

COVID-19 Resources for Contact Tracers and Case Investigators



This document is intended to help Contact Tracers and Case Investigators learn more about the resources available in Oregon and easily search in one place by topic or keyword. This document also includes programs and assistance that have been expanded during the COVID-19 pandemic.

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.

COVID-19 Resource Pages	
2-1-1 COVID-19 information and resources	<p>https://www.211info.org/ (English) https://www.facebook.com/211info (English) https://www.211info.org/espanol (Spanish)</p> <p>Dial 2-1-1 (English, Spanish, and other interpretations available) Text your zip code to 898711 TTY: 7-1-1, dial 1-866-698-6155</p>
Oregon Health and Human Services Community Resources	<p>https://govstatus.egov.com/or-dhs-community-resources One-stop webpage with a wide range of resources for communities, including:</p> <ul style="list-style-type: none"> • Childcare • Crisis Lines and Services • Domestic Violence and Sexual Assault • Food and nutrition • Housing • Healthcare • Legal assistance • Mental and Behavioral Health services • Public Charge and Immigration • Schools, Youth, and Parents
OHA COVID-19 Updates	<p>https://govstatus.egov.com/OR-OHA-COVID-19 (Google Translate available on page for 100+ languages)</p>
COVID-19 Vaccine FAQs (OHA)	<p>https://govstatus.egov.com/or-oha-vaccine-faqs (Google Translate available on page for 100+ languages)</p>

Safe + Strong	https://www.safestrongoregon.org/ (Translation for Spanish and 10 additional languages available on page) <ul style="list-style-type: none"> • Community support resources • COVID-19 safety tools and tips
COVID-19 Testing in Oregon (OHA)	https://govstatus.egov.com/or-oha-covid-19-testing (English) https://govstatus.egov.com/or-oha-pruebas-de-covid-19 (Spanish)
Governor's Office Coronavirus Support & Resources	https://coronavirus.oregon.gov/Pages/default.aspx (Google Translate available on page for 100+ languages) <ul style="list-style-type: none"> • Executive orders • Statewide rules • Phase guidance • FAQs (by interest)
Tools for Case Investigators and Contact Tracers	
Oregon Investigative Guidelines for COVID-19	https://www.oregon.gov/oha/PH/DISEASESCONDITIONS/COMMUNICABLEDISEASE/REPORTINGCOMMUNICABLEDISEASE/REPORTINGGUIDELINES/Documents/Novel-Coronavirus-2019.pdf
Oregon COVID-19 Interactive Data Dashboards	https://public.tableau.com/profile/oregon.health.authority.covid.19#!/vizhome/OregonsCOVID-19DataDashboards-TableofContents/TableofContentsStatewide <ul style="list-style-type: none"> • Testing, cases, hospital beds, outcomes, etc.
Oregon Local Public Health Authority (LPHA) Directory	https://www.oregon.gov/oha/ph/ProviderPartnerResources/LocalHealthDepartmentResources/Pages/lhd.aspx (Google Translate available on page for 100+ languages)
Oregon Health Authority Programs and Services	https://www.oregon.gov/oha/Pages/Portal-Programs-Services-TB.aspx (Google Translate available on page for 100+ languages)
COVID-19 Funding for Community Based Organizations	https://www.oregon.gov/oha/PH/ABOUT/Pages/Community-Engagement.aspx Lists more than 170 community-based organizations funded by OHA during the COVID-19 pandemic, to provide culturally and linguistically responsive services.
Self-Isolation & Self-Quarantine Home Assessment Checklist (CDC)	https://www.cdc.gov/coronavirus/2019-ncov/downloads/php/self-quarantine_form.pdf
Oregon COVID-19 Contact Collaborative	https://govstatus.egov.com/OR-OHA-Contact-Collaborative (English) https://govstatus.egov.com/OR-OHA-Colaborativo-de-Contacto (Spanish)

Continuing Education Resources

Trauma Informed Oregon	https://traumainformedoregon.org/
Johns Hopkins Training: COVID-19 Contact Tracing	https://www.coursera.org/learn/covid-19-contact-tracing (Subtitles available in 4 languages) https://www.coursera.org/learn/rastreo-contactos-covid-19
Race, Ethnicity, Language and Disability (REALD)	<ul style="list-style-type: none"> • Training Modules (Workday Learning): https://wd5.myworkday.com/oregon/learning/course/d1b3cb4577c801748ea7f4aced013b23?type=9882927d138b100019b928e75843018d • OHA Office of Equity and Inclusion REALD Implementation page: https://www.oregon.gov/oha/OEI/Pages/REALD.aspx (Google Translate available on page for 100+ languages)
Addressing Racism and COVID-19 (University of Washington)	https://www.nwcphp.org/training/addressing-racism-and-covid-19
Health Literacy for Public Health Professionals	https://www.train.org/main/course/1078759/
Implicit Bias in Public Health Practice (University of Michigan)	https://www.mittrainingcenter.org/courses/ibpha1219ce
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/

