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# Community Based Organization

## Wrap Around Support Training

The logo for the Oregon Health Authority is centered within a light blue, rounded rectangular background. It features the word "Oregon" in a smaller, orange, serif font positioned above the word "Health", which is in a larger, dark blue, serif font. A thin blue horizontal line is positioned below "Health", and the word "Authority" is written in a smaller, orange, serif font below the line.

Oregon  
Health  
Authority

# Community Engagement team



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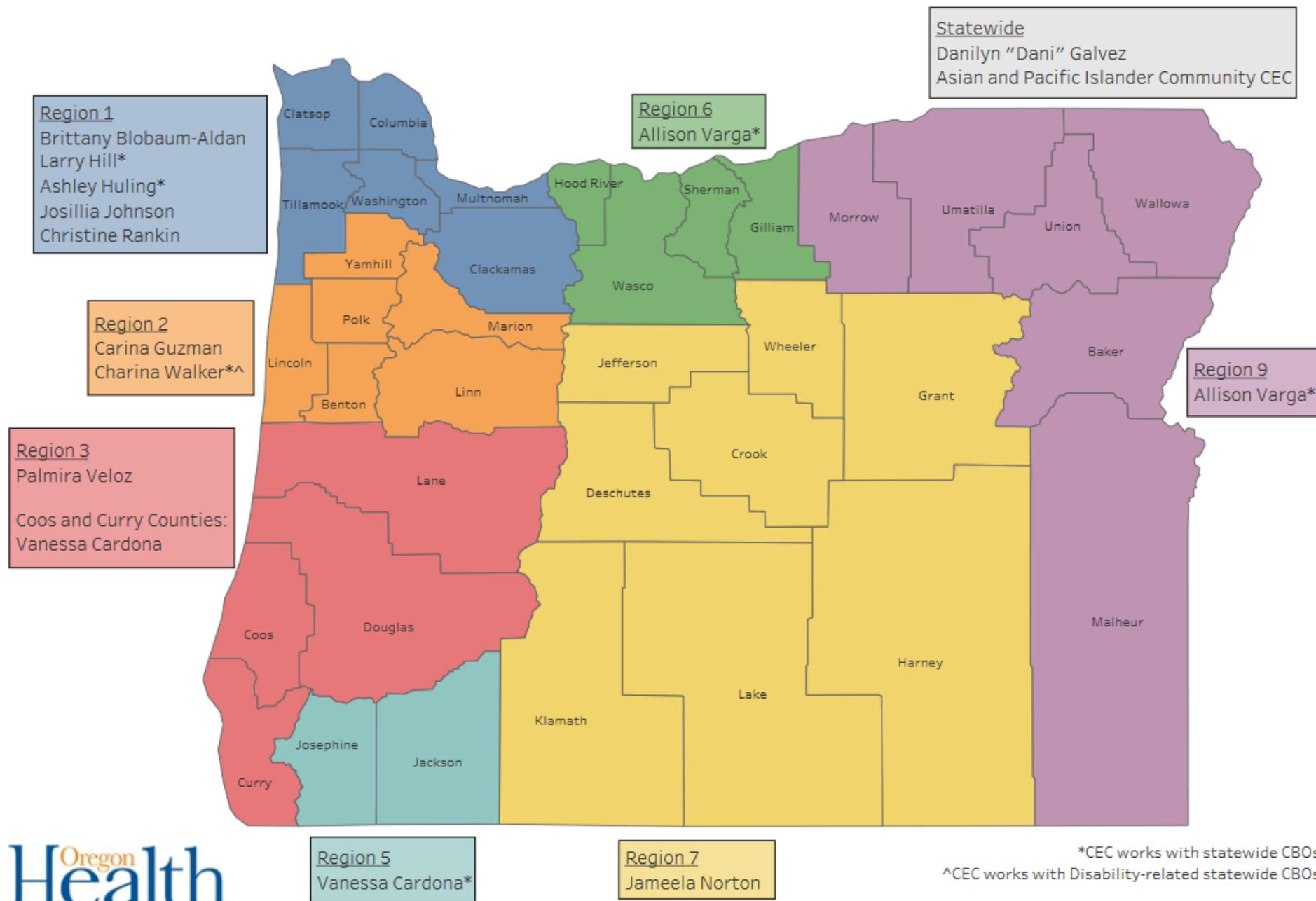


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# Oregon Community Engagement Coordinators by Region



# Here's what we will talk about today:

- OHAs Acknowledgment to Community
- Who we serve
- Wrap Around Overview

# OHA's Acknowledgement to Community

We acknowledge there are institutional, systemic and structural barriers that perpetuate inequity that have silenced the voices of communities over time.

