

# Monthly office hours for HRSN service providers

January 14, 2026



OREGON  
**HEALTH**  
AUTHORITY



# Zoom Tips



Use the **Q&A function** to submit your questions.



**This session is being recorded.**

- It will be shared with participants after the presentation.



For **closed captioning**, please click on the “cc” button located at the bottom of your screen or click the link provided for Spanish captioning.

For **live interpretation**, please click on the “Interpretation” button and choose either English or Spanish.

# Today's Agenda

**1 | Welcome and introductions**

**2 | 2025 CCBF Grant Program Survey Results**  
Hear from OHA on the results of a CCBF survey.

**2 | Updates and follow-up**  
Hear updates and reminders about the HRSN program from OHA.

**3 | Office hours session**  
Get questions answered by OHA subject matter experts.

**4 | Upcoming opportunities**  
Learn about upcoming trainings.



# **2025 HRSN Community Capacity Building Funds (CCBF) Grant Program Survey Results**

# Community Capacity Building Funds

## What are Community Capacity Building Funds (CCBF)?

Oregon was authorized by CMS to spend up to **\$119 million** on Community Capacity Building Funds to support the development and implementation of the Health-Related Social Needs (HRSN) program.

- Coordinated care organizations (CCOs) administered these funds to eligible community partners through the CCBF Grant program
- CCOs were required to use a standardized application and budget request template.
- Eligible Community Partners such as Community Based Organizations (CBOs) and others applied for these funds to support the HRSN program.
- 11.9 M in CCBF was designated as Tribal set aside, administered through a different process.

# Allowable Uses of Community Capacity Building Funds

The Centers for Medicare & Medicaid Services (CMS) has shared specific allowable uses of CCBF.



## **Technology**

(e.g., new  
billing systems)



## **Development of business or operational practices**

(e.g., designing  
new workflows)



## **Workforce development**

(e.g., support  
for recruiting)



## **Outreach, education, and convening**

(e.g., launching  
a new learning  
collaborative)



## Key changes to 2025 grant program design:

### Changes to CCBF grant design in response to feedback from 2024 applicants:

- Updated CCBF application and budget templates
- Highlighted new organization types (Hubs and Conveners)
- Included more background information, links to benefit descriptions, etc. in application appendix for ease of access and understanding
- Required CCOs to:
  - Clearly state priority areas for funding for the 2025 CCBF grant program
  - Meet with any applicant that would not receive the full amount of their grant application
  - Share all application and budget data from applicants with OHA

# 2025 CCBF Grant Program Applicant Feedback Survey - Overview

- **Offered only to 2025 CCBF Grant Program applicants**
- **Survey Timeframe:** September 17 – October 6
- **Covered Topics:**
  - Organization Demographics (e.g., size, domain, prior relationship with CCOs, populations served)
  - CCBF Application Process (e.g., what went well, barriers and challenges faced)
  - Technical Assistance Offered by CCOs (e.g., FAQs, informational sessions, office hours)
  - **New: Comparison between 2024 and 2025 application processes**
- **102 responses** (94 complete, 8 partial; 41% response rate)



