

## Summary of 2022 Community Health Improvement Plan (CHIP) Progress Report Trends

This document outlines key topics of interest and themes present in the 2022 CHIP progress reports provided by the sixteen Oregon Coordinated Care Organizations (CCOs). Specific interest areas include reporting of COVID-19 and wildfire impacts across Oregon as well as specific mentions of tribal engagement. In addition to these, seven broad priority areas/themes were evident among the progress reports. These included:

- 1) health disparities, equity, and justice;
- 2) housing and homelessness;
- 3) child and adolescent health;
- 4) food and nutrition;
- 5) behavioral health;
- 6) maternal and family health; and
- 7) community health.

Some strategies used by CCOs addressed multiple priority areas and are therefore described in multiple sections.

### Impacts of COVID-19 and wildfires across Oregon

Within the 2022 CHIP progress reports, all sixteen CCOs noted continuing impacts of the COVID-19 pandemic. Most notable among those impacts are continued disruptions to services, increased need for basic needs support, and workforce shortages. Several CCOs also mention lasting impacts of the 2020 wildfires, primarily noting the loss of housing as the most significant ongoing concern. CCOs note the disproportionate impact of these events on communities of color and rural populations. Throughout 2021 and 2022, Oregon communities saw continued disruptions of normal events and services due to the ongoing focus on COVID care and outreach. Examples of these disruptions and impacts include:

- Pause of in-person prevention and health care options such as routine screenings, immunizations, and oral health appointments
- Pause of community meetings, trainings, and other in-person events
- Reduction of volunteer workforce due to COVID restrictions
- Disruption of child-care services, reduction of child-care availability, and increasing costs of child-care
- Workforce shortages due to provider burnout, exhaustion, and turnover; difficulty hiring new staff; and staff layoffs
- Increase of traumatic stress on foster families, children in care, and community members overall. Impacts of this growing stress burden generated a greater need for emotional support and addiction treatment options due to:
  - Increased social isolation
  - Increased indicators of behavioral health concerns as related to social complexity and Adverse Childhood Experiences (ACEs)
  - Increased rates of substance misuse
- Increased rates of unemployment
- Increase in Medicaid, WIC, and SNAP eligible individuals and families
- Increase in demand for basic needs services by growing communities of houseless and very low-income individuals and families

- Transportation issues magnified by the loss of public and school transportation options and volunteer drivers increasing barriers for people accessing services

While the majority of CCOs note negative impacts of COVID, some note positive outcomes such as an increase in access to some services (e.g., oral health, mental health, and primary care) through growing telehealth options. Several CCOs also note the growth of resilience among communities that have come together in supporting one another.

### **Tribal engagement**

Tribal engagement was mentioned infrequently among the 2022 CHIP progress reports; however, a few CCOs noted programs or outreach involving Federally Recognized Tribes in their service areas. Below are excerpts that describe instances of tribal outreach or involvement.

“A subcommittee was formed to focus on the recruitment, engagement, and retention of tribal members from the Confederated Tribes of Umatilla Indian Reservation (CTUIR) at the Umatilla County [Local Community Health Partnership]. Recent LCHP outreach efforts also include invitations by Harney County LCHP members, as well as an invitation to Tribal members from the Burns Paiute Tribe in attending the EOCCO CAC. Moreover, our EOCCO Tribal Liaison has reached out directly to the OHA Tribal Affairs Director to develop strategies for engagement of Native Americans with the EOCCO CAC.”

- [Eastern Oregon Coordinated Care Organization](#)

“Collaboration with the Confederated Tribes of the Umatilla Indian Reservation and the Burns Paiute Indian Tribe has been, and continues to be, ongoing in the area of systems and services for Tribal members with [severe and persistent mental illness] who need effective transitions from institutions, including jail, or transitions back to community from hospital levels of care. Representatives from both Tribes participate in helping determine and develop strategies regarding needs and gaps related to member transitions of care.”

