

Care Coordination Monthly Webinar

January 20th, 2021



Agenda

1. Welcome
2. COVID-19 Vaccine Hesitancy: Providing Information & Building Trust-
Nikki Waltrich & Dr. Gregory Huhn (2:00-2:30)
3. HEDIS Spotlight- Laurel Chadde (2:30-2:40)
4. CountyCare Updates & Announcements (2:40-2:55)
 - Fraud, Waste, and Abuse (FWA)
 - CM Spotlight
 - Restructuring Survey Results
5. Resources & Reminders (2:55-3:00)



COVID-19 Vaccine Hesitancy

Providing Information & Building Trust

Nikki Waltrich, MPH

Program Coordinator



Overview

- Illinois & Cook County COVID-19 and Vaccination Rollout Status
- Calling out health disparities
 - Why are there disparities?
 - Who is hesitant?
 - Why is there hesitancy?
- Historical implications
- Strategies for building trust
- COVID-19 Education with Dr. Gregory Huhn, COVID-19 Vaccination Coordinator

Summary of CountyCare COVID-19 Cases

**CountyCare COVID-19 Cases and Fatalities as of
1/19/2021**

**13,375 Cases*
193 Fatalities**

*Partially based on claims data and may represent possible cases



Cook County COVID-19 Surveillance

As of January 13, 2021:

189,320

Confirmed Cases



3,555

Deaths*



354

Weekly Case Rate per 100,000



10.2%

Test Positivity Last Week



<https://ccdphcd.shinyapps.io/covid19/>

Illinois Vaccine Rollout Status

IL remains in Phase 1a. As of 1/14/21, Gov. J.B. Pritzker advised **county health departments to begin vaccinating people in phase 1b** if they have already run through people in phase 1a.

Phase	Population
Phase 1a (current state)	<ul style="list-style-type: none">• Healthcare Personnel• Long-term care facility staff and all residents• Other identified congregate care staff and all residents
Phase 1b	<ul style="list-style-type: none">• Persons aged 65+• Frontline essential workers (first responders, educators, public transit workers, grocery store workers, etc.)• Inmates
Phase 1c	<ul style="list-style-type: none">• Possible groups could include:• Persons aged 16-64 years old with high-risk medical conditions• Other essential workers

<https://www.dph.illinois.gov/covid19/vaccination-plan>



Vaccine Rollout Information

- Chicago Mass Vaccination Sites*
 - Only for health care workers in non-hospital settings
 - Plans for vaccination site expansion to expand access to group 1a, and will extend reach into 1b
 - Capacity for 25,000 shots at each site, each week
- COVID Vaccination Survey for Suburban HealthCare/Essential Workers & Residents:
<https://vaccine.cookcountyil.gov/>
- **This is not a vaccine registry.** It is a survey tool to assist in planning as additional vaccines are distributed.
 - Completion of the survey will add individuals to a list to receive updates on COVID-19 vaccine availability including the timing and scheduling
- Stay up-to-date via [Cook County Public Health Dept](#), [City of Chicago](#), [City of Evanston](#), and [Oak Park Public Health Dept](#)



Chicago Mass Vaccination Sites*

- **Malcom X College**, 1900 W Jackson
Tues. - Fri.: noon to 5:30 p.m.
Sat.: 9 a.m. to 3:30 p.m.
- **Arturo Velasquez Institute**, 2800 S. Western Ave.
Tues. - Fri.: noon to 5:30 p.m.
- **Richard J. Daley College**, 7500 South Pulaski Rd.
Tues. - Fri.: noon to 5:30 p.m.
- **Olive-Harvey College**, 10001 South Woodlawn Ave. **Opened 1/15/21**
Tues. - Fri.: noon to 5:30 p.m.
- **Kennedy-King College**, 6301 South Halsted St. **Opened 1/18/21**
Tues. - Fri.: noon to 5:30 p.m.
- **Harry S Truman College**, 1145 West Wilson Ave. **Opened 1/19/21**
Tues. - Fri.: noon to 5:30 p.m.

***Only for health care workers in non-hospital settings at this time. Appointments and registration code required. No walk-ins.**

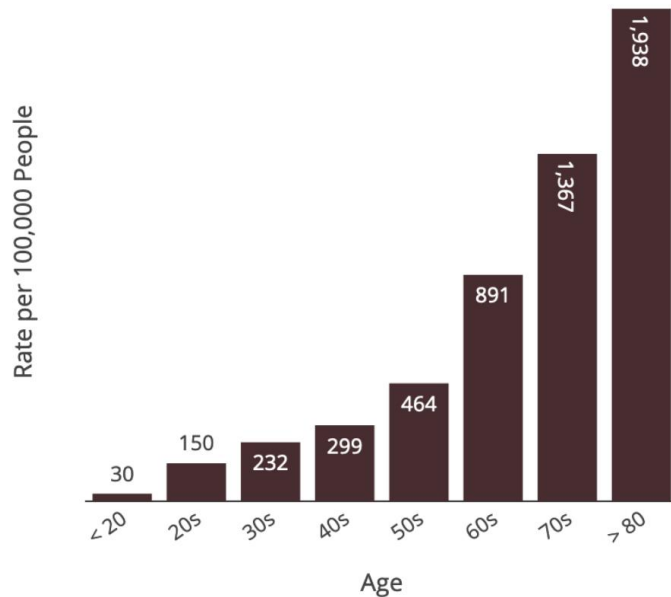
Registration link: <https://vaccine.cookcountyil.gov/>



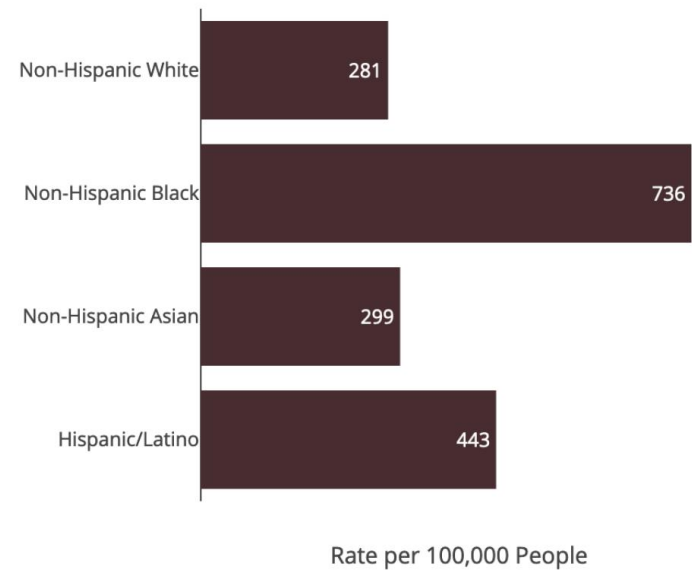
Calling Out Disparities- Suburban Cook

COVID-19 by Demographics

COVID-19 Hospitalizations by Age
in Suburban Cook County, IL



COVID-19 Hospitalizations by Race/Ethnicity
in Suburban Cook County, IL



CCDPH Surveillance Data

Calling Out Disparities- Chicago

Cumulative totals by Race-Ethnicity (3/1/2020 - 1/14/2021)

This visual breaks down cumulative totals or current daily averages (based on a 7 day rolling average) by the selected group. Use the buttons below to switch between Cumulative totals and Daily averages.