# 2025 CCBF Grant Program Applicant Feedback Survey - Highlights

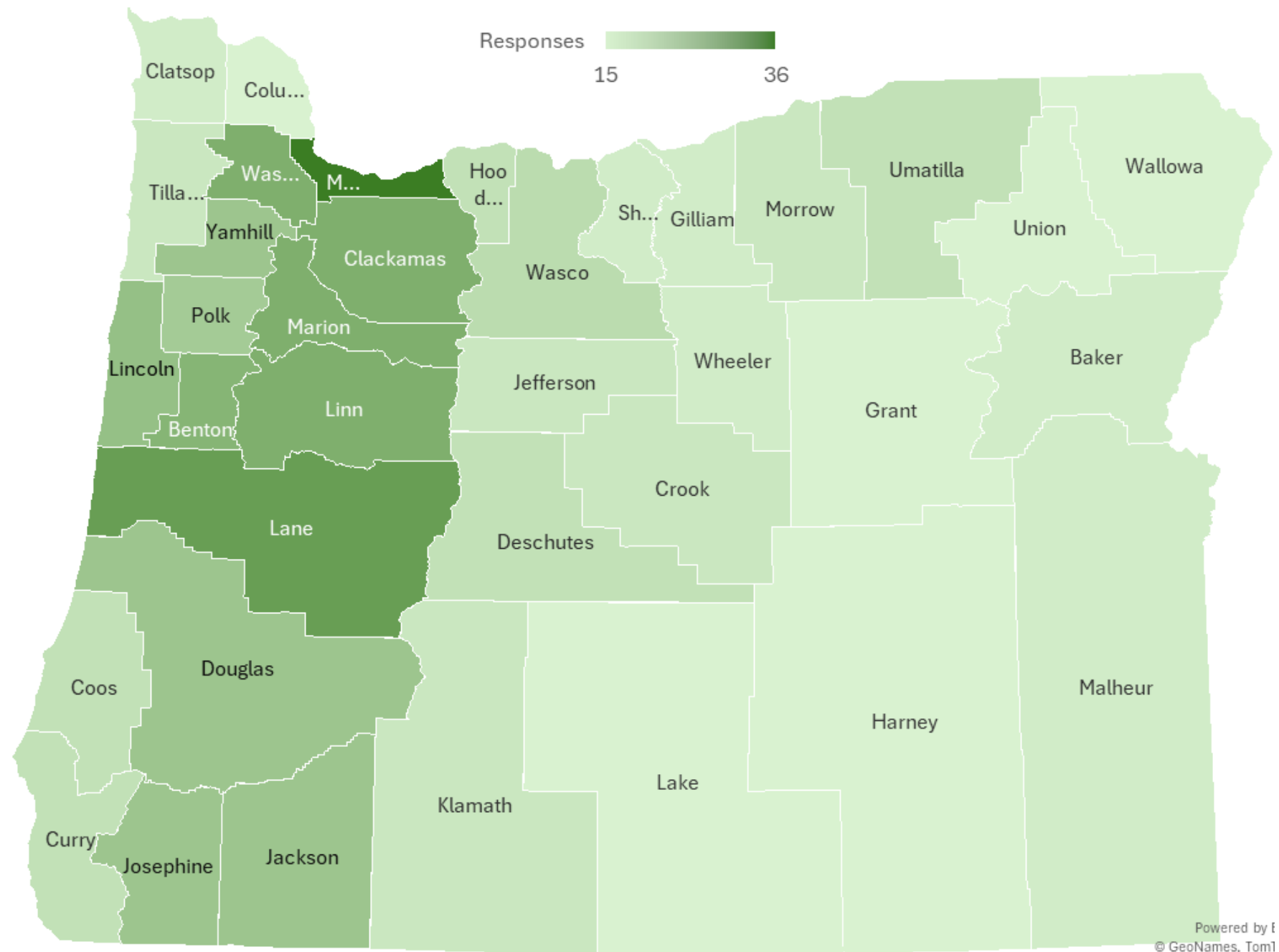
- CCBF Grant Program Feedback Survey offered to all **applicants**
- 41% response rate
- Applicants are **concentrated in the NW area** and along the **I-5 corridor**
- Most applicants identified as a **CBO** and **serve many communities**, including people experiencing houselessness, disabilities, and behavioral health conditions
- Like 2024, the most requested 2025 CCBF funding category was “**workforce development**”
- Applicants reported **improvements in 2025 CCBF application** clarity, time required, and overall process compared to 2024
- Respondents shared many **suggestions for further improvement**