# OHA's Acknowledgement to Community

We are committed to partnerships, co-creation and co-ownership of solutions with communities disproportionately affected by health issues so that groups can actively participate in planning, implementing and evaluating efforts to address the COVID-19 response and other health issues.

# OHA's Acknowledgement to Community

We recognize community-engaged health improvement is a long-term and adapting process.

We are striving to engage with communities through deliberate, structured, emerging and best practice processes.

# OHA's Acknowledgment to Community

We are striving to make engagement with public health effective for communities, especially those communities that experience institutional, systemic and structural barriers.

# How We Hope to Work Together

- COVID-19 has impacted the health of Oregonians.
- None of us can address these challenges alone.
- We hear you loud and clear: you're the expert of your community.
- CARES Act Funding to support community efforts

# Who We Serve

- Black, Native, Tribal Members and People of Color
- People with disabilities
- Families
- People who are houseless
- Individuals with substance use disorder
- Immigrant and refugee communities
- Faith communities
- Undocumented communities
- Farmworkers
- People experiencing mental health issues
- Older adults
- LGBTQIA+ communities



# Shared Language

CBO: Community Based Organization

LPHA: Local Public Health Authority

OHA: Oregon Health Authority

CEC: Community Engagement Coordinator

# Contact Tracing

Contact tracing – Is the process of investigating and letting people know they may have been exposed to COVID-19 and should monitor their health for signs and symptoms. It might involve asking people to isolate or quarantine.

# Quarantine and Isolation

- **Quarantine** means the physical separation and confinement of a person or group of persons who have been or may have been **exposed to Covid-19.**
- **Isolation** means the physical separation and confinement of a person or group of persons who are Covid-19 **positive or presumed to be positive.**

# Timeline for Isolation and Quarantine

- Local Public Health will provide the number of days that a person should be in isolation or quarantine.
- Typically 14 days.
- It can be longer than 14 days. If a person needs wrap services beyond 30 days reach out to your Community Engagement Coordinator.

# Wrap Around Support

**Wrap around support services** – There are two parts to this body of work!

**Part 1** – Payments for rent, groceries, utilities and more for up to 30 days for individuals and families in isolation or quarantine.

# Safety Net

**Part 2:** Using staff time to connect people to existing programs and services that serve Oregonians such as SNAP, food banks, Oregon Worker Relief Fund and other supports.

Staff may connect anyone impacted by Covid-19 to safety net programs

# Who is eligible?

- All people impacted by COVID-19 are eligible to receive services via your staff time connecting them into safety net programs.
- Those individuals in isolation or quarantine due to positive COVID-19 test or exposure can receive assistance with expenses.

# Wrap Around Overview



# Your Grant

- Your base grant may be used to cover staff time and supplies
- Staff time and supplies may be used to serve people impacted by COVID-19.
- If there's a need for quarantine and isolation - those are reimbursable expenses.

# Eligibility Criteria: Wraparound Support

- Proof of citizenship and income is not required
- OHA does not collect, ask or track any information about income or documentation status.

# Your role

- Working together with families to get them the services and resources they need. This can include making calls on their behalf or getting them needed deliveries.
- Helping them figure out eligibility information on programs such as SNAP, obtaining rental vouchers, unemployment and more.
- Or Wrap Around support for immediate needs for up to 30 days of assistance

# Update guidance: 30 Days!! 😊

- Effective 10/23/2020:
  - We can assist with 30 days of wraparound supports!  
(Previous direction was ½ month of bills)
- For special situations or specific situations please reach out to your CEC

# Not allowed to pay for

- Personal loans
- Car payments
- Student loans
- You can use your time to help call these companies to see about a COVID delayed payment or deferment.



# Things to consider

- How will groceries be paid for and delivered?
  - Your organization? A family friend?
- Do they have the medications they need? How will those be delivered ?
- Do they need childcare assistance?
- Do they have a pet that needs care?

