



March 2, 2021

OHA Community Engagement Grant Wraparounds Support Guidelines

Contents

What is social services support or safety net support?	2
What is isolation and quarantine?.....	2
When should a Community Based Organization (CBO) provide wraparound support?.....	2
What is a CBO?	3
What is an LPHA?	3
How does someone qualify for wraparound support?.....	3
How does someone receive wraparound services?	3
How many days can a Community Based Organization (CBO) provide wraparound support? .	4
Can a CBO pay for expenses of someone who was confirmed to be in quarantine or isolation in the past?	4
What is the consent form?	4
What is an attestation form?	4
Can CBOs support someone who is not in isolation or quarantine but needs help?	5
Can CBOs support family members/dependents of those in isolation and quarantine?	5
Culturally appropriate foods/services.....	5
Can a CBO buy food and other items in bulk?.....	5
How does a CBO make a payment for approved expenses?	5

What is wraparound support?

Wraparound support, for this document, is defined as the services your organization will provide someone while they are in a documented isolation and quarantine period due to COVID-19. The services provided during this period may include:

- Health care: assisting individuals and families with finding and accessing health care providers. This might include helping someone get enrolled into a health insurance plan.
- Grocery shopping: getting a list of grocery item requests, shopping for this individual and delivering groceries the same day they are requested.
- Housing support: identifying housing needs, connecting people with eligible programs, and if needed paying for a prorated amount of eligible housing related bills.
- Utilities and telecommunication support: connect clients with existing benefits, and if needed paying a prorated amount of eligible bills, including water, gas, electric, internet, telephone and garbage/recycling services.
- Connecting to community resources: identify appropriate social supports for needs beyond the isolation and quarantine timeline.

Items that are **not covered**: lost wages, credit card bills, car payments, student loans, past-due bills.

What is social services support or safety net support?

Organizations funded by this Community Engagement COVID-19 grant, may use much of their grant funding to pay for staff time. The expectation of this grant is that staff time will be used to support Oregonians impacted by COVID-19. This might include things like:

- Connecting community members with social services like OHP, WIC, TANF, SNAP (Food Stamps) and other government safety net services.
- Connecting community members with resources such as mental health support, childcare needs, educational supports, and other tailored supports.

What is isolation and quarantine?

Isolation is defined as staying away from all other people after testing positive for COVID-19 until illness has met the definition of resolved.

Quarantine means staying away from others when an individual has been within close contact of someone with confirmed COVID-19.

When should a Community Based Organization (CBO) provide wraparound support?

If an individual is in a documented isolation and quarantine period, a CBO provides wraparound support to get the individual or family what they need to stay isolated or quarantined. CBOs should also make a reasonable effort to set up individuals with safety net programs so they can continue to get support after the isolation and quarantine period.

What is a CBO?

CBO stands for Community Based Organization. This is an organization that is typically a non-profit organization and could include service organizations, culturally or linguistically specific organizations, churches, faith communities and other organizations that are trusted members of Oregon communities.

What is an LPHA?

Local Public Health Authority. This is typically your county's health department. They are leaders in the COVID-19 response. You might know about their other services like immunizations, reproductive health services and WIC. CBOs are required to work with their local public health authority in order to receive cases and personal information about people in isolation and quarantine who need the CBO's services.

How does someone qualify for wraparound support?

A person would qualify for wraparound support if they meet at least one of the following criteria:

- Has tested COVID-19 positive, or
- Has been in close contact (within six feet for 15 minutes or more) to someone who has tested positive.

All cases and contacts must be confirmed by the local public health authority (LPHA) when not in surge. There are no income requirements or citizenship requirements, and wraparound supports provided are not considered public charge. People may request this support from the LPHA, or they may approach a CBO to receive services.

How does someone receive wraparound services?

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

1. LPHA Referral. A staff member or contact tracer from a LPHA asks people who have COVID-19 or people who have been in close contact with COVID-19 cases if they need help with things like food, picking up medication and other resources. Local Public Health might serve this person, or they might refer this person to a CBO.
2. "Someone needs help." Community based organizations have trusted relationships with diverse groups across Oregon. A person might approach a CBO requesting help for themselves or someone else they know in the community. The CBO should ask this person to sign a "consent form" to allow the CBO to talk with the LPHA about their case. The CBO would then work with the LPHA to confirm this person's COVID-19 status and isolation and quarantine guidelines. CBOs can provide wraparound services immediately and have up to 5 business days while they work with the LPHA to verify COVID-19 status. Payments for services beyond the 5 days for people who are not verified are not eligible for reimbursement from OHA. CBOs can continue to connect these individuals with safety net support resources beyond the 5 days.