# In which counties does your organization provide services?

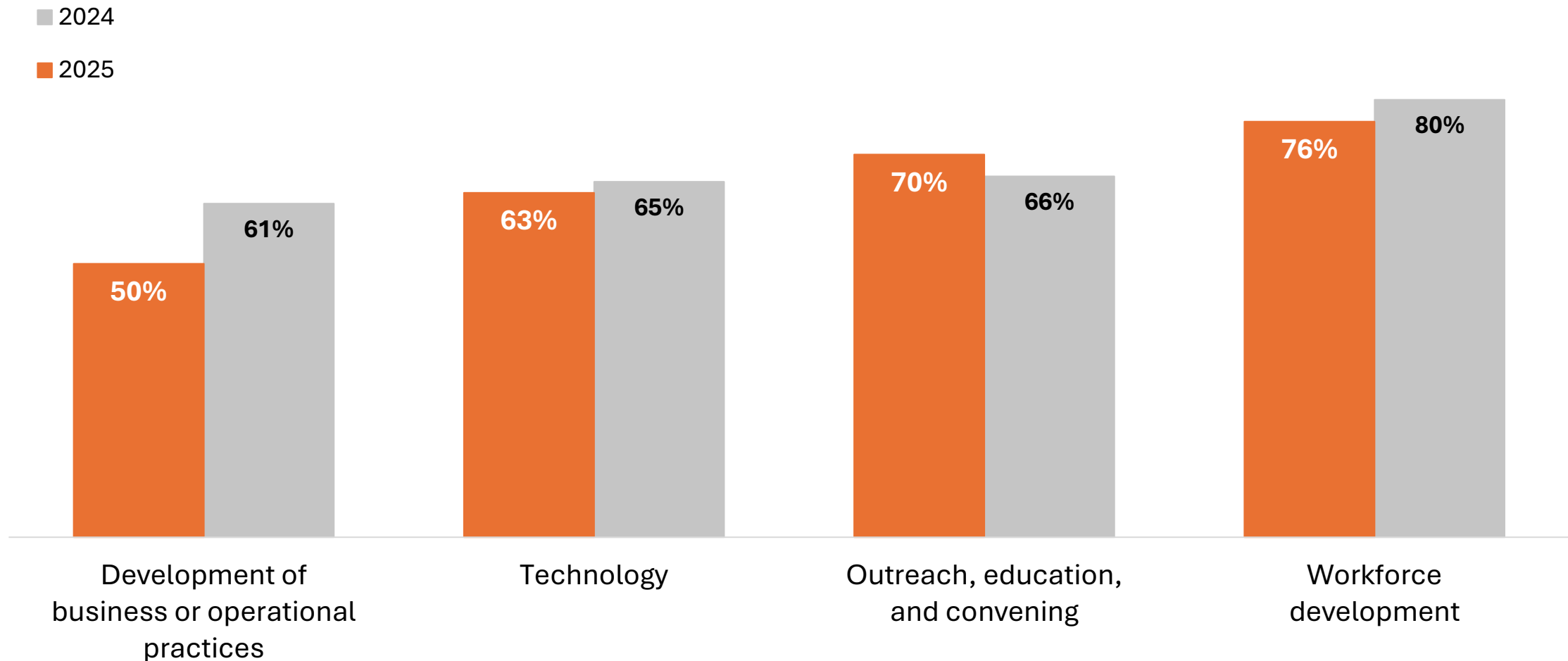
All 36 counties are represented by the respondents.

Fourteen respondents offer services statewide.

More CCBF applicants are concentrated in the NW area and along the I-5 corridor.



