

In most cases, the best referral will be to 2-1-1 or to the county’s specific helpline. This document is intended to help Contact Tracers learn more about the resources available in Oregon and easily search in one place by topic or keyword.

There are also fillable sections to allow for LPHAs, Tribes and organizations to add specific resources in their community.

Content, links and documents may change as pages are updated frequently. Visit the mail pages for links to get the most up-to-date information.

General COVID-19 Resources & Tools	
2-1-1 COVID-19 Information and Resources	https://covid19.211info.org/ Dial 2-1-1 Text your zip code to 898711 TTY: 7-1-1, dial 1-866-698-6155
OHA Facebook	https://www.facebook.com/OregonHealthAuthority/ (English) https://www.facebook.com/OHAespanol/ (Spanish)
COVID-19 Health Related FAQs (OHA)	https://www.oregon.gov/oha/PH/DISEASESCONDITIONS/DISEASESAZ/Pages/COVID19-FAQ.aspx
COVID-19 Advice for the Public: Mythbusters (WHO)	https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters
Coronavirus Rumor Control (FEMA)	https://www.fema.gov/coronavirus/rumor-control
American Public Health Association COVID-19 page	https://www.apha.org/topics-and-issues/communicable-disease/coronavirus (English) https://www.COVIDGuia.org (Spanish)
Contact Tracing Resources	
Oregon COVID-19 Contact Collaborative	https://govstatus.egov.com/OR-OHA-Contact-Collaborative (English) https://govstatus.egov.com/OR-OHA-Colaborativo-de-Contacto (Spanish)

COVID-19 Contact Tracing Resources (OHA)	https://www.oregon.gov/oha/PH/Pages/Contact-Tracing-Resources.aspx
Fundamentals of Contact Tracing (OHA - Video)	https://www.youtube.com/watch?v=cf7m32pgsMI
Overview of Contact Tracing (CDC)	https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/contact-tracing.html
ARIAS: At Risk Identification Alerting System (OHA):	https://www.oregon.gov/oha/PH/Pages/ARIAS.aspx <ul style="list-style-type: none"> • ARIAS SYSTEM FAQ • ARIAS User Guide • Support contacts • Release notes
Updates on the Oregon COVID-19 Response	
OHA COVID-19 Updates	https://govstatus.egov.com/OR-OHA-COVID-19
Oregon Investigative Guidelines for COVID-19	https://www.oregon.gov/oha/PH/DISEASESCONDITIONS/COMMUNICABLEDISEASE/REPORTINGCOMMUNICABLEDISEASE/REPORTINGGUIDELINES/Documents/Novel-Coronavirus-2019.pdf
Safe + Strong	https://www.safestrongoregon.org/ <ul style="list-style-type: none"> • Community support resources • COVID-19 safety tools and tips
Governor's Office Coronavirus Support & Resources	https://govstatus.egov.com/or-covid-19 <ul style="list-style-type: none"> • Executive Orders • Statewide Rules • Phase Guidance • FAQs (by interest)
COVID-19 Testing and Cases in Oregon Dashboards	https://public.tableau.com/profile/oregon.health.authority.covid.19#!/
Oregon COVID-19 Mask Requirements	https://govstatus.egov.com/or-oha-face-coverings
Continued Education Resources for Contact Tracers	
Trauma Informed Oregon	https://traumainformedoregon.org/
Johns Hopkins Training: COVID-19 Contact Tracing	https://www.coursera.org/learn/covid-19-contact-tracing
Race, Ethnicity, Language and Disability (REALD)	<ul style="list-style-type: none"> • Training Module: https://www.oregon.gov/oha/PH/DISEASESCONDITIONS/COMMUNICABLEDISEASE/REPORTINGCOMMUNICABLEDISEASE/Pages/REAL-D-Collection-Toolkit.aspx • OHA Office of Equity and Inclusion REALD Implementation page: https://www.oregon.gov/oha/OEI/Pages/REALD.aspx

