

Centering Member and Community Perspectives in HRS, SHARE and ILOS



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*Oregon Rural Practice-Based
Research Network*

October 9, 2024

Annual CCO Convening on OHA Medicaid Spending Initiatives



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Welcome

Chris DeMars

Director, Delivery System Innovation Office
Health Policy & Analytics Division
Oregon Health Authority



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Welcome!

- Keynote
- Community voice panel
- Innovation Café session one
- Lunch break
 - Informal Q&A with OHA staff
- Innovation Café session two

Centering Member and Community Perspectives in HRS, SHARE and ILOS Spending Programs



Salem Convention Center
October 9, 2024



INSIGHT — What new innovation or insight did you learn from this session?

QUESTIONS — What questions are you left with after this session? What do you want to learn more about?

NEXT STEPS — What actions are you interested in exploring as a result of the session?





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Welcome: The Role of HRS, SHARE and ILOS in Achieving Oregon's 2030 Health Equity Goal

Emma Sandoe, Medicaid Director, Oregon Health Authority

Centering Member and Community Perspectives in HRS, SHARE and ILOS
Spending Programs


October 9, 2024

Health equity by 2030

Oregon Health Authority's goal is to eliminate health inequities by 2030.

Oregon will have established a health system that creates health equity when all people can reach their full health potential and well-being and are not disadvantaged by their race, ethnicity, language, disability, age, gender, gender identity, sexual orientation, social class, intersections among these communities or identities or other socially determined circumstances.

Achieving health equity requires the ongoing collaboration of all regions and sectors of the state, including Tribal governments to address:

- The equitable distribution or redistribution of resources and power; and
 - Recognizing, reconciling and rectifying historical and contemporary injustices.
- 

Vision for 2030



- Sets a daily intention in our work, systems, policies and practices
- Intentional decision, action and allocation of resources to move us toward this goal every day

CCOs and OHA: need for partnership

OHA needs buy-in from federal, state, and local and community partners to eliminate health inequities.

Strong partnerships depend on:

- Common goals
- Mutual trust
- Effective collaboration
- Equitable distribution or redistribution of resources and power



Five pillars of the strategic plan

1

Transforming
behavioral health

2

Strengthening
access to
affordable care for
all

3

Fostering healthy
families and
environments

4

Achieving healthy
Tribal communities

5

Building OHA's
internal capacity
and commitment to
eliminate health
inequities

Transforming behavioral health

Build a behavioral health system that works for every child, teen, adult and family experiencing mental illness or harmful substance use.

Connect all people in Oregon to behavioral health services and supports **when and where** they need them

Enhance and expand behavioral health supports for **early childhood** by providing culturally responsive training, clinical supports and education to providers and families of young children

Strengthening access to affordable care for all

Ensure 100 percent of Oregonians have easy access to affordable health care, prioritizing communities most harmed by health inequities.

Support policies that increase the number of trained, utilized and reimbursed **Traditional Health Workers (THWs)**

Increase the **convenience of accessing** health care

Fostering healthy families and environments

Expand equitable access to:

1. Preventive health services and supports, including for new parents and families before and after birth;
2. Safe and accessible housing;
3. Healthy food and nutrition; and
4. Climate resilience.

Implement Medicaid waiver health related social needs (HRSN) services, health-related services (HRS), in lieu of services (ILOS) and CCO quality metrics within the framework of the Healthier Together Oregon State Health Improvement Plan.

Putting it all together

- Strategically use HRS, SHARE, ILOS and other spending programs to address social determinants of health (SDOH) and eliminate health inequities by 2030
- Importance of strong community partnerships and power sharing
- Centering member and community experience and perspectives in all the work we do
- Creative, renewed funding strategies
- Continuous improvement and evolution





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Questions?

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Break

9:45–10 a.m.

Up next:

10 a.m. — Community Voice Panel with Sandra Hernandez and Maria Park (Santiam 4/5/6)



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Community voice panel

Facilitated by Kristty Polanco, OHA Innovator Agent

Meet our panelists:

Maria Park

Senior Program Manager, Asian
Health and Service Center



Dr. Sandra Hernandez

Executive Director, Doulas
Latinas International





Maria Park

Asian Health and Service Center



Asian Health and Service Center



Asian Health and Service Center is a nonprofit, 501(c)(3) organization serving Asian communities mostly in the Portland Metro area since 1983.