# What CCBF categories did you want funding for?

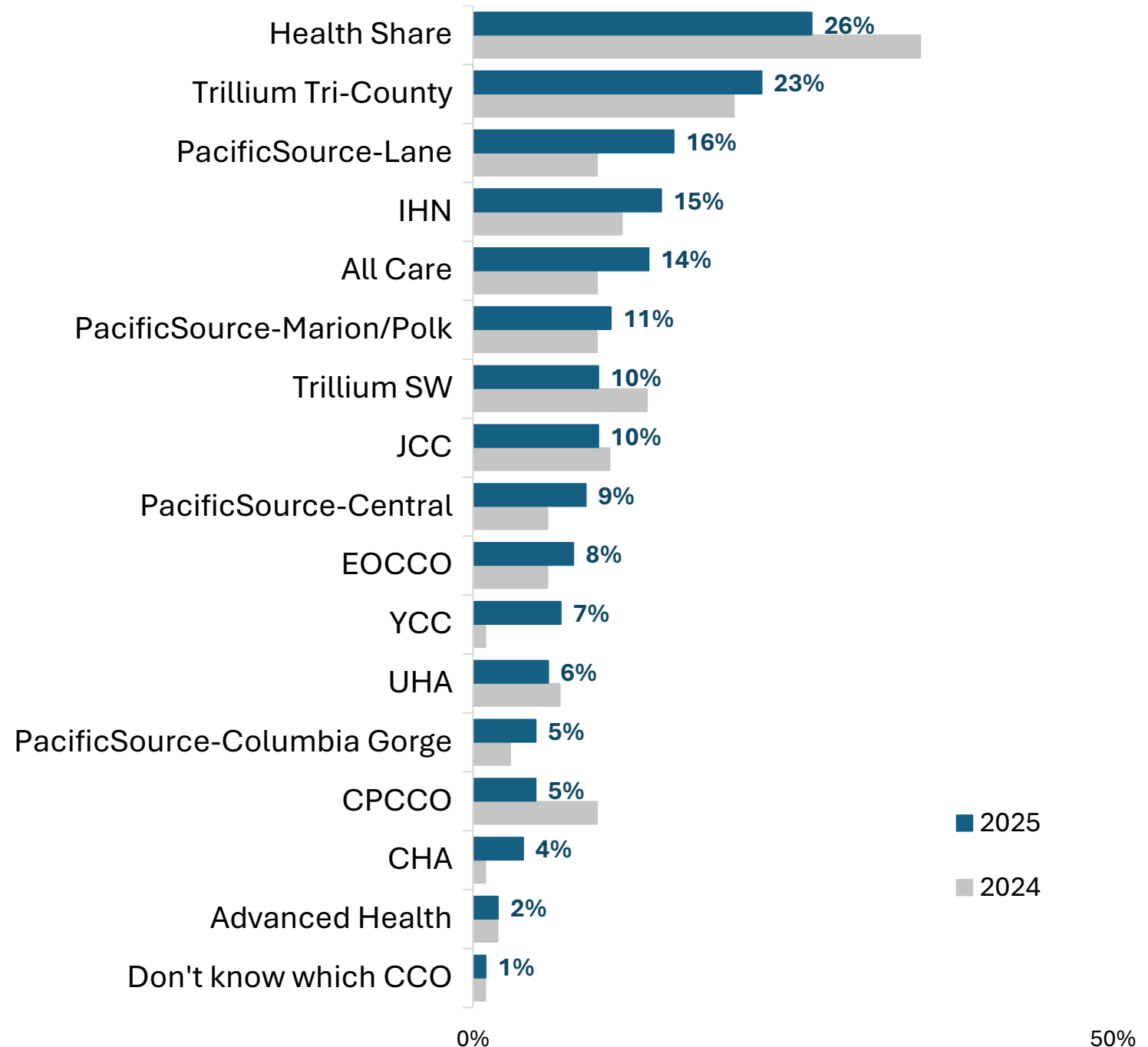


# What CCO(s) did your organization apply for a CCBF grant through?

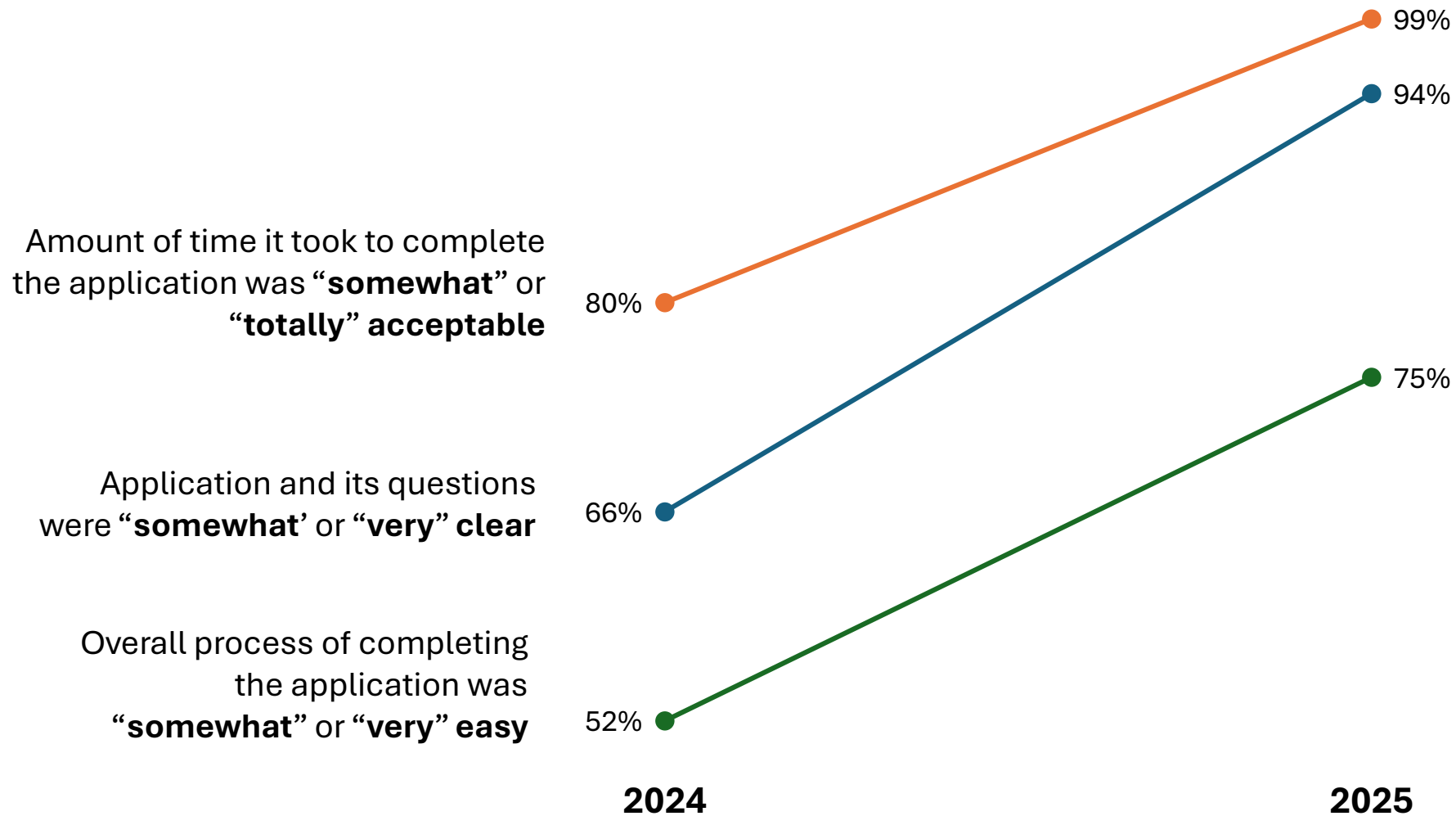
Organizations applied for CCBF across a wide range of CCOs.

