

Progress and Impact Mid-Biennium Report: Office of Community Health and Engagement (2025-2027)

The 2023-25 Legislatively Adopted Budget for OCHE was \$30,518,215 including 35 FTE and the 2025-2027 LAB was \$34,285,611 with 43 FTE.

Program background and summary

Formerly the Community Partner Outreach Program, the Oregon Health Authority's Office of Community Health and Engagement's (OCHE) mission is to engage communities across Oregon to advance an equitable and responsive health system.

In 2009, the Legislature, through statutory changes and funding, directed that outreach grants be awarded to community organizations specifically targeting enrollment of children in racial, ethnic, non-English speaking communities, along with those living with additional barriers to accessing health care, such as those with physical, cognitive, sensory or mental disabilities or chemical dependency, and those experiencing homelessness.

Community partners, or assistors are individuals affiliated with a contracted organization. They are trained and certified to help people understand health coverage options and apply for coverage. This help is at no cost to the individual. OCHE's community partner network delivers services in more than 50 languages.

Community partners address the social determinants of health through connecting

people with resources such as food pantries, SNAP, rent assistance, energy assistance, unemployment benefits, job resources and more.

OCHE and its network of partners provide community-based focused outreach to individuals and families about ways to access health coverage through the Oregon Health Plan (OHP). OCHE has written agreements with local trusted organizations that:

- Provide culturally and linguistically responsive outreach, health coverage application, enrollment assistance and system navigation.
- Focus on supporting communities facing disproportionate barriers to health coverage and health-related resources.

OCHE's work primarily focuses on enrolling and renewing members in the OHP and providing healthcare system navigation. Through this work, OCHE builds trust and support by engaging members in their healthcare and wellness. OCHE's work elevates the value of Oregon's diverse communities and underscores the need to rethink how we serve the people of Oregon.

Trends and outcomes summary

OCHE has expanded its outreach efforts to all populations in every county across the state. OCHE has increased the Community Partners network from 17 grantees to 67 funded partners representing 232 certified assistors. Contracted organizations include physical care and mental health providers, faith-based organizations, non-profits, schools and more. In addition to funded partners, OHA has a strong volunteer-based network of 374 community organizations

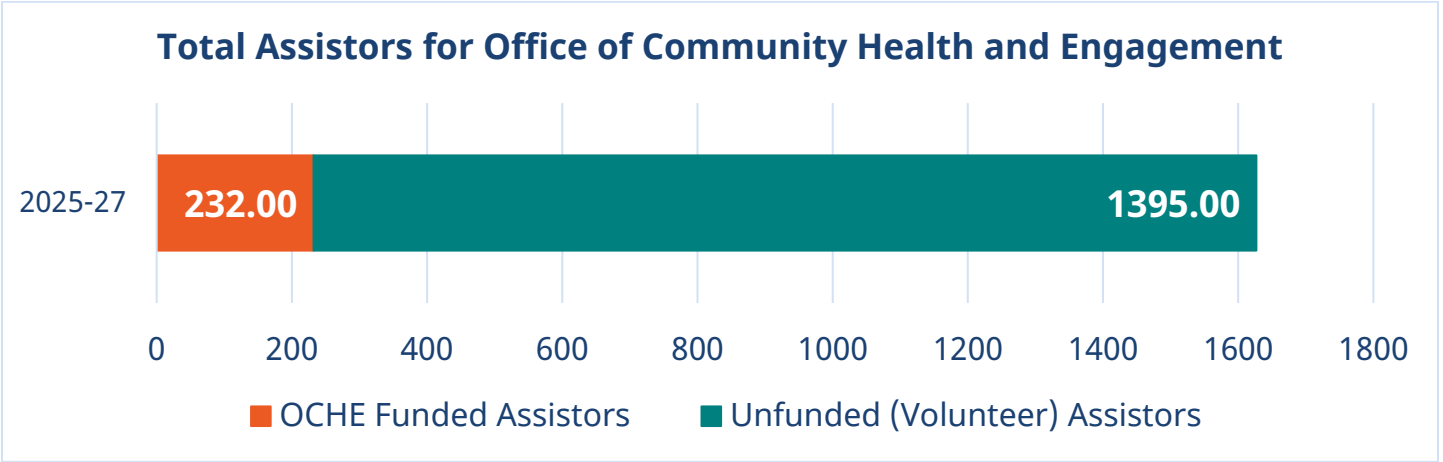
representing 1,398 volunteer-certified assistors, ensuring OCHE assistors are in every corner of the state and providing direct assistance to all Oregonians.

The Healthier Oregon Grant continues to provide ongoing navigation and support in accessing healthcare services for those enrolled in OHP via Healthier Oregon.

Program reach

Fostering strong community partnerships to build an equitable and responsive health system across Oregon is foundational to OCHE's success. Through a strategic network of grantees, OCHE expands its statewide impact to support community members throughout the enrollment

and navigation process. Despite resource constraints, our partners remain deeply committed, leveraging volunteer support and innovative approaches to ensure OHP members receive the assistance they need.



Objectives, Outputs & Outcomes

Objective 1:

Coverage and enrollment: Continue enrolling eligible people unaware of available healthcare coverage, especially in rural areas and communities historically underserved by the healthcare system.

Output:

Demonstrated actions that supported prospective OHP and existing OHP members to enroll, keep, or access healthcare coverage and services.

Outcome:

Reduced barriers to accessing health care by increasing application assistance and support in navigating the healthcare system.

Assistors provided 52,711 one-on-one supports (encounters) to help Oregon Health Plan members enroll or keep healthcare coverage.

Objective 2:

Outreach and navigation: Support community members as they navigate the healthcare system while using their benefits.

74% of members received direct support from their assistor on how to effectively use their benefits.

Output:

Demonstrated actions that supported prospective OHP and existing OHP members to enroll, keep, or access healthcare coverage and services.

Outcome:

Reduced barriers to accessing health care by supporting navigation of the healthcare system.

91% of members now know exactly where to go when they need medical care.

Assistors provided 57,805 encounters to support OHP members in navigating the healthcare system.

Considerations

Anticipating the implementation of HR1, OCHE has expanded its statewide reach by scaling up training initiatives and recruiting additional community partners and assistors. Moving forward, we will continue to monitor the healthcare landscape and collaborate with partners to:

- Drive equitable healthcare access by proactively identifying and dismantling systemic challenges.

- Partner with the Medicaid Division to eliminate administrative barriers, streamline navigation and increase service utilization for all community members.

OHA and OCHE will continue to empower local partners, ensuring community members experience a seamless enrollment process and enhanced healthcare navigation. View video examples at: [Healthier Oregon Giving Back](#).

Other formats and languages

You can get this document in other languages, large print, braille, or a format you prefer, free of charge. Contact The Office of Community Health and Engagement at community.outreach@oha.oregon.gov.

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