Addressing Racism and COVID-19 (University of Washington)	https://www.nwcp.org/training/addressing-racism-and-covid-19
General Contact Tracing Phone Calls (TRAIN)	https://www.train.org/main/course/1091008/
Health Literacy for Public Health Professionals (TRAIN)	https://www.train.org/main/course/1078759/
Implicit Bias in Public Health Practice (University of Michigan)	https://www.mittrainingcenter.org/courses/ibpha1219
Guide to Providing Effective Communication and Language Assistance Services (HHS)	https://hclsig.thinkculturalhealth.hhs.gov/
COVID-19: Data Sharing for Public Health Surveillance, Investigation and Intervention (TRAIN)	https://www.train.org/main/course/1090857/
Quarantine & Isolation	
Self-Isolation & Self-Quarantine Home Assessment Checklist (CDC)	https://www.cdc.gov/coronavirus/2019-ncov/downloads/php/self-quarantine_form.pdf
What's the difference between quarantine and isolation? (CDC)	https://www.youtube.com/watch?v=l3s75_X8Xjs&feature=emb_title
Quarantine If You Might Be Sick (CDC)	https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fif-you-are-sick%2Fquarantine-isolation.html
Isolate If You Are Sick (CDC)	https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/isolation.html
How to discontinue isolation (CDC)	https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html
Staying Safe at Home	
Cleaning and Disinfecting for Households (CDC)	https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fprepare%2Fcleaning-disinfection.html
Care of and making your own face coverings	https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html
EPA approved disinfectants for COVID-19	https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19

State of Oregon Assistance Programs and Services (GENERAL)

Oregon Local Public Health Authority (LPHA) Directory	https://www.oregon.gov/oha/ph/ProviderPartnerResources/LocalHealthDepartmentResources/Pages/lhd.aspx
Oregon Health Authority Programs and Services	https://www.oregon.gov/oha/Pages/Portal-Programs-Services-TB.aspx
2-1-1	Dial 2-1-1 Text your zip code to 898711 TTY: 7-1-1, dial 1-866-698-6155
Impact NW	https://impactnw.org/ <ul style="list-style-type: none"> • Early Childhood and Family Services • Youth and Family Services • Housing and Safety Net Services • Senior Services
Healthcare Support	
Oregon Health Plan (OHP)	https://www.oregon.gov/oha/HSD/OHP/Pages/index.aspx
Oregon Healthcare - Find local help	https://healthcare.oregon.gov/Pages/find-help.aspx
OHSU COVID-19 Hotline for Uninsured and without Primary Care	1-833-647-8222 (Multi-language accessibility through interpreters; does not ask for immigration status) <i>*8 AM to 8 PM, Monday – Sunday</i>
<p>CAWEM Program (DHS): http://www.dhs.state.or.us/spd/tools/program/cawem.htm</p> <p>Citizen Alien Waived Emergent Medical (CAWEM): Anyone who is undocumented or has been a legal permanent resident (green card holder) for less than 5 years may be eligible for the Oregon Health Plan's (OHP) CAWEM benefit, which includes emergency medical, hospitalization, dental and transport services. CAWEM also includes all services for the diagnosis and treatment of COVID-19.</p>	
Medicare & Coronavirus (Medicare)	https://www.medicare.gov/medicare-coronavirus
Reproductive Health Access Project	https://www.reproductiveaccess.org/covid19/

