

ADDRESSING OREGON'S HOUSING CRISIS THROUGH HEALTH-RELATED SERVICES

Strategies to provide emergency housing for
vulnerable and displaced populations

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AGENDA

- Introduction of partner organizations
- Partnership development & services offered
- 2020 responses to COVID-19 & Wildfires
- Lessons learned and new strategies moving forward



Introduction of Partners



Mission: *“Improve our communities’ health and well-being by creating access to care, services, and resources for those in need.”*

Organization Overview

- Classic Donated Care - Donated health care for those without insurance
- Outreach, Enrollment, and Access – Insurance enrollment
- Premium Assistance – Support paying for Marketplace insurance plans
- C3 Community Assistance Program – Social support and services



Mission: *“Inspire and partner to create quality and equity in individual and community health.”*

Organization Overview

- Owns & operates Columbia Pacific CCO & Jackson Care Connect, contracts with Health Share of Oregon to provide NEMT, behavioral health, and dental health
- Direct service provider arm (Housecall Providers)
- Medicare Advantage Dual Special Needs Plan
- Strategic Partnerships & Clinical Operations departments support health-related services

Behind the Scenes with C3CAP



SUPPORTS HEALTH SYSTEM STAFF
BY PROCURING GOODS & SERVICES
FOR LOW-INCOME PATIENTS

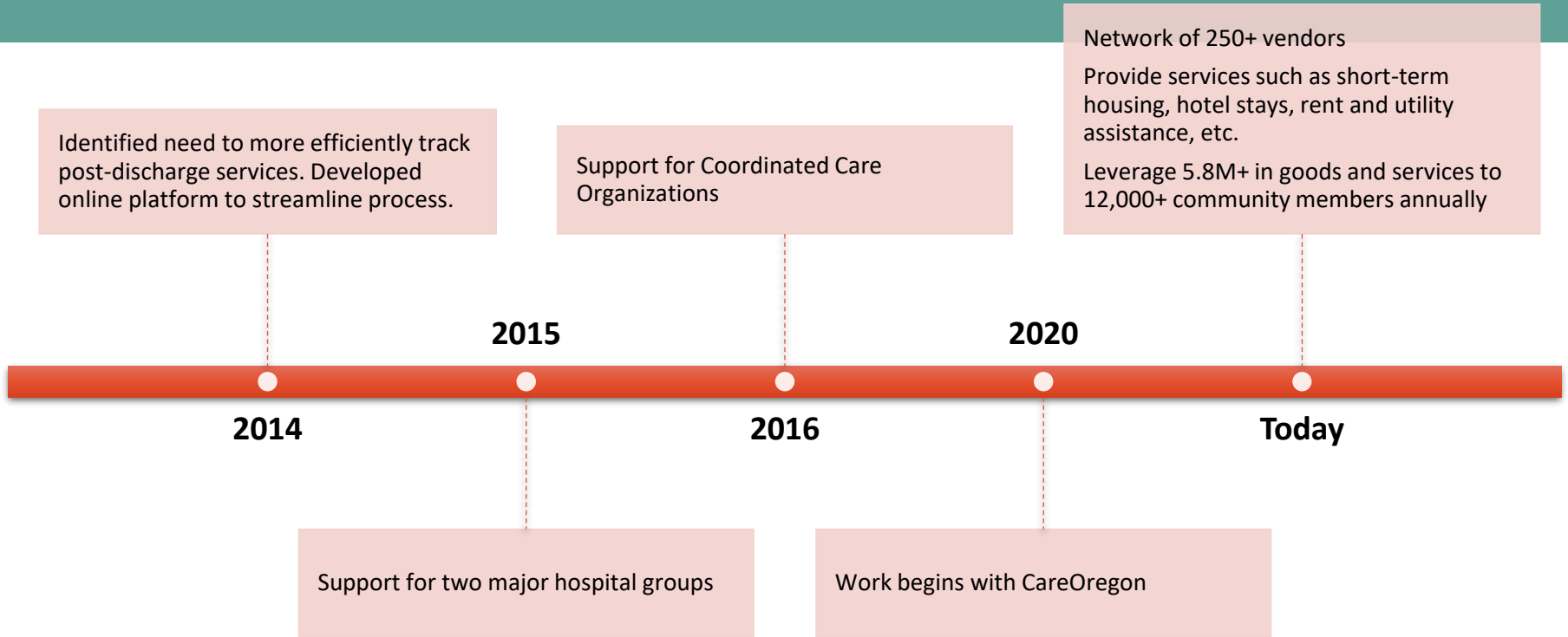


SERVES AS THIRD-PARTY
ADMINISTRATOR

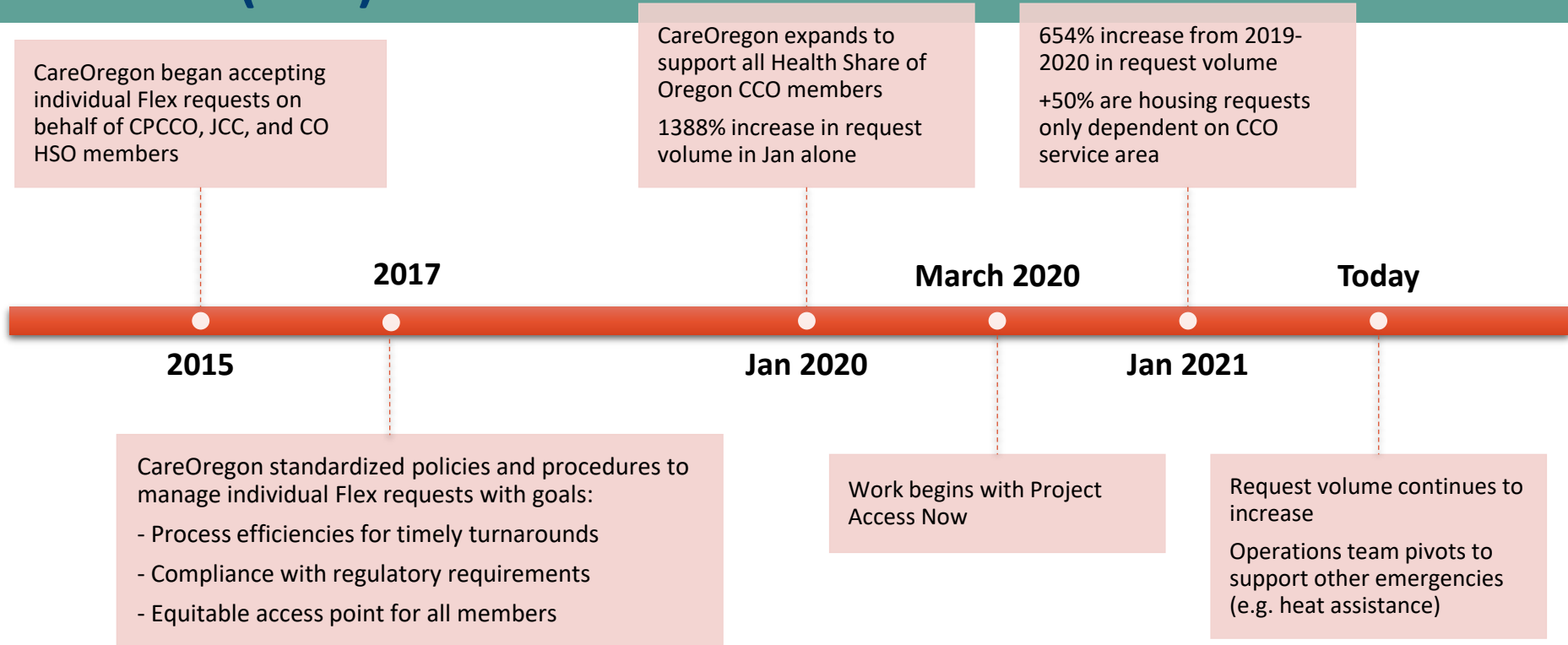


OFFERS CUSTOMIZABLE SCOPE,
WORKFLOWS, DATA COLLECTION &
REPORTING FOR HEALTH SYSTEMS

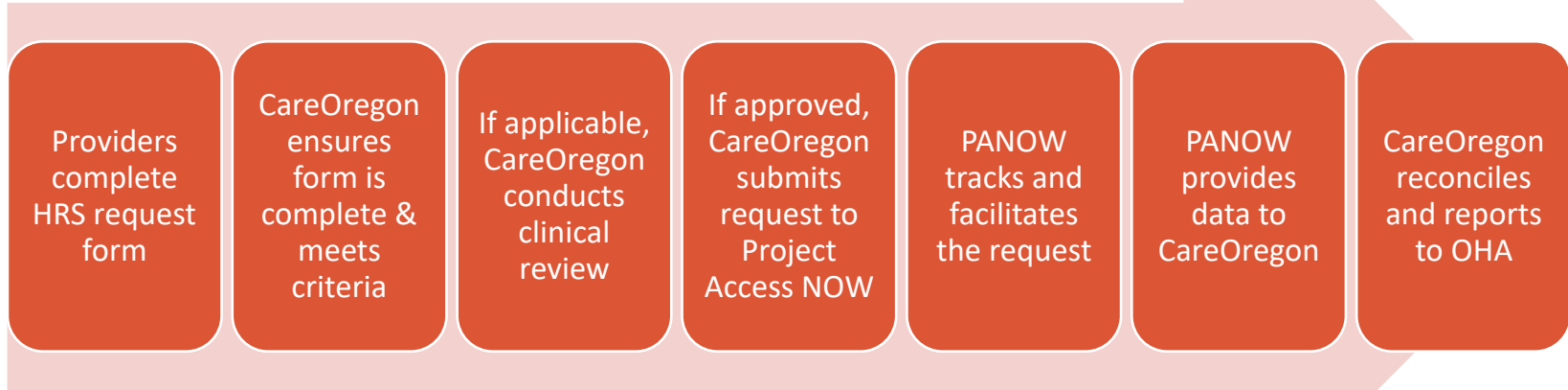
Behind the Scenes with C3CAP



Behind the Scenes with Health-Related Services (Flex)



The Process of a Request



Example of Process Changes

Hotel Requests for Health-Related Services

Hotel Logistics Checklist

Please use the below checklist to ensure the Strategic Business Partnerships team has all the necessary information to book a hotel for each member.

Question	Answer