Half said they applied to Health Share and/or Trillium Tri-County, which cover Multnomah, Washington, and Clackamas counties.

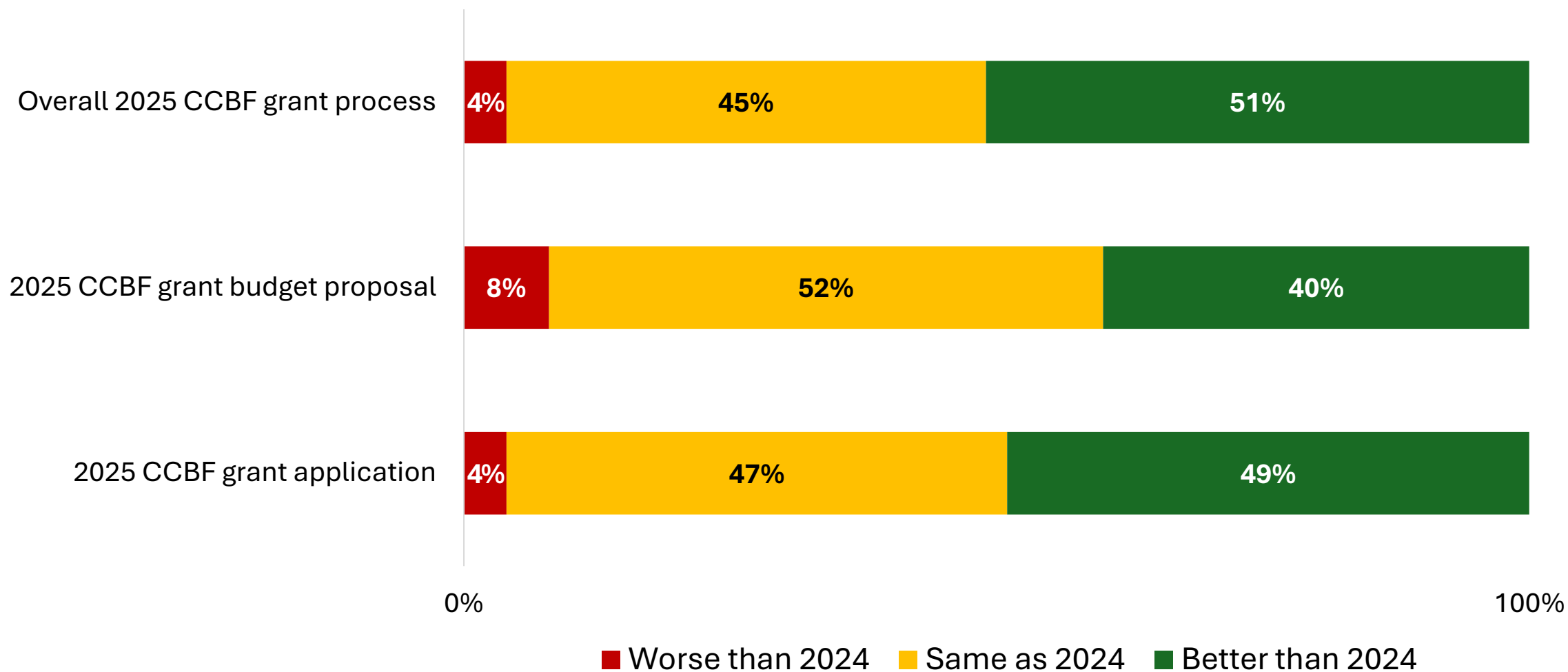
Sixteen percent applied for CCBF through Pacific Source – Lane.