Cumulative totals

Daily averages

Confirmed cases

Tests

Deaths

% Positivity

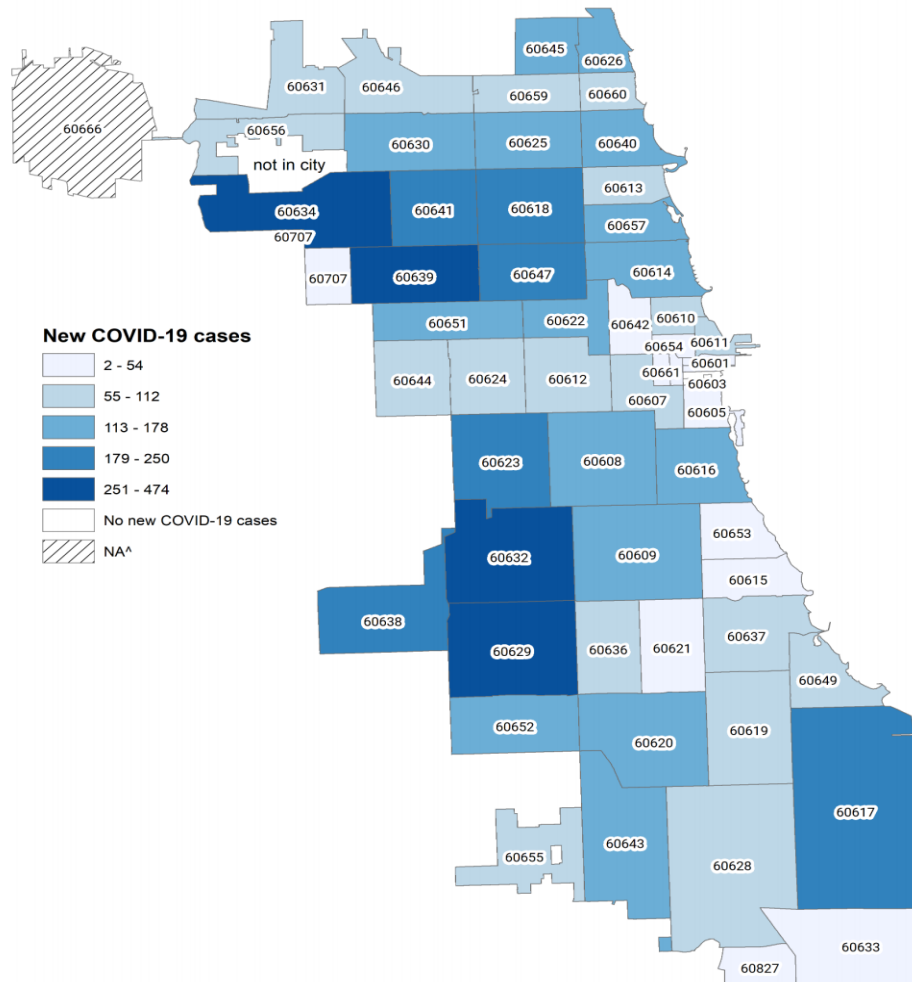
Asian-Non-Latinx	5,240	81,169	200	8.0%
Black-Non-Latinx	37,507	405,626	1,697	10.2%
Latinx	76,872	413,589	1,497	21.6%
White-Non-Latinx	38,583	532,183	952	8.8%
Other-Non-Latinx	9,527	96,631	40	10.0%
Unknown	48,885	1,011	34	5.6%

<https://app.powerbigov.us/view?r=eyJrIjojYUwNJEwN2Q0YmJkYS00MTZmLTg4YjMtZGRkMzEzMmFmYg4liwidCI6jcWZjZGE5LTA2MmQtNDE1MS04MTQ0LTk3ZGRjNTZlZmYyYj9>



Calling Out Disparities- Chicago

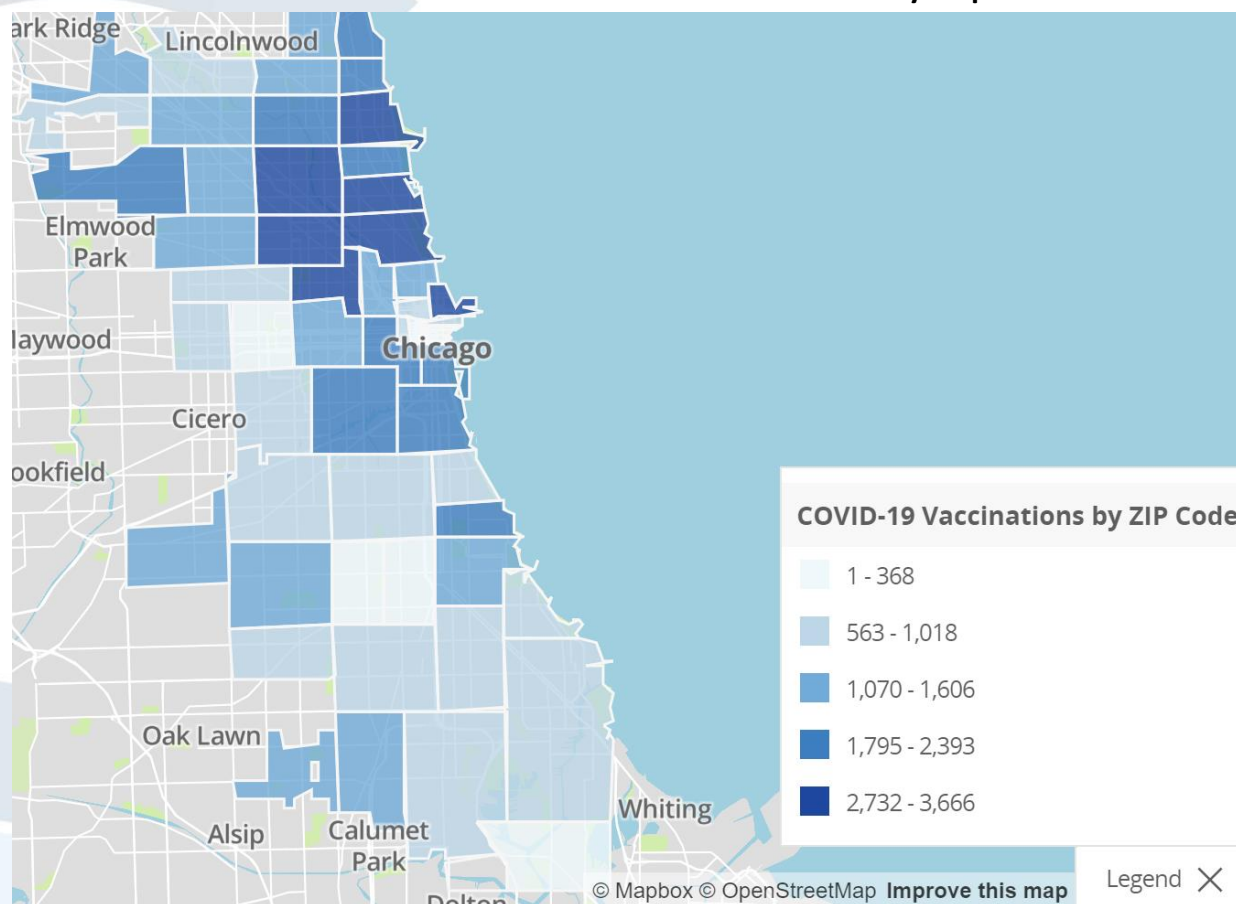
**Newly Confirmed COVID-19 Cases by Chicago zip code n=7,217
week ending January 2, 2021**



