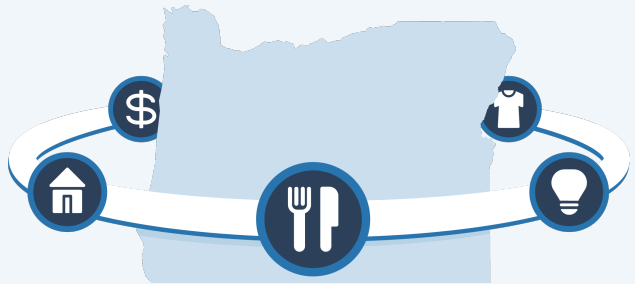


COVID-19 Wraparound Support

In the wake of the COVID-19 pandemic, Unite Us and our Connect Oregon network partners quickly stepped up to support communities through rapid response and recovery plans.



Guided by the belief that short-term response and long-term resilience are inextricably linked, we worked closely with local public health departments and COVID-19 wraparound service providers to provide solutions to respond to the crisis while building a path for recovery and beyond.

From February-July 2021, Unite Us worked with three local health departments to provide technology, training, and technical assistance in order to securely and effectively connect 978 individuals needing wraparound services to maintain quarantine or isolation with community-based organizations within the Connect Oregon network.

Within four days, we saw an average case resolution rate of 87% and referral acceptance rate of 98%, indicating efficient collaboration to help those in need. Moving forward, Unite Us' solutions will enable Connect Oregon partners to provide resources that better help their communities respond to future health crises. Partners can now access a shared platform to connect individuals to services, track service resolution, and access population health data across their community.

Hear from an Oregon Network Partner

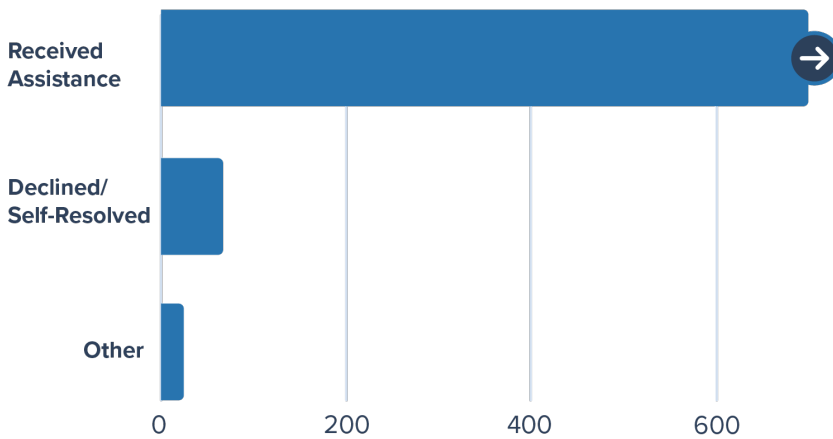


Our staff has enjoyed working on the Unite Us Platform and it's made it easy to streamline COVID referrals that come to our organization. Our staff love that they are able to send texts to the participants and track service data points! It's made our job easier."

– Jackie Vargas, Health Navigation Department Manager at Northwest Family Services

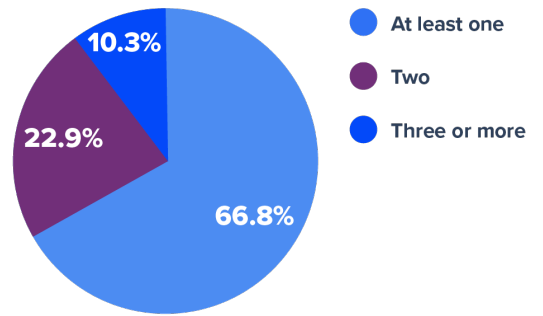
Outcomes Deep Dive

Resolved Cases by Outcome



The vast majority of clients referred for wraparound services received assistance. Some declined or self-resolved such as obtaining help from family and friends

Number of Services Provided



Of clients that received assistance, at least **one-third** were provided **two or more** unique services including food, household goods, rent/mortgage and utility bill payment assistance, and income support. Ambiguity in case notes (e.g. "All needs met") suggests this proportion is an underestimate.

Services Provided Review

Most commonly requested wraparound services



Food

- Food boxes
- Groceries and prepared meals delivery



Housing

- Partial and full rent and/or mortgage payments
- Reimbursement for hotel stays while quarantining



Utilities

- Utility bill payments for electricity, water, gas, phone, internet, etc.

*Often more than one bill paid at a time



Income Support

- Referrals to Oregon Lost Wages Assistance
- Gift cards



Household Goods

- Personal Protective Equipment (PPE)
- Cleaning supplies and child care

The Unite Us Impact



A family all tested positive for COVID-19 while their father was on a long-haul truck job. He was unable to return home because he was the sole provider and they could not risk exposing him to COVID-19. We referred this family for wraparound support through Unite Us and we temporarily housed the father in a free shelter with food until the family was through their isolation period. In another story, a mother and her two children were evicted in spite of the eviction moratorium, and we helped them put down the deposit and pay rent through November at their new place.”

– **Isabel Dreyfus**, Human Services Coordinator at Clackamas County Public Health Department



A client of ours shared, ‘The teamwork that comes through with all of this is amazing. My world got flipped upside down when I found out my three year old daughter and I had COVID within 24 hours. On top of being 23 weeks pregnant and the sole provider for us, I lost it. Everyone called and offered help that made it to where I can just be here resting with little worries. It seriously felt too good to be true. Thank you.’”

– **Dianna Hansen**, Executive Director at Central Oregon Disability Support Network

Interested in learning more about how your organization could benefit from Unite Us?

Visit www.Oregon.UniteUs.com