- [Eastern Oregon Coordinated Care Organization](#)

“Funding for the Native American college preparation program (The Good Road) will staff the college preparation coordinator and associated operational costs of the program through August 2022. The coordinator will conduct two (Fall 2021 and Spring 2022) college-prep courses offered in local high schools that prepare Native American students for success in high school, college and beyond. Through a culturally relevant curriculum, these courses emphasize academic success strategies, leadership development, and cultural knowledge and pride. They also introduce students to college resources, scholarship writing and financial literacy. Students earn a college credit for each course completed. The Native American program is currently offered in five high schools and serves approximately 40-60 students annually. The program has led to a 98% high school graduation rate for participating students, a rate that surpasses the State graduation rate for Native American students. Additionally, approximately 76% of the students in the program go on to college.”

- [Pacific Source Central Oregon](#)

“Culturally Responsive Peer Services focuses on improving access to behavioral health services in non-traditional ways. Culturally Responsive Peer Services develops a bicultural and bilingual workforce to support the Indigenous/Tribal and Latino/a/x IHN-CCO members in communities impacted by substance use disorder (SUD). By being embedded within the communities where members are experiencing disease, this innovative

model seeks to achieve more positive health outcomes. The overarching goal is for this innovative model to be embedded in the community where members experience disease leading to more positive health outcomes.”

- [InterCommunity Health Network](#)

“[Columbia Gorge Food Bank] furnished \$5,000 in grant funding to [The Next Door, Inc.] to provide propane vouchers to Native American communities living on the river.”

- [Pacific Source Columbia Gorge](#)

“In spring 2022, One Community Health (OCH) launched a new mobile clinic – named La Clínica after OCH’s name from 1986 to 2013 – in the Columbia Gorge. La Clínica provides medical and behavioral health care in multiple underserved locations throughout the Gorge including Native American in-lieu sites, homeless shelters, farmworker communities, and schools. Services include pediatric care, immunizations, chronic disease management, substance use support, and resource navigation. Services are provided by a bilingual team of OCH staff including a family nurse practitioner, a community health worker, and a certified medical assistant. The clinic has served 265 patients since May 2022.”

- [Pacific Source Columbia Gorge](#)

“The Next Door, Inc., Columbia River Inter-Tribal Fish Commission, and One Community Health partnered to host COVID-19 vaccine clinics and conduct vaccine-related outreach to Native American communities in the Gorge.”

- [Pacific Source Columbia Gorge](#)

## Key themes

Four primary themes appeared frequently between CCOs among the 2022 CHIP progress reports. These included:

- 1) health disparities, equity, and justice;
- 2) housing and homelessness;
- 3) child and adolescent health; and
- 4) food and nutrition.

The following sections include examples and descriptions of these themes and strategies CCOs have used to address them.

### Health disparities, equity, and justice

All CCOs reported ongoing efforts to address health disparities in their service areas. While many CCOs noted strategies for addressing health disparities, many did not identify a priority audience which the equity work was focused on. Strategies and examples addressing broader equity work are included here in addition to those that clearly noted a priority audience. Six key priority areas were identified in a review of the 2022 CHIP progress reports. These include: 1) access to care; 2) care coordination and integration; 3) cultural resources and programs; 4) language access; 5) training opportunities; and 6) trauma informed care and coalitions. Some of the many strategies used to address these priority areas are listed below.

#### [Access to care](#)

\*[Nine CCOs reported related activities](#)

- Mobile units that screen for social determinants of health in outlying regions where transportation is limited to facilitate the distribution of healthy food, clothing, and other items to meet people’s basic needs
- Gender affirmation support services including:
  - Gender affirmation closet
  - Providing supports (travel and lodging reimbursement) for out-of-area travel to access gender affirming health care
  - Gender affirming care training for behavioral health clinicians
- Expanding access to full service and mobile dental care services for underinsured and low-income populations
- Loan of durable medical equipment

### Care coordination and integration

\*Fifteen CCOs reported related activities

- Improving continuity of care by implementing information system solutions
- Development and integration of closed loop referral systems
- Creation of Provider and Member Language Access Toolkits
- Increased utilization of telehealth/telemedicine services

### Cultural resources and programs

\*Seven CCOs reported related activities

- Ensuring 51% participation by lived experience representing populations on Community Advisory Councils (CACs) and Crisis Response Networks
- Outreach to Hispanic populations to help identify needs, translate materials, and inform the groups of events in the community
- Transgender Health workgroup to resolve barriers to accessing gender affirming care
- Rural Outreach to support rural communities in building capacity to address health disparities related to race, geography, and income
- Providing culturally relevant, diverse, and accessible services to address health disparities among marginalized youth
- LGBTQIA+ awareness campaign
- Development and support for cultural resource centers and programs to provide culturally relevant education, outreach, community building opportunities, job development, and other services.