[PowerPoint Presentation \(chicago.gov\)](https://www.chicago.gov/powerpoint/presentation)

Calling Out Disparities- Chicago

First Dose of COVID-19 Vaccinations by Zip Code



[COVID-19 Vaccine Doses by ZIP Code - 1st Dose | City of Chicago | Data Portal](#)

Why Are There Disparities?

- COVID-19 compounded longstanding social, economic, and health inequities that stem from structural racism and systemic barriers
 - SDOH may put individuals at an increased risk for exposure or higher risk for serious infection
 - Example(s): certain living or employment situations makes social distancing harder; working jobs that cannot be done remotely
 - Higher rates of underlying health conditions may contribute to more serious illness
 - Barriers or hesitancy to access testing and treatment → delays in seeking care
 - By the time care is sought/accessed, may be in more serious condition → higher rates of hospitalization or death

<https://www.kff.org/report-section/racial-disparities-in-covid-19-key-findings-from-available-data-and-analysis-issue-brief/>

Who is Hesitant?

Data from December 15, 2020

A quarter of the public remains vaccine hesitant (27%) saying they “probably would not” or “definitely would not” get a COVID-19 vaccine even if it were available for free and deemed safe by scientists

Hesitancy is highest among:

- Ages 30-49 (36%)
- Rural residents (35%)
- Black adults (35%)
- Essential workers (33%)
- Those who work in health care delivery settings (29%)

<https://www.kff.org/coronavirus-covid-19/report/kff-covid-19-vaccine-monitor-december-2020/>



Why the Hesitancy?

Data from December 15, 2020

Fear

- 59% of individuals who are hesitant to get the COVID-19 vaccine are worried about possible side effects
- 50% of Black adults cited fear of getting COVID-19 from the vaccine
- 53% have concerns that the vaccine is “too new”

Lack of trust

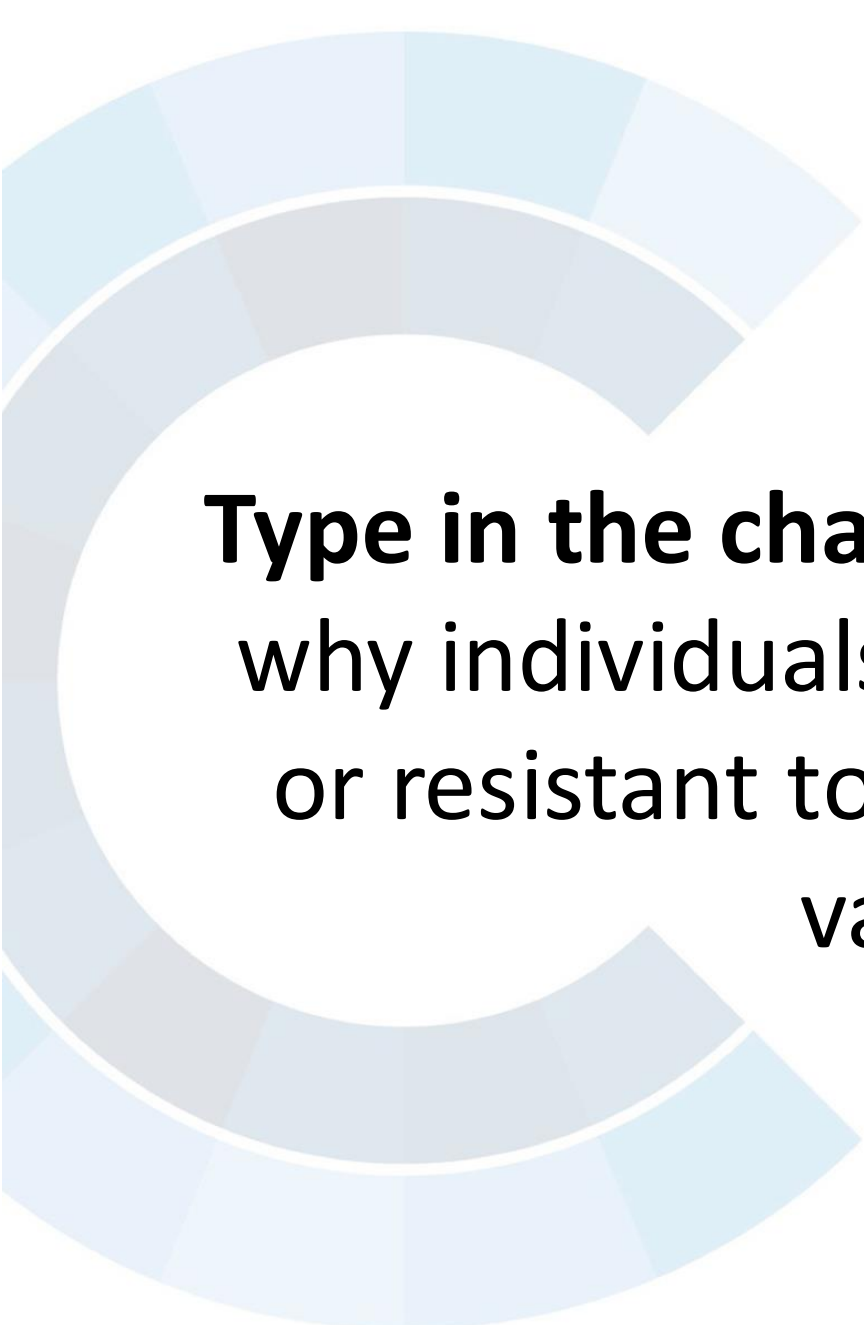
- 55% have lack of trust in the government to ensure the vaccines’ safety and effectiveness
- 47% of Black adults who reported that they “probably” or “definitely won’t” get vaccinated cite a major reason as not trusting vaccines in general
- 51% have concerns over the role of politics in the COVID-19 vaccine development process

<https://www.kff.org/coronavirus-covid-19/report/kff-covid-19-vaccine-monitor-december-2020/>



Historical Implications

- Historically, Black, Indigenous, and other People of Color (BIPOC) have been unjustly used by medical institutions
 - Tuskegee Experiment/Syphilis Trials on Black men ([Learn more here](#))
 - Experimental surgeries by Dr. James Marion Sims, “father of gynecology,” on Black, enslaved women ([Learn more about *mothers of gynecology* here](#))
 - Unconsented experimentation with birth control pills on Puerto Rican women ([Learn more here](#))
 - Henrietta Lacks, “HeLa” cervical cancer cells taken without consent, used for major advances in medicine, without compensation for Henrietta or her family ([Learn more here](#))
 - Institutional racism in medicine leading to high rates of Black maternal mortality ([Learn more here](#))



Type in the chat box other reasons
why individuals might be hesitant
or resistant to get the COVID-19
vaccine

 Pinned Tweet



Dani Elle, M.D. My Last Name isn't Harris
@ADocNamedDani

...

