

October 31, 2022

Centering Equity in Health Related Services Flexible Services Programs

Part 2: Addressing community needs through HRS Flex



Technology

- Please **change your zoom name** to add your CCO (Example: Mary Smith, CCO X)
- Participants feel free to **unmute yourselves, type in the chat or use the raise hand** function
- Reach out to **Hannah Bryan with any tech issues**
- **Register** if you haven't already (link in the chat)

Agenda for today

- Review of last session & next session
 - Messages from participants
- Activities and discussion:
 - Aligning HRS Flex with community needs (WHAT is covered)
 - Improving your HRS Flex process to center equity (HOW it's covered)

Plans for TA sessions

Session 1: Oct 24, 10-11 am

- Centering equity in communications with members and providers
- *Activity: Communications planning*

Session 2: Oct 31, 10-11 am

- Connecting HRS Flex with CHA/CHIP/CAC goals
- *Activity: Identifying community needs*

Session 3: Nov 7 , 10-11 am

- HRS Policies and Procedures
- *Activity: Review/strengthen policies/procedures together*

OHA Health Equity Definition

Oregon will have established a health system that creates health equity when all people can reach their full health potential and well-being and are not disadvantaged by their race, ethnicity, language, disability, age, gender, gender identity, sexual orientation, social class, intersections among these communities or identities, or other socially determined circumstances.

Achieving health equity requires the ongoing collaboration of all regions and sectors of the state, including tribal governments to address:

- The equitable distribution or redistribution of resources and power; and
- Recognizing, reconciling and rectifying historical and contemporary injustices.

Message: What do you want to communicate?

- What: Which services are available
- Who: People that are eligible
- Where/How: Information about how to access



5/11/22 Poll: Our CCO has created a standard set of HRS Flex services that is aligned with the greatest community needs. (N=50)