Examples include:

- Disability equity center (InterCommunity Health Network)
- Arcoiris Cultural focuses on the Latino/a/x and Central American Indigenous communities (InterCommunity Health Network)

### Language access

\*Twelve CCOs reported related activities

- Increasing the number of interpreters available and in use
- Providing scholarships to complete health care interpreter training and become certified or qualified
- Hiring interpreters at food banks and pantries
- Cross training active multi-lingual doulas to serve as health care interpreters

- Development of a communication and accommodation program for people with developmental disabilities (DD) and the health care professionals who serve this population
- Community conversations around enhancing local culturally and linguistically appropriate behavioral health service delivery by utilization of Traditional Health Workers (THWs)
- Creation of a provider and member language access toolkit to support the provision of appropriate language services in a clinical setting

### **Training opportunities**

\*Eleven CCOs reported related activities

- Expanding Division of Equity & Inclusion training capacity (e.g., “Unpacking equity through a language access lens” – workshops for culturally and linguistically specific Community-based Organizations (CBOs) and provider networks)
- Development of culturally specific information sheets for care providers such as:
  - LGBTQ+ info sheet to aid providers in working with the LGBTQ+ communities and understanding the complexities
  - Info sheet detailing historical and ongoing contemporary injustices as related to African Americans being exploited by the medical system to provide context as to why African Americans are often reluctant to see providers
- Training plans to address equity, implicit bias, and trauma for providers and staff with a key focus area of language access, with the goal of improving the care of members with limited English proficiency

### **Trauma informed care, committees, and coalitions**

\*Eight CCOs reported related activities

- Increased coordination and engagement among the health care, education, child welfare, community, and criminal justice sectors to integrate trauma informed care across systems and organizations
- Promotion and community engagement events (e.g., poverty and trauma

## **Housing and homelessness**

CCOs reported ongoing efforts to address housing and homelessness in their service areas. Three key priority areas were identified in a review of the 2022 CHIP progress reports. These include: 1) houseless support services; 2) safety improvements; and 3) affordable and alternative housing. Some of the many strategies used to address these priority areas are listed below.

### **Houseless support services**

\*Fifteen CCOs reported related activities

- Continuation and expansion of houseless shelters, services, and outreach supporting the houseless and extremely low-income
- Distribution of hygiene and survival items
- Point in Time Counts
- Street outreach by Traditional Health Workers (THWs)
- Project Turnkey: plans to convert hotels to increase non-congregate shelters in communities
- Administration of flexible funding sources to promote housing stability and health equity by connecting people experiencing houselessness and complex health challenges to affordable supportive housing options and services necessary to remain stable and housed
- Grants supporting houseless support services

## Safety improvements

\*Five CCOs reported related activities

- Installation of safety equipment in homes of older adults and people with disabilities to help keep their residences sustainable and safe (e.g., ramps and safety rails)
- Weatherization programs to improve home energy efficiency, resulting in healthier homes overall
- Purchase of equipment to treat furniture and other belongings with bed bug outbreaks to stop the spread and end the infestation

## Affordable and alternative housing

\*Thirteen CCOs reported related activities

- Rental assistance programs
- Utility assistance programs
- Investment of funds to secure property to be used for the development of affordable housing
- Approving grant funds for family housing development
- Housing code revisions to encourage the development of safe, denser housing developments
- Investment and development of alternative housing options for houseless individuals. Examples include:
  - Foundry Village (tiny homes) - Jackson Care Connect
  - The Coal Bank (pallet house compound) – Advanced Health: Coos County
- Development of new affordable and permanent supportive housing
- Development and support for housing education and counseling to expand pathways for low-income people to housing and financial stability
- Grant funding to support shelters in remaining operational year-round

## Child and adolescent health

CCOs reported ongoing efforts to address child and adolescent health in their service areas. Five key priority areas were identified in a review of the 2022 CHIP progress reports. These include: 1) education and student retention; 2) literacy support; 3) behavioral health; 4) physical health; and 5) youth-oriented substance misuse education and outreach. Several of the strategies used to address these priority areas are listed below.