- Our **MISSION** is to be the bridge between Asian and American culture and build a harmonious community.
- Our **VISION** is to reduce health inequity and improve health care quality for all Asians.



Our community, the needs and voices

- **Languages:** Cantonese, Mandarin, Vietnamese, Korean
- **Region:** mostly Tri-county area but also Asian families statewide
- **Additional populations:**
 - Over 60 years old
 - People with disabilities
 - People with behavioral health conditions
 - Immigrant populations



Engage, empower, enable, encourage

- Community health
- Public health
- Behavioral health
- Asian Cancer Resource and Support Services



OHP Healthier OR, marketplace, reproductive health

- Education, outreach, enrollment and health navigation services

의료 혜택 갱신을 위한 조치를 실행하세요!

Oregon Health Plan(OHP) 및 기타 Medicaid 혜택에 대한 갱신이 진행 중입니다. 다음 단계를 따르세요.

- 주소를 최신 상태로 유지하세요.
주소를 업데이트하거나 무료 도움을 받으시기 바랍니다.
평일 오전 7시부터 오후 6시까지 전화하세요: **800-699-9075**
가까운 사무실이나 커뮤니티 파트너를 찾으세요: **KeepCovered.Oregon.gov**
- 온라인으로 변경 사항을 알리고 갱신에 대응하세요: **Benefits.Oregon.gov**

우편함에 갱신 안내문이 도착했는지 계속해서 확인하세요.

안내문에 자세한 내용이 나와 있습니다.
안내문은 지금부터 2024년 중반까지 발송됩니다. 모든 사람이 동시에 안내문을 받는 것은 아닙니다.

KEEP COVERED
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让我们协助您获得保障
了解您可获得哪些保障选择，请访问网站或拨打 OregonHealthCare.gov/WindowShop。

Hãy để bạn được bảo vệ
Hãy xem những chương trình hỗ trợ và chương trình tiết kiệm gì bạn có thể nhận được từ OregonHealthCare.gov/WindowShop

讓我們協助您獲得保障
了解您可獲得哪些保障選擇，請訪問網站查詢或撥打 OregonHealthCare.gov/WindowShop。

Asian Health & Service Center
9035 SE Foster Rd
Portland, OR 97266
+1 (503) 772-5889 (Cantonese)
+1 (503) 772-5890 (Mandarin)

Aging, disability and veteran services

- Information and referrals
- Case management
- Options counseling
- Oregon Project Independence
- Family caregivers
- Nutrition ethnic meals
- Transportation
- Health promotion



Public health

- Tobacco prevention and emergency preparedness



9th-10th grades



11th-12th grades



and more...



MOBILE COMMUNITY HEALTH
OUTREACH PROGRAM AT AHSC

FREE MOBILE MEDICAL AND DENTAL CLINIC

EVERY 2ND FRIDAY PER MONTH
FROM JANUARY TO DECEMBER 2024
9AM TO 2PM

@ ASIAN HEALTH & SERVICE CENTER
9035 SE FOSTER RD PORTLAND OR 97266



CALL FOR APPOINTMENT & MORE INFO

- ENGLISH 503-772-5888
- CANTONESE 503-772-5889
- MANDARIN 503-772-5890
- KOREAN 503-772-5891
- VIETNAMESE 503-772-5892



Asian Health & Service Center
華人服務中心
아시안 보건 복지 센터
Trung Tâm Y Tế & Dịch Vụ Châu Á

Connection with CCOs

- Community partner outreach program
- Portland metro tri-county area
 - Health Share of Oregon & Trillium CCOs



Connection with CCOs

- Partner with Health Share of Oregon
 - CareOregon
 - Traditional Health Worker Program
 - Asian Cancer Resource and Support Services
 - Behavioral health programs:
 - Community outreach and early engagement
 - Mental health clinical services

Traditional health worker project

Health Share and CareOregon

Individualized Supports Education workshops

- Offers culturally appropriate individualized support, education, goal setting and resource connection to help address health-related social needs.
- Complements Medicaid covered services like care coordination and treatment.
- Improves health quality by:
 - Removing barriers to access
 - Addressing social needs that distract from or worsen health conditions and their treatment
 - Helping rebuild trust in health systems

Asian Cancer Resource & Support Services

Language and culturally specific cancer support

- 2019 — Oregon's first culturally and linguistically specific cancer program, supporting from prevention and screening to treatment and survivorship support.
- Offers resources, education materials, care coordination and emotional support.
- Supports cancer patients, survivors and family caregivers.
- Enhances access to care, improves treatment outcomes and boosts the quality of life for Asian cancer patients to ensure that no one faces cancer alone.