# Application ratings 2024 vs. 2025



# How did you feel about the 2025 grant application, budget proposal, and overall process compared to 2024?



# What was improved in 2025 compared to 2024?

## Grant application

*“The application questions were clearer than in 2024.”*

*“It was clear the 2025 application had been pared down to be less repetitive and [asked] for the most important information to be expanded.”*

## Budget proposal

*“Loved the expanded budget proposal.”*

*“The 2024 CCBF grant process was [challenging]. ...there was no mention of indirect, etc.”*

## Clarity and expectations

*“CCOs were more realistic about what would be available and how funds could be used.”*

*“Clearer information on what is wanted out of the 2025 process – to continue or grow services.”*

# Where is there still room for improvement?

## Limited use of funds

*“OHA’s requirements and limitations for the use of funds causes the program to be challenging to fund and support within the framework of our existing business operation. We were told certain legitimate and necessary expenses would not be allowable budget items.”*

## Communication

*“...there continues to be a lack of communication between OHA and the CCOs.”*

*“...there was just a lot of confusion, a lot of time spent and very little communication in the end as to why one organization was chosen over another.”*

*“We waited months and months and months for anyone to let us know if we got the [2024] grant or not – that is also happening with the 2025 process.”*

*“...we’d like to know how closely the two local OHP providers are working together or sharing information on applicants.”*



# Overall thoughts about your experiences with the 2025 CCBF grant process

**38 responses (37%)** across several major themes:

- Gratitude for the opportunity 😊
- Cruciality of CCBF grant dollars
- Challenges implementing CCBF and HRSN in general
- Potential benefits of centralized communication
- Feedback and transparency about award process/decisions
- Lack of understanding CBOs unique challenges
- Suggestions for shared learning opportunities
- Disappointment with delayed NOA

# 2025 CCBF Grant Program Applicant Feedback Survey – Key Takeaways

In general, survey responses show the overall 2025 CCBF Grant Program process was an improvement from 2024

Respondents highlighted areas for additional improvement, including:

- Increased transparency and communication (from OHA, from CCOs, and between OHA and CCOs)
- Clearer expectations around NOA timelines
- More technical assistance throughout process (e.g., live Q&A, recorded webinars, help completing application)
- Centralized communication and standardized application and submission processes

Applicants expressed gratitude for the opportunity and emphasized the cruciality of the funds

# HRSN Updates



# HRSN Billing Guide Updates: Utilities Billing

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**Definition of utilities arrears:** Utilities are considered arrears if their date of service is before the member started receiving rental assistance.

**Utility bill address:** Clarified that address on the utility bill is only required to match the member's address on the lease/rental agreement if included on the bill.

**Utilities date of service flexibility:** HRSN service providers can use the due date of the utility bill for the date of service.

# HRSN Utilities Billing Updates

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**Utilities billed by the landlord** can be paid for with rent in the month they are charged on the rent ledger, using the same date of service. If there are multiple months of landlord billed utilities with service dates, they can be treated like other multi-month utilities and spread across months.

**Clarifying guidance for pre-paid utilities:** Pre-paid utilities (e.g., phone minutes, bulk fuel) can be reimbursed like billing for standalone utilities not bundled with rent. These utilities may be reimbursed by either

- a) billing the pre-paid utility cost, in full, with a date of service that reflects the utility purchase date, or
- b) by splitting the utility costs into billable amounts that are attributable to each month that the utility is meant to cover.

# HRSN Billing Guide Updates: Rental Assistance Billing

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## Date of service (DOS) flexibility for rent payments:

- The date of service entered on an invoice/claim can be up to **10 days before the first day of the month** that the rent payment is for, as long as the dates of service are consistent.
- For example, if you use a date of service 10 days before the first of the month for one month, the date should be the same for all future months.

# Oregon Administrative Rule (OAR) effective 1/1/2026

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## As a reminder...

- No longer requiring landlord permission for home remediations if it is not required by the member's lease agreement.
- Updated rule to require lease agreement and income verification for a *complete* HRSN Rent and Utility Financial Assistance request.
- Modified clinical risk factor criteria for Rent and Utility Financial Assistance.