### Education and student retention

\*Four CCOs reported related activities

- Programs providing work experience to youth and opportunities for young people to apply their academic experiences in workplace settings
- Programs promoting high school graduation through incentive programs for completion
- Projects and programs including culturally relevant programming to help students and families from historically marginalized and economically disadvantaged populations navigate school systems and ultimately graduate from middle and high schools
- Restorative justice and equity practices to raise student retention and graduation rates by:
  - Implementing forums on racism for students of color in conjunction with the school district
  - Training community members and educators in restorative practices
  - Supporting trained community volunteers who work with school equity teams, students, and families.
- After school enrichment for underserved populations

### **Literacy support**

#### **\*Three CCOs reported related activities**

- Programs that support literacy (letter name recognition and reading) for priority populations such as rural and underserved communities
- Culturally and linguistically specific program providing an evidence-based curriculum that invites Latino/a/x parents and their children, ages 3-5, to work together on early literacy skills in Spanish for one to three years prior to entering kindergarten

### **Behavioral health**

#### **\*Fourteen CCOs reported related activities**

- Behavioral health support for school-aged youth suffering from early depression and anxiety that is evidence-based, culturally, and linguistically appropriate. Using service delivery models meeting youth and families where they are most likely to engage.
- Suicide prevention programming and training for schools
- Expansion of behavioral telehealth services provided in/by middle and high schools
- Social health promotion activities and programming for marginalized youth
- Resource navigation for young survivors of violence
- Providing youth wraparound services, one-on-one peer support, crisis response, safe spaces, and support groups

### **Physical health**

#### **\*Thirteen CCOs reported related activities**

- Providing dental hygiene/oral health services to children and students
  - Evidence-based, best practice, school-based dental sealant and fluoride programs
  - Providing oral health services at all well-child visits
  - Providing free oral health kits (toothbrushes and fluoride toothpaste) to low-income children
  - Video-based oral health education material
  - Outreach program dental vans (free standing dental clinics) to serve students either at school or in a remote setting
- School-based nutrition programs/education
- Physical activity and health programming for youth
- Development of a sexual health resource map development (Trillium: Lane County)

### **Youth-oriented substance misuse education and outreach**

#### **\*Five CCOs reported related activities**

- Development and implementation of pain, opioid/substance misuse, and healthy self-care programming for high school students
- Early intervention program for youth ages 12-19 who display early stages of alcohol or drug involvement
- Youth drug and alcohol screening
- Cessation supports/substance use treatment services provided to youth at school-based health centers
- Substance abuse and violence prevention curriculum implemented in middle school classroom settings
- Online vaping and tobacco prevention curriculum provided to middle and high school students

### **Food and nutrition**

CCOs reported ongoing efforts to address food and nutrition needs in their service areas. Four key priority areas were identified in a review of the 2022 CHIP progress reports. These include: 1) nutrition education and outreach; 2) Supplemental Nutrition Assistance Program (SNAP), Women, Infants & Children (WIC), and script programs; 3) youth and school-based nutrition programs; and 4) community pantry and meal distribution programs. Several of the strategies used to address these priority areas are listed below.