Is it 'Black people don't trust medicine'?

Or is it that the U.S. medical system has a history of disrespecting, disregarding, and losing the trust of the Black community?

7:06 AM · Dec 16, 2020 · Twitter for Android



17.7K Retweets **880** Quote Tweets **79.4K** Likes

Addressing Medical Mistrust

WE
COVID

<https://youtu.be/TkZoBqL2LJ4>

Strategies for Addressing Hesitancy

- **Communication goals around COVID-19 Vaccine**
 - Assurance of vaccine safety and efficacy
 - Provide evidence that collective benefits of vaccination outweigh the risks
- **Address misinformation & inspire confidence**
 - Provide clear, accurate information that does not exaggerate or minimize benefits/risks
 - Leverage trusted sources ([CDC](#), WHO, CDPH, CCDPH, IDPH)
 - Note that the above listed entities might not feel like trusted sources to everyone
 - [Dr. Kizzmekia Corbett, an African American key scientist behind COVID-19 Vaccine](#)
 - Cite your experience, if comfortable
- **Utilize motivational interviewing techniques**
 - Understand why the individual is hesitant- do not assume reason based on race data
- **Consider range of health literacy**
 - Utilize visuals and plain language as much as possible
 - Account for language preferences
- **Personally acknowledge historical legacy of abuses**
 - Opinions and behaviors around vaccination are complex and must be respected

Learning & Sharing COVID-19 Information

Please type your questions for Dr. Gregory Huhn, COVID-19 Vaccination Coordinator, in the chat box.



Unanswered Q&A from 1/20/21

Answers provided by Dr. Sharon Welbel

Q: If a patient has already had COVID and developed antibodies, should they still get the vaccine?

Yes, we do not know how long antibodies from natural infection last

Q: What do you know about the Johnson & Johnson one shot vaccine?

This vaccine is similar to the Aztrazenica vaccine, it uses a weakened virus-adenovirus-that causes the common cold-and cannot replicate, to bring the spike protein into one's cells so that one's body makes antibodies to it so the COVID virus cannot attach to one's cells

Q: Are they testing for COVID before vaccination? If they are positive at time of testing will that effect the effectiveness of the vaccine in that individual?

- a. We are not testing for COVID prior to vaccination
- b. If one has symptoms of COVID, delay the vaccine until out of isolation so no one else gets sick
- c. We do not know the interaction of acute disease and the vaccine; we believe it is not harmful and will not interfere with the vaccine

Unanswered Q&A from 1/20/21

Answers provided by Dr. Sharon Welbel

Q: How can we say it's so safe when it hasn't been studied for as long as most vaccinations? What happens if we ourselves are unclear and uncertain about the vaccination and if we are part of the population that don't entirely understand or agree with the effectiveness of the vaccination? How do we as health care professionals convince our patients to take or receive vaccinations that we are not fully sure of?

- a. My preference is not to convince anyone of taking a vaccine, rather to educate and allow someone to decide. I am empathetic to the uncertainties people have. I can tell you why I think it is safe and a good option
- b. mRNA vaccines have been studied for 10 years; the mechanism is such that the vaccine enters our cells but not the nucleus where our DNA is stored so it cannot be integrated into our genetic material, the mRNA disappears in about 5 days from the vaccine. Although there is no long-term data there is no reason to believe that this type of vaccine will cause long term problems.
- c. We do know that COVID disease can cause one to be very ill; cause long term problems or cause death. Over 400,000 people have died of COVID in the US

Unanswered Q&A from 1/20/21

Answers provided by Dr. Sharon Welbel

Q: Is there any information about if the vaccine makes it possible for you to not catch COVID or spread it?

There is a lot of data to tell us that the vaccine works to prevent disease with COVID- 2 large studies with over 40,000 people in each. Although in the Pfizer study, people were not tested before their second vaccine for COVID, in the Moderna study they were and they did not find “carriers of the disease”

Q: For the patients that develop neck pain and lymph issue after vaccine, what do you recommend for those patients? Do we just wait it out?

I recommend acetaminophen ice

Q: What do you advise for a person who is experiencing COVID symptoms 2-days after vaccination, even after receiving a negative test result prior to vaccination?

People with symptoms by the third day should get retested for COVID and other respiratory viruses link influenza

Unanswered Q&A from 1/20/21

Answers provided by Dr. Sharon Welbel

Q: Is the vaccine recommended for immunosuppressed individuals?

This population was not studied, but we recommend that they receive it

Q: How long after the second vaccine is at 95% protection?

For Pfizer it is one week

Q: Since the vaccines go after the spike proteins, is it possible vaccinated people will have fewer seasonal bugs/colds etc caused by the "run of the mill" coronaviruses?

I do not know for sure, but I would say no as the genetic material is different in the run of the mill coronavirus

Q: When will it be possible to live without a mask?

That is a good question, not until we have herd immunity-or 70-80% of the population vaccinated

Unanswered Q&A from 1/20/21

Answers provided by Dr. Sharon Welbel

Q: Have people experienced delayed reactions to the vaccine? What should they do if that happens?

There are few reports of delayed reactions, one should definitely call their primary care provider

Q: Where can I find info on inmates receiving vaccines?

Keep an eye on the health department where the jail or prison is

Q: Can we get information about how members can get vaccinated when it is available?

By members you mean-patients? We will be starting to vaccinate patients in 1b tier on January 25th, keep an eye out on the CCH inter and intra net

January 21 at 6pm live on WBEZ and Facebook

WBEZCHICAGO | PRESENTS

COVID CONVERSATIONS

Q&A: Latino Communities And The COVID-19 Vaccines



Araceli Gómez-Aldana
Weekend Anchor
WBEZ



Ngozi O. Ezike, MD
Director
IDPH



Archana Chatterjee, MD, PhD
Dean
Chicago Medical School

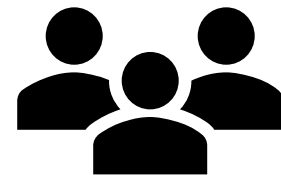


Dr. Juanita Mora, M.D.
Allergy and Immunology
Chicago Allergy Center



Crisis Resources

- CountyCare Emergency Resource List:
https://countycare.com/wp-content/uploads/Emergency_Resource_List_CountyCare_05042020.pdf ← Link updated
- **Purpose:** Assist CountyCare Care Coordinators members with resources that are available in Cook County, including food assistance, financial assistance, clothing, and others. This list is not meant to be fully comprehensive of all available community resources.