Food and Nutrition Resources During COVID-19

NeedFood.Oregon.gov	https://govstatus.egov.com/or-dhs-food (English) https://govstatus.egov.com/or-dhs-alimentos (Spanish) (Google Translate available on page for 100+ languages) <ul style="list-style-type: none"> • One-stop website for food and nutrition resources during COVID-19
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<p>Supplemental Nutrition Assistance Program (SNAP)</p>	<p>https://www.oregon.gov/dhs/assistance/food-benefits/pages/about-snap.aspx</p> <ul style="list-style-type: none"> As of October 2021, all SNAP recipients will see an increase to their benefits by approximately 21% compared to before the pandemic. This includes the emergency 15% SNAP increase that ended in September 2021.
<p>Oregon School Lunch Program (P-EBT)</p>	<p>https://www.oregon.gov/dhs/assistance/food-benefits/pages/p-ebt.aspx</p> <ul style="list-style-type: none"> Program closed November 30, 2021. Students eligible for free or reduced-price breakfast and lunch at school were also eligible for additional food benefits. This is in addition to their pickup meals at school. It was automatically issued as a one-time payment on a new or existing Oregon EBT card. EBT cards can also be used for grocery delivery from places like Safeway, Amazon Fresh, and Instacart.
<p>Employment Protections and Paid Time Off During COVID-19</p>	
<p>Families First Coronavirus Response Act</p>	<p>Employees are eligible for:</p> <ul style="list-style-type: none"> Two weeks (up to 80 hours) of paid sick leave at the employee's regular rate of pay when they are unable to work because they are quarantining and/or experiencing COVID-19 symptoms Two weeks (up to 80 hours) of paid sick leave at two-thirds the employee's regular rate of pay because they are unable to work due to a need to care for an individual or a child whose school or child care provider is closed or unavailable for reasons related to COVID-19 Up to an additional 10 weeks of paid expanded family and medical leave at two-thirds the employee's regular rate of pay when an they have been employed for at least 30 calendar days, and are unable to care for a child whose school or child care provider is closed or unavailable for reasons related to COVID-19.
<p>Oregon Sick Child Leave (Oregon Bureau of Labor and Industries)</p>	<p>https://www.oregon.gov/boli/workers/pages/oregon-family-leave.aspx</p> <p>Permanent provision for employees with a child whose school or childcare provider is closed in conjunction with a statewide public health emergency.</p>

Oregon Worker Relief Fund	https://workerrelief.org/quarantine-fund/ <ul style="list-style-type: none"> For agricultural workers. Provides temporary financial assistance of \$430 for one week or \$860 for two weeks.
VAX Tax Credit (For Employers)	Employers may claim a federal tax credit as reimbursement for paid time off for employee vaccination appointments and time required to recover from any side effects.
Housing, Rent and Mortgage Assistance During COVID-19	
Emergency Rental Assistance (HUD)	https://www.hud.gov/coronavirus/renters Households who are unable to pay rent and utilities and qualify for unemployment, have experienced financial hardship or demonstrate a risk for housing instability may receive assistance with paying for rent and utilities.
Local Community Action Agency Rental Relief Funds	https://www.oregon.gov/ohcs/for-providers/Pages/about-Community-Action-Agencies.aspx Local Community Action Agencies can provide access to relief funds if the COVID-19 pandemic has affected housing situation.
Oregon Eviction Moratorium	Oregon's statewide eviction moratorium ended on June 30, 2021. Starting July 1, renters need to pay their current rent each month to avoid being evicted. However, renters do not need to pay back rent owed between April 2020 and June 2021 until February 28, 2022. <ul style="list-style-type: none"> The Oregon Legislature has established a safe harbor period that prevents tenant eviction for 60 days after providing documentation to a landlord that the tenant has applied for rental assistance. <p>More information is found at: https://www.oregonrentalassistance.org/</p>
Oregon Emergency Rental Assistance Program	https://oerap.oregon.gov/orera#/ Assists eligible low-income households with their past due rent and utilities payments. In most cases, approved applications will result in payments made directly to landlords and utility providers. NOTE: Starting December 1, 2021, the program will pause accepting new applications for a minimum of six weeks.

<p>CARES Act – Support for Homeowners in Oregon</p>	<p>https://www.consumerfinance.gov/coronavirus/mortgage-and-housing-assistance/ Mortgage borrowers with federally-backed loans (from HUD/FHA, VA, or USDA) may request assistance from their loan servicer. They may receive up to 6 months of reduced or deferred payments and if requested, an additional 6 months may be granted.</p>
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Cash Assistance During COVID-19

<p>Temporary Assistance for Needy Families (TANF)</p>	<p>https://www.benefits.gov/benefit/1333 For pregnant women and low-income families with children.</p>
<p>US Refugee Program</p>	<p>https://www.oregon.gov/dhs/assistance/refugee/pages/index.aspx Provides benefits to individuals who received refugee status with in the past 8 months.</p>

Energy and Utility Assistance During COVID-19

<p>Oregon Energy Fund</p>	<p>http://www.oregonenergyfund.org/energy-assistance/ Those needing assistance paying their gas or electric bill may be eligible for funds.</p>
<p>Low-Income Energy Assistance Program (LIEAP)</p>	<p>https://caporegon.org/find-services/ 2-1-1 or the local Community Action Agency can provide for information about the program, which provides money for people who need assistance paying energy bills.</p>
<p>Emergency Broadband Benefit</p>	<p>https://www.fcc.gov/broadbandbenefit Federal program that provides broadband assistance to eligible households</p> <ul style="list-style-type: none"> • Up to \$50 monthly discount on broadband service, and up to \$75 monthly discount for households on qualifying Tribal lands. • One-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet • Limited to one monthly service discount and one device per household
<p>COVID-19 Utilities Relief</p>	<p>https://www.oregon.gov/ohcs/energy-weatherization/Pages/utility-bill-payment-assistance.aspx Oregon Housing Stability Council (OCHS) programs provide funding for paying utilities and bills. OCHS also has resources for applying to a local agency.</p> <p>Some of Oregon’s largest utilities, such as Portland General Electric, Northwest Natural, and Pacific Power, have temporarily suspended late payment fees and deposits.</p>