### **Nutrition education and outreach**

\*Eight CCOs reported related activities

- Initiatives to reduce the stigma of accessing food assistance and reduce transportation barriers to healthy foods
- Podcast providing ideas for healthy living through informative walk-throughs of healthy eating alternatives
- Production of a nutrition resource booklet guiding patients and their families to fresh produce, education, cooking classes, and other community resources designed to increase the intake of fruits, vegetables, and other plant foods
- Mobile farmers markets
- Events connecting local producers with buyers to encourage restaurants/grocery stores to source locally
- Gardening opportunities for individuals living in affordable housing units
- Increasing garden infrastructure at schools
- Healthy retail: assessment of convenience stores to improve healthy eating and food security
- Food preservation/processing equipment rentals through OSU

### **SNAP, WIC, and script programs**

\*Nine CCOs reported related activities

- Implementation and expansion of Veggie Rx programs and food pharmacies in medical clinics
- SNAP nutrition education and obesity prevention programming provided to low-income families
- Connecting families with WIC
- Promotion of SNAP, WIC, and vouchers at Farmers Markets through the expansion of double-up food bucks and SNAP match funding

### **Youth and school-based nutrition programs**

\*Nine CCOs reported related activities

- Mobile meal programs providing meals to kids throughout the summer
- Activity bags and snack packs distributed to students ages 0-18 to expand summer foods program
- Summer lunch programs and after school programs
- Summer produce delivery programs to families in need (via school lunch programs)
- School-based nutrition activities such as recipe tastings/mini lessons and after school cooking classes
- Food security funding for participants of youth camp programs
- Food Hero programs at Farmers Markets

### **Community pantry and meal distribution programs**

\*Twelve CCOs reported related activities



- Financial investment in food pantries and food programs
- Construction of a new community food center
- Provision of culturally specific produce and other food items
- Culturally specific emergency food distribution pantry/food providers
- Senior nutrition programs (e.g., Meals on Wheels and Friendly Kitchen)
- Meal distribution programs serving mostly houseless individuals

## Additional areas of focus

In addition to the four primary themes, three additional CCO priority areas arose in a review of the 2022 CHIP progress reports. These included:

- 1) behavioral health;
- 2) maternal and family health; and
- 3) community health.

The following sections include examples and descriptions of these themes and strategies CCOs have used to address them.

### Behavioral health

CCOs reported ongoing efforts to address behavioral health in their service areas. Four key priority areas were identified in a review of the 2022 CHIP progress reports. These include: 1) care coordination; 2) community supports; 3) substance misuse education, outreach, and recovery support; and 4) suicide prevention. Several of the strategies used to address these priority areas are listed below.

#### Care coordination

\*Fourteen CCOs reported related activities

- Investment in and development of coordinated care systems connecting behavioral health and other social service programs
- Developing closed loop referral systems by building and strengthening partnerships and referrals between primary care, emergency departments, behavioral health, oral health, and CBOs that support transitional housing to connect members with resources
- Building follow-up supports into patient care plans
- Development of alternative payment models to support enhancement of behavioral health services

#### Community supports

\*Fourteen CCOs reported related activities

- Community behavioral health outreach and education programs providing care packages; youth, adolescent, and adult peer support programs; and peer mentorship programs with seniors and disabled individuals
- Social isolation reduction programs (e.g., youth art classes)
- Community “clubhouse” and discharge programs:
  - Supporting people leaving inpatient and partial hospitalization
  - Providing non-traditional behavioral health services
  - Supporting adults with mental illness in addressing trauma and housing insecurity
  - Providing “a place for individuals living with mental illness to find opportunities for friendship, employment, housing, education, and more” (Umpqua Health Alliance)

- After-hours and weekend community support for people facing mental and/or physical health challenges
- Community support groups (e.g., female Veteran’s group)
- Chronic condition management programs (e.g., diabetes management programming)
- Development and implementation of mobile behavioral health crisis response teams and networks supported by representative providers

### **Substance misuse education, outreach, and recovery support**

\*Thirteen CCOs reported related activities

- Increasing safe access to harm reduction supplies and resources
- Development and implementation of opioid response and awareness programs
- Outreach to priority communities (e.g., people who inject drugs (PWID))
- Providing resource navigation and assisting with health insurance enrollment
- Education about overdose and interventions
- Sobering center with basic needs support
- Investment in sober living group homes
- Increasing access to substance use disorder (SUD) treatment services
- Providing substance misuse recovery support and programs such as:
  - Medication lock boxes
  - Community connection and recovery centers
  - Physical fitness incentivized recovery program
  - Medication Assistance Treatment (MAT) program expansion
  - Screening, Brief Intervention, and Referral to Treatment (SBIRT) program expansion
  - Peer support specialists (adult and youth focused)
- Educating retailers on recent tobacco legislation requiring all Oregon retailers that sell any tobacco or inhalant delivery system (IDS) products to have a tobacco retail license