# Payment for 30 Day Wrap Around

- Your organization will pay for these things if there is not another safety net option and if there is an urgent need.
- Your organization will ask for the money to be paid back by OHA - by invoicing us

**Let's take a deeper  
look at some of  
these steps**



# 2 ways you can provide wraparound support

1. Local Public Health Referral

2. A person comes directly to you or your organization for help

# Partnership with your LPHA

- In order to share wraparound referrals with you, the LPHA and CBO will need to sign an MOU (Memorandum of Understanding)
- This is to protect client privacy and confidentiality

# Part 1: You get a referral from LPHA

- LPHA tells you about a COVID case or known contact
- CBO responds to referral within 24 hours – including weekends and holidays
- Each LPHA may have a different process for this
  - Talk with your LPHA(s) to agree on a process for making and tracking referrals

## Part 2: Wraparound – What does the person need right now?

- What does this person need right now to stay safe in isolation or quarantine?
- Get this person those things ASAP!

## Part 2: Wraparound – What does the person need right now?

- Funds should go directly to the organization or person who needs payment.
  - For example - pay the landlord directly, pay the cellphone bill to AT&T, pick up the groceries from Fred Meyer, order the Instacart or meal delivery service whenever possible.

## Part 2: Wraparound – What does the person need right now?

- Make sure you are tracking wraparound help and costs so you can get reimbursed by OHA
- Submit receipts and reimbursement form to OHA – Get your money!

## Part 3: Safety net – What does the person need long-term?

- Does this person feel safe accessing safety net benefits?
- **If YES:**
  - Help them get everything they need to apply
  - Help them apply or get them in touch with someone who can
- **If NO:**
  - Learn more about their needs and possible barriers to requesting services
  - Connect with your CEC if you have questions

# Balancing long and short-term needs

- CBOs are asked to “make a reasonable effort” to connect people to safety net programs before paying for wraparound supports
  - Example: SNAP (food stamps) and buying groceries

## Part 4: Follow up and track

- Check in with those in Isolation or Quarantine to make sure they have what they need
  - Talk with person about how often they want you to check-in
- Talk with LPHA about their needs for tracking Isolation and Quarantine support

**Non- LPHA referral  
also known as:**

**We know someone  
who needs help**

# Someone needs help

- You are trusted have relationships.
- Another CBO reaches out
- A family or friend of one of your clients has a COVID-19 exposure.

# You can help!



# Part 1: Confirm COVID and give wraparound support

- Person asks for help, but is not referred by LPHA
- CBO needs to:
  - Get signed “consent” from person to share information with LPHA and confirm COVID exposure
  - Confirm COVID diagnosis or exposure with LPHA

## Part 2: What does the person need right now?

- CBO can pay for short-term help for **5 business days** while waiting for confirmation from LPHA
- Once LPHA confirms, you can continue paying for support beyond the 5 business days

Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.
✗	✓	✓	✓	✓	✓	✗

## Part 2: What does the person need right now?

- Get this person those things ASAP
  - Money should go directly to entity whenever possible for example, landlord, cell phone company.

## Part 3: Confirm COVID

If LPHA can confirm COVID diagnosis or exposure, keep following your normal process to get this person the help they need

# What if LPHA cannot confirm COVID exposure and quarantine request?

- CBO cannot get paid for any more wraparound costs
- CBO can use grant money for staff time needed to help connect person to safety net help and programs

# Recap: Wrap Around During Quarantine

## LPHA Referral

- MOU with the LPHA
- LPHA sends you a name
- You follow up and pay for needed supports.
- Connect with safety net
- Check in.
- Document.
- Submit invoice and receipts to OHA

## Someone needs help

- Community contacts CBO
- Community member signs consent form
- CBO contacts LPHA for confirmation
- 5 business days to provide support, continue with support when confirmed

# How does your organization get reimbursed?

- To get reimbursed submit receipts and the invoice for isolation and quarantine wraparound support to  
[Community.COVID19@dhsoha.state.or.us](mailto:Community.COVID19@dhsoha.state.or.us)
- Invoice found on the OHA COVID 19 Community Engagement website under Budget Information

# Sample template available online

Supporting documentation should include by category and description detailing vendor name, amount paid, items purchased and dates of purchase.

