

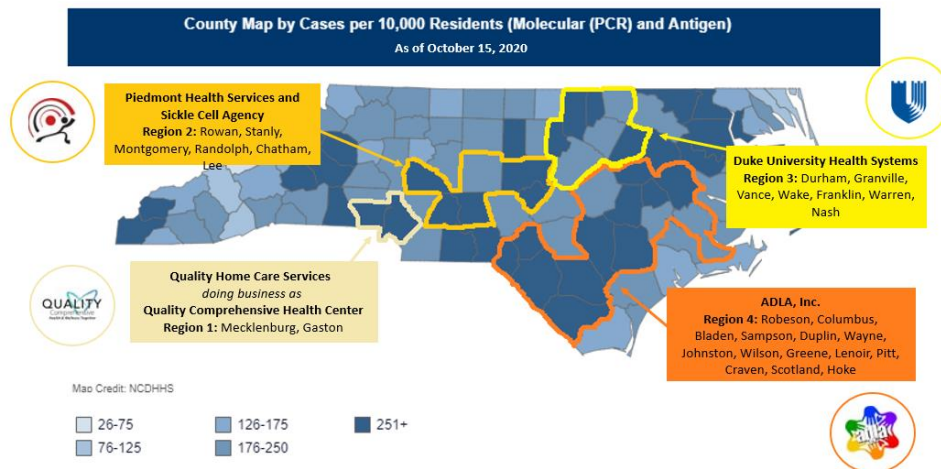
Connecting Individuals to COVID-19 Isolation and Quarantine Support

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 individuals struggle to safely quarantine or isolate and still meet basic needs. In order to help individuals who need to quarantine or isolate due to COVID-19, NCDHHS 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 individuals living in NC to these covered services.

What are Support Services?

The COVID-19 Support Services Program is an innovative new program to support individuals in 29 counties who need access to primary medical care and supports to successfully quarantine or isolate due to COVID-19. Currently, four partners are subcontracting with additional partners to deliver services to the following counties: Bladen, Chatham, Columbus, Craven, Duplin, Durham, Franklin, Gaston, Granville, Greene, Hoke, Johnston, Lee, Lenoir, Mecklenburg, Montgomery, Nash, Pitt, Randolph, Robeson, Rowan, Sampson, Scotland, Stanly, Vance, Wake, Warren, Wayne, and Wilson.



NCDHHS is covering the cost of five categories of support based on identified need. Individuals will also have access to primary medical care via telehealth. Citizenship is not required for this program. Individuals will not be asked for their identification or Social Security Number. These services will be provided at no cost to the individual and include:

1. Nutrition assistance (specifically, home-delivered meals and groceries)
2. A one-time COVID-19 relief payment to assist the individual and their 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.

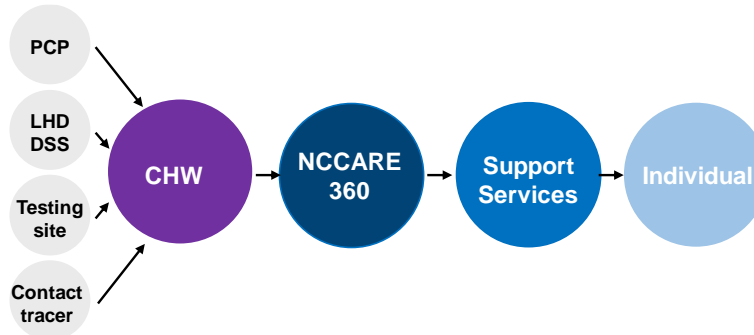
Your Role

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

1. Confirm the individual has been asked to quarantine or isolate by a healthcare professional
2. Confirm the individual requires support services and access to primary medical care to do so safely and effectively

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3. Refer the individual to the CHW vendor that covers their county, as listed on page 3, through [NCCARE360](#) (if you are licensed) or share the CHW vendor's contact information with the individual (if you are not licensed on NCCARE360). The CHW vendor will connect the individual to covered support services if the individual is eligible
4. If the individual does not live in a county that has CHW coverage listed on page 3, you can refer the individual to NCCARE360 for support. Anyone who needs assistance can search NCCARE360's repository of more than 10,000 local services at [NCCARE360 Resources](#), or complete an online form at [NCCARE360 Assistance](#)



Eligibility for Support Services

Individuals must live in one of the 29 Support Services counties and 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 individual 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 they are 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 to connect individuals 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 individuals to support services where available. In order for an individual to receive support services that are covered by NCDHHS, you must refer them to one of the CHW partners listed on page 3.