Behavioral health programs

- Outreach and early engagement
- Mental health clinical services
- Problem gambling support
- Mental health prevention and promotion generational resource connection



Our community's needs and voices

주택 thông-tin-nhà-ở-và-giao-thông 건강관리안내
行为健康、điều-hướng-sức-khỏe 膳食營養、sức-khỏe-môi-trường
行為健康、transportation nutrition 교통
健康导航、交通、language access emergency 돌봄지원
照護協調、environmental care food health hỗ-trợ-ngôn-ngữ
thực-phẩm-dinh-dưỡng housing 住房、behavioral sức-khỏe-tinh-thần
환경보건 phối-hợp-dịch-vụ-chăm-sóc 環境健康 언어접근성
语言协助、健康导航、語言協助、정신건강

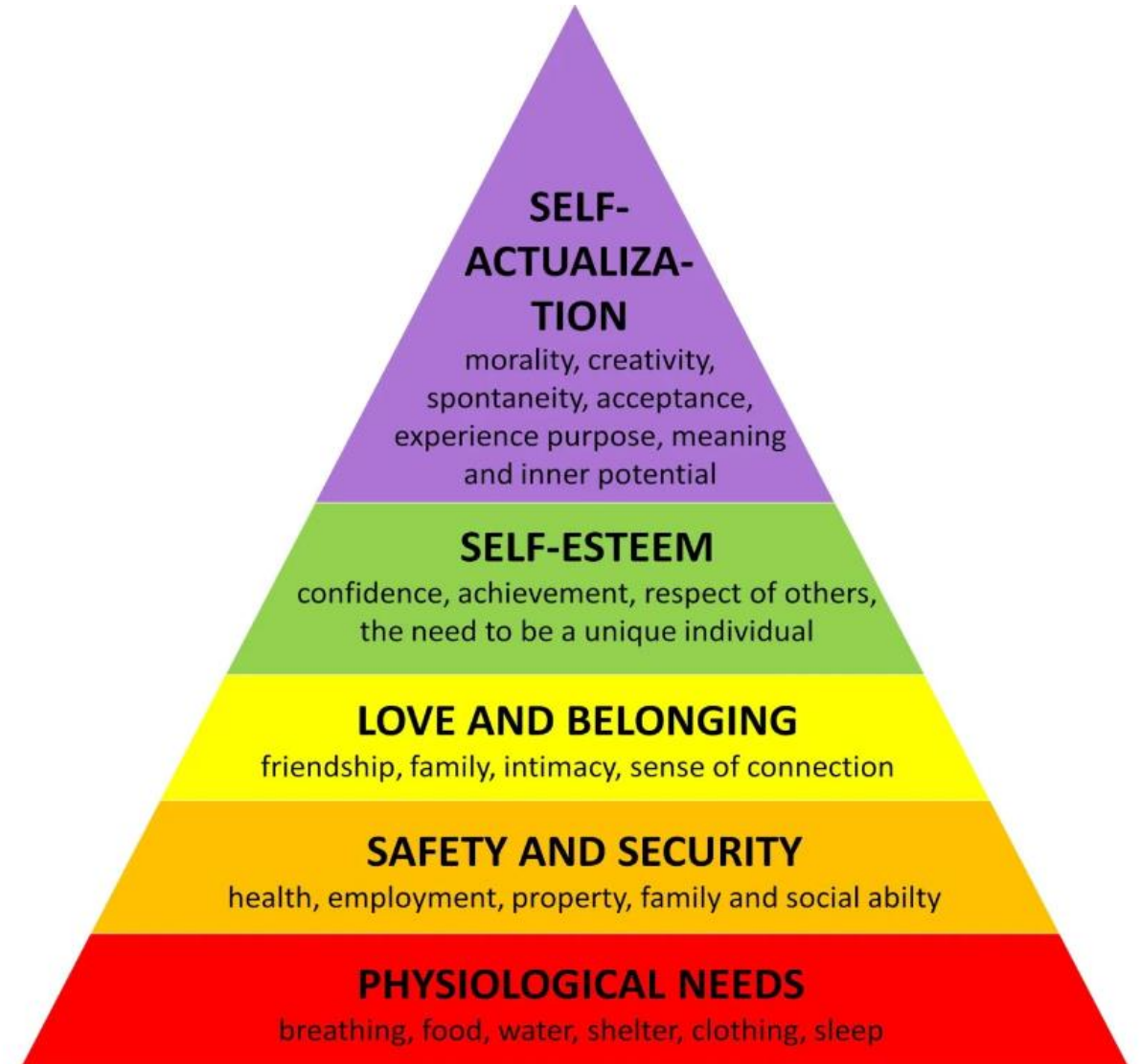
CCO collaboration

- Assess and address community needs, such as:
 - Language access
 - Food
 - Housing
 - Transportation
- Health education workshops
- Collaborative meetings and outreach events
- Care coordination: health navigation services

Moving forward

- Go back to basics
- Set priorities and diversify
- Reduce barriers
- Collaborate

Maslow's Hierarchy of Needs



Moving forward

Equality



The assumption is that **everyone benefits from the same supports**. This is equal treatment.

Equity



Everyone gets the supports they need (this is the concept of "affirmative action"), thus producing equity.

Justice



All 3 can see the game without supports or accommodations because **the cause(s) of the inequity was addressed**. The systemic barrier has been removed.

Thank you!



Contact information

Maria Park, Senior Program Manager,
Community and Senior Services

- **Email:** mpark@ahscpdx.org

Asian Health and Service Center

- **Phone number:** 503-772-5958
- **Address:** 9035 SE Foster Rd,
Portland, OR 97266
- **Website:** www.ahscpdx.org



Language Line	Phone number
English	503-772-5888
Cantonese	503-772-5889
Mandarin	503-772-5890
Korean	503-772-5891
Vietnamese	503-772-5892



Dr. Sandra Hernandez

Doulas Latinas International



DOULAS LATINAS
transformando vidas

Doulas Latinas International

- Community-based organization founded and led by Latino, Indigenous and immigrant leaders since 2007 in Oregon.
- Our **vision** is that every child deserves to be a healthy adult.
- We work with populations with lower incomes in rural and suburban areas to outreach and engage them in programs that we co-create based on the needs shared with us.
