



Promising Practices on Collaborations from Health Centers' Response to COVID-19 Report

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DISCLAIMER

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Introduction

The National Center for Health in Public Housing (NCHPH) has compiled a set of promising practices showing collaborations between Public Housing Primary Care (PHPC) health centers and community partners to respond to COVID-19 by vaccinating vulnerable and high-risk populations. These strategies were identified through various webinars and learning collaboratives on improving COVID-19 vaccination capacity conducted by NCHPH over the last three years.

The purpose of the document is to provide health center staff with easy access to COVID-19 collaborations promising practices. The promising practices will also be available online through a promising practices portal. Each promising practice will be tagged with key terms to make them easily searchable and accessible.

Promising Practices Definition

Promising practices were chosen based on the following definition identified and created by the [Health Center Resource Clearinghouse](#) and the [Health Resources and Services Administration \(HRSA\)](#) to provide training and technical assistance to health centers. A promising practice generated at a health center must demonstrate at least three of the following:

- **Impact/Outcomes:** Guidelines and protocols that have been successfully used by at least one organization and with an emerging positive track record of improved clinical or operational outcomes and insights.
- **Satisfaction:** Approach demonstrates effectiveness in increasing overall satisfaction for patients and/or staff.
- **Data Collection Mechanism:** Provide initial data to support the establishment of benchmarks.
- **Reduced Costs:** Have the potential to lower the per capita costs of delivering care or services.
- **Partnerships:** The approach creates innovative, strong partnerships and maximizes efficiency.
- **Operational Feasibility:** Offer strategies that can be easily shared and implemented.

Source of Information

NCHPH has catalogued promising practices on health center and community partnerships to respond to the COVID-19 vaccination programs that were identified during T/TA activities. They include strategies with a focus on stakeholder engagement, health education and outreach, partnerships to increase health literacy, health center staff training, telehealth expansion, vaccine, and treatment allocation, boosting vaccine confidence, and more. See Additional Resources on page 9 for a list of NCHPH activities related to COVID-19 and more, or visit www.nchph.org.

Community Partnerships to Respond to COVID-19

Figure 1 (below) lists an overview of best practices identified in training and technical assistance provided by NCHPH on COVID-19 health center partnerships.

Health Center	Topic	Promising Practice
TCA Health	<ul style="list-style-type: none"> • Access to Healthy Food • Social Determinants of Health 	<ul style="list-style-type: none"> • Senior Care Packages
Lancaster Health Center	<ul style="list-style-type: none"> • Smoking Cessation during COVID-19 	<ul style="list-style-type: none"> • Smoking Cessation Collaborations
Quality of Life Health Services, Inc.	<ul style="list-style-type: none"> • Telehealth Services • COVID-19 	<ul style="list-style-type: none"> • Telehealth Mobile Units
UI-Mile Square Health Center	<ul style="list-style-type: none"> • COVID-19 Vaccination and Testing • Food Insecurity 	<ul style="list-style-type: none"> • Centralize Vaccine Center • Vaccine Outreach Methods
La Maestra Community Health Centers (LMCHC)	<ul style="list-style-type: none"> • Addressing an Endemic COVID-19 	<ul style="list-style-type: none"> • Cultural Liaisons • Pharmacy Home Deliveries
Axess Pointe Community Health Centers	<ul style="list-style-type: none"> • Public Housing Agencies and Health Center Partnerships 	<ul style="list-style-type: none"> • Community Health Workers (CHWs) Training • Transportation Services



I. Partnerships to Address Social Determinants of Health

Partnerships to Address Social Determinants of Health

Topic: Partnerships to Address Social Determinants of Health

Organization Name: TCA Health

Organization Type: Health Center

Location (city/state): Chicago, Illinois

Special or Vulnerable Population: PHPC Health Center

Description of promising practice(s): Black Oaks Center and Health Food Hub

TCA Health is a PHPC grantee located in Chicago, Illinois. Since the beginning of the COVID-19 pandemic they have encountered challenges related to food access among their patient population. These challenges are due to the built environment surrounding public housing developments near TCA Health. For example, Chicago Housing Authority's Altgeld Gardens & Phillip Murray Homes is in an isolated community sitting on the border of Chicago and Riverdale, Illinois. Their built environment involves structural road and sidewalks limitations such as little sidewalks, no bike lanes or pedestrian crossings, highways and speeding cars, and a heavy industrial zone with only one city bus available to access the housing authority's area. Due to this issue, access to foods became one of the most prominent challenges affecting high risk populations such as the elderly. Senior care packages were given to seniors in public housing which included basic hygiene needs and food items. This was possible through ongoing partnerships between TCA Health and the Chicago Housing Authority. TCA health also addressed food insecurity with the use of prescriptive markets that feature locally grown, chemical free fruits and vegetables. This was successfully done with the Black Oaks Center and Healthy Food Hub collaboration.