Food and Nutrition Resources

Oregon Supplemental Nutrition Assistance Program (SNAP)	https://www.oregon.gov/DHS/ASSISTANCE/FOOD-BENEFITS/Pages/About-SNAP.aspx
Need Food Oregon	https://govstatus.egov.com/or-dhs-food (English) https://govstatus.egov.com/or-dhs-alimentos (Spanish) <i>*Other languages available via Google Translate or downloadable flyers</i>
Partners for a Hunger-Free Oregon	https://oregonhunger.org/covid-19/ (English) https://oregonhunger.org/covid-espanol/ (Spanish)
Oregon Food Bank	https://www.oregonfoodbank.org/find-help/find-food/ <i>*Locate food banks by location/area</i>
Application for Free and Reduced-Price Meals (ODE)	https://www.ode.state.or.us/apps/FRLApp/Default <i>*For families with children</i>
Summer Meals Map	https://www.summerfoodoregon.org/map/ <i>*For children ages 1-18</i>
Oregon Women Infant and Children (WIC)	https://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/WIC/Pages/index.aspx
Home-delivered Meal Programs (ADRC)	https://adrcforegon.org/consite/explore-home-meal-programs.php <i>*Search by zip code for local programs</i> 1-855-673-2372
Meals on Wheels (Multnomah and Washington counties)	https://www.mowp.org/what-we-do/meals-on-wheels/ 1-503-736-6325
Family Meal	https://www.familymealpdx.org/ <i>*Financial relief to Oregon's food service and agricultural workers in a medical debt crisis</i>

Support & Resources for SENIORS

Oregon Aging and Disability Resource Connection (ADRC)	https://adrcforegon.org/ https://www.facebook.com/ADRCofOregon 1-855-673-2372
Council on Aging of Central Oregon	https://www.councilonaging.org/ https://www.facebook.com/CouncilonAgingofCentralOregon/
Senior Health Insurance Benefits Assistance (SHIBA)	https://healthcare.oregon.gov/shiba/pages/index.aspx
AGE+	https://ageplus.org/ https://www.facebook.com/AgePlus/

Oregon Senior Loneliness Line	http://seniorlonelinessline.org/ 1-503-200-1633 or 1-800-282-7035 <i>*Language interpreters available</i>
COVID-19 Guidance for Older Adults (CDC)	https://www.cdc.gov/aging/covid19-guidance.html
Senior Shopping Hours by Store (Council on Aging of Central OR)	https://www.councilonaging.org/senior-shopping-hours-services/

Support & Resources for TEENS

Youthline	1-877-968-8491 Text "teen2teen" to 839863 <i>*Teens respond from 4 PM-10 PM Monday through Friday. Adults available 24/7</i>
Youth Era	https://www.youthera.org/ https://www.facebook.com/TheYouthERA/ <ul style="list-style-type: none"> • Peer support • Virtual drop-ins
Oregon Family Support Network & Parent to Parent Peer Support Warmline	https://www.ofsn.org/ https://www.facebook.com/OregonFamilySupportNetwork/# 1-833-732-246 (phone, chat, email and Facebook messaging) <i>*Tuesdays, Wednesday & Thursdays 12 PM to 7 PM</i>

Support & Resources for PARENTS/FAMILIES

COVID-19 Resources: Supporting Families Prenatally to Age 5 (OHA)	https://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/DATAREPORTS/Pages/COVID-19-Resources.aspx
Urgent Resources for Families (Portland Public Schools)	https://www.pps.net/coronavirus
Helping Children Cope (CDC)	https://www.cdc.gov/childrenindisasters/helping-children-cope.html
Parent caregiver guide for helping families cope	https://www.nctsn.org/resources/parent-caregiver-guide-to-helping-families-cope-with-the-coronavirus-disease-2019

Supporting Families During COVID-19 (Child Mind Institute)	https://childmind.org/coping-during-covid-19-resources-for-parents/
Talking with children about Coronavirus (CDC)	https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/talking-with-children.html
Disability & Accessibility Support	
Oregon Deaf and Hard of Hearing Services	https://www.oregon.gov/DHS/SENIORS-DISABILITIES/SPPD/Pages/COVID19-ASL-Resources.aspx
FACT Oregon (Special Education, Developmental Disability Services)	https://factoregon.org/ https://www.facebook.com/FACTOregon/ Peer Support Line: 1-503-786-6082 or toll free at 1-888-988-3228
COVID-19 Resources for People with Disabilities	https://www.aahd.us/covid-19/
Coronavirus Recommendations for Persons with Disabilities (OHA)	https://youtu.be/veY9kiKzocQ
Behavioral Health Services	
Oregon Behavioral Health Services (OHA)	https://www.oregon.gov/oha/HSD/AMH/Pages/Addictions.aspx
National Alliance on Mental Illness (NAMI) Oregon	https://namior.org/ <ul style="list-style-type: none"> • Online Support Groups • Helpline 1-503-230-8009 or toll-free at 1 800-343-6264 *9 AM to 5 PM, Monday – Friday
Warmline (Peer to peer counseling hotline)	1-800-698-2392 *9 AM to 11 PM, Monday – Sunday
Peer Galaxy: Oregon's Peer Support Directory	https://www.peergalaxy.com/ https://www.facebook.com/PeerGalaxy/
National Suicide Prevention Lifeline	https://suicidepreventionlifeline.org/ (Support available via private chat) 1-800-273-8255 (English) 1-888-628-9454 (Spanish)

