

Attachment 1: Scope of Work for Community-Based Organizations – COVID-19 Response

This Scope of Work applies to community-based organizations. The Oregon Health Authority (OHA) will work with community-based organizations to conduct any of the following three activities related to the COVID-19 response:

1. Community engagement, education and outreach
2. Contact tracing
3. Social services and wraparound supports

1. Community engagement, education and outreach

Background: A trusted connection to individuals, families and communities is a critical way to share accurate information about COVID-19. Information about COVID-19 must be culturally and linguistically responsive to meet the needs of communities most impacted by racism and oppression or other circumstances caused or exacerbated by toxic stress, trauma, intergenerational trauma and the social determinants of equity like mental health, substance use, job loss, housing and food and nutrition. Communities may also be experiencing stigma related to misinformation about the source and spread of COVID-19.

Community engagement, education and outreach may include:

- Regular communication with community members in their primary or preferred language, including alternate format, about COVID-19 and how to prevent the spread of disease (newsletters, social media, group classes, emails, texting or WhatsApp or other methods of engagement). This may include use of health care interpreters and existing language access contracts.
- Create and share culturally relevant information;
- Amplify OHA information by re-posting social media posts;
- Educate community about safe practices to prevent the spread of COVID-19, answer questions, and act as liaison between the community and public health;
- Inform the community about where to go for services like testing, health care and social services;

- Regular coordination with the local public health authority (LPHA) about where the community can access services like testing, health care and social services.

2. Contact Tracing

Background: Part of Oregon’s framework for Reopening Oregon is to actively suppress the transmission of SARS-CoV-2, the virus that causes COVID-19. To suppress disease transmission in the State of Oregon, it is critical to identify as many people who have been exposed to the virus as possible and then conduct broad contact tracing to identify all contacts that may have been exposed to a case during their infectious period.

Community Health Workers, Traditional Health Workers and individuals who have similar training or skill sets are trusted community members who can effectively build relationships and make contact tracing successful.

The Contact Tracer works directly with their community-based organization to receive information about contacts needing to be traced in coordination with the local public health authority (LPHA) and OHA. Contact tracing includes:

1. Calling all identified contacts of COVID-19 cases to document a symptom check;
2. Referring contacts for testing according to established protocols;
3. Providing contacts with quarantine instructions; and
4. Documenting their work in the OHA ARIAS system.

OHA will support community-based organizations and LPHAs with data sharing agreements to allow sharing of protected health information between organizations.

Contact Tracers will utilize community health worker practice and methodology to establish trust with contacts, assess and collect information required by OHA, and will follow scripts, policies and procedures provided by OHA and comply with all state and federal HIPAA and other privacy/confidentiality requirements and current investigative guidelines.

The Contract Tracer shall:

- Call identified contacts of COVID-19 cases assigned by the LPHA or OHA Case Investigator;
- Communicate with contacts in a professional and empathetic manner;

- Provide contacts with quarantine procedures, and if appropriate, refer them to local testing locations according to protocol;
- Monitor asymptomatic case contacts daily per OHA investigative guidelines for development of symptoms;
- Collect and record symptom check data in the OHA ARIAS system;
- Utilize the OHA ARIAS system as instructed for official purposes only;
- Immediately report any breaches or potential breaches of private or confidential information to the LPHA or OHA;
- If contacts become symptomatic, refer to LPHA or OHA Case Investigator team for additional information;
- If needed, refer to 211, Aging and Disability Resource Center (ADRC) and/or case management staff for community resources to support their quarantine;
- Contact Tracers will need to follow the script to inform contacts about the importance of quarantine and what to do if symptoms develop;
- Contact Tracers are required to use the telephone, computer and electronic equipment provided by the community-based organization (CBOs may use OHA funds to purchase needed supplies);
- Maintain daily contact with LPHA or OHA and their community-based organization when assigned contacts for tracing.

Qualifications

- Ability to handle confidential information with discretion and professionalism and in compliance with federal HIPAA requirements

3. Social Services and Wraparound Supports

Background: Individuals impacted by COVID-19 may need supports for daily living in order to comply with quarantine (staying away from others when an individual has been within close contact of someone with confirmed COVID-19) or isolation (staying away from all other people after testing positive for COVID-19 until illness has met the definition of resolved). Quarantine and isolation have a serious impact on low income and communities most impacted by racism and oppression that may not have worker protections that guarantee payment for the duration of the time the individual may not be able to work. Social services and wraparound supports refer to the individual, culturally and linguistically responsive services that Traditional and Community Health Workers provide to ensure that individuals have access to health care, behavioral health, housing, food and other needs.

Social services and wraparound supports provided to individuals during their isolation or quarantine period may include the following activities:

- Health care: assist individuals and families with accessing health providers, including referrals and setting appointments.
- Grocery shopping: gather information from clients on their grocery needs, shopping and delivering food OR connecting with other organizations who can deploy volunteers to shop and deliver food. CBO staff would be the point of contact for any hubs or other organizations, so families would not be negotiating between multiple organizations. Food resources must be provided within the same day that they are requested. Work with local providers to connect eligible clients to food security resources such as SNAP.
- Housing support: identify housing needs and work with individuals and families and community organizations to fill them. Assist families with securing other community resources for support beyond isolation/quarantine.
- Utilities and telecommunication support: identify needs related to utilities, water, garbage, phone, internet, and cable and work with individuals and families and community organizations to access existing benefit programs.
- Connecting to community resources: some individuals and families may need more complex and ongoing case management services and may need to be connected to behavioral health resources, anti-discrimination resources, domestic violence resources, Department of Human Services or others.

CBOs can submit direct costs related to isolation and quarantine (e.g., food, cell phones, health care supplies (not covered by insurance), housing, child care) to OHA directly for reimbursement. Reimbursable costs do not include: car payments, credit card payment, or student and personal loans. Reasonable efforts should be made to utilize other benefits such as SNAP and WIC before seeking reimbursement for costs related to isolation and quarantine.