The TCA Health Outreach and Engagement Team created strategic partnerships with the following organizations:

- Millennium Gardens Residential Treatment Facility
- Eva Mae Recovery Hope Inc.
- UCAN
- Ray of Hope Church
- Youth Guidance
- Vernon Baptist Church
- Golden Gates Homeowners Association

These promising practices address partnerships, impact/outcome, and satisfaction.

Source Link: [Community Partnerships to Address the Consequences of the COVID-19 Pandemic among Residents of Public Housing Module 1](#)



II. Partnerships to Address Smoking Cessation During COVID-19

Partnerships to Address Smoking Cessation During COVID-19

Topic: Smoke Free Public Housing and COVID-19

Organization Name: Lancaster Health Center also known as Union Community Care

Organization Type: Health Center

Location (city/state): Lancaster, Pennsylvania

Special or Vulnerable Population: Residents of Public Housing Communities

Challenges: Fostering community partnerships to address smoking and COVID-19

Promising Practice: My Life, My Quit Program

Smoking is a risk factor for increased risk of COVID-19 mortality.¹ To mitigate COVID-19 mortality rates among smokers, Lancaster Health Center in Pennsylvania, has been collaborating with local public housing authorities to implement the **My Life, My Quit Program, Tobacco Dependence Treatment Program** along with the **PA Free Quitline**. The goal of this project is to strengthen collaborations among community health centers, quitlines, and public housing agencies to promote smoking cessation in public housing communities. The aim of this project is to also increase tobacco cessation services among residents of public housing, improve systems and clinical workflows to deliver tobacco cessation services.

The PA FREE Quitline provides telephone coaching services and Nicotine Replacement Therapy (NRT). Through this initiative materials are provided in over 170 languages, deaf/hard of hearing services, youth under 18, pregnant and postpartum tobacco users, racial and ethnic populations, smokeless tobacco users and other types of populations with tobacco use disorders. The Quitline offers evidence-based supportive services specifically to women that are pregnant and postpartum women who use tobacco with monetary incentives. Coaching is also provided with topics on the enrollee's history of tobacco use, identification of triggers, setting a quit date, relapse prevention, use of cessation aids/medications and developing a personal quit plan. In addition to coaching, free NRT for 4 – 8 weeks is provided for qualified callers and mailed to enrollee's home.

The My Life, My Quit program is a free service that is provided confidentially to teens who need help quitting all kinds of tobacco and vaping. The Tobacco Dependence Treatment Program is run by the Lancaster General Hospital system in collaboration with Lancaster Health Center. In this collaboration, certified tobacco treatment specialists offer individual and group counseling to health center patients referred by the health center. These promising practices address partnerships, impact/outcome, and satisfaction.

Source Link:

Session 2: [Community Partnerships to Address the Consequences of the COVID-19 Pandemic Among Residents of Public Housing](#)



III. Partnerships to Address Access to Care

Partnerships to Address Access to Care

Topic: Telehealth services and COVID-19

Organization Name: Quality of Life Health Services, Inc.

Organization Type: Health Center

Location (city/state): Alabama

Special or Vulnerable Population: Public Housing

Challenges: Digital divide, digital health literacy, broadband internet, COVID-19 effect on health services