- We use social theories and praxis, such as popular education, pedagogy and Theatre of the Oppressed to engage everyone, dismantle individual and institutional oppression, and work toward policy changes.

Programs and opportunities

- **Doulas Latinas program:** A culturally and linguistically specific program in Spanish to train community doulas to serve pregnant people with lower incomes from the same communities the doulas come from; certified by OHA Traditional Health Worker Program.
- **Alliance for Childbearing & Collective Health Equity (ACHE)** with small Latino, Black and other partner organizations, using reproductive justice funds to extend doula services in rural areas. ACHE's main goals are:
 - Amplify workforce of community doulas; and,
 - Engage doulas and community in the movement and larger understanding about reproductive justice for policy changes to reducing obstetric violence and maternal mortality and morbidity.

Programs and opportunities

- **Health literacy programs:** Health education courses with evidence-based curriculums, such as CDC Diabetes Prevention, Living Well, diabetes and other chronic disease self-management. Doulas Latinas and community health worker leaders are trained and certified to deliver these programs.
- **United for Tobacco Prevention Parents & Youth Alliance:** Connects parents and youth (10 to 21 years old) in nine counties, through a series of monthly encounters, community events and conferences. Participants share their stories, connect and receive education and resources on tobacco, environment and climate change, and diseases. Planning to include substance use prevention.

Programs and opportunities

- **Food sustainability:** Creation of community vegetable gardens with the community members. Currently in Gresham and Hermiston, with plans for a new garden in Boardman.
- **Perinatal education in Spanish:** Series of classes conducted by certified Doulas Latinas for prenatal, birth and postpartum. It also includes vegetable collective harvesting and/or distribution for our *Nutricion y Amamantamiento* series of classes.
- **Doulas Latinas mentorship and supervision:** New program with curriculum in phase of development.
- **Other languages and dialectics:** Guatemalans Mam (staff), Quiche' and K'Anjobal, and Chuj (seeking); and Mixteco (EO).

