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# CY 2022 Health Equity Plan Submission

# Template and Instructions

**Purpose:**

This template should be completed by CCOs for the CY 2022 Health Equity Plan (HEP) Update submission due June 30, 2022. The purpose of this template is to combine and streamline all three referenced requirements in Exhibit K, Section 10, Health Equity Plans to ensure compliance with contract requirements. **Please note that the template has been updated from the previous year.**

**Reporting Requirements:**

* Must be written in 12-point Arial font with single spacing to meet readability and accessibility standards.
* All pages should be clearly numbered.
* The HEP submission CY 2022 must be submitted in a pdf format to meet accessibility requirements. Any other format will not be accepted.
* Please note that some sections have specified page limits. Any page limits noted exclude supporting documentation. **While OHA has provided generous page limit guidelines to accommodate each CCOs unique needs and experience, OHA encourages CCOs to provide comprehensive responses while being as brief as possible.** Visual materials, including charts, graphs, maps, photographs, and other pictorial presentations are included in the page limitation.
* Conformance to the page limit will be strictly enforced in 2022 and may not be exceeded unless an exception has been specifically granted by OHA HEP SME or by OHA CCO Contracts Administrator.
* Supporting documentation is required and must be relevant to the item being addressed. All supporting documentation attached and referenced in the narrative portion must be clearly labeled to reflect the content (e.g., CCOxyz\_LEP\_Policy)**. The inclusion of hyperlinks to another location within the same document is requested to facilitate quick access to the document referenced by OHA reviewers.** Documents that are not referenced in the narrative but are submitted will not be reviewed.
* The HEP Progress Report and relevant supporting documentation must be submitted to [CCO.MCODeliverableReports@dhsoha.state.or.us](mailto:CCO.MCODeliverableReports@dhsoha.state.or.us) by the due date.

**For question regarding the instructions or templates please contact:**

Maria Elena Castro, OHA Health Equity Innovation and Implementation Manager

[Maria.Castro@dhsoha.state.or.us](mailto:Maria.Castro@dhsoha.state.or.us)

(503) 884-4448

**INSTRUCTIONS**

OHA has updated this year’s Health Equity Plan reporting requirements to reduce CCO reporting burden. Whereas last year’s report had three separate sections, we have combined sections 1 and 3 and streamlined the process to be responsive to CCO feedback.

Additionally, the first two years of the health equity plan implementation have been focused on ensuring every CCO establishes the basic foundational capacities to advance health equity (organizational infrastructure and capacity, organizational commitment, knowledge and skills, and aligned strategies in key focus areas). In recognition of the work achieved by CCOs in establishing basic foundational capacities, as we move into year 3 and beyond, HEP reporting focus may shift more on implementing and sharing strategies and emerging practices to advance health equity for our communities.

Please review the following instructions to ensure all reporting requirements are met.

**Section 1: Health Equity Plan Update**

This section has been updated from the previous year and streamlined to comply with Exhibit K, Sections 10 a. (3), 10 b. (1) and 10 b. (2) and includes:

* updates on the Health Equity Administrator
* updates on the demographics of CCO service area, workforce, and CAC
* updates on community engagement efforts
* progress report on year 2 focus area strategies
* plans for year 3 focus area strategies

**Section 2: Annual Training and Education Report**

Reporting for this section has not changed. Completion of this section complies with Exhibit K, Sections 10 d. (8) and 10 d. (9) and includes reporting on CY 2021 training activities as well as current year planned training activities.

* CCOs should complete the separate Excel reporting template named 2021 and 2022 Organizational and Provider Network DEI Training and Plan Template and attach it with CCO submission.

While not required, if CCOs provided any trainings to their **provider network**, CCOs are encouraged to report on it. Additionally, if you have any additional updates or changes to CCO Organizational and Provider Network Cultural Responsiveness, Implicit Bias, and Education Plan, CCOs are encouraged to complete the narrative. **This section has a 3-page maximum not counting referenced supporting documentation or required Excel templates.**

**TEMPLATE**

**Section 1: Health Equity Plan Update**

1. Provide an update on **Health Equity Administrator information**:

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| CCO Name: | <insert response here> | |
| Health Equity Administrator (HEA) Name: | <insert response here> | |
| HEA Contact information: | Phone: | <insert response here> |
| Email: | <insert response here> |

1. Provide an update of **demographic information** about contractor’s Service Area, contractor’s workforce, and CAC composition. Please identify data sources. There is a 3-page maximum for this question.
   1. CCO Service Area demographics

<insert response here>

* 1. CCO Workforce demographics (please report staff, senior leadership, and board demographics separately):

<insert response here>

* 1. CAC composition:

<insert response here>

1. Provide an update on any **community engagement activities** you conducted in year 2 related to the development of the health equity plan. Please specifically address how you have regularly communicated updates about health equity plan progress to your stakeholders. Include information on dates of activities, mode of engagement (email, presentation, townhall, etc.), and description of audience/stakeholders reached). There is a 2-page maximum for this question.