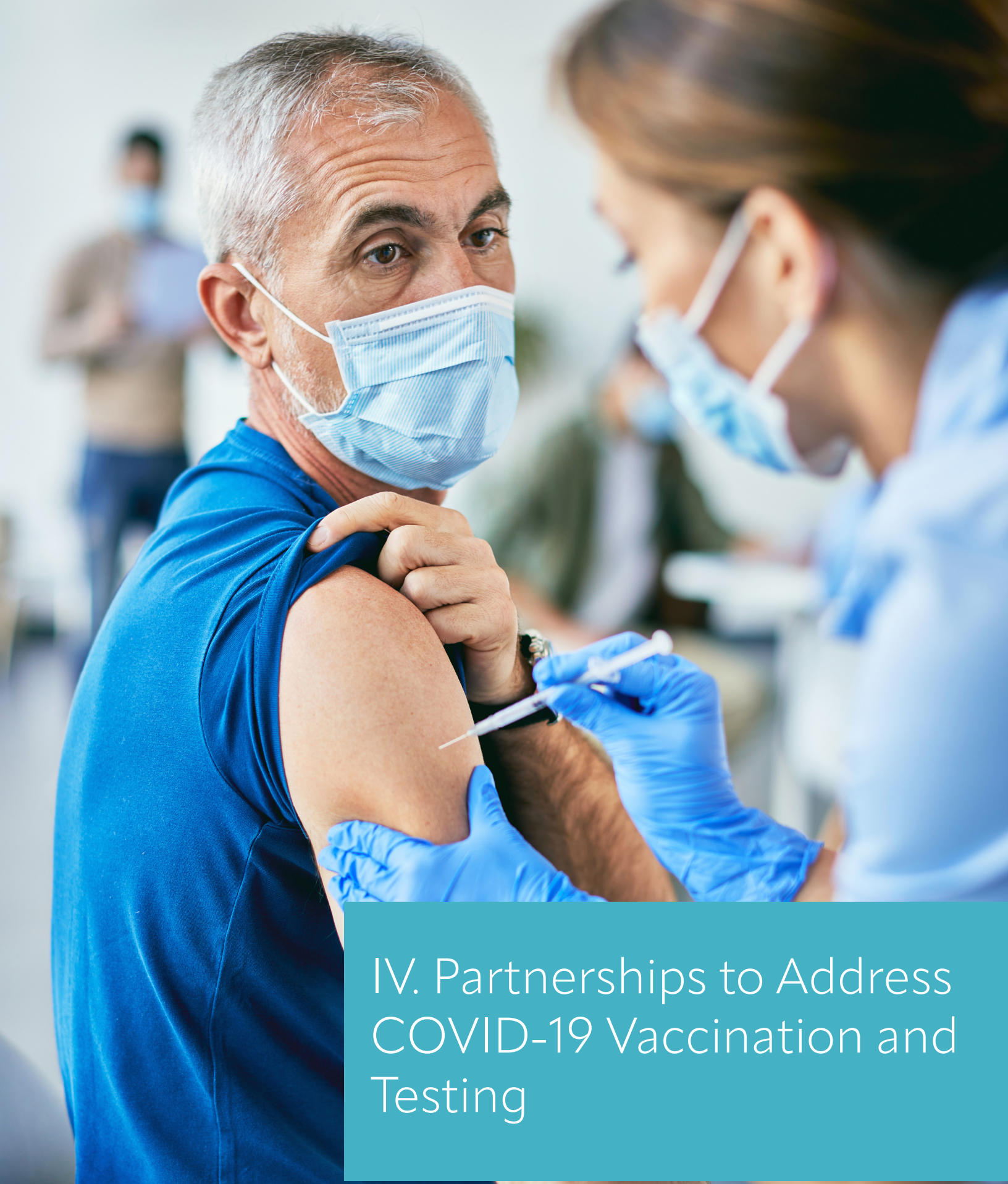
Promising Practice: Telehealth Mobile Units

The COVID-19 pandemic heightened the need to develop or improve telehealth services, particularly in community health center settings. Health centers around the nation served as the first point of contact for vulnerable populations who were in need of comprehensive primary care services.² As a result of the high influx of virtual patient visits, telehealth challenges also emerged related to digital health literacy, broadband access and more among health center patients. Quality of Life Health Services, Inc. is a health center located in Alabama that has addressed challenges surrounding digital health literacy, digital divide, broadband internet, and improved access to care through their **Telehealth Mobile Units**. With these mobile units, they were able to take health care services to schools such as those located in rural areas to connect students to medical, dental, optometry, and behavioral health services Pre and Post COVID-19.

The COVID-19 pandemic impacted Quality of Life Health Services, Inc. significantly as they temporarily closed 13 sites in March 2020, laid off 30% of their staff in the same month, experienced a decrease in patient visits, patient revenue and collections. They also experienced a lack of personal protective equipment (PPE) and a rapid shift to telehealth and phone care only services were needed to keep up with their services. To address these challenges, Quality of Life Health Services, Inc. also created strategies on growth and opportunities that allowed them to improve quality performance and increased level of care. This promising practice addresses satisfaction, impact/outcome, and partnerships.