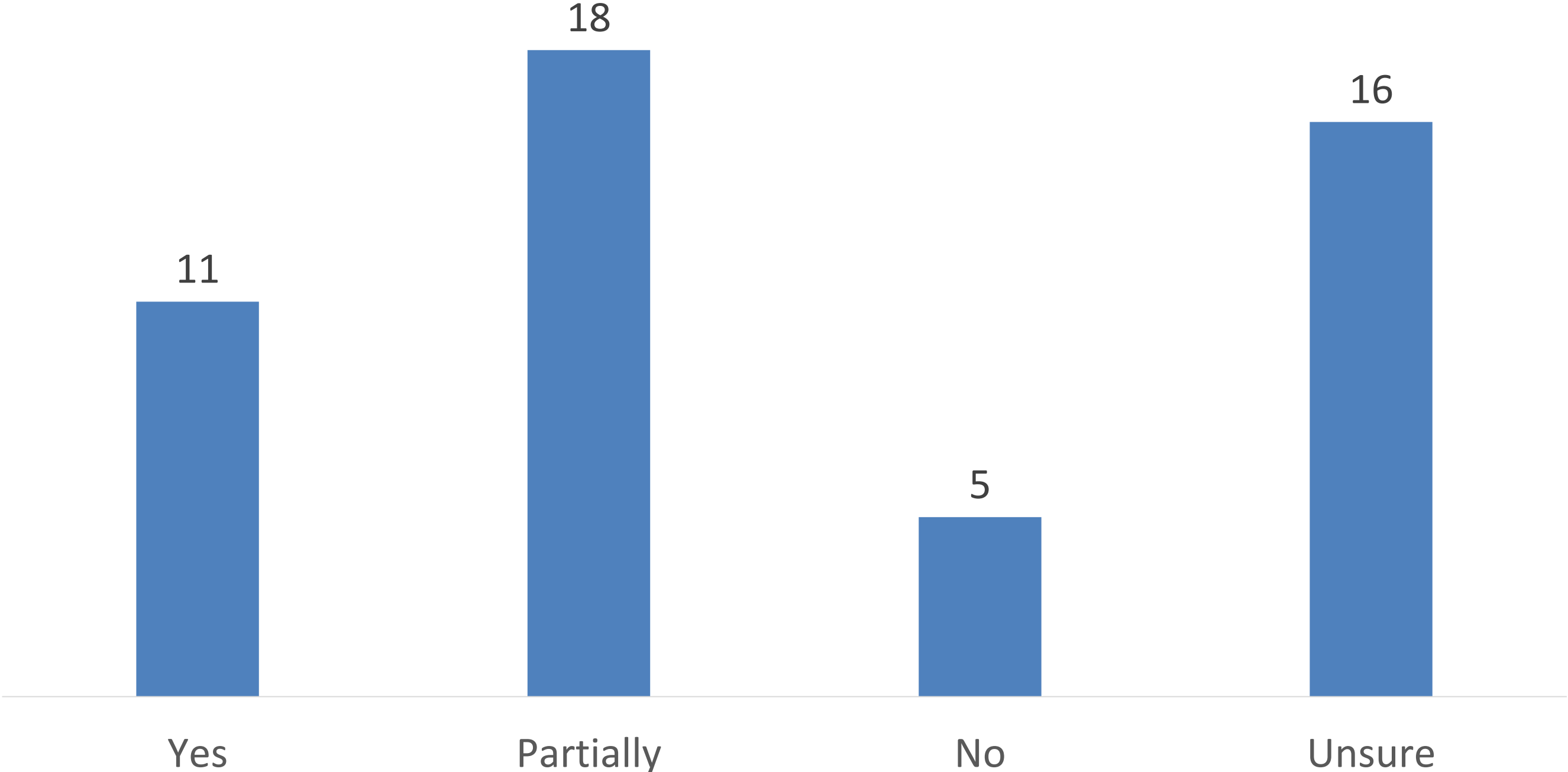
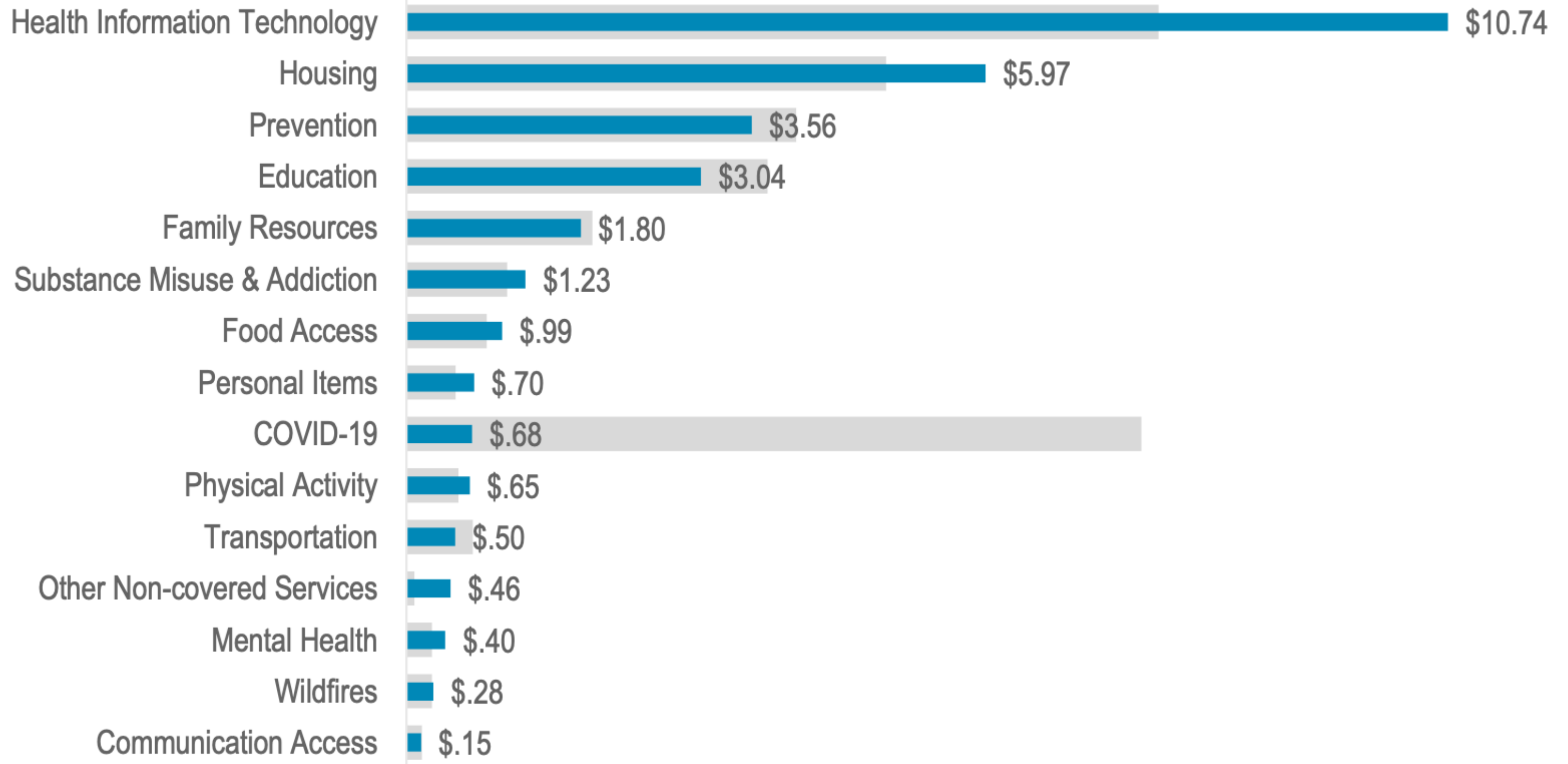