Thank You!



HEDIS Spotlight

2021 HEDIS Measure Updates

Laurel Chadde

Manager of Population Health and Performance Improvement



New HEDIS Measure

- *Kidney Health Evaluation for Patients With Diabetes (KED)*
 - The percentage of members 18–85 years of age with diabetes (type 1 and type 2) who received a kidney health evaluation, defined by having both during the measurement year:
 1. An estimated glomerular filtration rate (eGFR) AND
 2. A urine albumin-creatinine ratio (uACR)

Revised HEDIS Measures

- *Well-Child Visits*
- These measures are based on the American Academy of Pediatrics Bright Futures: Guidelines for Health Supervision of Infants, Children and Adolescents (published by the National Center for Education in Maternal and Child Health)
 - Visit the Bright Futures website for more information about well-child visits (<https://brightfutures.aap.org/materials-and-tools/guidelines-and-pocket-guide/>)
- Hybrid method removed
- Removed the telehealth exclusion
- Visit must occur with a PCP

Revised HEDIS Measures

- *Well-Child Visits in the First 30 Months of Life (W30)*
 - Expansion of the Well-Child Visits in the First 15 Months of Life (W15) measure
- Two rates reported:
 - *Well-Child Visits in the First 15 Months*: Children who turned 15 months old during the measurement year and had **six** or more well-child visits
 - *Well-Child Visits for Age 15 Months–30 Months*: Children who turned 30 months old during the measurement year and had **two** or more well-child visits

Revised HEDIS Measures

- *Child and Adolescent Well-Care Visits (WCV)*
 - Combined Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34) and Adolescent Well-Care Visits (AWC) measures
 - Added visits for members age 7-11 years
- *Child and Adolescent Well-Care Visits (WCV):* The percentage of members 3–21 years of age who had at least **one** comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year

Retired HEDIS Measures

- Adult BMI Assessment (ABA)
- Medication Management for People With Asthma (MMA)
- Children and Adolescents' Access to Primary Care Practitioners (CAP)
 - Saw a PCP vs comprehensive PCP visit assessing physical, emotional and social development

MY2021 HEDIS Moving Forward

CountyCare

- Continue meeting quarterly with CMEs and provider groups
- Moved to new HEDIS vendor to provide more **timely** and actionable HEDIS measure reporting and gaps in care member lists
- Including additional data sources
- Sharing HEDIS performance reports at least monthly

Care Coordination

- Prioritize having every member see their assigned PCP at least once during the year
- Highlight safety precautions in place for in-person visits, but also schedule telehealth appointments when appropriate (i.e. no immunizations or labs needed)
- Focus on follow-up after mental health ED or hospital visit



ProviderLink Access

- Received encrypted email on Tuesday January 12, 2021 at 5:21pm

Encrypted Message Received:

FW: Welcome to VDT ProviderLink

You have received an encrypted email from:

swalston@vitaldatatech.com

[VIEW ENCRYPTED EMAIL](#)

From: Stephanie Walston
Sent: Tuesday, January 12, 2021 5:21 PM
Subject: [Encrypt] Welcome to VDT ProviderLink

Good afternoon!

Welcome to CountyCare's ProviderLink tool from Vital Data Technology. The URL for the tool is <https://cch.vitalaffinite.com>. You should bookmark this URL in your browser's Favorites. When prompted to the main login screen, users will be presented with two login portals – PlanLink and ProviderLink. You should choose the ProviderLink login section and enter your username and password, which is listed below. Training on the tool will be provided by the CountyCare training staff. They will also present you with training materials to help you learn the system.

Your **username** is your email address

Your **password** is:

Should you have any questions, please feel free to reach out. We look forward to working with you!

Sincerely,
Stephanie Walston

Stephanie Walston
Director of Learning and Development
3303 Lee Parkway, Suite 205
Dallas, Texas 75219
www.VitalDataTech.com | O 866.482.8399 x709 | C 972.989.9453



ProviderLink Access

- Login URL <https://cch.vitalaffinite.com/>



The screenshot displays the Vital Data Technology login interface. At the top, the Vital Data Technology logo is shown with the tagline "RIGHT INFORMATION. RIGHT PEOPLE. RIGHT TIME.™". Below this, there are two login panels. The left panel is for "PlanLink" and is marked with a large red "X", indicating it is not the correct path. The right panel is for "ProviderLink" and is circled in green, indicating it is the correct path. Both panels have fields for "USERNAME" and "PASSWORD", and a "LOGIN" button. The "ProviderLink" panel also has a placeholder text "Email address" in the username field.

VITAL DATA TECHNOLOGY
RIGHT INFORMATION. RIGHT PEOPLE. RIGHT TIME.™

PlanLink
Affinitē™

USERNAME

PASSWORD

LOGIN

ProviderLink™
Affinitē™

USERNAME

PASSWORD

LOGIN

If you need assistance logging in please contact Vital Data Technology Support at 866-482-8399 ext 2



ProviderLink Access

- Vital Data Technology ProviderLink Quick Reference Guide will be posted on the CountyCare.com\CareCoordination website
- Training to be scheduled
- If you did *NOT* receive access, please check with your manager to ensure you were included on the access list
 - Then have your manager reach out to me (laurel.chadde@cookcountyhhs.org)



Thank You!