<insert response here>

1. Each contract year Contractor shall provide a status update on **Focus Area (FA) strategies** and develop new or update existing strategies. Provide a progress update on year 2 FA strategies and plans for year 3 FA strategies in the table below. OHA has provided a table for each focus area below.

**Please note there is a 40-page limit for this section but please strive to be brief while also being comprehensive.**

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| **Focus Area 1: Grievance and Appeal System** | |
| **Year 2 Progress Update (Progress Report)** | |
| < List CCO strategy for year 2 > | |
| Provide a status update on CCO year 2 strategy for FA 1 below: | |
| <insert strategy status progress update> | |
| **Year 3 Strategy** | |
| **Please select one option for year 3 strategy and complete the appropriate portion of the table below.**  Strategy is the same as year 2  Strategy has been modified for year 3  A new strategy has been developed | |
| **If strategy is same as year 2 (insert rationale below)**  <insert short narrative describing reason for strategy remaining the same> | |
| **If strategy has been modified for year 3**  <insert narrative describing modifications from year 2 submission and rationale> | |
| **If a new strategy has been developed -** Complete New Strategy template below | |
| **For New Strategies ONLY**  *This section only applies if you selected “a new strategy has been developed” for year 3.* | |
| **New Strategy:**  *<Insert new strategy as applicable>* | |
| **Background/Context:**  *< insert narrative describing the context for why this strategy was selected>* | |
| **Issues and barriers:**  *< insert narrative describing the barriers/issues related to focus area that will be addressed by strategy.>* | |
| **Goal 1:**  *<Insert new goal(s) to achieve strategy as applicable>* | |
| **Baseline:**  *<insert baseline information>* | **Metric/Measure of success:**  *<insert metrics>* |
| **Monitoring:**  *<insert monitoring plan and timeline>* | **Person responsible:**  *<insert name or position of individual charged with monitoring progress>* |
| **Resources Needed:**  *<list internal and external resources needed to achieve goals>* | |

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| **Focus Area 2: Demographic Data** | |
| **Year 2 Progress Update (Progress Report)** | |
| <List CCO strategy for year 2 > | |
| Provide a status update on CCO year 2 strategy for FA 2 below: | |
| <insert strategy status update> | |
| **Year 3 Strategy** | |
| **Please select one option for year 3 strategy and complete the appropriate portion of the table below.**  Strategy is the same as year 2  Strategy has been modified for year 3  A new strategy has been developed | |
| **If strategy is same as year 2 (insert rationale below)**  <insert short narrative describing reason for strategy remaining the same> | |
| **If strategy has been modified for year 3**  <insert narrative describing modifications from year 2 submission and rationale> | |
| **If a new strategy has been developed -**Complete New Strategy template below | |
| **For New Strategies ONLY**  *This section only applies if you selected “a new strategy has been developed” for year 3.* | |
| **New Strategy:**  *<Insert new strategy as applicable>* | |
| **Background/Context:**  *< insert narrative describing the context for why this strategy was selected>* | |
| **Issues and barriers:**  *< insert narrative describing the barriers/issues related to focus area that will be addressed by strategy.>* | |
| **Goal 1:**  *<Insert new goal(s) to achieve strategy as applicable>* | |
| **Baseline:**  *<insert baseline information>* | **Metric/Measure of success:**  *<insert metrics>* |
| **Monitoring:**  *<insert monitoring plan and timeline>* | **Person responsible:**  *<insert name or position of individual charged with monitoring progress>* |
| **Resources Needed:**  *<list internal and external resources needed to achieve goals>* | |

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| **Focus Area 3: Culturally and Linguistically Appropriate Services** | |
| **Year 2 Progress Update (Progress Report)** | |
| <List CCO strategy for year 2 > | |
| Provide a status update on CCO year 2 strategy for FA 3 below: | |
| <insert strategy status update> | |
| **Year 3 Strategy** | |
| **Please select one option for year 3 strategy and complete the appropriate portion of the table below.**  Strategy is the same as year 2  Strategy has been modified for year 3  A new strategy has been developed | |
| **If strategy is same as year 2 (insert rationale below)**  <insert short narrative describing reason for strategy remaining the same> | |
| **If strategy has been modified for year 3**  <insert narrative describing modifications from year 2 submission and rationale> | |
| **A new strategy has been developed -** Complete New Strategy template below | |
| **For New Strategies ONLY**  *This section only applies if you selected “a new strategy has been developed” for year 3.* | |
| **New Strategy:**  *<Insert new strategy as applicable>* | |
| **Background/Context:**  *< insert narrative describing the context for why this strategy was selected>* | |
| **Issues and barriers:**  *< insert narrative describing the barriers/issues related to focus area that will be addressed by strategy.>* | |
| **Goal 1:**  *<Insert new goal(s) to achieve strategy as applicable>* | |
| **Baseline:**  *<insert baseline information>* | **Metric/Measure of success:**  *<insert metrics>* |
| **Monitoring:**  *<insert monitoring plan and timeline>* | **Person responsible:**  *<insert name or position of individual charged with monitoring progress>* |
| **Resources Needed:**  *<list internal and external resources needed to achieve goals>* | |

