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NCDHHS

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NCDHHS Continues COVID-19 Support Services, Community Health Worker Programs into 2021

NCDHHS continúa con los Servicios de Apoyo COVID-19 y con el Programa de Promotores de salud durante 2021

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RALEIGH

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The Community Health Worker (https://www.ncdhhs.gov/divisions/office-rural-health/community-health-workers) program supports community health workers in 55 counties (/chw-onepager-2021-1-11/download) to connect North Carolinians with medical and social supports such as diagnostic testing, behavioral health services and education about vaccines. A community health worker is a frontline public health worker who is a trusted member of the community or who has a close understanding of the community served. This program will continue through June 30.

The COVID-19 Support Services program (https://covid19.ncdhhs.gov/information/human-services/support-services-program)provides assistance such as home-delivered meals and groceries, financial relief payments, COVID-related supplies, transportation to medical or vaccine appointments and medication delivery to individuals in 29 of the 55 counties served by the Community Health Worker program. The Support Services program helps people who need support to be able to quarantine or isolate due to COVID-19. This program will continue until available funds have been spent.

Anyone who tests positive for or who has been exposed to COVID-19 needs to quarantine or isolate, meaning they need to separate themselves from others, including anyone in their household.

“Many North Carolinians struggle to safely quarantine and still meet basic needs,” said NCDHHS Secretary Mandy K. Cohen, M.D. “By making sure people can put food on the table and provide for their families, these programs help people successfully isolate and quarantine, protect themselves and their loved ones and slow the spread of COVID-19.”

The COVID-19 Support Services and the Community Health Worker programs are supported by federal funding and state funding. Both programs are built on the department's long-standing, nationally recognized work to address non-medical drivers that impact a person's health such as food, housing and transportation.

Since August 2020, the Community Health Worker program has supported 240,211 North Carolinians, and the Support Services Program has supported 21,865 households.

Community Health Worker Program Provides Support from Trusted Members of the Community

Through the Community Health Worker program, NCDHHS works with seven partner vendors to provide 400 community health workers support to North Carolinians affected by COVID-19 in the 55 counties in which the program operates. Counties were chosen for this program based on their high COVID-19 caseloads. NCDHHS provides financial support, technical assistance and coordination with state COVID-19 efforts.

In particular, community health workers are hired and trained to support historically marginalized individuals and families. The community health workers assist North Carolinians with COVID-19 related needs, such as connecting people to medical and social support resources like diagnostics testing, primary care, nutrition assistance, behavioral health services and financial assistance. Community health workers will also provide North Carolinians with COVID-19 vaccine support, including access, information and reminders.

In Buncombe County, a community health worker helped a 70-year-

old woman in a senior living facility by preventing her from being evicted.

In a survey of services completed by Curamericas Global, one of the partner vendors, the company said, “Our coordinator received a call in the morning that the client was scheduled to be evicted at 10 a.m. the next day, since she hadn’t paid her rent. Our coordinator called the client’s building owner and by 5 p.m. received a call back that the owner had told the sheriff to cancel the eviction.”

Because of the community health worker’s “amazing understanding of 'real help in real time,'” Curamericas said the community health worker convinced the woman to pay her rent and then provided her with a gift card to compensate for the loss of disposable income from paying the lease, which allowed the woman to pay for food.

“We are now working with her to find an apartment that is affordable with her social security payments," the company said.

COVID-19 Support Services Helps North Carolinians During Quarantine or Isolation

Through the COVID-19 Support Services program, NCDHHS and its four vendor partners provide enhanced support and services so people experiencing need who live in a one of the 29 counties where the program operates can safely isolate or quarantine.

Community health workers help identify people who need these enhanced supports. Services can include nutrition assistance; a one-time COVID-19 relief payment to assist with meeting basic living expenses; safe, private transportation to and from essential locations such as testing sites, a non-congregate shelter or medical

visits; or access to medical care, medication or COVID-19 related supplies.

A community health worker at Southeastern Healthcare NC, one of the program's vendor partners, received a phone call about a family affected by COVID-19 in Johnston County that needed emergency food.