# Eligibility for HRSN Rent and Utility Financial Assistance as of January 1, 2026

1

## Is a Current OHP Member and has at least one Housing Clinical Risk Factor

- **Complex physical, oral, and mental health conditions, or substance abuse disorders that are new, acute or unstable**
  - **Requires Member healthcare service engagement in the past year regarding the worsening symptoms, including hospital, residential, or other outpatient care including Traditional Health Workers**
  - **Examples include surgery, worsening chronic illness with physician involvement**
- Developmental disability
- Currently pregnant or 12 months postpartum
- Less than six years of age
- More than 65 years of age
- **Child welfare involvement in the past year**
- **Domestic violence in the past year**

2

## Belongs to the At-Risk of Homelessness HRSN Covered Population

Has an income that is 30% or less than the area median income in their area

Lacks sufficient resources or support networks to prevent homelessness

- Area Median Income levels are set by HUD on an annual basis
- HRSN Utilities Assistance and HRSN Storage Fees are only available to OHP Members who receive Rent

3

## Additional Eligibility Requirements

Needs support staying in the Member's current housing

Has a lease or written agreement with their landlord (only available to renters)



# Oregon Administrative Rule (OAR) Updates

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In addition to OAR updates we shared in December, slight adjustments were made to align with updated billing guidance. These include:

- Remove proposed language that defined past due rent payments as “past due at the time of authorization” to align with flexibility for utilities billing
- Clarified that address on the utility bill is only required to match the member’s address on the lease/rental agreement **if included on the bill.**

# HRSN Request Forms

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**Home Changes for Health and Safety:** This includes home changes for health (air conditioners, air filters, etc.) and home modifications or remediations (wheelchair ramps, pest control, cleaning, etc.)

- [Home Changes for Health and Safety Request Form \(English\)](#)
- [Home Changes for Health and Safety Request Form \(Spanish\)](#)

**Rent Assistance Request Form:** This includes rent and utility assistance and/or storage fees.

- [Rent Assistance Request Form \(English\)](#)
- [Rent Assistance Request Form \(Spanish\)](#)

**Please note:** These request forms are for Open Card members. CCOs may choose not to accept OHA's HRSN Request form. These forms can be found on the [HRSN Housing Website](#).

# MMIS Provider Portal Clerk Access

## ***NEW:*** Guide on giving Ayin Clerk access in the MMIS Provider Portal

- Available in [English](#) and [Spanish](#).

Medicaid Division

1115 Waiver Strategic Operations Team



### Giving Ayin Clerk Access in MMIS for HRSN Claims Assistance

A how-to guide for HRSN providers enrolled with Open Card

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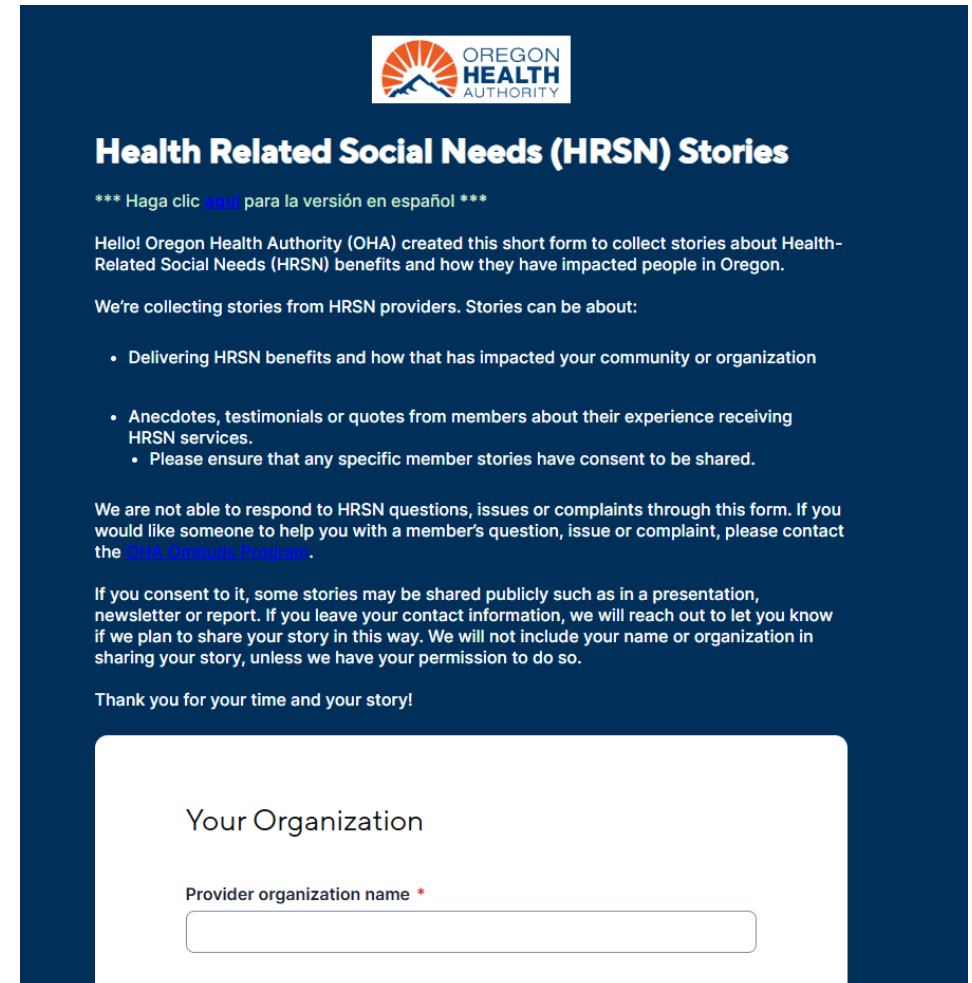
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# Collecting member and provider stories


