
Referral Practices & Resources

Social Determinants of Health (SDOH): Social Needs
Screening & Referral Measure

March 28, 2023



ORPRN
*Oregon Rural Practice-Based
Research Network*



Upcoming Technical Assistance (TA) Opportunities

Webinar Series

- **OHA measure specifications**
- **Best practices** for developing screening, referral, and data sharing policies and procedures
- **Presentations from experts** in the field

For all CCO staff and community partners who may be directly or indirectly involved in implementing the Social Needs Screening and Referral Metric

Learning Collaboratives

- Identify and support **collaboration and alignment** in implementing the SDOH metric
- Next Learning Collaborative on April 12, 2023
- **Referral Practices & Resources**

For one to three representatives from each CCO most directly involved in metric implementation.

Follow-Up Fridays

- CCO drop-in session for **additional Q&A** and **opportunity to learn** from each other.
- Next Follow-Up Friday on April 28, 2023
- **Referral Practices & Resources**

For one to three representatives from each CCO most directly involved in metric implementation.

Individualized Technical Assistance

- One-on-one technical assistance is available to all CCO staff responsible for metric implementation
- Support tailored to the needs of individual CCOs

Review - Measure Year 2023 Specifications

A. Screening practices

Collaborate with CCO members on processes and policies	Must pass
Establish written policies on training	Must pass
Assess whether/where members are screened	Must pass
Establish written policies to use <u>REALD</u> data to inform appropriate screening and referrals	Must pass
Identify screening tools or screening questions in use	Must pass
Establish written protocols to prevent over-screening	Must pass

B. Referral practices and resources

Assess capacity of referral resources and gap areas	Must pass
Enter into agreement with at least one CBO that provides services in each of the 3 domains	Must pass

C. Data collection and sharing

3 Conduct environmental scan of data systems used in your service area	Must pass
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Agenda for Today's Webinar on Referral Practices & Resources

- Referral metric requirements
- Social needs referral considerations
- 211info referral practices & resources
- Q&A with 211info
- Upcoming TA opportunities

Measure Year 2023 Specifications: Referral Practices & Resources 1

9) Assess capacity of referral resources and gap areas

To meet this element, CCOs will:

- Conduct an inventory of CBOs and other resources in the CCO service area that provide services to reduce or eliminate food insecurity, housing insecurity, and transportation needs
- Compare available resources with the estimated unmet needs among CCO members

The intent of this element is for CCOs to understand capacity and gaps in available resources so they can connect members to culturally responsive community resources and they can prioritize investments in building capacity.

Examples of activities meeting this element:

- The CCO creates an inventory of available resources by drawing on information from Community Health Assessment (CHA), data from CHA, from HIE, from CIE, or other referral system, or consults with CBOs and other resources that provide relevant services;
- Compares that inventory with other data on needs

Example of activity *not* meeting this element:

- The CCO maintains contracts and/or MOUs with CBOs for housing, food, and transportation needs but has not assessed the timeliness and availability of resources for referred members with unmet social needs

Measure Year 2023 Specifications: Referral Practices & Resources 1

12) Enter into agreement with at least one CBO that provides services in each of the 3 domains (food, housing, and transportation)

To meet this element, CCOs will:

- Establish agreements with at least one CBO, social service agency, or other SDOH and equity partner to address each of the social need domains (housing, food, transportation).

The intent of this element is for CCOs to build partnerships with community organizations to expand capacity and better meet members' needs.

Example of activities meeting this element:

- The CCO has only one or two agreements in place, but the CBO, social service agency, or other social determinants of health and equity partner is able to address more than one time of need

Example of activity *not* meeting this element:

- Only verbal or informal agreements with CBOs exist between the CCO and CBOs

Centering Equity in Implementing the SDOH Screening and Referral Metric

- Using member/patient voice informs policies and procedures
- Addressing member/patient privacy concerns
- Providing screening and referral services in appropriate language, format & health literacy level
- Ensuring screening and referral services take place in the settings where members/patients experiencing health inequities are most likely to get care when possible
- Using data (REAL-D) to identify screen, refer and follow up with members/patients in a culturally responsive manner, and to identify and address health disparities
- Forming partnerships with CBOs that offer culturally-specific services
- Prioritizing screeners and resource navigators that are trusted members of the communities they are screening (e.g., Community Health Workers)
- Training protocol includes cultural sensitivity, trauma-informed practices

Questions?



Introduction of 211info

Dan Herman, MBA (he/him/his)
211info

Cara Kangas, CRS-DC (she/her/hers)
211info





**Connect.
Inform.
Empower.**

ABOUT ME

Cara Kangas

Director of Partnerships

211info

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What is 211?



Authorized by the FCC in 2000, 211 is an easy-to-remember and universally recognizable number that enables a critical connection between individuals and families in need and the appropriate community-based organizations and government agencies.