	1-800-799-4889 (Deaf/Hard of Hearing)
Taking Care of Your Behavioral Health – Tips for Social Distancing, Quarantine, and Isolation During an Infectious Disease Outbreak (SAMHSA)	https://store.samhsa.gov/product/Taking-Care-of-Your-Behavioral-Health-Tips-for-Social-Distancing-Quarantine-and-Isolation-During-an-Infectious-Disease-Outbreak/PEP20-01-01-007
Substance Abuse Support	
Oregon Recovery Network	https://oregonrecoverynetwork.org/ (English) https://oregonrecoverynetwork.org/recursos-de-recuperacion/ (Spanish) <ul style="list-style-type: none"> • Meeting listings • Treatment • Peer supports • Financial support • Housing
Alcohol & Drug Helpline (Lines for Life)	1-800-923-4357 TEXT “RecoveryNow” to 839863
Alcohol and Other Drug Services Directory (OHA)	https://www.oregon.gov/oha/HSD/AMH/Pages/Addictions.aspx 1-503-945-5763
Recovery Now: Treatment Access Line (OHA)	1-855-612-5576
Naloxone/Narcan Rescue Resources (OHA)	*CALL 911 if someone is having a drug overdose https://www.oregon.gov/oha/ph/preventionwellness/substanceuse/opioids/pages/naloxone.aspx
Harm Reduction Resources (OHA)	https://www.oregon.gov/oha/PH/PREVENTIONWELLNESS/SUBSTANCEUSE/Pages/harm-reduction.aspx
Crisis Lines	
Oregon Crisis Lines by County (OHA)	https://www.oregon.gov/oha/PH/PREVENTIONWELLNESS/SAFELIVING/SUICIDE/PREVENTION/Pages/crisislines.aspx
National Lines for Life (General/main line)	https://www.linesforlife.org/ https://www.facebook.com/linesforlife 1-800-273-8255 (English)

National Suicide Prevention Lifeline	https://suicidepreventionlifeline.org/ (Support available via private chat) 1-800-273-8255 (English) 1-888-628-9454 (Spanish) 1-800-799-4889 (Deaf/Hard of Hearing)
National Domestic Violence Hotline	https://www.thehotline.org/ (Support available via private chat) 1-800-799-7233 Text "LOVEIS" to 1-866-331-9472
Oregon Coalition Against Domestic & Sexual Violence *NOT a crisis hotline or direct service provider	https://www.ocadsv.org/find-help (Local resources by county/location) <ul style="list-style-type: none"> • Emergency shelters • Support groups • Culturally specific services • Legal advice
National Sexual Assault Hotline	1-800-656-4673
Poison Control Hotline	*CALL 911 if someone has been poisoned 1-800-222-1222
Oregon Problem Gambling Helpline	https://www.opgr.org/ (Support available via private chat) 1-877-695-4648
Military Helpline (Lines for Life)	1-888-457-4838
Veterans Crisis Line	https://www.veteranscrisisline.net/ (Support available via private chat) 1-800-273-8255 press "1" 1-800-799-4889 (Deaf/Hard of Hearing) Text anything to "838255"
Trevor Project (LGBTQIA+) Hotline	Call or text 1-866-488-7386 (Support available via private chat) <i>*24 hr</i>
Trans Lifeline	1-877-565-8860 *7 <i>AM to 1 AM PST</i>
Report Child/Elder/Vulnerable Adult Abuse (DHS)	https://www.oregon.gov/DHS/ABUSE/Pages/index.aspx 1-855-503-7233
Housing Support	
Oregon Housing and Community Services	https://www.oregon.gov/ohcs/Pages/index.aspx <ul style="list-style-type: none"> • Housing assistance <ul style="list-style-type: none"> ○ Renters ○ Veterans ○ Seniors ○ Affordable housing ○ Mortgage relief resources • Homelessness service programs • Homeowner support