Was a vacancy confirmed?	
Hotel/motel name:	
Hotel/motel address:	
Hotel/motel phone number:	
Check-in date:	
Estimated number of days needed:	
Does the member have ADA accessibility needs?	
Does the member have any pets or service animals?	
If yes, list type & number of animals:	
Will the hotel accept animals?	
How many total guests will need a room? (Include the member)	
How many beds are needed, and what size?	
Will there be any children?	
If yes, list number of children:	
Does the member have a government-issued ID card? (Please note, not having an ID card will limit hotel options)	
Does the member need a smoking room?	
Does the hotel selected have smoking rooms available?	

Hotel logistics checklist

Please use the below checklist to ensure CareOregon's Health-Related Services team has all the necessary information to book a hotel for each member.

Is this a new reservation or is the member already staying at the hotel/motel?

New reservation Extension of a current reservation

Name of member: _____

Name for the reservation: _____

Was a vacancy confirmed? Yes No

If yes, what date was it confirmed? _____

Hotel/motel name: _____

Hotel/motel address: _____

Hotel/motel phone number: _____

Check-in date: _____

Estimated number of days needed:

7 nights 14 nights 30 nights Other _____

Please note, the maximum number of days that can be accommodated is 30 days per request.

Does the member have ADA accessibility needs? Yes No

If yes, please detail what the needs are: _____

Does the member have any pets or service animals? Yes No

If yes, list type & number of animals, and indicate if they are service animals: _____

Will the hotel accept animals? Yes No

How many total guests will need a room? (including the member): _____

Please list number of rooms needed, if more than one: _____

How many beds are needed, and what size? _____

Will there be any children? Yes No

If yes, list number of children: _____ and their ages: _____

Revised Processes for Emergency Responses

Adapting current processes to multiple public health emergencies