"The mother reached out to our agency for help, stating she did not know what she was going to do," Southeastern Healthcare NC said in a program survey. "She lost her job due to COVID-19 and had no clue as to how she would feed her children."

Within 48 hours, the community health worker had helped the family get the food they needed to help them quarantine.

3Ws Remain Key to Slowing the Spread

The Community Health Worker and COVID-19 Support Services programs help people who have COVID-19 or who have been exposed to the virus.

But it remains important for all North Carolinians to practice the 3Ws (https://covid19.ncdhhs.gov/slow-spread/know-your-ws-wear-wait-wash) to slow the spread of COVID-19. Wear a mask, stay 6 feet apart from people who do not live in your household and wash your hands or use hand sanitizer frequently.

Learn more about the COVID-19 Support Services program (https://covid19.ncdhhs.gov/information/human-services/support-services-program), or the Community Health Worker program. (https://www.ncdhhs.gov/divisions/office-rural-health/community-

health-workers)

El Departamento de Salud y Servicios Humanos de Carolina del Norte (NCDHHS) continuará con dos programas que ayudan a los habitantes de Carolina del Norte a acceder a servicios como ayuda financiera, acceso a atención médica primaria, pruebas de diagnóstico, alimentos y apoyos adicionales durante la pandemia.

El programa Promotores (https://www.ncdhhs.gov/divisions/office-rural-health/community-health-workers)apoya a Promotores en 55 condados para conectar a los habitantes de Carolina del Norte con apoyo médico y social, como pruebas de diagnóstico, servicios de salud emocional y educación sobre vacunas. Un Promotor es un trabajador de salud pública de primera línea que es un miembro A quien la comunidad le tiene confianza o que tiene un conocimiento profundo de la comunidad a la que sirve. Este programa continuará hasta el 30 de junio.

El programa de servicios de apoyo COVID-19 (https://covid19.ncdhhs.gov/information/human-services/support-services-program) brinda ayuda con Entrega de comida a domicilio, ayuda financiera, suministros relacionados con COVID, transporte a citas médicas, a ponerse vacunas y entrega de medicamentos a personas en 29 de los 55 condados atendidos por el Programa Promotores. El Programa de Servicios de apoyo ayuda a las personas que necesitan apoyo a poder Estar bajo cuarentena o aislarse debido al COVID-19. Este programa continuará hasta que se gasten los fondos disponibles.

Cualquier persona que tenga un resultado positivo o haya sido

expuesto al COVID-19 debe ponerse en cuarentena o aislarse, lo que significa que debe separarse de los demás, incluyendo miembros de su hogar.

“Muchos habitantes de Carolina del Norte luchan con estar bajo cuarentena de manera segura porque tienen que cumplir con sus obligaciones básicas,” dijo la secretaria de NCDHHS, Mandy K. Cohen, M.D. "Para asegurarse que las personas puedan poner comida en la mesa y proveer para sus familiares, estos programas ayudan a que las personas puedan aislarse y ponerse bajo cuarentena exitosamente, a protegerse ellos, sus seres queridos y evitar la propagación de COVID-19.”

Los programas Servicios de Apoyo COVID-19 y Servicio de Promotores son respaldados con fondos federales y estatales. Ambos programas son basados en el trabajo y plan de largo plazos del Departamento, que es reconocido a nivel nacional, habla acerca de problemas que no son necesidades médicas y afectan a la salud de la persona, como la comida, vivienda y transporte.

Desde agosto de 2020, el programa Promotores ha apoyado a 240,211 habitantes de Carolina del Norte y el Programa de Servicios de Apoyo ha apoyado a 21,865 hogares.

El programa de Promotores son personas que tienen la confianza de y apoyan a la comunidad

A través del programa Promotores, NCDHHS Colabora con siete contratistas para proveer 400 Promotores(as) que apoyan a los habitantes de Carolina del Norte afectados por COVID-19 que viven en los 55 condados en donde se encuentra el programa. Estos condados se escogieron basado en el alto número de casos de

COVID-19. NCDHHS provee apoyo financiero, ayuda técnica y coordinación con los esfuerzos estatales de COVID-19.