How many days can a Community Based Organization (CBO) provide wraparound support?

Typically, 14 days. Guidance from the LPHA should be used for the allowable time period of support. People should stay in isolation and quarantine for the amount of time defined by LPHAs. If wraparound services are needed beyond 14 days, please reach out to your Community Engagement Coordinator (CEC). Our services are limited to 30 days for someone who has COVID-19 and still has symptoms. Contact your Community Engagement coordinator for other questions or challenges related to timeline and questions.

Can a CBO pay for expenses of someone who was confirmed to be in quarantine or isolation in the past?

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.
- b. Provide the CBO documentation for reimbursement. This could include copies of bills. Your organization may pay the person directly but should keep a copy of the bills these funds were intended to cover.
- c. Submit an attestation form stating they did not receive duplicate COVID 19 related support services from another organization during their isolation or quarantine period.

CBOs may provide grocery store gift cards for meal reimbursement based on individual family need. They are eligible to provide up to \$120 per person per 7 days of quarantine and isolation in a grocery store gift card; however, CBOs are not required to provide this amount given available funding. CBOs can work with other CBOs and/or LPHA if they are unable to meet a family's needs. CBOs should keep the receipts of the purchase of these gift cards and assign them to a specific case for tracking purposes.

If culturally appropriate foods or delivery services are not available at the grocery stores that offer gift cards, VISA gift cards can be purchased. CBO's should note the gift cards are being used specifically for groceries on the wraparound invoice.

What is the consent form?

The consent form is a form that a person signs that allows the CBO to share information about their case with the LPHA. This form is only used when a person comes directly to the CBO for help and is not referred by the LPHA. Oregon Health Authority has created a sample consent form that CBOs and LPHAs may use. CBOs and LPHAs may also have their own forms to obtain consent, which they can use instead of the OHA form.

What is an attestation form?

An attestation form is a form that a person signs that confirms the information included is true. This form states that the individual did not receive duplicate COVID 19 related support services from another organization during their isolation and quarantine period in order to prevent duplication of services.

Can CBOs support someone who is not in isolation or quarantine but needs help?

CBOs cannot use grant funding to pay for short-term, wraparound supports if the person is not or has not been in an isolation or quarantine confirmed by the LPHA. However, CBOs can use grant funding to pay for staff time to help people who are not in isolation and quarantine connect with existing safety net programs, such as SNAP/food stamps, Oregon Health Plan, and unemployment.

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

It depends. If the family members/dependents are also in isolation and 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.

Culturally appropriate foods/services

Oregon Health Authority recognizes the impact longstanding health inequities, which are rooted in systemic racism and oppression, are having on COVID-19 in Oregon. CBO are key to preventing and mitigating COVID-19 in communities that are most impacted. We ask that all CBO grantees make consistent efforts to provide culturally specific services and supports. Here are some examples of what that might look like:

- Instead of providing a family in quarantine with a standardized food box, a CBO might ask for a grocery list, and attempt to purchase the items on that list. This may involve shopping at culturally specific grocery stores.
- Discuss safety net options with individuals. If an individual is willing and interested in applying for services, help them apply for these services. This might include filling out an online or paper application while the client is on the phone with you, setting up a 3-way call with safety net resources or highlighting barriers to service to your community engagement coordinator. If using 211 as a resource, CBOs can assist by setting up a 3-way call to 211 and taking notes for the individual.
- If requested by the individual receiving services, help connect them into culturally, health specific, identity or religious specific social support networks that are happening online or over the phone. Contact your CEC if you would like referrals for these programs.

Can a CBO buy food and other items in bulk?

Yes. Isolation and quarantine kits can be put together to include things like culturally appropriate food, PPE or cleaning supplies. In these cases, bulk purchases may be easier. Please keep receipts for invoicing OHA. CBOs would need to calculate the cost of each kit provided to the community member and include the cost in the wraparound support invoice.

How does a CBO make a payment for approved expenses?

CBOs should pay the provider directly, whenever possible.

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