Source Link:

Session 4: [Community Partnerships to Address the Consequences of the COVID-19 Pandemic Among Residents of Public Housing](#)



IV. Partnerships to Address COVID-19 Vaccination and Testing

Partnerships to Address COVID-19 Vaccination and Testing

Topic: COVID-19 Vaccination and Testing

Organization Name: UI-Mile Square Health Center

Organization Type: Health Center

Location (city/state): Chicago, Illinois

Special or Vulnerable Population: Public Housing

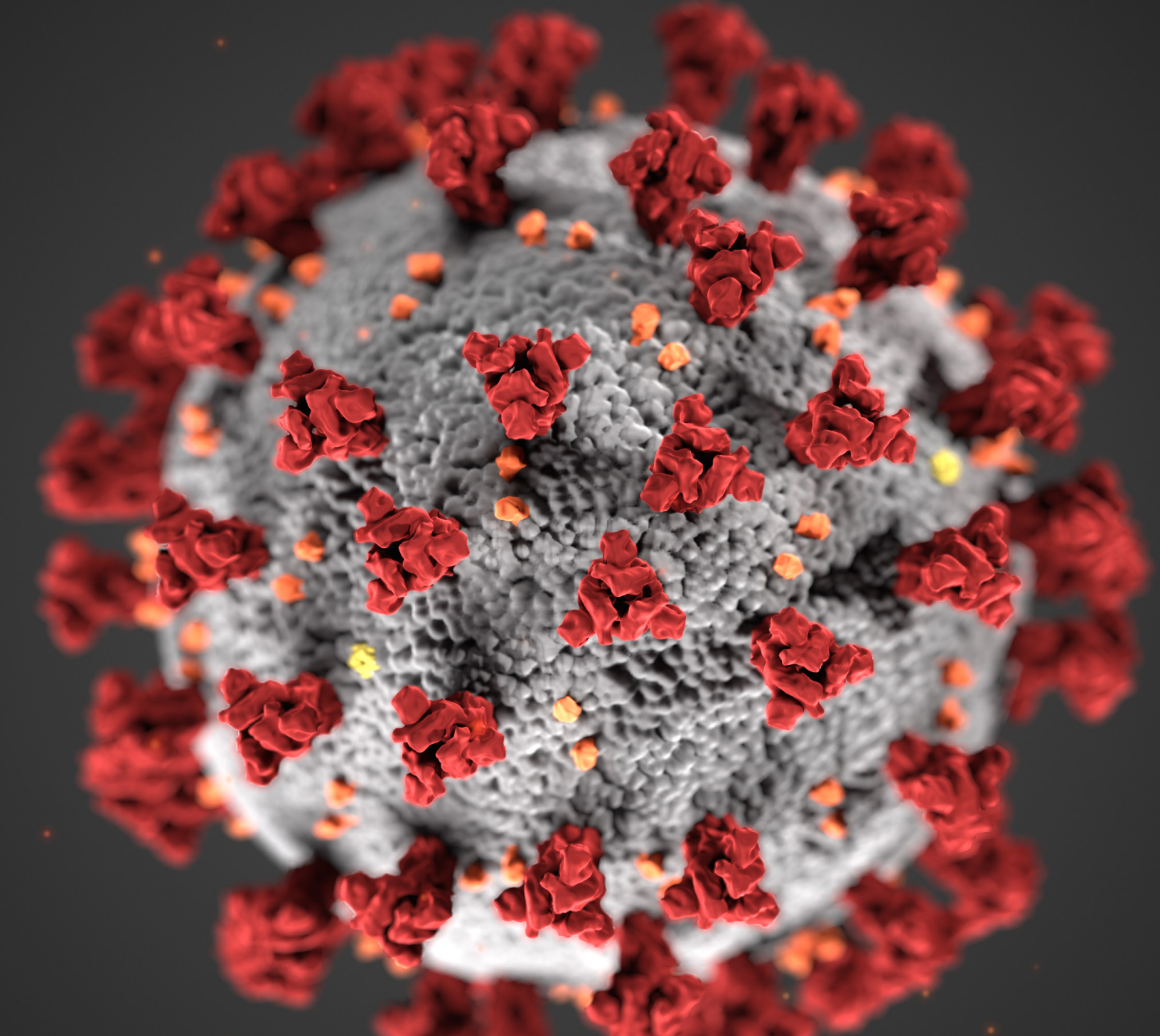
Challenges: Vaccination distribution, testing, and vaccine hesitancy