En particular, se emplea y entrenan a Promotores(as) para apoyar a individuos y familias históricamente marginadas. Los Promotores ayudan a los habitantes de Carolina del Norte con necesidades relacionadas con COVID-19, como conectando a las personas con recursos de atención médica y recursos de apoyo social, para pruebas diagnósticas, atención médica primaria, asistencia nutritiva, servicios de salud emocional y ayuda financiera. Los Promotores(as) también ayudaran a los habitantes de Carolina del Norte con información, acceso a la vacuna COVID, apoyo para vacunarse COVID, incluyendo recordatorios a que se vacunen.

En el condado de Buncombe, un Promotores ayudó a una señora de 70 años en un centro de residencia para personas mayores evitando que fuera desalojada.

En una encuesta de servicios realizada por Curamericas Global, uno de los proveedores asociados, la empresa dijo, “Nuestro coordinador recibió una llamada en la mañana que decía que el cliente iba a ser desalojado a las 10 de la mañana al día siguiente, ya que no había pagado el alquiler. Nuestro coordinador llamó al dueño del edificio del cliente y antes de las 5 pm recibí una llamada donde dijeron que el dueño le había dicho al alguacil que cancelara el desalojo."

Debido a la “increíble comprensión del Promotor sobre la 'ayuda real en tiempo real,'” Curamericas dijo que el Promotor convenció a la señora que pagara el alquiler y luego le proporcionó una tarjeta de regalo para replazar a pérdida de ingresos disponibles por pagar el alquilo y ayudaría a la señora comprar la comida.

“Ahora estamos trabajando con ella para encontrar un apartamento que sea asequible con sus pagos del seguro social,” dijo la empresa.

Los Servicios de Apoyo COVID-19 ayudan a los habitantes de Carolina del Norte durante la cuarentena o el aislamiento

A través del programa de Servicios de Apoyo COVID-19, NCDHHS y sus cuatro proveedores brindan mayor apoyo y servicios para que las personas con necesidades que viven en uno de los 29 condados donde opera el programa puedan aislarse o ponerse en cuarentena de manera segura.

Los Promotores ayudan a identificar a las personas que necesitan estos apoyos optimizados. Los servicios pueden incluir ayuda de comida; ayuda financiera por una vez COVID-19 para ayudar con los gastos básicos; transporte privado y seguro hacia y desde lugares esenciales, como a sitios de prueba, a una vivienda de desamparados, a citas médicas; acceso a atención médica, medicamentos o equipo relacionados con COVID-19.

Un Promotor de Southeastern Healthcare NC, uno de los proveedores asociados del programa, recibió una llamada telefónica sobre una familia afectada por COVID-19 en el condado de Johnston que urgentemente necesitaba alimentos.

“La madre se Comunico con nuestra agencia buscando ayuda y dijo que no sabía lo que iba a hacer,” dijo Southeastern Healthcare NC en una encuesta del programa. "Perdió su trabajo debido al COVID-19 y no tenía idea de cómo alimentaría a sus hijos."

En 48 horas, el Promotor ayudo a la familia a obtener los alimentos que necesitaban para ayudarlos a ponerse en cuarentena.

Las 3Ms siguen siendo la clave para evitar la propagación

Los programas Promotores(as) y Servicios de Apoyo COVID-19 ayudan a las personas que tienen COVID-19 o que han sido expuestas al virus.

Pero sigue siendo importante para todos los habitantes de Carolina del Norte practicar las 3Ms para (https://covid19.ncdhhs.gov/materials-resources/know-your-ws-wear-wait-wash/recuerda-las-ms) parar la propagación del COVID-19. Use una mascarilla, manténgase a 6 pies de distancia de las personas que no viven en su hogar y lávese las manos o use desinfectante de manos con frecuencia.

Obtenga más información sobre el programa Servicios de Apoyo COVID-19 (https://covid19.ncdhhs.gov/information/human-services/support-services-program), o el programa de Promotores. (https://www.ncdhhs.gov/divisions/office-rural-health/community-health-workers)

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