	<ul style="list-style-type: none"> Housing counselors
<p>House Bill 4213 extends the statewide eviction moratorium on nonpayment and no-cause terminations. Tenants will have until March 31, 2021 to pay rent owed for April through September 2020. Landlords cannot evict, impose late fees or report delinquency to credit reporting agencies due to failure to pay during this time.</p> <p>Oregon Law Center’s fact sheet and FAQs: https://govsite-assets.s3.amazonaws.com/7j3RHcxdSky0LKVXnnRe_OLC-LASO-Eviction-Moratorium-Updates-7-1-20.pdf</p>	
CARES Act: Support for Homeowners in Oregon (OHCS)	https://www.oregon.gov/ohcs/homeownership/pdfs/06-01-2020-Public-Notice-Consumer-Homeowner.pdf
Homeless Shelter Directory (National)	https://www.homelesshelterdirectory.org/oregon.html
Oregon Energy Fund	http://www.oregonenergyfund.org/energy-assistance/
Employment, Leave & Income Resources	
Oregon Unemployment Services	https://www.oregon.gov/EMPLOY/Unemployment/Pages/default.aspx
Families First Coronavirus Response Act: Employee Paid Leave Rights (US Dept Labor)	https://www.dol.gov/agencies/whd/pandemic/ffcra-employee-paid-leave
National Employment Law Project	https://www.nelp.org/ https://www.facebook.com/NationalEmploymentLawProject
Undocumented Residents & Seasonal Workers	
COVID-19 Resources for Undocumented Communities	https://docs.google.com/spreadsheets/u/1/d/18p9OSILpSYanIoUC-gEbhVbRMYVUfw4wyrixa9ekGdc/htmlview?fbclid=IwAR2hdwS7cr3Q5q3LzrzcBQ9ADQNDdacnZGsPZ3tAvP8D4Ydg4nrqjfw_s (English and Spanish)
State of Oregon Food Security & Farmworker Safety	https://www.oregon.gov/oweb/fsfs/Pages/index.aspx

COVID-19 Farmworker and Landscaper Rental Relief Fund (Oregon Human Development Corporation)	https://www.ohdc.org/covid-19-farmworker-rental-relief-fund.html (English) https://www.ohdc.org/covid-19-fondo-de-alivo-de-renta-para-trabajadores-de-agricola.html (Spanish) 1-855-215-6158
National Center for Farmworker Health	http://www.ncfh.org/ (English) http://www.es.ncfh.org/ (Spanish) https://www.facebook.com/NCFHTX/
FAQ: Immigrant Workers' Rights and COVID-19 (National Employment Law Project)	https://www.nelp.org/publication/faq-immigrant-workers-rights-and-covid-19/
Pet Resources	
Animal Poison Control (ASPCA)	https://www.aspca.org/pet-care/animal-poison-control 1-888-426-4435
COVID-19: If You Have Pets (CDC)	https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/pets.html
COVID-19 FAQs for Pet Owners (American Veterinary Medical Foundation)	https://www.avma.org/resources-tools/animal-health-and-welfare/covid-19/covid-19-faqs-pet-owners
Caring for your pets during the COVID-19 pandemic	https://vcahospitals.com/covid-19
Portland Animal Welfare Team	https://www.pawteam.org/ <ul style="list-style-type: none"> • Pet food/Supply Bank • Veterinary services for those in the Portland area experiencing houselessness or those living below the federal poverty line