Promising Practice: Centralize vaccine center, Latino and Black caucus partnerships

UI-Mile Square Health Center located in Chicago, Illinois created a partnership with the University of Illinois, and established a centralized COVID-19 vaccine center to address challenges they experienced in vaccine distribution. At the centralized vaccine center, patients would not only get tested for COVID-19, but they would also offer the vaccine. They have also worked closely with the Chicago Housing Authority (CHA) and provided trained community health workers to conduct outreach in the community and educate residents of public housing communities on the importance of the COVID-19 vaccine and testing. At a larger scale, they also partnered with the Latino and Black caucus and showcased one of their health care providers in the radio to provide information about the myths regarding vaccines.

Source Link:

[Panel Discussion on COVID-19 Vaccination and Testing: Promising Practices, Lessons Learned and Challenges](#)



V. Partnerships to Address an Endemic COVID-19

Partnerships to Address an Endemic COVID-19

Topic: Addressing an Endemic COVID-19

Organization Name: La Maestra Community Health Centers (LMCHC)

Organization Type: Health Center

Location (city/state): San Diego, California

Special or Vulnerable Population: Public Housing

Challenges: Access to care

Promising Practice: Utilizing existing cultural liaisons, pharmacy home deliveries

La Maestra Community Health Centers are located in San Diego, California with a culturally diverse patient population. Due to this, it was necessary to disseminate the information about COVID-19 vaccine and the local resources that were available in the community in different languages as quickly as possible. To fulfill this, LMCHC utilized their existing community partnerships and cultural liaisons to rapidly convey messages to their patient populations. Message included ways to address vaccine hesitancy, fear of contracting COVID-19 and ways to protect the elderly and those with existing medical conditions from COVID-19 infection.

Source Link:

[A New Normal: Learning to Live with COVID](#)



VI. Partnerships to Address Public Housing Agencies and Health Center Collaborations

Partnerships to Address Public Housing Agencies and Health Center Collaborations

Topic: Public Housing Agencies and Health Center Partnerships

Organization Name: Axess Pointe Community Health Centers; Akron Metropolitan Housing Authority

Organization Type: Health Center; Public Housing Agency

Location (city/state): Akron, Ohio

Special or Vulnerable Population: Residents of Public Housing Communities

Challenges: Lack of knowledge on locating health centers, lack of coordination

Promising Practice: Collaboration to provide transportation for residents of public housing

Axess Pointe Community Health Centers (API) located in Akron, Ohio, has had an established partnership with the Akron Metropolitan Housing Authority. To implement COVID-19 vaccination efforts, through their collaboration they have provided transportation for residents of public housing communities to obtain the vaccine. API hosted health education events, food pantries, and used their mobile medical and dental units to improve access to care to residents of public housing. They also **trained community health workers (CHWs)** from the Akron Metropolitan Housing Authority community to serve as advocates for the health needs of the patients. The CHWs also assisted in navigating the social service and healthcare system resources, reduced isolation, and built trust in the community they serve.

Source Link:

[Partnering for the COVID Vaccine: Lessons from the Flu-LEAD Project](#)



VII. Partnerships to Address Food Insecurity

Partnerships to Address Food Insecurity

Topic: Improving Access to Food

Organization Name: TCA Health; UI-Mile Square Health Center

Organization Type: Health Centers

Location (city/state): Chicago, Illinois

Special or Vulnerable Population: Residents of Public Housing Communities

Challenges: Food insecurity

Promising Practice: Partnerships on improving access to health foods

Food insecurity became an obstacle in accessing healthy foods for health center patients at a national level, in part, due to the COVID-19 guidelines that were set in place by local authorities. Although the COVID-19 guidelines served to stop the spread of COVID-19, the most vulnerable populations were affected as they encountered limitations related to transportation to grocery stores, social distancing, unemployment and more. Health Centers such as TCA Health and UI-Mile Square addressed these challenges by facilitating access to food in their surrounding communities by partnering with local community stakeholder and public housing agencies. UI-Mile Square Health Center also established a **partnership with grocery stores** and were able to deliver meals to over 3,000 families. At TCA Health, partnerships with **Healthy Food Hub**, also included the use of **Pop-Up Mobile Markets** also known as the **F.R.E.S.H. Project & TCA Health** to provide accessible foods to their residents of public housing communities. Through the Pop-Up Mobile a collaboration with community partners was made available for health education and screening, Flu & COVID-19 Prevention and Tests, service referrals (dental, WIC, behavioral health, & SNAP). These promising practices addresses partnerships, impact/outcomes, and satisfaction.

