

Human Services Information Sharing – COVID-19

May 14, 2020 Zoom Meeting – Key Take-aways

Access to testing, treatment and recovery – responding to disparities
in rates of infection and mortality in DuPage County*

**Thank you to Paula Campbell, Kristin Hartsaw, Adam Forker, Kara Murphy, Thea Kachoris-Flores, Brandon Pettigrew for presenting resources during the zoom meeting. Any errors in this summary are mine, not theirs.*

1. Tracking disparities: <https://www.dupagehealth.org/610/DuPage-County-COVID-19-Dashboard>
2. Testing
 - a. By appointment. Local Federally Qualified Health Centers are stepping up to test: Hamdard, Access Community Health Network, and VNA Health Care have stepped up to provide testing. Before you go, make sure you are coordinated and have communicated and know what to expect – see the website information. All these resources have language access capacity; bilingual Spanish/English capacity; telephone interpretation for most other languages. FHQC sites will not ask about immigrant status.
 - i. Hamdard Health Center in Addison (and Chicago North)
<http://www.hamdardcenter.org/combating-covid-19/> If you are showing symptoms including cough, shortness of breath, fever, chills or sore throat please call (630) 835-1430 to be screened by a provider. 228 East Lake Street, Addison, IL
 - ii. Access Community Health Network - offering testing in Melrose Park (and Cicero, Chicago West, Chicago South) <https://www.achn.net/about-access/2020-coronavirus-covid-19-pandemic/> If you would like a telehealth appointment to be screened for testing, please call 1.800.836.7633. -Dave, I would advise giving the phone numbers at local locations rather than the 800 number here.
 - iii. VNA Health Care In Carol Stream (and Aurora, Elgin, Bolingbrook)
<https://www.vnahealth.com/covid-19-testing/> by appointment only, call 630.892.4355 or 847.717.6455
 - b. Some free and charitable clinics have testing capacity **for their established clients**. They are especially attentive to concerns about privacy and confidentiality. Find them at the website of the Illinois Association of Free and Charitable Clinics: <https://www.illinoisfreeclinics.org/clinic-search> . For more information: Melissa Maguire executivedirector@illinoisfreeclinics.org.
 - c. Drive Thru Community Based Testing Sites
 - i. In Aurora, northwest Cook, and others: <https://www.dupagehealth.org/601/Testing> .
DuPage County Health Department is advocating for DuPage community based testing sites.
 - d. For more information on COVID-19 testing in Illinois, please refer to the Illinois Department of Public Health website at <http://www.dph.illinois.gov/> or the Illinois COVID-19 hotline at 1.800.888.3931.

3. Treatment Resources

- a. All the FQHCs (Hamdard, Access Community Health Network and VNA Health Care) and Illinois Free and Charitable Clinic resources (identified above as test sites), also have treatment resources.
 - b. To find a community health center near you that will provide treatment regardless of income, insurance coverage or immigration status:
 - i. <https://www.iphca.org/what-are-chc/>
 - ii. <https://findahealthcenter.hrsa.gov/>
 - c. In DuPage, there is a unique resource at Access DuPage for uninsured and underinsured adults aged 19+ . If you are working with clients who are low income and either uninsured or underinsured, DHC welcomes phone calls with those clients to assess eligibility for services, and all direct service staff are English Spanish Bilingual. The phone number to call is 630-510-8720 and is available 8-4 Monday through Friday. DHC offers three programs that may be a resource to clients with health access issues, Access DuPage (coordinated low cost and no cost comprehensive healthcare for insurance ineligible individuals living in DuPage), Silver Access (Premium assistance for ACA Marketplace Insurance) and a free pharmacy in cooperation with DuPage County and the Kenneth Moy Care Center, DuPage Dispensary of Hope, available to all uninsured low income individuals regardless of place of residence. More info about all three programs is available on the DHC website at www.accessdupage.org. Note: All DuPage Health Coalition programs are designed to be immigrant accessible, responsive to clients without regard to their documentation status. For more information: kmurphy@accessdupage.org
 - d. (From the chat box) ICNA Relief Tele-Health Line for COVID-19-related nonemergency: 630.444.7411, Monday-Friday 6-9PM, Saturday-Sunday, 12-5pm.
4. Resources for clients, consumers and human service providers regarding payment for testing, treatment and recovery:
- a. Affordable Care Act marketplace insurance
 - i. <https://getcovered.illinois.gov/en/pages/GCI-COVID-19.aspx> Spanish/English. Get Covered Connector links you to people who are certified – enrollment specialist, assisters, CACs, or navigators, -- to walk through the process with you
 - ii. <https://insurance.illinois.gov/healthInsurance/COVID-19.html>: list of resources for individuals for insurance, medical insurance and other insurance policies around job loss.
 - b. Medicaid Medicaid is available to individuals and families who meet income requirements. To apply for Medicaid, visit www.abe.illinois.gov
 - i. IDHS Coronavirus webpage <http://www.dhs.state.il.us/page.aspx?item=123118>
 - ii. IDHFS Coronavirus webpage <https://www.illinois.gov/hfs/Pages/coronavirus.aspx>
 - iii. Illinois is committed to paying for COVID-19 testing and treatment for all; Illinois has requested permission to use Medicaid funds for this, regardless of income.
5. How human service providers can push back against the disparities to promote health outcomes with African Americans, Hispanics, and all those who face barriers.
- a. With the trust that you have built up with clients and constituents, educate them about the testing, treatment and recovery resources here

- b. Amplify the DuPage County Health Department messages at the website and the DuPage Dashboard <https://www.dupagehealth.org/610/DuPage-County-COVID-19-Dashboard>, and follow them on Twitter and Facebook
- c. Connect your clients and constituents with navigators and enrollment specialists. Find them at the FHQCs noted above, and always at <https://getcovered.illinois.gov/en/pages/GCI-COVID-19.aspx>
- d. If your offices are connecting with clients who have health access needs, consider a request from DuPage Health Coalition to please help them to get the word to local families about available health services. If your office could include DHC pamphlets detailing available services as a part of your client outreach, it would be a huge help to overcome the isolation and fear that might otherwise limit vulnerable families access to healthcare. Please reach out to Kara Murphy for more info and to discuss partnership at kmurphy@accessdupage.org. Thank you!
- e. Let us know how it is going for you and your clients, so that we can promote what is working and work to fill what is missing. Kristin Hartsaw khartsaw@dupagefederation.org

6. Other resources identified in the chat box

- a. Prairie State Legal Services 630.690.2132, Joe Miller jmiller@pslegal.org
- b. Rep. Sean Casten started an initiative called "Spotlight on the Sixth" to honor Sixth District constituents for their hard work and contributions to the community during the coronavirus pandemic. Each week, Rep. Casten will share a story and pictures highlighting the positive actions and messages of those constituents nominated for the spotlight.
This might be an excellent opportunity to honor volunteers, clients, and staff in your organizations. If you or someone you know has an inspiring story to share, please submit your nominations for "Spotlight" at the following link: <https://casten.house.gov/spotlight-sixth>
The stories will be available on Rep. Casten's website and featured on official social media accounts.