Office of Refugee Resettlement Ensured That Selected Care Providers Were Prepared To Respond to the COVID-19 Pandemic

What OIG Found

ORR ensured that the 11 facilities we selected for review followed ORR requirements in preparing for and responding to communicable diseases and were prepared to respond to the COVID-19 pandemic. Specifically, ORR provided detailed COVID-19-response guidance, encouraged telehealth visits, and updated the UAC Portal.

The 11 selected facilities that we reviewed were generally prepared to respond to an emergency event, such as the COVID-19 pandemic, in accordance with Federal guidance. Specifically, they had policies and procedures, the capability to quarantine COVID-19 cases in their facilities, and adequate personal protective equipment.

ORR officials stated that, since 2006, ORR has had a policy in place that required its facilities to prepare for and respond to a communicable disease outbreak; therefore, the facilities were generally able to quickly pivot to respond to the COVID-19 pandemic.

What OIG Recommends and Administration for Children and Families Comments

This report contains no recommendations.

In response to our draft report, the Administration for Children and Families (ACF) stated that ORR’s standard operating procedures for communicable diseases follow the Centers for Disease Control and Prevention’s (CDC’s) surveillance and outbreak guidelines for each specific disease. ACF also stated that ORR will continue to monitor the situation around COVID-19 and coordinate all response efforts with CDC and local public health officials. We included ACF’s comments as an appendix to this report.

The full report can be found at https://oig.hhs.gov/oas/reports/region4/42002031.asp.