Connections with CCOs across regions

Doulas Latinas Internationals' connections with CCOs in different regions:

- ✓ PDX-Metro: CareOregon and Trillium funds for specific programs. Vaccine funding from Providence Equity Program.
- ✓ Eastern Oregon: EOCCO
- ✓ Columbia Gorge and Marion County: beginning connection with PacificSource
- ✓ Yamhill CCO: recent connection and engagement with their Equity Committee

Question & answer



Explanation of Innovation Café Format

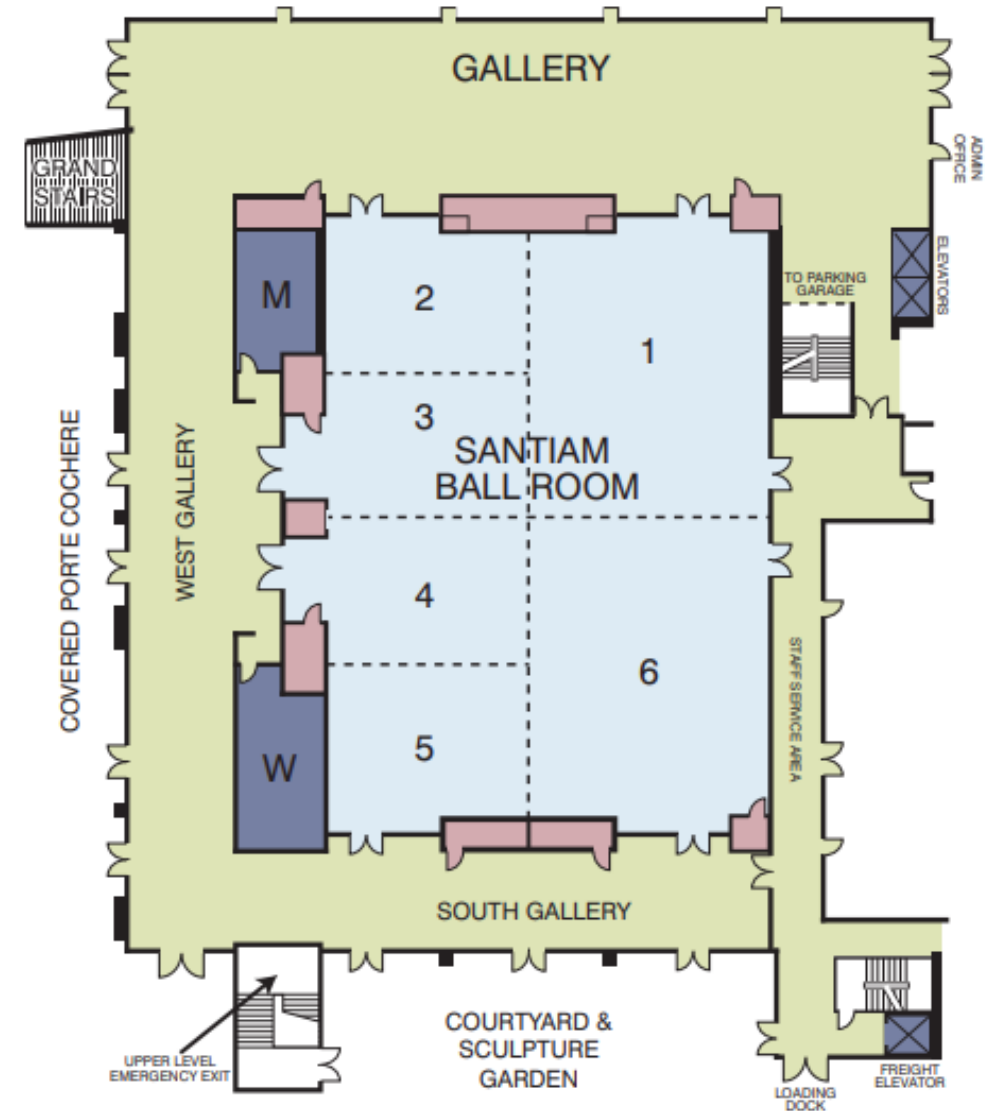
Up next:

11 a.m. — Innovation Café session (Santiam 2, Santiam 3 and Santiam 4/5/6)



11 a.m. presentations

- Santiam 2
 - Transitional Housing: Bridging the Gap
 - Streamlining HRS and HRSN Services
- Santiam 3
 - Improving Health Equity by Creating Streamlined Pathways to HRS Packages
 - Service Integration Teams in the CCO Toolbox
- Santiam 4/5/6
 - Adventures in a Single-Entry RFP and Braiding Funds
 - Regional Housing Impact Fund





Lunch and OHA tabling

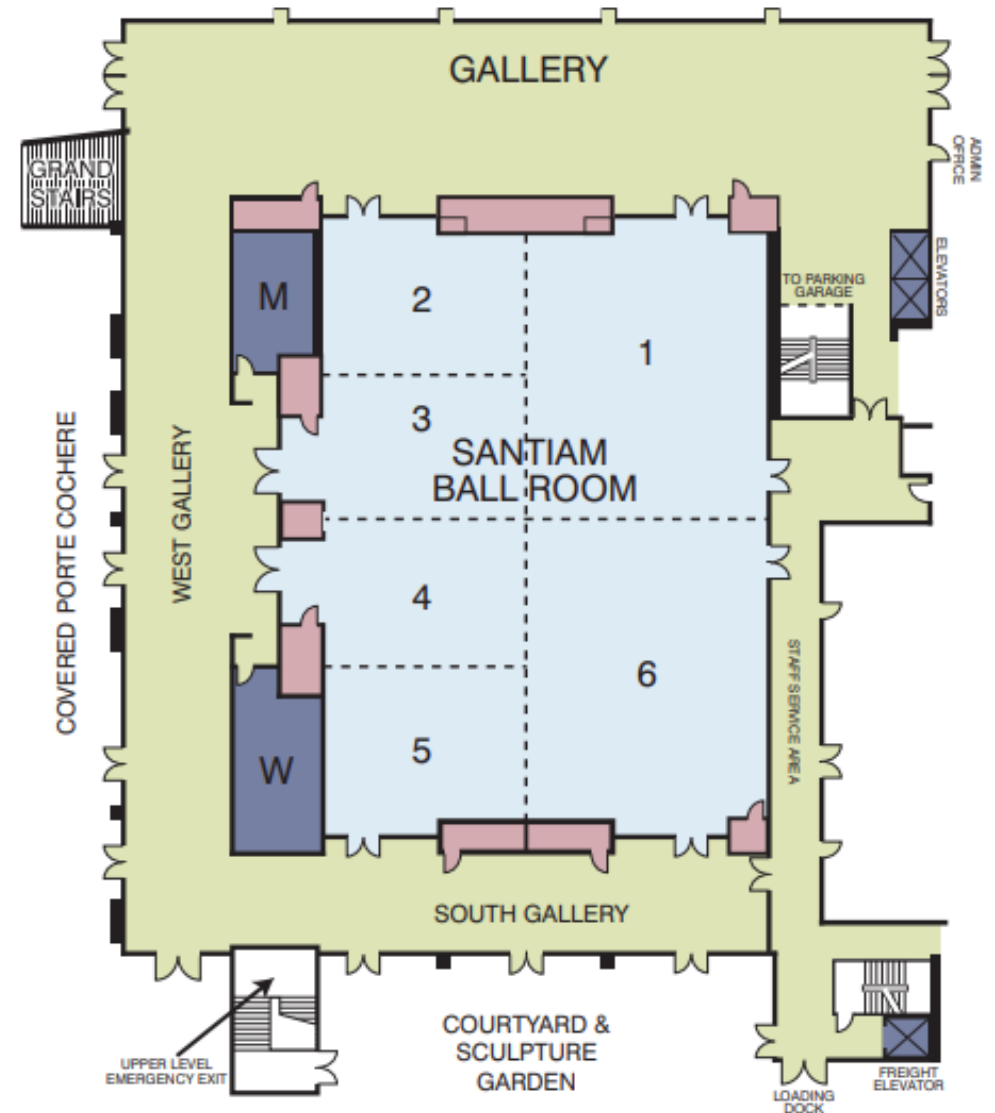
Noon–1 p.m. — Buffet served in West Gallery and participants eat in Santiam 4/5/6

12:30–1 p.m. — OHA tabling in West Gallery

Up next: Innovation Café session at **1:15 p.m.**

1:15 p.m. presentations

- Santiam 2
 - SHARE Investment: Casa and Cooperative Housing Models
 - Addressing Member Food Need through Community Collaboration
- Santiam 3
 - Impacts of SHARE Kitchen Remodels
 - SHARE-ing is Caring: Supporting Doulas in Oregon
- Santiam 4/5/6
 - Bridges to Health: A Network of Community Health Workers in the Columbia Gorge
 - HRS Investment: Grants Pass Sobering Center



Thank you to today's keynote speaker!



