

## Family Connects Oregon Community Alignment Report 2024 Evaluation Criteria

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|-------------------------|--|
| <b>CCO Name</b>         |  |
| <b>Contract Number</b>  |  |
| <b>Date of Review</b>   |  |
| <b>Reviewer Name(s)</b> |  |

|          |                      |
|----------|----------------------|
|          | <b>Scale</b>         |
| <b>1</b> | <b>Compliant</b>     |
| <b>0</b> | <b>Non-Compliant</b> |

**Background:**

The criteria in this document is based on the Coordinated Care Organization (CCO) contract for Contract Year 2024 (Exh. B, Pt. 2 Sec. 12). The criteria is used to evaluate each CCO’s compliance with Family Connects Oregon (FCO) Community Alignment activities. Since FCO implementation varies across CCO service areas, CCOs will only be evaluated against the implementation progress in their specific service area. CCOs must describe their current progress towards FCO implementation, if available in the CCO service area, and any barriers to completion. If FCO is not currently planned or offered in a CCO's service area, CCOs can state in the report template that no information is available for the deliverable submission, and no further action is needed.

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| <b>Reporting Period:</b>                         |  |
| <b>Family Connects in service area (yes/no):</b> |  |
| <b>Name of the FCO Site(s) reported on:</b>      |  |

| Elements  | Evaluation Criteria   | Compliant |
|---|---|-----------|
| 1. Meeting participation                              | CCO describes: <ul style="list-style-type: none"> <li>• How they are engaged in FCO Community Advisory Board (CAB) if CAB has been established</li> <li>• How and the frequency with which they are meeting with FCO team(s) to coordinate work to increase member access and participation in FCO.</li> </ul>  |           |
| 2. CCO Community Advisory Council (CAC) collaboration | CCO facilitates collaboration between CCO Community Advisory Council (CAC) and FCO via opportunities such as: <ul style="list-style-type: none"> <li>• Sharing relevant reports and learnings from CAC with FCO Community Leads</li> <li>• Facilitating FCO presentations to the CAC</li> <li>• Utilizing the CAC as a potential resource for feedback on the FCO program</li> <li>• If CAC priorities and agenda don't allow for inclusion of FCO during the reporting period, CCOs can provide the rationale and be compliant.</li> </ul>   |           |
| 3. Provider engagement                                | CCO demonstrates work, in collaboration with FCO Community Lead, to increase healthcare provider awareness of FCO. This could be demonstrated by the following approaches: <ul style="list-style-type: none"> <li>• Presentations</li> <li>• Sharing FCO information with healthcare providers via newsletter articles</li> <li>• or other established communication channels (e.g., Provider Manual/Handbook)</li> <li>• Supporting FCO Community Lead in connecting with healthcare providers, provider groups, and/or clinics</li> <li>• Description of other relevant work with FCO Community Lead</li> </ul> |           |
| 4. Referral systems                                   | CCO describes how they are collaborating with FCO Community Lead to develop FCO referral systems for families with eligible newborns to increase CCO member access and participation in FCO. This could be demonstrated by the following approaches: <ul style="list-style-type: none"> <li>• Developing and/or maintaining processes to share CCO pregnancy/newborn data with FCO Community Leads to schedule FCO visits</li> <li>• Developing and/or maintaining workflows between CCO staff (care coordinators, case managers, etc.) and FCO team</li> </ul>   |           |

|                                     |  |  |
|-------------------------------------|--|--|
|                                     | <ul style="list-style-type: none"> <li>• Quality improvement efforts to assess quantity of CCO members that receive FCO services and work to address gaps and improve referrals to FCO</li> <li>• Other related work that describes CCO efforts to develop referral systems collaboratively with FCO Community Lead</li> </ul>   |  |
| 5. Hospital engagement              | <p>CCO describes work to facilitate collaboration between FCO Community Lead and key hospital partners to improve FCO outreach in the hospital setting, establish data sharing, facilitate home visit scheduling, and/or establish discharge plans which include referral to FCO.</p> <p>If FCO Community Lead and hospital partners have established collaborative relationships and/or work is being maintained with no additional CCO support needed, CCO can provide this rationale and be compliant.</p>                                      |  |
| 6. Information and referral systems | <p>CCO engages FCO Community Lead in community-level planning related to implementation of information and referral systems (e.g., Unite Us) to increase referrals and connection to local resources and supports. Engagement efforts may include:</p> <ul style="list-style-type: none"> <li>• Sharing community partner resources</li> <li>• Including FCO Community Lead in community planning meetings</li> <li>• Meeting with FCO Community Lead to support usage of information and referral system, or other relevant activities</li> </ul> |  |
| 7. Member advocacy                  | <p>CCO describes how they provide information about grievance and appeals process to FCO home visiting nurses so they can advocate on behalf of members to resolve grievances including but not limited to the CCO's contracted Primary Care Providers or member access to FCO services. This could be demonstrated by the following approaches:</p> <ul style="list-style-type: none"> <li>• Providing online training, materials, and/or presentations about grievance and appeals processes</li> </ul>  |  |
| 8. FCO program marketing            | <p>CCO describes their collaboration with FCO Community Lead to inform their members about FCO and increase awareness and participation in FCO. This could be demonstrated by the following approaches:</p> <ul style="list-style-type: none"> <li>• Supporting marketing efforts with providers, clinics, hospitals, and/or other relevant community partners to increase awareness of FCO</li> </ul>   |  |

|                              |   |  |
|------------------------------|---|--|
|                              | <ul style="list-style-type: none"> <li>• Sharing FCO information with members such as inclusion in member materials, prenatal mailings and/or other outreach and communication channels</li> <li>• Developing communications plan detailing how FCO information will be disseminated</li> </ul> |  |
| 9. Other ( <u>Optional</u> ) | Any other activities, including but not limited to providing FCO Community Lead funding for FCO implementation, or addressing resource or service gaps for families with newborns. This is not required and will not be scored if CCO opts to exclude.  |  |

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| OHA Use Only           |   |
|------------------------|---|
| Total Elements         | 8 |
| Compliant Elements     |   |
| Non-Compliant Elements |   |
| % Compliant            |   |