## Share your experience delivering HRSN services

- We are gathering stories about HRSN services and we'd love to hear from you!
- You can use this [online form](#) to share your experiences delivering HRSN services and any experiences members have shared with you and consented to share with OHA.

Haga clic [aquí](#) para la versión en español



The screenshot shows the Oregon Health Authority's 'Health Related Social Needs (HRSN) Stories' form. At the top is the OHA logo. The title 'Health Related Social Needs (HRSN) Stories' is prominently displayed. Below the title, there is a link to the Spanish version. The form explains its purpose: to collect stories about HRSN benefits and their impact. It lists two main categories of stories: delivering HRSN benefits and anecdotes from members. A disclaimer states that the form is not for questions or complaints and that consent is required for sharing stories. The form ends with a thank you message and a section for 'Your Organization' with a text input field for the 'Provider organization name'.

 OREGON HEALTH AUTHORITY

### Health Related Social Needs (HRSN) Stories

\*\*\* Haga clic [aquí](#) para la versión en español \*\*\*

Hello! Oregon Health Authority (OHA) created this short form to collect stories about Health-Related Social Needs (HRSN) benefits and how they have impacted people in Oregon.

We're collecting stories from HRSN providers. Stories can be about:

- Delivering HRSN benefits and how that has impacted your community or organization
- Anecdotes, testimonials or quotes from members about their experience receiving HRSN services.
  - Please ensure that any specific member stories have consent to be shared.

We are not able to respond to HRSN questions, issues or complaints through this form. If you would like someone to help you with a member's question, issue or complaint, please contact the [OHA Ombuds Program](#).

If you consent to it, some stories may be shared publicly such as in a presentation, newsletter or report. If you leave your contact information, we will reach out to let you know if we plan to share your story in this way. We will not include your name or organization in sharing your story, unless we have your permission to do so.

Thank you for your time and your story!

Your Organization

Provider organization name \*

# Office hours



# Q&A Tips

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- Share space, allow others to be heard (try to limit the number of questions you are asking).
- Do not share case specifics.
- Share suggestions and ideas.
- Focus on questions from providers and community partners.

## **Submitting questions:**

- Please add your question to the Q&A box to ask your question.
- We will invite you to speak out loud if we have additional questions.
- If you are unable to use the Q&A function, you can raise your hand.

# Upcoming Opportunities



# 2026 Office Hours Dates



★ Once a month on Wednesdays from 8:30–10 a.m.

- February 11. Register [here](#).
- March 11. Register [here](#).
- April 15. Register [here](#).
- May 13. Register [here](#).
- June 10. Register [here](#).

July 8. Register [here](#).  
August 12. Register [here](#).  
September 9. Register [here](#).  
October 14. Register [here](#).  
November 18. Register [here](#).  
December 9. Register [here](#).

**Previous HRSN provider trainings**, and all 2026 office hours dates, are available on the [HRSN Provider Training webpage](#).



# We value your feedback

To help us improve our future trainings for HRSN service providers, please fill out this anonymous, five question survey.

**English:** <https://www.surveymonkey.com/r/Y87W7LK>

**Español:** <https://es.surveymonkey.com/r/PN6JGL8>



# Learn more



## ★ Enroll as an HRSN provider with a CCO, Open Card, or both:

- **Open Card:** Visit the [Provider Enrollment webpage](#) to get started. We recommend viewing the [HRSN provider enrollment training materials](#).
- **CCO:** You can [contact the CCO\(s\)](#) in your area to learn how to apply to become a provider for each CCO.

## ★ Bookmark OHA's HRSN resources

These pages get updated frequently with new HRSN resources and materials:

- [1115 Waiver HRSN Webpage](#)
- [HRSN Service Provider Webpage](#)
- [HRSN Provider Training Webpage](#)