Similar to:

- 311 – Government and Non-Emergency Info
- 411 – Directory Assistance
- 511 – Traffic & Weather
- 611 – Telephone Customer Support
- 711 – Telecommunication Relay Service
- 811 – Call Before You Dig
- 911 – Emergency Services



211info Capabilities



STAFF PROFILE:

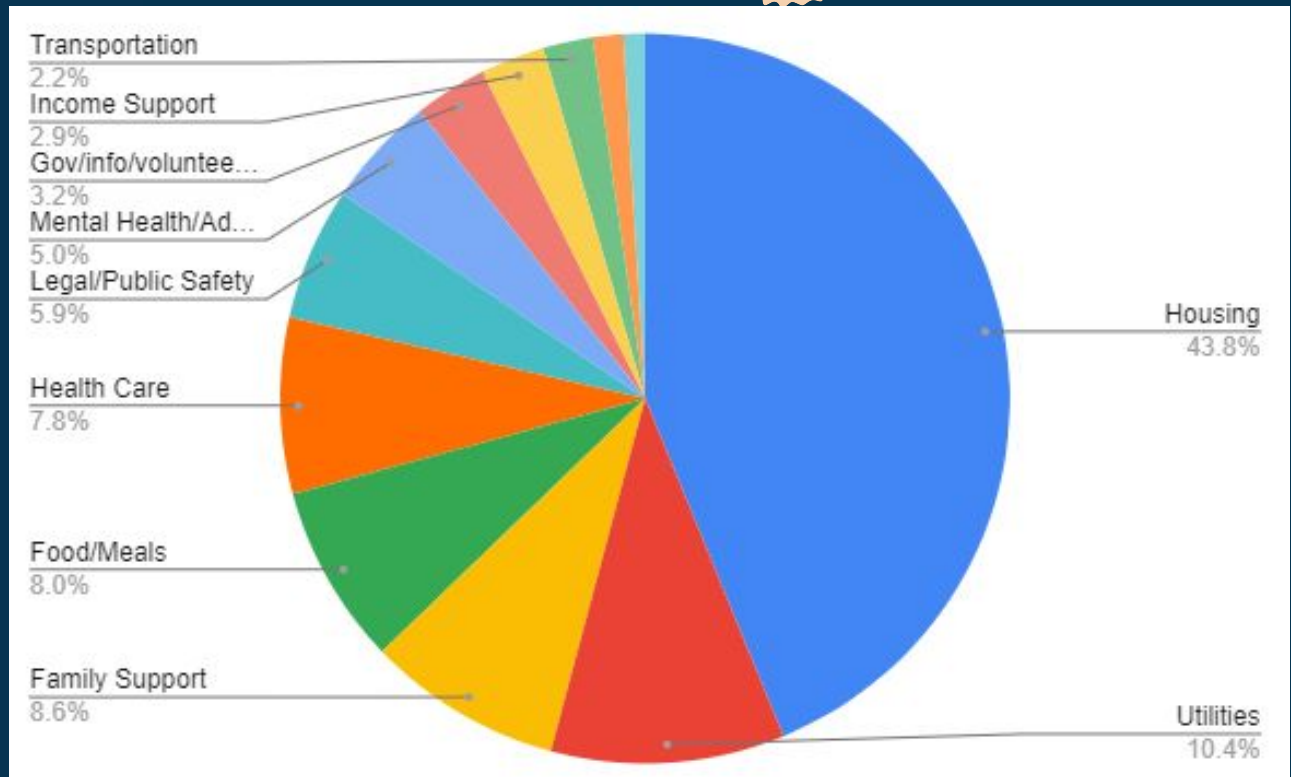


150-PERSON WORKFORCE

BILINGUAL STAFF AND ACCESS TO INTERPRETER LINE

ACTIVE LISTENING AND COMPASSIONATE SUPPORT

EQUITY-FOCUSED AND TRAUMA-INFORMED PRACTICES



"You found more information in five minutes than I had tracked down in two days."

How to contact 211



Dial

211 or 1-866-698-6155
**TTY: Dial 711 and
1-866-698-6155**



Text

your zip code to 898211
(TXT211)



Email

help@211info.org



Visit

211info.org



App

DOWNLOAD
our app

*Language interpreters available by phone; text and email in English and Spanish
Program hours vary based on program*



Our Capabilities



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Seasonal Programs

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99%
**Annual
Updates**



2,500+
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29,500+
Resources



THANK YOU!

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Dan Herman, MBA



Cara Kangas, CRS-DC

Questions?



Upcoming Technical Assistance (TA) Opportunities

- **Referral Practices & Resources Learning Collaborative**
 - April 12, 2023, 12 p.m. PST – [Register Here](#)
- **Follow-Up Friday**
 - April 28, 2023, 10 a.m. PST – [Register Here](#)
- Please contact **Claire Londagin** (londagin@ohsu.edu) for one-on-one TA with Anne King and Nancy Goff

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