### **Suicide prevention**

\*Eight CCOs reported related activities

- Evidence-based community education and trainings that address suicide prevention, intervention, and postvention
- Engaging youth in suicide prevention discussions through social media
- Resources and provider support for those working with military veterans
- Suicide prevention messaging campaigns providing accessible locations for intervention opportunities

## **Maternal and family health**

CCOs reported ongoing efforts to address maternal and family health in their service areas. Five key priority areas were identified in a review of the 2022 CHIP progress reports. These include: 1) child care; 2) maternal health; 3) parenting education and support; 4) foster family support; and 5) adverse childhood experiences (ACES), resilience, and trauma-informed education and support. Several of the strategies used to address these priority areas are listed below.

### **Child-care**

#### \*Six CCOs reported related activities

- Providing funding to support the education and certification costs of child-care certification
- Emergency child-care programs
- Early learning resource hubs for child-care providers
- Funding for daycare scholarships and playground equipment
- Expanding capacity of child-care centers by funding for new child care centers and offering tuition-based preschool options to families
- Dual language preschool classrooms

#### **Maternal health**

##### \*Fourteen CCOs reported related activities

- Conducting WIC outreach to pregnant members
- Educating on the importance of oral health through WIC and community dental screenings
- Expediting and improving the number of pregnant women seeking dental providers
- Prenatal appointment incentive program to reduce infant mortality rates
- Providing smoking cessation classes, incentives, and supports for pregnant smokers
- Facilitating rehab access for interested pregnant people
- Postpartum health classes
- Supporting new parents with postpartum support and baby resources
- Supporting and expanding Doula certification programs and licensing
- Doula community outreach and education
- Supporting and developing culturally specific programs providing pregnancy support before and after birth
- Support for a task force working to raise awareness on perinatal mental health issues, develop community resources and supports for families, and strengthen supports for healthcare and social service providers
- Perinatal Mental Health Certification Program with an additional focus on training Spanish-speaking providers who can serve Latino/a community members

#### **Parenting education and support**

##### \*Ten CCOs reported related activities

- Parenting classes and support groups (e.g., positive parenting programs)
- Developing digital and physical parenting guides for community distribution
- Safe sleep informational videos
- Developing approaches to reduce wait times for autism evaluation
- Increasing capacity to support families struggling with a child's behavioral health needs
- Supporting the production and distribution of sensory kits for families of children experiencing disabilities

#### **Foster family support**

##### \*Seven CCOs reported related activities

- Funding programs to increase the number of certified foster families through recruiting and retaining efforts

- Funding programs that mobilize community assets to respond to the emergency needs of foster families and children in care
- Funding programs that mobilize the community and find creative ways for everyone to get involved in the foster system crisis by providing support to children and youth through respite opportunities
- Funding programs that give Resource Families and Kinship Families access to help meeting tangible needs including groceries, clothing, household items, and safe sleep items
- Health care navigation support for youth and high-needs children in foster care
- Conducting comprehensive mental health assessments for youth entering foster care (RAPID assessment)

### **ACEs, resilience, and trauma-informed education and support**

#### **\*Twelve CCOs reported related activities**

- Virtual and in-person adverse childhood experiences (ACEs) training to maintain continuity pre- and post-COVID and to reach those who would not normally be able to attend
- Development of a “What Helps” guide for parents and others to present foundational information about the importance of building resilience and strategies for doing so
- Building trauma-informed education systems through:
  - Social emotional competency trainings for students
  - Social emotional learning/trauma-informed trainings for school and early learning staff
  - Practical tools for school personnel and parents to use
  - Monthly professional development classes
  - Placement of Student Support Specialists in schools
- Bilingual/bicultural television campaign featuring resilience-building organizations that offer free support to families
- Resilience camp for challenged youth
- Abuse prevention summits with participants including community partners and stakeholders from education, healthcare, housing, child welfare, early childhood, judicial, community and mental health services, as well as people with lived experience, and youth and family advocates.
- Culturally specific parenting and family support classes
- Financial investment to assess community-level metrics for resilience and belonging
- Efforts to increase enrollment in family home visiting programs

