

## **Meaningful Language Access to Culturally Responsive Health Care Services: Needs Assessment Calls.**

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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=RGIRbU5iQ1pTa3BGczYyYjEzTEpNZz09>

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=cno1TVErVW1iVXhuZTFLUHhqRk1Tdz09>

Meeting ID: 161 846 2987

Passcode: 397483

Phone option (use same ID and passcode above): 1-669-254-5252