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| **Focus Area 4: CLAS as an Organizational Framework** | |
| **Year 2 Progress Update (Progress Report)** | |
| < List CCO strategy for year 2 > | |
| Provide a status update on CCO year 2 strategy for FA 4 below: | |
| <insert strategy status update> | |
| **Year 3 Strategy** | |
| **Please select one option for year 3 strategy and complete the appropriate portion of the table below.**  Strategy is the same as year 2  Strategy has been modified for year 3  A new strategy has been developed | |
| **If strategy is same as year 2 (insert rationale below)**  <insert short narrative describing reason for strategy remaining the same> | |
| **If strategy has been modified for year 3**  <insert narrative describing modifications from year 2 submission and rationale> | |
| **If a new strategy has been developed -** Complete New Strategy template below | |
| **For New Strategies ONLY**  *This section only applies if you selected “a new strategy has been developed” for year 3.* | |
| **New Strategy:**  *<Insert new strategy as applicable>* | |
| **Background/Context:**  *< insert narrative describing the context for why this strategy was selected>* | |
| **Issues and barriers:**  *< insert narrative describing the barriers/issues related to focus area that will be addressed by strategy.>* | |
| **Goal 1:**  *<Insert new goal(s) to achieve strategy as applicable>* | |
| **Baseline:**  *<insert baseline information>* | **Metric/Measure of success:**  *<insert metrics>* |
| **Monitoring:**  *<insert monitoring plan and timeline>* | **Person responsible:**  *<insert name or position of individual charged with monitoring progress>* |
| **Resources Needed:**  *<list internal and external resources needed to achieve goals>* | |

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| **Focus Area 5: Workforce** | |
| **Year 2 Progress Update (Progress Report)** | |
| <List CCO strategy for year 2 > | |
| Provide a status update on CCO year 2 strategy for FA 5 below: | |
| <insert strategy status update> | |
| **Year 3 Strategy** | |
| **Please select one option for year 3 strategy and complete the appropriate portion of the table below.**  Strategy is the same as year 2  Strategy has been modified for year 3  A new strategy has been developed | |
| **If strategy is same as year 2 (insert rationale below)**  <insert short narrative describing reason for strategy remaining the same> | |
| **If strategy has been modified for year 3**  <insert narrative describing modifications from year 2 submission and rationale> | |
| **If a new strategy has been developed -** Complete New Strategy template below | |
| **For New Strategies ONLY**  *This section only applies if you selected “a new strategy has been developed” for year 3.* | |
| **New Strategy:**  *<Insert new strategy as applicable>* | |
| **Background/Context:**  *< insert narrative describing the context for why this strategy was selected>* | |
| **Issues and barriers:**  *< insert narrative describing the barriers/issues related to focus area that will be addressed by strategy.>* | |
| **Goal 1:**  *<Insert new goal(s) to achieve strategy as applicable>* | |
| **Baseline:**  *<insert baseline information>* | **Metric/Measure of success:**  *<insert metrics>* |
| **Monitoring:**  *<insert monitoring plan and timeline>* | **Person responsible:**  *<insert name or position of individual charged with monitoring progress>* |
| **Resources Needed:**  *<list internal and external resources needed to achieve goals>* | |

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| **Focus Area 6: Organizational Training and Education** | |
| **Year 2 Progress Update (Progress Report)** | |
| <List CCO strategy for year 2 > | |
| Provide a status update on CCO year 2 strategy for FA 6 below: | |
| <insert strategy status update> | |
| **Year 3 Strategy** | |
| **Please select one option for year 3 strategy and complete the appropriate portion of the table below.**  Strategy is the same as year 2  Strategy has been modified for year 3  A new strategy has been developed | |
| **If strategy is same as year 2 (insert rationale below)**  <insert short narrative describing reason for strategy remaining the same> | |
| **If strategy has been modified for year 3**  <insert narrative describing modifications from year 2 submission and rationale> | |
| **If a new strategy has been developed -** Complete New Strategy template below | |
| **For New Strategies ONLY**  *This section only applies if you selected “a new strategy has been developed” for year 3.* | |
| **New Strategy:**  *<Insert new strategy as applicable>* | |
| **Background/Context:**  *< insert narrative describing the context for why this strategy was selected>* | |
| **Issues and barriers:**  *< insert narrative describing the barriers/issues related to focus area that will be addressed by strategy.>* | |
| **Goal 1:**  *<Insert new goal(s) to achieve strategy as applicable>* | |
| **Baseline:**  *<insert baseline information>* | **Metric/Measure of success:**  *<insert metrics>* |
| **Monitoring:**  *<insert monitoring plan and timeline>* | **Person responsible:**  *<insert name or position of individual charged with monitoring progress>* |
| **Resources Needed:**  *<list internal and external resources needed to achieve goals>* | |