Description	Vendor	Date	Amount	Item(s) Purchased	Person/ID
Housing	Bob's Motel	5/15-17/2020	300.97	3 nights lodging case	XXXXXX
Food	ABC Catering	5/15-17/2020	100.15	6 meals	XXXXXX
Transportation	Jill's Ambulance	5/31/2020	500.99	from hospital to home	XXXXXX
Child Care	Preschool	5/31/2020	50	child care for the day	XXXXXX

# Reporting Requirements

- Keep track of the work you're doing.
- How many clients are you serving?
- Where are you getting them services?
- What's working well? What's not working well ?

# Resources for COVID-19 CBO Grantees

[< Funding Overview and List of Grantees](#)

[Contacts for Grantees](#)

## Information in English

[Budget Information](#)



## Training Resources

[General](#)



[Fiscal](#)



[Community Engagement](#)



[Contact Tracing](#)



[Social Services and Wraparound](#)



## Información en Español

[Información sobre presupuestos](#)



## Recursos de formación

[General](#)



[Fiscal](#)



[Participación comunitaria](#)



[Rastreo de contacto](#)



[Servicios sociales](#)



# Safe + Strong

<https://www.safestrongoregon.org/community-board>



TRANSLATE

ENGLISH



Live And Work Safely

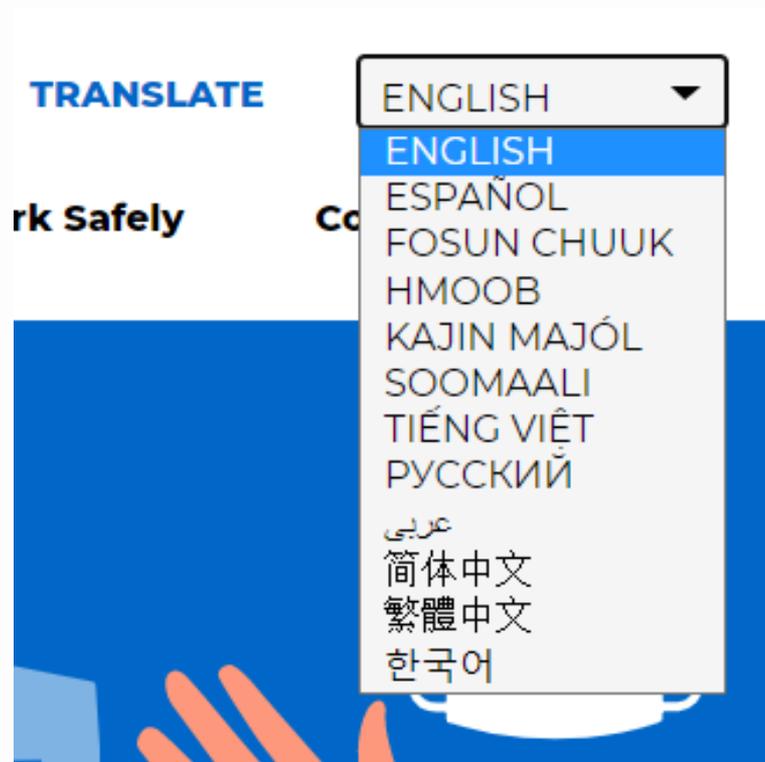
Community Support

## Get help from our community partners

We work with community organizations, public agencies and health experts to make sure that your needs are met and your questions are answered. Below are helpful resources from partners in the community.



# Safe + Strong



# Safe + Strong

## Community Support

<b>ASL resources</b>	<b>+</b>
<b>Assistance for immigrant workers</b>	<b>+</b>
<b>Employment and transportation</b>	<b>+</b>
<b>Families and children</b>	<b>+</b>
<b>Food</b>	<b>+</b>
<b>Health care</b>	<b>+</b>
<b>Health care for immigrants and refugees</b>	<b>+</b>
<b>Housing</b>	<b>+</b>

# OHA COVID-19 resources

<https://govstatus.egov.com/OR-OHA-COVID-19>

## Community Resources for Specific Groups

Individuals, Families and Caregivers

+

Older Adults

+

People with Disabilities

+

Agricultural Workers and Employers

+

Election Workers

+

Home Care Workers

+

# General COVID-19 Resources

- <https://govstatus.egov.com/OR-OHA-COVID-19>
- Center for Disease Control (CDC)
- Safe+ Strong Oregon
- World Health Organization

# How to contact CEC Team

- Not sure who your CEC is ?
  - Email our general inbox at:  
[Community.Covid19@dhsosha.state.or.us](mailto:Community.Covid19@dhsosha.state.or.us)

# Thank You!