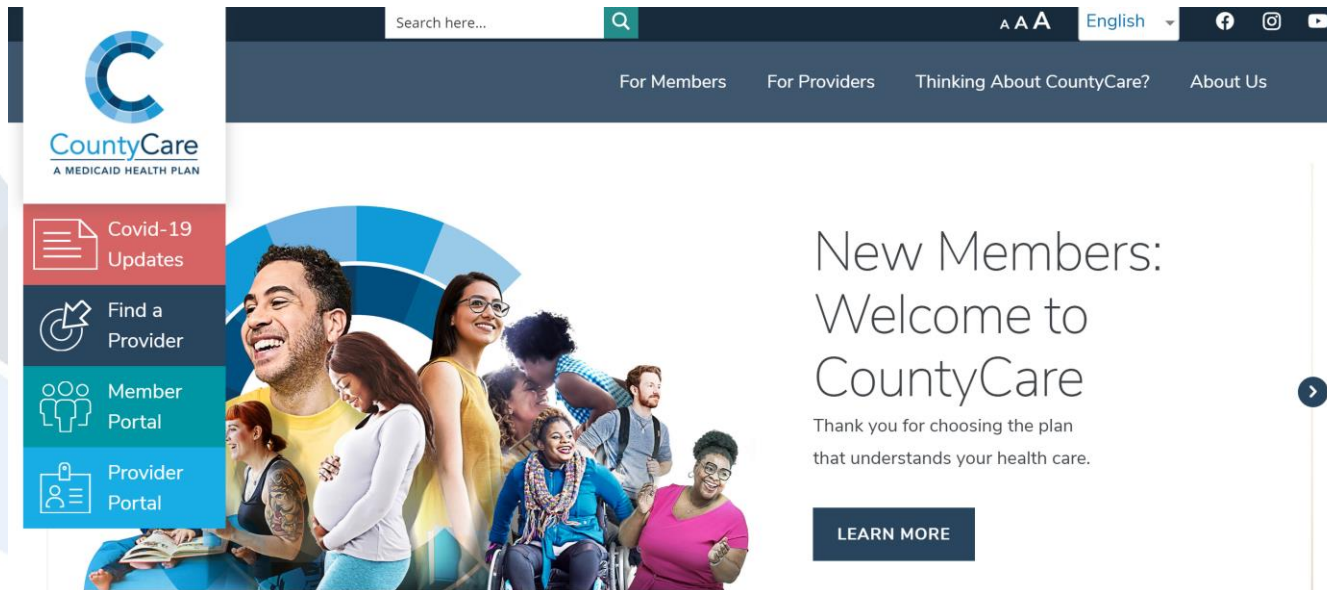


CountyCare Announcements



CountyCare Announcements

- HP-CME went live 1/1/2021, welcome to new staff!
- Israel Rocha, Jr. named CEO of Cook County Health
- Updates coming to CM Manual early February (ICT, DCFS)
- CountyCare website revamp



CountyCare Announcements

Care Coordination Resource Webpage: <https://countycare.com/providers/care-coordination/>

New password

1. Who To Contact at the CME
2. Who CME Management May Contact

OTC Rewards

- CountyCare OTC rewards card balances expire after 6 months
- CountyCare is **no longer reactivating remaining balances** on CountyCare OTC Rewards cards at the end of six months
- Members can visit the CountyCare website for more details.

24/7 Nurse Line

CountyCare members have access to registered nurses through a 24/7 nurse advice line. Nurses can provide advice on:

- Minor injuries
- How to manage asthma
- How much medicine to use/give
- What to do if you have a headache
- Questions about pregnancy and infants

Call today
312-864-8200
and select the Nurse Line!

Medicaid Fraud, Waste and Abuse

Definitions — CountyCare FWA Provider training

- **Medicaid fraud** is the *intentional* providing of false information to get Medicaid to pay for medical care or services. Example: knowingly billing for services not provided.
- **Medicaid abuse** includes actions that may, directly or indirectly, result in unnecessary costs to the Medicaid program. Abuse involves payment for items or services when there is not legal entitlement to that payment and the provider has *not knowingly and/or intentionally* misrepresented the facts to obtain payment. Example: misusing codes on a claim.
- **Medicaid waste** means over-utilization of services, or practices that result in unnecessary costs to the Medicaid program. Waste is generally not considered to be caused by criminally negligent actions but rather by misuse of resources. Example: ordering supplies that are not medically necessary
- **Reporting FWA:** If situations arise where you are unsure of how to proceed, discuss your options with your immediate supervisor, or the CountyCare Compliance Officer at (countycarecompliance@cookcountyhhs.org). Anonymous reports are made to the CountyCare-Evolent compliance line 844-509-4669.



Detecting and Reporting Medicaid Fraud Waste and Abuse (FWA)

Case Study

Situation

Care manager contacted member to assist with finding a new provider of medical supplies due to the current DME provider contract expiration.

Background

The member was approved for disposable incontinent briefs and liners during a medical visit. Member states a supplier signed her up for the supplies when she was at the cardiologist office "in case she needs them." Member received supplies but did not use them and gave them away. Member has had no problems with urinary incontinence. Supplies were ordered without medical necessity.

Assessment

The care coordinator recognized that ordering incontinence supplies without medical necessity fits the definition of Medicaid waste.

Response

The care coordinator reviewed the situation with her supervisor and made a report of suspected Medicaid waste to the CountyCare-Evolent **FWA line: 844-509-4669**. Health Plan completes a confidential investigation and follow-up based on findings. Care Coordinator follow-up is complete.

Webinar Restructuring Survey: Next Steps

Overall Survey Response

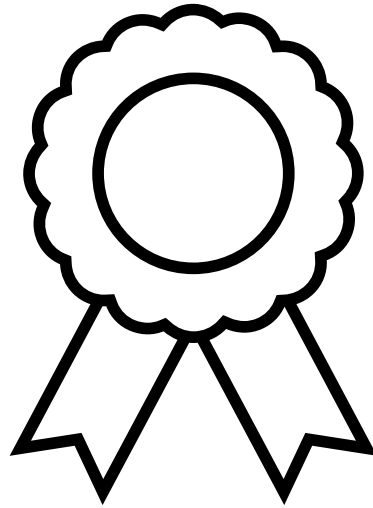
- **135** Care Coordinators completed the survey
 - Generally pleased with the webinar structure and content
 - Excellent ideas for health equity content
 - Access to housing, BH, employment, & COVID-response resources
 - Information on sexuality/LGBTQ topics, self-care, maternal child health, disability, working with the elderly

Areas for Opportunity

- Exploring how we can offer annual or bi-annual CEUs
- Exploration of a newsletter
- Timely follow up-
 - Goal to answer as many questions during sessions as possible- via chat box and verbally
 - All unanswered Q&A will be added to end of slides posted on Care Coordination webpage by the beginning of following month:

<https://countycare.com/providers/care-coordination/>

Care Coordinator Spotlight



Care Coordinator Spotlight

Jessica Bosque, Transition of Care Social Worker-CCC



Q: What is your number 1 tip for success as a Care Coordinator?

A: Actively listen and be as receptive as possible.

Q: What's a fun fact about you?

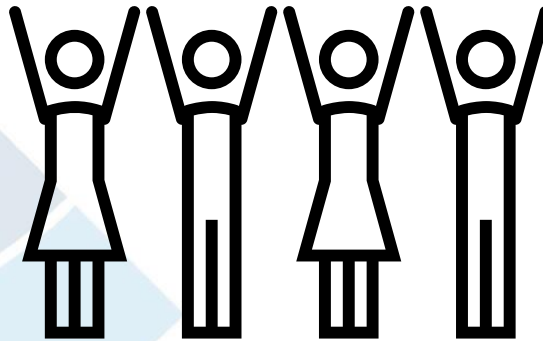
A: I love dogs and always want another which drives my husband crazy!

CM Spotlight Reminder

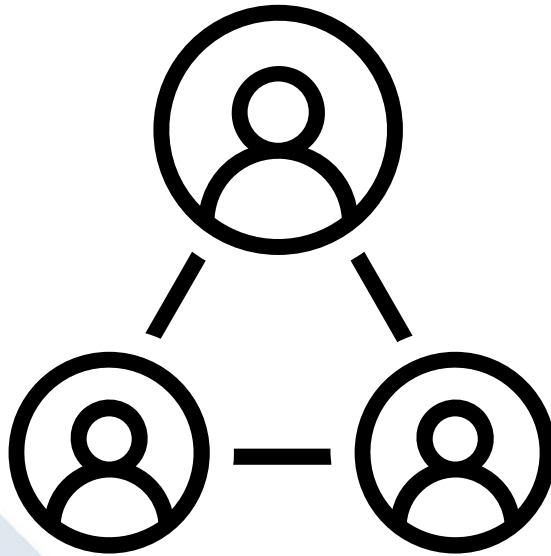
- You can anonymously nominate yourself & others for the CM Spotlight at:

<https://redcap3.cookcountyhhs.org/surveys/?s=77EX8JYL9W>

Note: Survey link updated as of 2/2/21



Resources & Reminders



Eviction Moratorium Extended

As of January 9, 2021, Governor J.B. Pritzker's administration extended a version of the statewide ban on residential evictions until February 6, 2021.

