Contact: Adrienne Mullock (adrienne.p.mullock@dhsoha.state.or.us)

CCOs have a new incentive metric for 2021: **meaningful language access to culturally responsive health care services.** This will measure the proportion of visits with spoken and sign language interpreter needs provided by OHA qualified or certified interpreter services. The Transformation Center will be providing technical assistance to support meeting this measure and will be holding three needs assessment calls: one with clinics and two with CCO staff. The information from these conversations will help OHA prioritize the technical assistance provided. Specific technical assistance offered will depend on the needs identified and resources available.

**For CCO staff:**
9/28, noon-1 p.m.
Join ZoomGov meeting:
https://www.zoomgov.com/j/1617997458?pwd=c3hCNS9sTFFWMkhRNmJ0blgyOFpEdz09
Meeting ID: 161 799 7458
Passcode: 031242
Phone option (use same ID and passcode above): 1-669-254-5252

**For CCO staff:**
10/1, 10-11 a.m.
Join ZoomGov meeting:
https://www.zoomgov.com/j/1613955240?pwd=RGlRbUSiQ1pTa3BGczYyJyEzTEpNZz09
Meeting ID: 161 395 5240
Passcode: 255476
Phone option (use same ID and passcode above): 1-669-254-5252

**For clinic staff:**
10/1, noon-1 p.m.
Join ZoomGov meeting:
https://www.zoomgov.com/j/1618462987?pwd=cno1TVErVW1iVXhuZTFLUHqRk1Tdz09
Meeting ID: 161 846 2987
Passcode: 397483
Phone option (use same ID and passcode above): 1-669-254-5252