Source Link: [Community Partnerships to Address the Consequences of the COVID-19 Pandemic among Residents of Public Housing](#)



VIII. Partnerships to Address Medication Access

Partnerships to Address Medication Access

Topic: Improving Access to Medications

Organization Name: La Maestra Community Health Centers; TCA Health

Organization Type: Health Centers

Location (city/state): San Diego, California; Chicago, Illinois

Special or Vulnerable Population: Residents of Public Housing Communities

Challenges: Medication access, and medication adherence

Promising Practice: Medication home deliveries

Challenges on access to medication and medication adherence among health center patients were exacerbated during the COVID-19 pandemic. These challenges were also attributed to limitations on transportation access to a nearest health center or pharmacy, unemployment, and fear of contracting COVID-19. For example, people diagnosed with diabetes experienced higher rates of uncontrolled A1C levels as a result of not having access to their medications. To address these issues, LMCHC utilized their pharmacies to complete home deliveries of medications to residents of public housing communities. This promising practice was particularly beneficial for the elderly population and those living with disabilities in public housing communities as they are at higher risk of COVID-19 complications and experience transportation limitations.



NCHPH COVID-19
Additional Resources

Partnerships to Address COVID-19 Vaccination and Testing

Webinars:

[A New Normal: Learning to Live with COVID](#)

COVID-19 will not so much disappear or fade into the background. It will become like the many other common pathogens that sicken people that can also be controlled with vaccines and drugs. Without the eradication of infection in the long term, COVID-19 will be another disease that affects humans, especially the most vulnerable. In this Facebook live session, we discussed what a health center is doing to adapt to an endemic COVID-19 era. This session included infection control approaches, outreach, on-site and virtual visits, and strategies to improve primary health services.

[Addressing Tobacco Dependency to Reduce COVID-19 Risks and Complications Webinar Series](#)

Smoking is a major risk factor for most respiratory related infections. The early evidence in this area found that compared with non-smokers, smokers are more likely to develop serious COVID-19 disease. Recent studies also show that current smokers have been more likely to access various forms of smoking cessation assistance during the COVID-19 pandemic. This offers an opportunity for Health Centers to offer smoking cessation services, referrals, and in-house psychological and pharmacological interventions. These two webinars provided examples of cessation plans and resources that can be shared with patients trying to stop smoking.

["Are We Prepared for the Next Emergency?" Webinar Series](#)

Health centers are likely to be the first point of contact for those seeking care for injuries, infectious diseases, and other emergency-related illnesses. As first-line responders, health centers are responsible for dealing with health emergency case management. The purpose of this webinar series is to increase awareness and understanding of the need for preparing for new emergencies beyond the COVID-19 pandemic. The webinar series provides an overview of best practices and challenges health centers face during emergencies and the role of primary care associations to lead the health centers' emergency response.

[Building Resilience in the Midst of a Pandemic: What Health Care Workers and Leaders Can Do During the COVID-19 Pandemic](#)

The COVID-19 crisis has required health centers to focus on the challenges of achieving effective healthcare delivery during shortages of staff, equipment, and funding. A lot of energy has been devoted to the urgent and critical need for personal protective equipment, the impending lack of respirators and tests, and the pressure on health centers

NCHPH COVID-19 Additional Resources

to help “flatten the curve.” This crisis has left little time to address the impact of workplace and personal stressors on providers and other staff as they try to balance the fear of contracting the virus while carrying a heavy, complex workload. There is a real risk of a mental health crisis facing health care workers on the front lines of this pandemic. This webinar provided tips and recommendations for leadership, clinical and non-clinical staff working at health center clinical sites on how to create a healthy environment and cope with anxiety, depression and other behavioral disorders caused by COVID-19 (SARS-CoV2).

[Debunk the Myths and Know the Facts: The COVID-19 Vaccine](#)

This conference presentation by NCHPH and NNCC answers commonly asked questions related to COVID-19 vaccines and its effects.

