, large print, or braille. Contact the Health Information Center at 1-971-673-2411, 711 TTY or [COVID19.LanguageAccess@dhsosha.state.or.us](mailto:COVID19.LanguageAccess@dhsosha.state.or.us)