- Coordinating with Public Health entities across Oregon to support quarantine needs for individuals who had no safe place to isolate
 - Hotels for isolation
 - Food and transportation supports
- 2020 Wildfires
 - Rapid hotel coordination and temporary hotel supports
 - Food and transportation supports

Federal Emergency Management Agency (FEMA)

No prior experience or infrastructure to gather details needed to qualify as FEMA reimbursable options during state of emergencies

- List of qualifying criteria of reimbursable items during a declared federal disaster assistance program
- Tracking of individuals receiving supportive services/items during natural disasters
- Tracking of services/items purchased to support member populations during the natural disaster
- Backtracking to gather necessary invoices from hotels to justify reimbursement request

2020 FEMA Wildfire Reimbursements

- 111 unique members supported
 - 165 total individuals (members & family)
 - 56 pets across member families
- \$364,365.72 in reimbursable hotel expenses
 - Average expense per member: \$3,282.57
- Average length of hotel stay: 32.22 days
- 53 unique hotel vendors used



Lessons Learned

New strategies for emergency responses

- Process and partnership prior to emergency resulted in ability of both agencies to work together to respond and adapt quickly
- Ability to respond to new disasters – for example: Heat Advisories and Poor Air Quality
- Emergencies led to the evolution of forms and documentation to lessen the timeline in information gathering and speed up urgent approvals
- Engaging more directly with PANOW early on in emergencies
- Identifying new partnerships with OHA and ODHS
- FEMA reimbursement requirements and criteria built into forms & processes
- Improved processes for invoice collection and financial record management, in addition to submission requirements for FEMA reimbursement

THANK YOU!

For more information or to connect with us:

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