[Electronic Nicotine Delivery Systems \(ENDS\) and COVID-19](#)

Misinformation and disinformation related to COVID-19 and electronic nicotine delivery systems (ENDS) are increasing. Some of this may stem from early reports suggesting a lower risk of severe COVID-19 in nicotine users. During this webinar, participants reviewed the variety of ENDS, revised the current science on ENDS and their role on cessation, and learned about how vaping can increase the likelihood of severe COVID-19 symptoms, and clearly counsel patients on the efficacy and safety of using vaping for tobacco cessation.

[Partnership Opportunities for Health Centers, EnVision Centers, and Public Housing Agencies](#)

The recent COVID-19 crisis highlighted the magnitude of health inequities faced by residents of public housing communities and the need for a coordinated approach in providing health prevention and treatment, as well as the basic goods and services needed to survive, e.g., food, medicine, and shelter. This webinar focused on the importance of collaboration between Health Centers, Public Housing Agencies, and EnVision to improve the overall health and well-being of residents of public housing communities.

[Preventing Relapse in the COVID Era](#)

Research studies indicate that smoking kills more than 8 million people worldwide. Of such deaths, over 7 million are directly related to cigarettes, and ~1.2 million are attributed to second-hand smoke by non-smokers. In this NCHPH webinar, we examined the challenges faced by individuals who used to smoke in the face of the current pandemic and offered solutions to both prevent and deal with relapse.

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[Secondary Traumatic Stress Identification, Mitigation and Improving Work Satisfaction for HC Staff During the COVID-19 Pandemic](#)

This webinar educates staff on the concept of traumatic stress. It identifies terms, risk factors, and symptoms associated with compassion fatigue/secondary traumatic stress and burnout. The concept of self-care is introduced, and participants learn about building skills that can mitigate traumatic stress responses and improve work satisfaction and resilience.

[Special and Vulnerable Populations COVID-19 Forums](#)

In this series of forums on COVID-19, NCHPH collaborated with HUD, BPHC, HRSA and National Training and Technical Assistance Partners to discuss routine updates on COVID-19 such as vaccines.

[The COVID-19 Pandemic and the Health Center Workforce: Challenges and Solutions](#)

More than 2 years after the first cases of COVID-19 were reported in the U.S., the pandemic continues to affect communities across the country and has pushed our health centers to the brink. Throughout the pandemic, health centers and their workforces have remained on the front lines mobilizing resources to ensure access to care for the patients and communities they serve. Despite increasing demand for health care services, health centers indicate a critical shortage of staff necessary to meet that demand. Burnout, stress, depression, etc. have eroded our healthy workforce. This Facebook Live session discussed workforce challenges and how to navigate these challenges.

[Partnering for the COVID Vaccine: Lessons from the Flu-LEAD Project](#)

The National Nurse-Led Care Consortium, the National Center for Health in Public Housing, and subject matter experts from the U.S. Department of Housing and Urban Development hosted a webinar about leveraging health center and housing authority partnerships for COVID vaccine distribution. Speakers discussed lessons learned from the HUD/HRSA Flu-LEAD (Linkages to End Access Disparities) project.

[Integrating Behavioral Health During a Pandemic](#)

Mental Health is an important topic for patients living in public housing, particularly during the crisis of a pandemic. In this webinar NCHPH discussed findings from research on the mental health of public housing residents and the medical director from La Maestra Community Health Center discussed their innovative integrated behavioral health program.

NCHPH COVID-19 Additional Resources

[Panel Discussion on COVID-19 Vaccination and Testing: Promising Practices, Lessons Learned and Challenges](#)

The COVID-19 pandemic is changing rapidly and requires different strategies to maintain clinical preventive services including immunization and testing. During this panel discussion NCHPH, La Maestra Community Health Centers, Mile Square Health Center and Zufall Health Center addressed COVID-19 vaccination, testing promising practices, lessons learned and challenges.

[Hot Shots: What's the Deal with Delta?](#)

In conjunction with the U.S. Department of Housing and Urban Development (HUD), NCHPH co-hosted a webinar on how to collaborate with public housing agencies and other community organizations to support safe COVID-19 vaccination, masking, and social distancing practices in your community to help stop the spread of the COVID-19 Delta variant.

