

COVID-19 Successes and Challenges

Successes:

Equity

- Spanish language radio and internet PSAs have been put out to help provide necessary information to this part of our community to help them keep themselves and their families safe and healthy
- The Equity Resource Group branded and printed low-literacy posters, containing pictorial representations and short descriptions of active prevention methods, in multiple languages for use in businesses throughout the county
- The Equity Response Group is coordinating with the Public Health Branch to connect with migrant farm workers and their families
- The Equity TA group is working to identify organizations and resources to meet the need for face coverings for migrant and seasonal workers

Resources/Essential Needs

- The County is supporting quarantined households under monitoring by Washington County with food needs and connecting them with financial aid, rent assistance and utility needs. Staff receive grocery lists from these households and personally purchase and deliver items needed.
- The County is actively working with faith-based groups, delivery services, first responders, etc. on a case-by-case basis to close service gaps related to older adults who are having difficulty getting groceries and medications delivered to their homes
- Women Infants and Children (WIC) expanded its food package to allow for additional choices for participants
- An enforcement branch was created within the EOC to receive complaints about non-compliance with the Stay Home order and to provide outreach and education to businesses to help them comply with the order. Enforcement is the last resort, education is the primary objective
- Disability Aging and Veteran Services (DAVS) will receive Families First and CARES Act funding under the Older Americans Act (OAA). This funding will be used to fund services such as nutrition support, telephone reassurance, durable medical equipment, caregiver respite, information & referral, and technology access for people aged 60 and older. These services will be provided through the expansion of existing contracts and via new partnerships with community-based organizations

Disease Investigation Mitigation

- Contract with MetroWest to perform onsite testing in congregate settings including shelters, care facilities and other sites as needed
- County respite shelter opened on April 2nd for community members experiencing homelessness who have tested positive or have symptoms and are awaiting test results. Trying to discharge these individuals into housing to further support them.
 - The Public Health Branch is working with discharge planners and Washington County housing coordinators to help locate persons who are both houseless and COVID-19 positive and transition them from the hospital to the respite shelter to mitigate disease spread
- A Long-Term Care Facility Taskforce was created for education, outreach and outbreak prevention.
- Coronavirus Checker rolled out (c19oregon.com) which allows Oregon residents to self-triage symptoms and, if warranted, directs them to a specific hospital or clinic in real time to avoid overburdening certain emergency departments. The tool is available in 15 different languages and accessible by smartphone

Community Partners

- Vision Action Network has been conducting briefings around different COVID-19 topics and concerns daily at 12:30 p.m. to provide information to the community
- PGE and other utility providers suspended all late fees and shutoffs due to no payments
- The City of Hillsboro launched the “Food 2 You” Food Pantry Delivery Program on April 7 in partnership with St. Vincent de Paul and The Salvation Army to deliver essential food to Hillsboro community members who need it most during the COVID-19 pandemic
- A pop-up pet food bank, sponsored by Puplandia Dog Rescue at 8855 SW Canyon Lane, Portland, OR operates Mon.-Sat., 8am to 8pm, for those in need of cat and/or dog food
- DHS issued extra Supplemental Nutrition Assistance Program (SNAP) benefits to many SNAP households to help them buy food during the COVID-19 pandemic
- Oregon is waiving the one-week waiting period before newly laid off workers are eligible for jobless benefits, reversing the state’s policy on the issue
- A Senior Loneliness Line is now available statewide

- Tri-Met LIFT is started a new grocery delivery program April 20, 2020 for people who normally use LIFT services

Challenges

Service Provision

- Challenges related to providing services and identifying how to continue to provide essential services in a way that keeps both employees and customers safe
- The County has been operating under its Emergency Operations Center since March; have had to redeploy staff to work in different roles and figure out how to coordinate services and information exchange between the EOC and Public Health

Equity

- Libraries have been closed since 3/18 which caused disconnect in the community and left those experiencing homelessness without a community hub for information and technology access
- We have seen a higher percentage of cases amongst the Latinx community, and have been working to provide messaging specific to this community not only in Spanish but additional indigenous languages
- There has been a significant, statewide decrease in reports of abuse and neglect concerns for vulnerable individuals. This may be in part a result of fewer touch points with vulnerable individuals to assess their wellbeing. Washington County Developmental Disabilities Program (WCDDP) will be asking Oregon Department of Disability Services (ODDS) to require foster care and 24-hour residential providers to use virtual means for service coordination to conduct regular monitoring to help ensure the health and safety of the individuals accessing these services

Community Partners

- The Northwest Evaluation Association (NWEA) released research indicating students are likely to be behind in education outcomes due to COVID-19 shutdowns, particularly in mathematics
- The local law enforcement for the City of Tigard reported that between 4/10/20 and 4/13/20, they received a total of 27 calls for service that received an altered response due to following COVID-19 protocols. They also reported that, compared to this time last year, there has been a 25% increase in person-to-person calls (assaults, domestic disturbances,

etc.); a 73% increase in burglaries and a 56% increase in suicide related calls.