



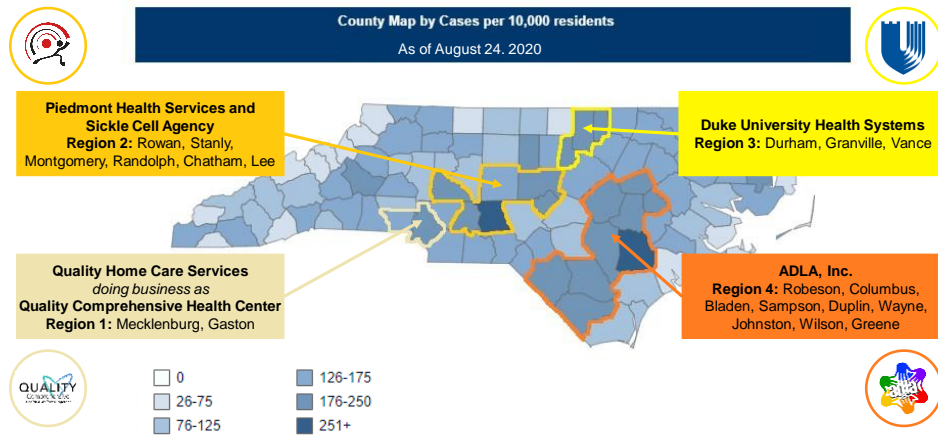
# Connecting Residents to COVID-19 Isolation and Quarantine Support

Anyone who tests positive for or has been exposed to COVID-19 needs to quarantine or isolate for as long as 14 days, meaning that they need to separate themselves from others, including anyone in their household. Many North Carolinians struggle to safely quarantine or isolate and still meet basic needs. In order to help North Carolinians who need to quarantine or isolate due to COVID-19, NC DHHS is covering the cost of certain support services to allow them to do so safely and effectively.

This document outlines how COVID-19 testing staff, case investigators, contact tracers, primary care providers (PCPs), Local Health Department (LHD) staff, and other partners can connect NC residents to these covered services.

## What are Support Services?

The COVID-19 Support Services Program is an innovative new program to support individuals in targeted counties who need access to primary medical care and supports to successfully quarantine or isolate due to COVID-19. Currently, four vendors are subcontracting with additional partners to deliver services to the following counties:



NC DHHS is covering the cost of five categories of support services based on identified need. Individuals will also have access to primary medical care via telehealth. These services will be provided at no cost to the resident and include:

1. Nutrition assistance (specifically, home-delivered meals and groceries)
2. A one-time COVID-19 relief payment to assist the individual and his or her family in meeting basic living expenses while in isolation or quarantine (e.g. housing, food, utilities, medical costs, childcare costs, or household bills)
3. Private transportation provided in a safe manner to/from testing sites, non-congregate shelter, or medical visits
4. Medication delivery
5. COVID-related over-the-counter supplies (i.e. face mask, hand sanitizer, thermometer, cleaning supplies)

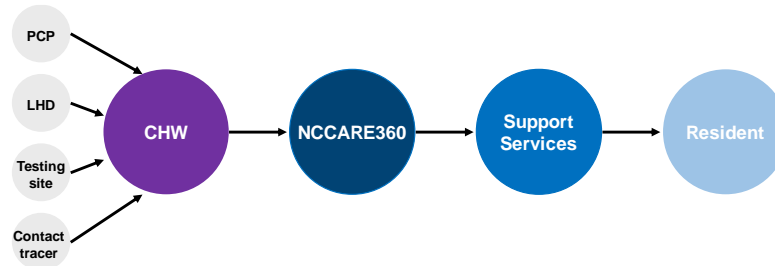
In the program, Community Health Workers (CHWs) connect individuals to organizations that can provide these services and monitor individuals' needs throughout the quarantine or isolation period. Regional partners and local community-based organizations will provide access to primary medical care and deliver social supports to individuals in isolation or quarantine and their families.

# COVID-19 SUPPORT SERVICES PROGRAM

## Your Role

Testing site staff, contact tracers, LHD staff, and PCPs can help residents get access to the support services they are eligible for by following the steps below:

1. Confirm the resident has been asked to quarantine or isolate by a healthcare professional
2. Confirm the resident requires support services and access to primary medical care to do so safely and effectively
3. Refer the resident to the CHW vendor that covers his or her county, as listed on page 3, through [NCCARE360](#) (if you are licensed) or share the CHW vendor's contact information with the resident. The CHW vendor will connect the resident to covered support services if the resident is eligible
4. If the resident lives in a county that is not listed on page 3 as having CHW coverage, you can refer the resident to NCCARE360 for support



## Eligibility for Support Services

Residents must have been directed by a healthcare professional to quarantine or isolate due to one of the following reasons:

- Tested positive for COVID-19; or
- Taken a COVID-19 test and is waiting for the results; or
- Been exposed to someone who has tested positive for COVID-19; or
- As a precautionary measure because the individual is in a high-risk group (per CDC guidelines available online here: [People at Increased Risk](#))

Once you connect the resident to a CHW, the CHW will ask the individual to attest (through the form available here: [Attestation Form](#)) to certain additional eligibility criteria, including that he or she:

- Lives in an area where support services are covered
- Has been asked by a health care professional to quarantine or isolate
- Will only be able to safely and effectively quarantine or isolate with one or more of the support services
- Does not have alternative means of accessing the support services
- Agrees to remain in quarantine or isolation for the entire length of time he or she is directed to do so.