Figure 12: HRS spending by category in 2020 and 2021*

Top three spending categories for 2021 included HIT, Housing and Prevention



* All values shown are in millions of dollars

Activity: Aligning HRS Flex with your Community Health Improvement Plan priorities

- What are your top 3 HRS Flex expenditure categories?
 - See email with CCO comparison to overall Flex spending
- What are your top 3 Community Health Improvement Plan priorities?
 - Use the cheat sheet matrix from OHA if you don't know
- Using the list of "Examples of Approved HRS expenditures," choose 3-4 that would align with your CHP priorities

Discussion

- Share your notes from the activity
- What are some ways you could you better align your HRS Flex expenditures with your CHP priorities?
- What are the greatest member needs that HRS could support? How do you know?
- Where are there opportunities to learn about member needs from existing community groups, including your CAC or other local forums?
- Are the services available in the language and format preferred by your members with the greatest needs? (see activities from the first session)



HRS Flex decision making process



Discussion

- How are HRS Flex service offerings currently determined at your CCO? Who gets to decide what is covered?
- Is there a prioritized list based on member/community need, or is it approved one request at a time?
- Are HRS Flex services consistently offered to all members?



Evaluate your efforts

- Were the members you were hoping to reach offered HRS Flex? How can you track/monitor offerings?
- Did they accept HRS Flex? Why or why not?
- Is there a relationship between HRS Flex use and health improvements?
- Are you monitoring members needs as they shift and change? What is the process for continually updating the HRS Flex offerings to match member needs?
- Does your CAC review HRS Flex expenditures?



For more information

Oregon Health Authority, Transformation Center. Health-Related Services website

- Examples of Approved Expenditures: <https://www.oregon.gov/oha/HPA/dsi-tc/Documents/HRS-Example-Approved-Expenditures.pdf>

Oregon Health Authority, Transformation Center. Community Health Improvement Plan website

- CHA/CHP Matrix 2021: <https://www.oregon.gov/oha/HPA/dsi-tc/Pages/chachp-technical-assistance.aspx>