



Useful Links

[Taking care of your own behavioral health](#) (Substance Abuse and Mental Health Service Administration)

[Coronavirus facts and figures](#) (Save the Children)

[Trauma Informed Oregon resources](#)

Multilingual Resources:

Info about the pandemic translated into many different languages.

<https://usahello.org/coronavirus-information/>

[USAHello](#) community is a national tech nonprofit digitizing services that support immigrants, refugees and asylum seekers. They released info about the pandemic translated into many different languages.

Rent, Housing, Utilities

Home Forward clients can now get rent support through May 31 if unable to pay their rent. (3/17)

Home Forward also placed a [moratorium](#) on evictions related to financial impact of Covid-19 until May 31st. Under this moratorium, tenants at Home Forward properties must notify their property manager that they cannot pay rent due to a COVID-19 related impact to their income. Tenants who are granted temporary rent relief will resume paying rent on June 1, unless the moratorium is extended. Home Forward will offer repayment plans of up to 12 months for unpaid rent.

Multnomah County is temporarily banning all evictions that are "due to coronavirus related hardships". Here is more info on specifics: (3/17)

<https://www.oregonlive.com/coronavirus/2020/03/multnomah-county-portland-suspend-evictions-during-coronavirus-outbreak.html>

Governor Kate Brown [announced](#) an emergency moratorium on evictions until March 27 (expected to be extended) on residential evictions. Tenants will have 6 months from the end of the emergency to repay their back rent (if the reason was for non-payment of rent). In [Multnomah County](#), all evictions (first appearance *and* trials) are postponed until at least March 30; statewide they are postponed until at least March 27.



Shelters/Hotel vouchers: (3/17)

Multnomah County is planning to open hundreds of new shelter beds. And motels and hotels are prohibited from denying access to folks if the county has paid for their stay.

Childcare: (Updated 3/17)

Governor Brown directed the Oregon Department of Human Services and the Early Learning Division to make changes to childcare benefits. The temporary changes, which are effective immediately, will help more low-income, working family's access childcare and help providers stay in business during the state of emergency.

Providers and parents/caretakers may contact the DHS Direct Pay Unit with questions Monday-Friday from 8:30 a.m. to 4:30 p.m. at 1-800-699-9074.

The changes are:

- Eliminating co-pays for eligible families.
- Providing access to more families by increasing the income limit from 185 percent of the federal poverty level (\$4,040 per month for a family of four) to 250 percent of the federal poverty level or 85 percent of the state median income, whichever is higher for the family size (\$5,899 per month for a family of four).
- Utility bill turn off and late fees suspended

Statement From Pacific Power On The Declaration Of A State Of Emergency In Oregon In Response To The Covid-19 Outbreak:

To support the response to the state of emergency declared last weekend by Governor Kate Brown related to the COVID-19 virus, Pacific Power is temporarily suspending disconnections and late fees for non-payment for customers in Oregon. The company will continue to evaluate other ways to support our customers for the duration of this quickly evolving public health emergency.

Pacific Power wants customers to know we are ready around the clock to answer any questions about your electrical service and help any customers who are having difficulty paying their electrical bills. The company's focus continues to be on maintaining the reliability of our service and the safety of customers, communities and colleagues.

Customers can call 1-888-221-7070 at any time to speak with a customer care agent who can help answer any questions. We will continue to work closely with state and federal emergency response teams to support all our Oregon customers throughout this event.

Statement From Portland General Electric In Response To The Covid-19 Outbreak:

As an essential service provider we feel a responsibility to deliver safe and reliable service to our customers. Times like these our customers need us more than ever and we are here to help.



Customers should use self-service or contact us to help with payment arrangements. For the time being we have suspended disconnects. www.portlandgeneral.com 800-542-8818

Statement From Northwest Natural In Response To The Covid-19 Outbreak:

NW Natural cares about the health and safety of our employees and customers. We will not disconnect customers who can't make a payment due to the coronavirus. Customers can visit our website or call us to make payment arrangements. Our company's core values of safety, service and caring have never been more important.

www.nwnatural.com 1-800-422-4012

Phone/Internet/Cable:

T-Mobile (including Metro), Sprint, AT & T and Comcast are companies who are not disconnecting services (including phones) for people who are struggling to pay for reasons related to lack of /disruption of income per COVID-19. If a person has one of them as a phone carrier, they should contact the customer service. (Updated 3/17)

Medication refill info:

(Updated 3/17)

Per OHA Pharmacy Drug Coordinator - We just recently sent out a communication to pharmacies to let them know that they can get overrides for early refills. We haven't expanded to allow anything more than that yet, like a larger day supply. I know a lot of people are asking for 60 or 90 days, but if too many people did that it could cause disruptions in the pharmacy supply chain causing shortages of medications. Most pharmacies will mail prescriptions to members upon request and they are being allowed the early refill to facilitate that, so that may be an option for people who aren't venturing out.

If someone needs to get an early supply, have their pharmacy call the Oregon Pharmacy Call Center at 888-202-2126.