
CCO Learning Collaborative

Engaging partners and community with data and information

July 7, 2022

Artemis Consulting & OHA



Goals & Agenda

Goals

- Continue sharing CCO approaches around data
- Share strategies around engaging partners and community with data and information

Agenda

- **Introductions, goals and agenda overview** – Diana Bianco, Artemis Consulting & Cathy Kaufmann, Kaufmann Strategies
- **Data discussion, continued**
 - Next steps on data questions
 - Group discussion on select questions from 6/21 small groups
- **Engaging partners and community with data and information**
 - Resources for engaging tribes – Rachel Burdon, OHA
 - What other resources or discussions might be helpful as you engage with tribes?
 - Sharing from CCOs: Status, approaches, tools for engaging partners
 - Audiences
 - Behavioral health, primary care, CBOs
 - Early learning (future discussion)
 - Others? Families
 - Whiteboard exercise: Key considerations for sharing information and data with different audiences
 - Ideas for tools
- **Close and next steps** – Diana & Cathy

Data discussion – continued (from June)

- A number of you have asked about a target/acceptable rates for the metric. Since CCOs don't need to meet a target for the first three years, what is the concern/interest around having that information?
- Many of you shared that you are augmenting the reach data in a variety of ways. Why did you decide to augment the data and how is the additional information advancing the work?

Tribal Engagement Resources

- Work with your own **CCO Tribal Liaison** – they are there for you!!
- [Tribal Advisory Council members](#) – This is a list of Tribes, specific Tribal health staff members who are designated to engage with CCOs.
- [Tribal service area and CCO service area crosswalk](#) – This is a table the shows cross-over between CCO service areas and Tribal Service Delivery areas
- [Working with Oregon's Tribes](#) - This is a March 2021 presentation by Julie Johnson, OHA Tribal Affairs Director providing information about how to work with Oregon Tribes.

****Background:** OHA worked with OHA Tribal Affairs team and received feedback from Tribal Health Directors on the language for the system level social-emotional health metric and its requirements re: tribes.

Sharing from CCOs

Tell us about your current status, approaches and/or tools for engaging partners around the system-level social-emotional health metric.

- All Care
- Columbia Pacific CCO
- Yamhill CCO

Questions to answer as you engage w/ partners

➤ Who is our audience/partner and what do they need/want?

- Who are the audiences?
Ex: BH providers, primary care provider/pediatricians, early learning folks, CBOs
- What's important to keep in mind when engaging with this audience? Or what are you concerned about when engaging with this audience? **
Ex: they're very short on time and capacity.
- What data or information might be helpful for this group to know in order for them to fully participate? **
- How does your audience want to be communicated with?
These are the materials you might want to create.
Ex: Meetings, flyers, emails, videos?

➤ Call to action

- What do we want this group to do as they participate in this effort? How would you frame their role? **

➤ Communications channels

- How do I get the communications material to the person/group I want to have it?
- What channels do you have available to communicate with your audience/partner?

Who are the Audiences?

- Primary care practices/providers
- Behavioral health programs/providers (that serve children)
- Early learning hubs - "hubs"
- Tribal government(s) and/or the Urban Indian Health Program (UIHP)
- What other audiences??