Individuals must meet all four of the following:

1. An individual who...
 1. Expects to earn no more than \$99,000 in annual income for Calendar Year 2020 (or no more than \$198,000 if filing a joint tax return;
 2. Was not required to report any income in 2019 to the U.S. Internal Revenue Service, **OR**;
 3. Received an Economic Impact Payment pursuant to Section 2001 of the CARES Act
2. **Unable to make a full rent or housing payment** due to COVID-19 related hardship
3. Individual is **using best efforts to make timely partial payments** that are as close to the full payment as the individual's circumstances may permit, taking into account other Non-Discretionary Expenses; and
4. Eviction would likely **render the individual homeless**

FAQ: [FAQ-Eviction-EO-11.13.20-FINAL.pdf \(df7qosnywqs6g.cloudfront.net\)](https://df7qosnywqs6g.cloudfront.net/FAQ-Eviction-EO-11.13.20-FINAL.pdf)



CAN I BE EVICTED during the COVID-19 crisis in Cook County?

What is the reason for eviction?

Do you live in subsidized housing?

Late with rent or didn't pay

Violation other than rent payment

No

Yes

If you have a "Section 8" voucher OR you live in:

- Section 8 project-based housing,
- Public housing,
- HUD-subsidized senior housing,
- Other HUD-subsidized housing,
- USDA-subsidized housing,
- Tax credit or "LIHTC" housing

Evictions and late fees are paused for 120 days - until July 25 - by the federal stimulus (CARES) Act. After that, 30 days' notice is required.

NOTE: If you have subsidized housing and have lost income, you should ask for an interim recertification right away.

NO.

NO.

Evictions are paused countywide until May 18.

TIP: How do I know what kind of mortgage my landlord has?

Your landlord may be able to tell you, and if not, they can look up whether they have a Fannie Mae/Freddie Mac-backed loan on the Fannie/Freddie websites.

You can try to call these numbers yourself to find out about the loan:
1-800-2FANNIE (1-800-232-6643)
1-800-FREDDIE (1-800-373-3343)

Talk to a lawyer if you have questions and check back for updated info!

Does your landlord have a federally-backed mortgage?

Yes

No

NO.

Evictions are paused countywide until May 18.

If your landlord has a HUD (including FHA), USDA, VA, Fannie Mae, or Freddie Mac mortgage:

NO.

Evictions and late fees are paused for 120 days - until July 25 - by the federal stimulus (CARES) Act. After that, 30 days' notice is required.

It is illegal for your landlord to lock you out without an eviction order from a court! If this happens to you, you should seek legal assistance. You may be eligible for free legal help through Legal Aid Chicago at 312-341-1070.

NOTE: While evictions are currently paused, tenants are still required to pay rent. If tenants do not, they may face eviction after the moratorium ends.

Legal Aid Chicago Free Housing Legal Assistance Call 312-341-1070

Press 3 → Press 3 again for housing

- Homeowner- press 1
- Utilities- press 2
- Tenant/rental unit- press 3
 - Subsidized housing- press 1
 - Resident of suburban Cook and 60+ years old- press 2
 - Domestic/sexual violence- press 3
 - Mobile home- press 4
 - Security deposit- press 5
 - Other- press 6

Please note:

- Must speak directly with individual in need, unless you have legal authority to speak on their behalf
- Intake calls occur weekdays at 8am and close when full. **Call early!**
- **Members can also apply online:**

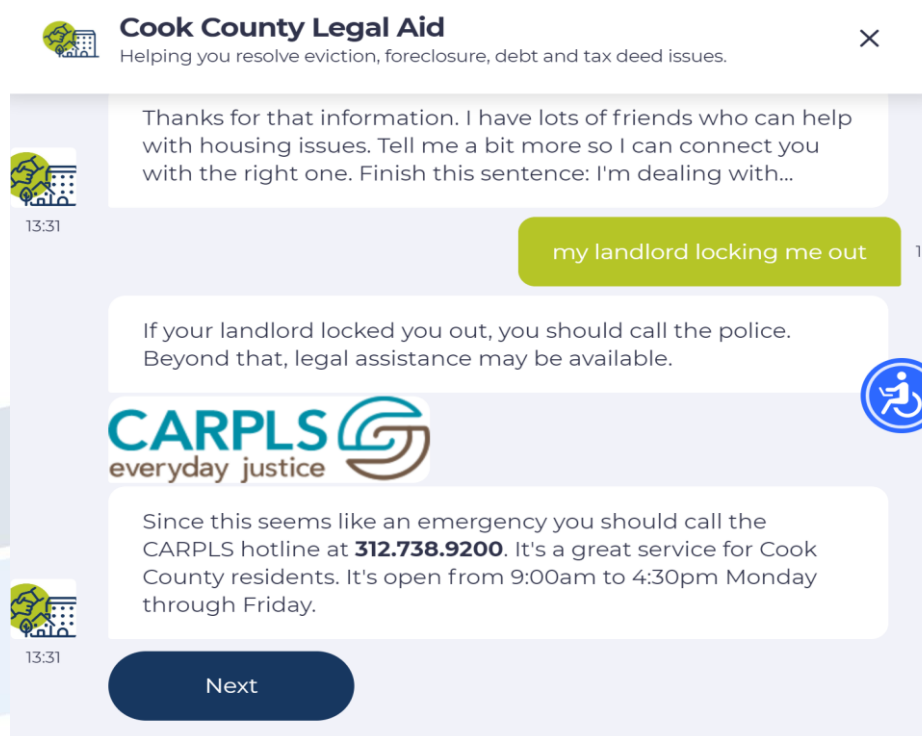
<https://www.legalaidchicago.org/get-help/how-do-i-apply-for-legal-aid/>



Cook County Legal Aid

Free Legal Help for Cook County Residents

- Evictions or unresolved debt issues
- Behind on mortgage or property tax payments
- **How to access services:**
 - Call 855-956-5752
 - Apply online: <https://www.cookcountylegalaid.org/>
 - Utilize chat function for additional information/guidance



The screenshot shows a chat window titled "Cook County Legal Aid" with the subtitle "Helping you resolve eviction, foreclosure, debt and tax deed issues." The chat history includes a user message at 13:31 asking for help with housing issues, a system response advising to call the police and mentioning legal assistance, and a CARPLS logo with the text "everyday justice". A final system message at 13:31 recommends calling the CARPLS hotline at 312.738.9200. A "Next" button is visible at the bottom.

