



## Jackson County COVID-19 Reopening Prerequisite Status and Plan

Jackson County Board of Commissioners

May 13, 2020

### Supplemental Request and Response

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#### Request

On Wednesday, May 13, 2020, Jackson County received the following request:

*"The Oregon Health Authority has reviewed your application and has determined that additional information is necessary in order to complete their evaluation, specifically:*

- *Please provide a narrative paragraph about how you would work with and integrate community organizations and community health workers to contact trace and protect the health of Jackson County's Latinx and other diverse populations?"*

#### Response

According to the 2019 US Census ACS Demographic and Housing Estimates for Jackson County, 13.2% of our population identifies as Hispanic or Latino and of this total, 8.9% of Jackson County Households are classified as Limited English-Speaking with Spanish being their preferred language. This is far and away Jackson County's largest cohort of Limited English-Speaking households with all other Limited English-Speaking languages combined comprising less than 2.5% of our population.

Contact Tracing – Jackson County Public Health has direct line staff that are bilingual and/or bicultural for Case and Contact Investigations to our Latinx populations. We have 8 Community Health RN's, 3 Community Health Workers (COE, HA II and HA III) some of whom are bilingual and/or bicultural and will be able to complete Case Investigation and Contract Tracing in a culturally appropriate manner. In addition, we have 2 Office Assistants who are bilingual and/or bicultural who can assist when directed by the CD Manager. Additional Jackson County Health and Human Services bilingual/bicultural staff may be assigned to assist with the response if necessary. Lastly, Jackson County's Deputy Health Officer is also a bilingual physician at La Clinica, a local FQHC which focuses on the Latinx population, and is part of the team that is planning for COVID-19 response within the Latinx population within our community.

All of these contact tracing staff have been trained in Cultural and Linguistic awareness and have an ongoing commitment to understand individuals and families within their cultural context and providing appropriate support. All telephonic, email and home and personal visitations will recognize, acknowledge and respond with sensitivity to the unique culture of each family and individual.

Overall Response – Jackson County Public Health has convened a workgroup that consists of bicultural and bilingual partners in Jackson County. These partners provide direct health services, advocacy, and community outreach and education to the Latinx Community in Jackson County. The partners at this time consist of the local equity coalition, CCOs, education, FQHCs, and farmworker and immigrant advocacy groups (So HealthE, Unete, Kids Unlimited, Migrant Education, La Clinica, Jackson Care Connect, and AllCare). This workgroup is meeting every two weeks.

This group is working to develop educational material on COVID-19 that includes information about the virus, how to prevent the spread of the virus, who is at risk of developing complications, where to get accurate information, and where to get tested. This group is also working to develop the best ways to get the message to these communities using social media and traditional methods of education using trusted partners.

Jackson County Public Health has developed education posters in Spanish and has implemented media campaigns using Facebook, Spanish Radio, and a local Latino magazine. Jackson County Public Health partnered with SO HealthE to develop the ads for the local Latino magazine, Facebook post for the magazine's Facebook page, and a landing page that is in Spanish.

This workgroup and Jackson County Public Health will continue to develop educational materials for the Latinx media campaign, and develop resources and strategies to provide further education to the Latinx community.

Migrant Work Housing Facilities – A specialized issue that Jackson County is preparing for is the influx of Latinx seasonal workers for agricultural operations. Planning and preparation for this is well underway with a response team which will provide information and educational materials to help prevent the spread of COVID-19 as well as a plan to deal with an outbreak. This team is comprised of:

- HHS PH Deputy Health Officer (also a bilingual physician at La Clinica)
- HHS PH Nursing Supervisor – Jackson County Incident Team Operations Section Chief
- Jackson County EOC Operations Section Chief
- La Clinica - Jackson County FQHC
- Unete – Jackson County community partner
- 2 Community Employers utilizing high volumes of seasonal workers
- Our 2 CCO are being updated on plans for supportive care options for the Latinx population and we will determine if their Community Health Workers might be a back support should PH resources need assistance.

Our original submission includes our plan to deal with a potential outbreak of COVID-19 in this population and a portion of that is repeated here. Should a member of this population be identified as having been exposed or is currently ill with COVID-19, a multidisciplinary team would assist with handling this situation. La Clinica, a Federally Qualified Health Center

(FQHC), in conjunction with Jackson County Public Health Communicable Disease Team would address all aspects of case investigation, testing, contact tracing, and supportive care needed until the person has recovered. La Clinica and PH will have bilingual and bicultural communications provided with the goal of limiting the spread of COVID-19. A Jackson County Strike team would follow the Novel Coronavirus Disease Interim Investigation Guidelines. La Clinica has a mobile health unit that could go on site to assist with this process.

Quarantine and isolation are a key element in the statewide and nation reopening framework, and as such, Jackson County is able to activate hotel room stays for Supported Self Care Recovery Sites. This is a safe hotel where basic needs are met (shelter and food) by the county at no cost to the person needing services, provided the person will follow self-monitoring and "stay at home" responsibilities. Written and verbal directions would be completed by Public Health officials and La Clinica staff assistance.

Limited-English and non-Spanish Speakers – For the small population of Limited English-Speaking language households where Spanish is not their preferred language, Jackson County will utilize our Language Line services as well as contract with interpreters when and if needed.

### **Conclusion**

Jackson County is fully prepared and committed to serving our Latinx and other diverse populations in a manner that protects their health and does so with sensitivity to the unique cultural context of these populations.