Ivelyse Andino

Founder and CEO of Radical Health

Ivelyse Andino is a visionary health care abolitionist and health equity strategist, building community at the intersection of health, equity and tech. Learn more about today's keynote speaker on **page two** of your convening program.

radical
● HEALTH

Thank you to today's speakers!

Amanda McCarthy

Director of Social Determinants of Health, Advanced Health CCO



Amber Ferguson

Co-founder and Executive Director, Rogue Food Unites



Thank you to today's speakers!

Emma Sandoe

Medicaid Director, Oregon Health
Authority



Emily Johnson

Community Health Supervisor,
Yamhill CCO



Thank you to today's speakers!

Jasmin Huila Flores

Program Manager, Diversity, Equity and Inclusion; Case Management, Adventist Health Columbia Gorge



Jennifer Gustafson

Director of Community Engagement, AllCare Health



Thank you to today's speakers!

Jenny Anglin

Executive Director,
Columbia Gorge Health Council



Kristty Polanco

Innovator Agent,
Oregon Health Authority



Thank you to today's speakers!

Lana McGregor

Director of Behavioral Health,
AllCare Health



Laurel Schwinabart

Medicaid Program Manager,
InterCommunity Health Network CCO



Thank you to today's speakers!

Maria Park

Senior Program Manager,
Asian Health and Service Center



Mariam Ukbazghi

Equity, Diversity and Inclusion Portfolio
Manager, Health Share of Oregon



Thank you to today's speakers!

Melanie Doshier

Director of Support Services,
ACCESS



Ophelia Vidal

Social Health Program Manager,
Health Share of Oregon



Thank you to today's speakers!

Rose Ojeda

Director,
CASA of Oregon



Sandra Hernandez

Executive Director and Founder,
Douglas Latinas International



Thank you to today's speakers!

Shannon Buckmaster

Wellness Fund Development
Director, Yamhill CCO



Skylar Fate

Community Engagement
Manager, AllCare Health



Stephanie Mendenhall

Executive Director and
Founder, Reclaiming Lives



Thank you to today's speakers!

Chanel Smith

Director of Health Equity &
Quality, Cascade Health
Alliance

Martha Rivera

Program Manager, Oregon
Doula Association

Peg King

Portfolio Manager, Child and
Family Partnerships, Health
Share of Oregon

Iris Bicksler

MSH Consulting; Oregon
Doula Association

Maureen Seferovich

Program Manager, Health
Systems Integration, Health
Share of Oregon

Samantha Watson

Director of Community
Health Partnerships, Jackson
Care Connect

Tanya Nason

Program Specialist, Health
Share of Oregon

Leslie Ford

Behavioral Health Clinical
Integration Advisor, Columbia
Pacific CCO

Nancy Knopf

Director of Community
Health Partnerships,
Columbia Pacific CCO

Rosie Andalon

Director, Real Estate
Development Department,
CASA of Oregon

Thank you to today's OHA tablers!

- **Anona Gund**, Transformation Center and **Tom Wunderbro**, Health Systems Division
- **Blanca Barocio** and **Alondra Orozco**, Behavioral Health Investments Team
- **Charissa Young-White**, 1115 Medicaid Waiver Strategic Operations
- **David Inbody**, CCO Operations
- **Lily Sintim**, Traditional Health Worker Program
- **Rachel Burdon** and **Laura Kreger**, Transformation Center
- **Rebecca Level**, Office of Actuarial and Financial Analytics
- **Staci DeLeon-Davis** and **Tania Curiel**, Transformation Center
- **Tosha Bock** and **Cintia Vimieiro**, Office of the State Public Health Director



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Thank you for attending!

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