Cook County Legal Aid
Helping you resolve eviction, foreclosure, debt and tax deed issues.

Thanks for that information. I have lots of friends who can help with housing issues. Tell me a bit more so I can connect you with the right one. Finish this sentence: I'm dealing with...

13:31

my landlord locking me out

If your landlord locked you out, you should call the police. Beyond that, legal assistance may be available.

CARPLS
everyday justice

Since this seems like an emergency you should call the CARPLS hotline at **312.738.9200**. It's a great service for Cook County residents. It's open from 9:00am to 4:30pm Monday through Friday.

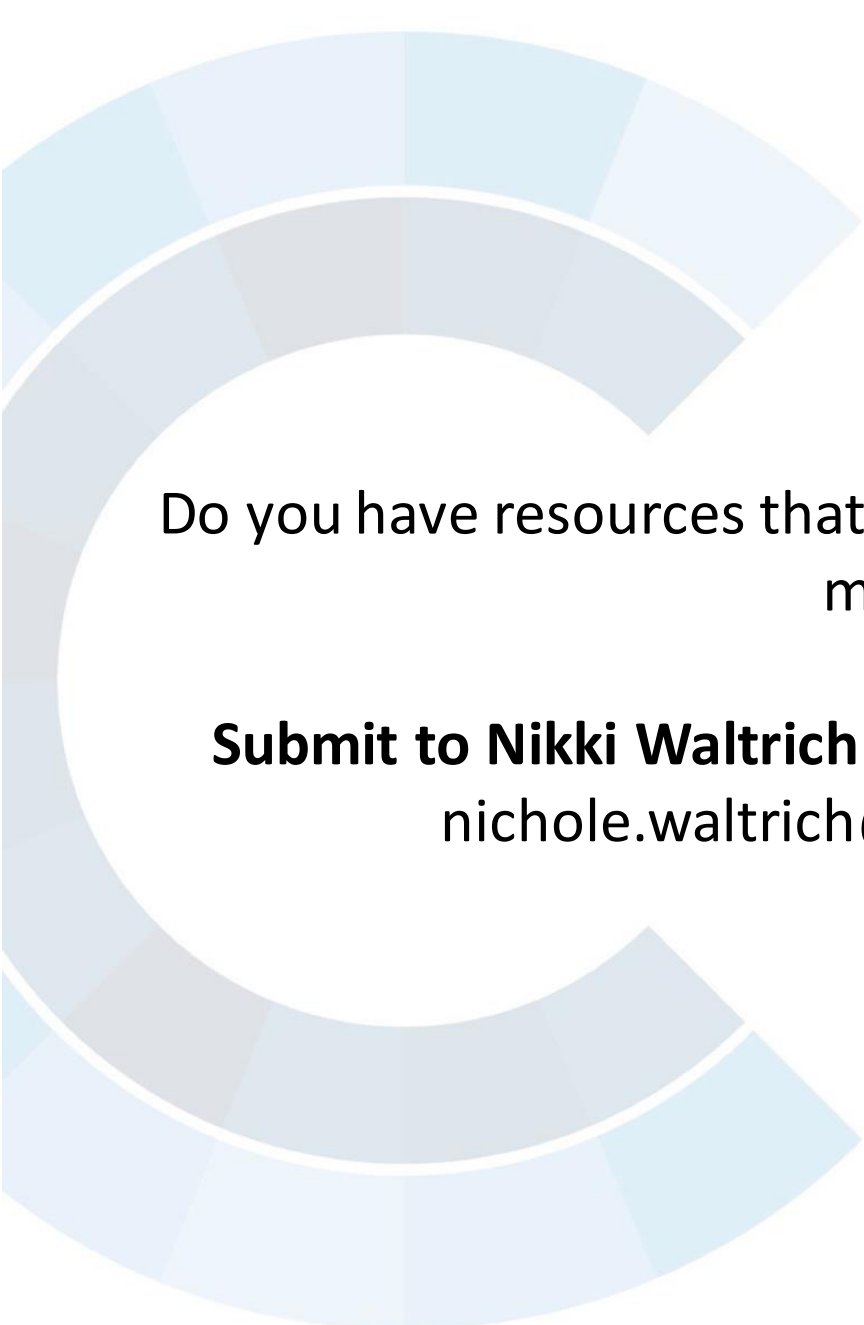
13:31

Next

Winter Coat Drive Resources

Organization	Website	Contact	Application
Button and Zipper	https://buttonandzipper.com/recipients/	info@ButtonAndZipper.com	Apply online for services needed, and a representative will contact you directly
Salvation Army - Chicago Bears Coat Drive	https://centralusa.salvationarmy.org/metro/contact-us/	773.725.1100	Apply online for services needed, and a representative will contact you directly
Chicago Lights	https://chicagolights.org/social-services/	312.640.2571	Call to schedule an appointment to visit the facility and try on coats.
One Warm Coat	https://www.onewarmcoat.org/give-warmth/hold-a-coat-drive/nonprofit-locator-map/	877.663.9276	Search organizations with coat drives and drop off clothing boxes by zip code
Beacon Light Ministries	http://beaconofchicago.yolasite.com/beacon-of-hope-community-center.php	773.387.8987	Call to arrange clothing pickup or delivery
Pilsen Food Pantry & Clothes Closet	https://www.pilsensocialhealthinitiative.com/the-clothes-closet	773.230.9525	In-person Clothes Closet hours: Sunday, Monday, Tuesday from 11-2pm & Thursday from 2-5pm

Updated: 1/12/21



Do you have resources that could help your colleagues and/or members?

Submit to Nikki Waltrich ahead of each month's webinar:
nichole.waltrich@cookcountyhealth.org



Announcements

- The next webinar will be held **Wednesday, February 17th** and topic is **Family Case Management**
- Webinar feedback survey & spotlight nominations: <https://redcap.link/23k1fzzb>
- Slides will be posted to the CountyCare Care Coordination Webpage: <http://www.countycare.org/care-coordination>

Webinars for care coordinators

- [Master CountyCare Webinar- IEPs, 504's & Tele-psychiatry \(11/2020 slides\)](#)
- [Webinar: Care Coordination Monthly Webinar \(7/2020 slides\)](#)
- [Webinar: Care Coordination Monthly Webinar \(6/2020 slides\)](#)
- [Webinar: Care Coordination Monthly Webinar \(5/2020 slides\)](#)



Open Forum

Please share any needs or questions you have for each other by typing in the chat box



Unanswered Q&A from 1/20/21

Q: Can you help us understand how to follow up on referrals submitted to DRS since most of the offices are closed and they do not answer their phones?

Great Question. Each CME has one person who has been given access to the DRS eligibility site WebCM. The designated CME person can look up the status of the referral in WebCM. If there is an issue at the CME with access to WebCM, the issue can be referred to Ellen Walter (ellen.walter@cookcountyhhs.org)

Q: Each OTC reward earned expires within 6 months of being earned?

The "use it or lose it" policy starts the day when the member receives the reward on their OTC account, not from the day they saw their doctor, etc.



Thank You!