## **Community health**

CCOs reported ongoing efforts to address community health in their service areas. Four key priority areas were identified in a review of the 2022 CHIP progress reports. These include: 1) community health information, education, and outreach; 2) workforce development; 3) transportation access; and 4) infrastructure. Several of the strategies used to address these priority areas are listed below.

### **Community health information, education, and outreach**

#### **\*Fifteen CCOs reported related activities**

- Providing access to community health information through:
  - Community website promoting access to health care services
  - Community resource desk/community navigators
  - CCO member FAQ informational resources

- Providing mobile medical and behavioral health services outreach to rural communities and underserved locations (e.g., Native American in-lieu sites, homeless shelters, farmworker communities, schools)
- Community outreach for routine screenings and chronic condition management including:
  - Outreach to patients overdue for colorectal cancer screenings
  - Outreach to facilitate early identification of patients with uncontrolled diabetes
  - Outreach to build awareness of hearing supports for seniors
- Culturally specific outreach to identify opportunities to support access to care
- Dental hygiene outreach through:
  - Oral health outreach at community events
  - Increasing care coordination efforts supporting access to the continuum of dental health care across sectors
  - Senior dental hygiene programs
  - Providing dental services in a community setting to promote health equity and reduce barriers to care
- Immunization and awareness campaigns:
  - Education on the importance of vaccines for all ages, as well as which vaccines are important for target populations, where they can receive them, and how to access health insurance or discounted services
  - Childhood immunization outreach programs
  - COVID-19 community awareness, vaccination rollout, and drive/walk-through testing and vaccination events
  - Providing culturally and geographically specific COVID-19 vaccine clinics to reach people who would have been left out by a more conventional approach
  - Mobile outreach to increase interest for COVID-19 vaccines among unsheltered community members
- Promotion of physical activity through:
  - Active living programs, access to walking groups, swimming pools, exercise classes, weight loss classes
  - Fitness classes/events held in community parks
  - Physical fitness program for seniors
- Social engagement opportunities including:
  - Physical activity (e.g., swimming, gym, art classes, yoga)
  - Cultural resource and community health centers
  - Youth/senior social connections and mentoring
  - Programs to reduce social isolation and loneliness

### **Workforce development**

#### **\*Fourteen CCOs reported related activities**

- Engaging in community conversations regarding enhancing local culturally and linguistically appropriate behavioral health service delivery through Traditional Health Workers (THWs)
- Addressing workforce needs and provider shortages by:
  - Recruiting health care workforce (behavioral health, oral health, primary care, etc.)
  - Hiring Community Health Workers (CHW) alongside clinical care providers
  - Hiring culturally and linguistically responsive community navigators

- Supporting provider training programs
- Funding to increase access to Traditional Health Workers (THW)
- Sponsoring CHW training and certification, peer-to-peer education classes, peer support specialist trainings, workforce development

### **Transportation access**

#### **\*Four CCOs reported related activities**

- Providing restored bicycles to low-income, homeless, youth and underserved individuals with transportation needs
- Providing non-emergent medical transportation for members
- Funding the purchase of additional vehicles to provide reliable transportation and help clients retain their employment
- Providing safe transportation for clients to/from their worksites during the pandemic
- Organizing and providing free transportation to vaccine appointments
- Providing transit passes to members
- Teaching local, rural, and underserved populations how to use public transit services

### **Infrastructure**

#### **\*Three CCOs reported related activities**

- Playground redesign/construction
- Projects to increase physical activity opportunities in parks
- Safe Routes to School projects
- Construction of accessible bicycle and pedestrian paths