## Program Details

**Community Health Workers (CHWs):** A CHW is a frontline public health worker who is a trusted member of the community. CHWs are hired and trained to support individuals and families in the communities they serve. Over 300 CHWs will be contracted with the North Carolina Department of Health and Human Services (the Department) to connect residents to medical and social supports related to COVID-19, including diagnostic testing, primary care, case management, nutrition assistance, behavioral health services, and financial assistance. CHWs will leverage NCCARE360 to connect residents to support services where available. **In order for a resident to receive support services that are covered by the Department, you must refer them to one of the CHW vendors listed on page 3.**

**NCCARE360:** is the first statewide network that unites health care and human services organizations via a shared technology platform that enables a coordinated, community-oriented, person-centered approach for delivering care in North Carolina. NCCARE360 helps health and community-based organizations in all 100 North Carolina counties make electronic referrals, communicate in real time, securely share client information, and track outcomes together.

## COVID-19 SUPPORT SERVICES PROGRAM

### Community Health Worker Contact Information

The table below outlines the vendors providing access to CHWs in the counties eligible for support services. Please use the provided contact information to connect residents to their local CHW based on their county of residence. If a county is covered by multiple CHW vendors, either vendor may be contacted based on specific needs and preferences.

Support Services Partner	Contact	
<b>Curamericas Global</b>	<b>Andrew Herrera</b> <ul style="list-style-type: none"> <li>(919) 801-0612</li> <li>Andrew@curamericas.org</li> </ul>	
<b>Keystone Peer Review Organization</b>	<b>Lisa Bennet</b> <ul style="list-style-type: none"> <li>lbennet@kepro.com</li> </ul>	<b>Renee White</b> <ul style="list-style-type: none"> <li>(919) 523-7999</li> <li>stwhite@kepro.com</li> </ul>
<b>Mt. Calvary Center for Leadership Development</b>	<b>Jimmy Tate</b> <ul style="list-style-type: none"> <li>(910) 284-9382</li> <li>tatej99@gmail.com</li> </ul>	<b>Carol Highsmith</b> <ul style="list-style-type: none"> <li>(910) 789-1886</li> <li>ch0917@ec.rr.com</li> </ul>
<b>One to One with Youth</b>	<b>Danny King</b> <ul style="list-style-type: none"> <li>(919) 922-7713</li> <li>dking@adlinc.org</li> </ul>	<b>Inonda King</b> <ul style="list-style-type: none"> <li>(919) 731-2119</li> <li>kone2one@aol.com</li> </ul>
<b>Southeastern Healthcare of NC</b>	<b>Joyce Harper</b> <ul style="list-style-type: none"> <li>(919) 987-2798</li> <li>jharper@sehcnc.com</li> </ul>	<b>Evelyn Sanders</b> <ul style="list-style-type: none"> <li>(919) 987-2791</li> <li>Esanders@sehcnc.com</li> </ul>
<b>Vidant Health</b>	<b>Melissa Roupe</b> <ul style="list-style-type: none"> <li>(252) 847-9350</li> <li>myroupe@accesseast.org</li> </ul>	<b>Crystal Dempsey</b> <ul style="list-style-type: none"> <li>(252) 847-5162</li> <li>crystal.dempsey@vidanthealth.com</li> </ul>

County	Vendor	County	Vendor
<b>Bladen</b>	Mt. Calvary Center for Leadership Development	<b>Lee</b>	Curamericas Global
<b>Chatham</b>	Curamericas Global	<b>Mecklenburg</b>	Keystone Peer Review Organization
<b>Columbus</b>	Mt. Calvary Center for Leadership Development	<b>Montgomery</b>	Keystone Peer Review Organization
<b>Duplin</b>	Mt. Calvary Center for Leadership Development	<b>Randolph</b>	Curamericas Global
	One to One with Youth	<b>Robeson</b>	Mt. Calvary Center for Leadership Development
	Vidant Health	<b>Rowan</b>	Keystone Peer Review Organization
<b>Durham</b>	Curamericas Global	<b>Sampson</b>	Mt. Calvary Center for Leadership Development
<b>Gaston</b>	Curamericas Global		One to One with Youth
	Keystone Peer Review Organization	<b>Stanly</b>	Keystone Peer Review Organization
<b>Granville</b>	Curamericas Global	<b>Vance</b>	Curamericas Global
<b>Greene</b>	One to One with Youth	<b>Wayne</b>	Curamericas Global
<b>Johnston</b>	Curamericas Global		One to One with Youth
	One to One with Youth	<b>Wilson</b>	One to One with Youth
	Southeastern Healthcare of NC		

For more information or with questions, please contact Amanda Van Vleet at [amanda.vanvleet@dhhs.nc.gov](mailto:amanda.vanvleet@dhhs.nc.gov) and John Resendes at [john.resendes@dhhs.nc.gov](mailto:john.resendes@dhhs.nc.gov).