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| **Focus Area 7: Language Access Reporting Mechanisms** | |
| **Year 2 Progress Update (Progress Report)** | |
| <List CCO strategy for year 2 > | |
| Provide a status update on CCO year 2 strategy for FA 7 below: | |
| <insert strategy status update> | |
| **Year 3 Strategy** | |
| **Please select one option for year 3 strategy and complete the appropriate portion of the table below.**  Strategy is the same as year 2  Strategy has been modified for year 3  A new strategy has been developed | |
| **If strategy is same as year 2 (insert rationale below)**  <insert short narrative describing reason for strategy remaining the same> | |
| **If strategy has been modified for year 3**  <insert narrative describing modifications from year 2 submission and rationale> | |
| **If a new strategy has been developed -** Complete New Strategy template below | |
| **For New Strategies ONLY**  *This section only applies if you selected “a new strategy has been developed” for year 3.* | |
| **New Strategy:**  *<Insert new strategy as applicable>* | |
| **Background/Context:**  *< insert narrative describing the context for why this strategy was selected>* | |
| **Issues and barriers:**  *< insert narrative describing the barriers/issues related to focus area that will be addressed by strategy.>* | |
| **Goal 1:**  *<Insert new goal(s) to achieve strategy as applicable>* | |
| **Baseline:**  *<insert baseline information>* | **Metric/Measure of success:**  *<insert metrics>* |
| **Monitoring:**  *<insert monitoring plan and timeline>* | **Person responsible:**  *<insert name or position of individual charged with monitoring progress>* |
| **Resources Needed:**  *<list internal and external resources needed to achieve goals>* | |

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| **Focus Area 8: Member Education and Accessibility** | |
| **Year 2 Progress Update (Progress Report)** | |
| <List CCO strategy for year 2 > | |
| Provide a status update on CCO year 2 strategy for FA 8 below: | |
| <insert strategy status update> | |
| **Year 3 Strategy** | |
| **Please select one option for year 3 strategy and complete the appropriate portion of the table below.**  Strategy is the same as year 2  Strategy has been modified for year 3  A new strategy has been developed | |
| **If strategy is same as year 2 (insert rationale below)**  <insert short narrative describing reason for strategy remaining the same> | |
| **If strategy has been modified for year 3**  <insert narrative describing modifications from year 2 submission and rationale> | |
| **If a new strategy has been developed -** Complete New Strategy template below | |
| **For New Strategies ONLY**  *This section only applies if you selected “a new strategy has been developed” for year 3.* | |
| **New Strategy:**  *<Insert new strategy as applicable>* | |
| **Background/Context:**  *< insert narrative describing the context for why this strategy was selected>* | |
| **Issues and barriers:**  *< insert narrative describing the barriers/issues related to focus area that will be addressed by strategy.>* | |
| **Goal 1:**  *<Insert new goal(s) to achieve strategy as applicable>* | |
| **Baseline:**  *<insert baseline information>* | **Metric/Measure of success:**  *<insert metrics>* |
| **Monitoring:**  *<insert monitoring plan and timeline>* | **Person responsible:**  *<insert name or position of individual charged with monitoring progress>* |
| **Resources Needed:**  *<list internal and external resources needed to achieve goals>* | |

**Section 2: Annual Training and Education Report (2-page maximum - not including required templates or attachments)**

For this section CCOs are required to report on their 2021 **staff training** as outlined in their Organizational and Provider Network Cultural Responsiveness, Implicit Bias, and Education Plan. While not required, if CCOs provided any trainings to their provider network, CCOs are encouraged to report on it.

Please complete the separate **Excel reporting template named 2021 and 2022 Organizational and Provider Network DEI Training and Plan template** and attach it with CCO report submission (please note there are two tabs to this worksheet). Additionally, if you have any updates to CCO Organizational and Provider Network Cultural Responsiveness, Implicit Bias, and Education Plan for 2022, please describe them below.

**Attestation:**

**Has the CCO adopted the definition of Cultural Competence set forth in OAR 943-090-0010 and is utilizing it to guide its development of cultural responsiveness materials and topics in its Cultural Competence Continuing Education training activities into its training plans for Health Care Professionals?**

**Yes**  **No**

*<insert narrative on any changes or updates to CCO Organizational and Provider Network Cultural Responsiveness, Implicit Bias, and Education Plan>*