[NCCARE360](#) 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 all 100 North Carolina counties.

- Unlicensed users can request assistance on behalf of the person they are serving through [NCCARE360 Assistance](#)
- Organizations can join NCCARE360 by connecting at [Join NCCARE360](#)
- Self-referrals can be submitted by individuals via a public facing form on [NCCARE360](#)
- Anyone who needs assistance can search NCCARE360's repository of more than 10,000 local services at [NCCARE360 Resources](#), or complete an online form at [NCCARE360 Assistance](#)

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Community Health Worker Contact Information

The table below outlines the CHW partners in the counties eligible for support services. Use the provided contact information to connect individuals to their CHW based on their residence. If a county is covered by multiple CHW partners, either partner may be contacted based on specific needs and preferences. CHW partners have Spanish speaking staff.

CHW Partner	Primary Contact	Secondary Contact
Curamericas Global	Andrew Herrera (919) 801-0612 Andrew@curamericas.org	
Keystone Peer Review Organization (Kepto)	Kepto COVID-19 Helpline <ul style="list-style-type: none"> • (704) 859-4509 (<i>extension by county</i>) <ul style="list-style-type: none"> ○ Gaston: #6; Mecklenburg: #2; Montgomery: #8; Stanly: #7 • (704) 859-4059 #0 Spanish • NC-COVID-Support@kepto.com 	Lisa Bennett (720) 724-0098 lbennett@kepto.com Renee White (919) 523-8000 stwhite@kepto.com
Mt. Calvary Center	Carol Highsmith <ul style="list-style-type: none"> • (910) 789-1886 chighsmith@mtcalvarycenter.org 	Jimmy Tate (910) 284-9382 jtate@mtcalvarycenter.org
One to One with Youth	James Powell <ul style="list-style-type: none"> • (919) 731-2119 or (919) 731-4290 • Jamespone2one@gmail.com 	Danny King (919) 922-7713 dking@adlainc.org Inonda Kind (919) 987-2798 kone2one@aol.com
Southeastern Healthcare of NC	CHW COVID Services (919) 713-3399	Joyce Harper (919) 987-2798 jharper@sehcnc.com Evelyn Sanders (919) 987-2791 Esanders@sehcnc.com
Vidant Health	Crystal Dempsey (252) 847-5162 crystal.dempsey@vidanthealth.com	Melissa Roupe (252) 847-9350 myroupe@vidanthealth.org

County	CHW Partner	County	CHW Partner
Bladen	Mt. Calvary Center	Mecklenburg	Kepto
Chatham	Curamericas Global	Montgomery	Kepto
Columbus	Mt. Calvary Center	Nash	Vidant Health
Craven	Curamericas Global		Southeastern Healthcare of NC
Duplin	Mt. Calvary Center	Pitt	Curamericas Global
	One to One with Youth		Vidant Health
	Vidant Health	Randolph	Curamericas Global
Durham	Curamericas Global	Robeson	Mt. Calvary Center
Franklin	Curamericas Global	Rowan	Kepto
Gaston	Curamericas Global	Sampson	Mt. Calvary Center
	Kepto		One to One with Youth
Granville	Curamericas Global		Scotland
Greene	One to One with Youth	Stanly	Kepto
Hoke	Mt. Calvary Center	Vance	Curamericas Global
Johnston	Curamericas Global	Wake	Curamericas Global
	One to One with Youth		Southeastern Healthcare of NC
	Southeastern Healthcare Of NC	Warren	Curamericas
Lee	Curamericas Global	Wayne	Curamericas
Lenoir	One to One with Youth		One to One with Youth
		Wilson	One to One with Youth

For general inquiries, please contact (844) 628-7223. For more information or with questions, please contact Amanda Van Vleet at amanda.vanvleet@dhhs.nc.gov and John Resendes at john.resendes@dhhs.nc.gov.