NCHPH COVID-19 Additional Resources

Learning Collaboratives:

[Addressing COVID-19's Impact on Health Centers' Finance and Operations and Response Planning for Future COVID-19 Outbreaks and Other Emergencies](#)

This learning collaborative guides participants through the challenges and solutions for addressing the financial and operational impacts of COVID-19 on health centers serving residents of public housing and other underserved communities, with an emphasis on applied response planning for future emergencies.

[Community Partnerships to Address the Consequences of the COVID-19 Pandemic Among Residents of Public Housing](#)

The COVID-19 pandemic and its associated mitigation strategies are expected to have significant psychosocial, behavioral, socioeconomic, and health impacts, which are exacerbated in populations that experience health disparities and other vulnerable groups. Those experiencing health disparities prior to the COVID-19 pandemic are at increased risk of infection and other COVID-19 related consequences, such as job loss, unpaid leave, and lost wages. Given the urgent need for prevention and mitigation strategies (i.e., physical distancing, wearing face coverings, frequent handwashing, disinfecting surfaces, shelter-in-place, self-isolation upon suspected exposure, leaving home only for essential activities, etc.), there is also a need to leverage and scale existing partnerships, resources and platforms and ongoing mitigation efforts within communities to attenuate adverse outcomes. This learning collaborative explored existing or developing partnership strategies to address the negative health impacts of COVID-19 in vulnerable populations.

[COVID-19 & Diabetes: Challenges & Opportunities to Help Vulnerable Populations](#)

In this learning collaborative session, the National Center for Health in Public Housing and the Health in Public Housing Clinical Quality Work Group discussed the latest challenges faced by PHPCs related to COVID-19 and diabetes care. Best practices and Telehealth concerns associated with health care service delivery were among other topics addressed in this call.

[COVID-19 Pandemic: Interventions and Challenges in Public Housing Primary Care](#)

During this call, NCHPH and PHPC Health Centers discussed some of the most pressing needs for PHPCs in response to COVID-19. Health Centers shared their best practices to prevent COVID-19 infections among health center staff and their current patient management mechanisms. Other topics of discussion also included HUD guidance, community collaborations, challenges and training and technical assistance needs.

NCHPH COVID-19 Additional Resources

[Health in Public Housing Clinical Quality Work Group Call: Increasing Access to Care](#)

During this call, NCHPH and PHPC Health Centers discussed the latest challenges and best practices related to COVID-19 and access to health care services. Other points of discussion were TTA priorities and health center issues.

[Special Populations Roundtable: Health Center COVID-19 Vaccine Program](#)

NCHPH and other National Training and Technical Assistance Partner organizations hosted a bi-weekly roundtable discussion around the COVID-19 vaccination rollout for special populations. During these sessions, subject matter experts convened to provide health centers with up-to-date information about the COVID-19 vaccine and their response to cases and questions from health centers and other community partners.

NCHPH COVID-19 Additional Resources

Publications:

[Building COVID-19 Vaccine Confidence](#)

This publication by NCHPH and NNCC explains the importance of the COVID-19 vaccine and ways to boost confidence in the vaccine.

[Combating COVID-19 Vaccine Misinformation and Disinformation Through Culturally Competent Strategies](#)

This report describes the elements that contribute to vaccine hesitancy among ethnic minorities and offers culturally appropriate strategies on how to combat the effects of misinformation and disinformation with health center patients and staff.

[COVID-19 Informational Guide for Public Housing Residents: Know the Basics](#)

This infographic by NCHPH (available in English/Spanish) provides general information on COVID-19.

[COVID-19 Informational Guide for Public Housing Residents – Know the Basics of Seeking Care](#)

This infographic by NCHPH provides general information on how public housing residents can seek care for COVID-19, testing services provided by health centers near public housing agencies and providing clarification on the Public Charge Rule.

[COVID-19 Resource Guide](#)

This publication provides a compilation of COVID-19 activities conducted by NCHPH.

[COVID-19 Vaccine Resource Guide](#)

This publication provides a compilation of COVID-19 vaccine activities conducted by NCHPH.

[How to Obtain COVID-19 Vaccines](#)

This publication by NCHPH teaches health center professionals how to obtain the COVID-19 vaccine.

[Impact of COVID-19 On Public Housing Primary Care \(PHPC\) Health Center Patients and Operations](#)

This publication by NCHPH highlights findings from a survey distributed to public housing residents assessing the effects that COVID-19 has had on Public Housing Primary Care (PHPC) patients and health center operations.

Publication References

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