CY 2025 Health Equity Plan Submission

Template and Instructions

Purpose:

This template should be completed by CCOs for the CY 2025 Health Equity Plan (HEP) Update submission due **June 30, 2025**. The purpose of this template is to report on requirements in Exh. K, Sec. 10 – Health Equity Plans to ensure compliance with contract requirements.

INSTRUCTIONS

Please review the following instructions to ensure all reporting requirements are met. For additional information on section contents, focus areas, and reporting expectations, see the 2025 HEP Guidance Document.

Section 1: Focus Area Updates

This section includes:

- CCO name, Health Equity Administrator name and contact information
- Strategies, Goals, Objectives, Activities, Metrics Updates, and Progress Report

Section 2: Annual Training and Education Report

Completion of this section complies with Exh. K, Sec. 10, Para. c and includes reporting on CY 2023 training activities as well as current year planned training activities.

- CCOs should complete the separate Excel reporting template named 2024 and 2025 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.**

Section 1 – Please complete this section with the most up-to-date information.

CCO Name:	Advanced Health	
Health Equity Administrator (HEA) Name:	Anna Warner	
HEA Contact information:	Phone:	541-269-7400
	Email:	anna.warner@advancedhealth.com

Section 1: Focus Area Updates

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

Please note there is a 25-page limit for this section but please strive to be brief while also being comprehensive.

Focus Area 1: REALD / SOGI
Year 5 Progress Update
Strategy 1: The CCO, Advanced Health, Analytics Department has been integrating REALD data into all reporting as necessary and as requested. Advanced Health has contracted with Reliance HIE and Unite Us. Reliance is a Health Information Exchange platform that most local provider organizations also use. Unite Us is the Connect Oregon platform for Community Information Exchange. Beginning in February 2023, Unite Us was available to Advanced Health's provider network and local community-based organizations as a platform to coordinate closed loop referrals for social health needs. Unite Us has built-in functionality to gather REALD and SOGI data from screenings in community organization settings. We are exploring what data is collected and shared by community partners through Unite Us. We have continued to discuss using Reliance to enhance our REALD data. We have taken a pause on including any data outside Oregon Health Authority (OHA) data until we can properly identify what data came from what location. This is to ensure we have an internal source of truth data (OHA data files), and then other files can supplement additional information. This would need a bigger data warehouse to encompass all data from all sources we receive data from.
Strategy 1 Status update:

Advanced Health's Analytics department continues to integrate REALD and/or SOGI data into all reporting as necessary and as requested.

Previous Year Strategy 1, Goal 1:
All internal reporting dashboards will include REALD data. By including REALD data in all reports, it may display a trend (or not).

Goal 1.1 Status Update: ☐ Completed ☐ Progressed ☒ Ongoing ☐ Modified

All internal reporting dashboards have been evaluated for the inclusion of REALD and SOGI data. Currently, 100% of the Quality-focused dashboards contain REALD data from the 834 and member-reported SOGI data. This includes 29 active dashboards. These dashboards contain these components as they are member-focused and aid with improving quality of care and healthcare outcomes, may be required for certain deliverables, etc. Other reporting tools that do not contain these components are often operational in nature and are primarily used for internal monitoring and process improvements.

Baseline:	**Metric/Measure of success:**
Internally published dashboards that have been evaluated for the need for REALD to be added: 100%.	All internal reporting dashboards were evaluated for REALD data addition by the end of 2024. 2024 metric met. 2025: Determine if the REALD/SOGI data will enhance the dashboard.
Monitoring:	**Person responsible:**
Analytics Team to add REALD and SOGI data into dashboards as appropriate/requested.	Chief Information and Technology Officer

Updated Resources Attained / Needed:
Staff time

Year 6 Strategy

Please select one option for Year 6 strategy and complete the appropriate portion of the table below.
☒ Strategy is the same as Year 5
☐ Strategy has been modified for Year 6
☐ A new strategy has been developed

If strategy is same as Year 5 (insert rationale below)

The year 6 strategy remains the same as year 5. As dashboards are created, Analytics and subject matter experts will determine if adding in REALD and/or SOGI data will enhance the dashboard.

Focus Area 2:
CLAS Standards as an organizational framework to advance health equity

Year 5 Progress Update

- **Strategy 1 (Governance, Leadership, and Workforce):**

Governance

Hiring Process and Workforce Practices: Advanced Health's hiring process remains aligned with its commitment to equity, inclusion, and civility. Interview protocols include interview introductions that explain Advanced Health's commitment to administering benefits in an equitable manner, and structured interview questions that assess candidates' understanding of diversity, openness to difference, and commitment to working with our diverse member populations. These questions support the selection of individuals who enhance the CCO's health equity infrastructure.

Employees who are invited to participate in interview panels are provided with an Interview Guide and a short, yet impactful training module designed to support equitable and legal complaint hiring practices. The guide provides a structured interview process, evaluation criteria, and best practices to ensure consistency and fairness across all candidate interactions. The short training module offers practical guidance on identifying and mitigating bias in the interview process, emphasizing the importance of job-related questions and objective assessments. Together, these resources equip hiring teams with the tools needed to conduct interviews that are both inclusive and legally defensible, promoting a selection process rooted in integrity, compliance, and equal opportunity.

Attachments: Advanced Health_A01_Interview IntroOutro_2025.

Advanced Health_A02_Interview Questions Member Support Coordinator_2024.11.

As part of our commitment to fostering an inclusive and equitable workplace, Advanced Health incorporates a dedicated health equity presentation and training into the semi-annual new hire group orientation. This session introduces new employees to our core values around health equity, providing essential knowledge and practical tools to recognize and address disparities in healthcare and the workplace. By embedding this training early in the onboarding process, we ensure that every team member starts their new role with a clear understanding of our commitment to equity and their role in advancing it within the organization.

Attachment: Advanced Health_A03_2024 FALL Orientation_ FINAL.

Advanced Health collects REALD data from employees, board- and committee-members. One of two planned date collection cycles was completed on June 14, 2024. The second planned data collection for 2024 was not completed. Calendar year 2025 will have two cycles to transition the survey window to autumn for potential increased completion rates. This is based on the historic fluctuations in recruitment and incoming new hires.

On an annual basis, Advanced Health reviews the company's employee benefits package for equitable access and distribution for all employees. It has maintained the Equity-related PTO/VTO benefit for all employees. Advanced Health provides health plan options that meet the needs of different lifestyles, families, and health conditions. It provides benefits packages for both full-time and part-time employees.

Additionally, Advanced Health maintains an Organizational Health Equity Policy and Procedure which provides high-level guidance to employees to further health equity in policies, procedures, practices, and services.

Attachments: Advanced Health_A04_Organizational Health Equity Policy and Procedures_FINAL.

Advanced Health_A05_MS-CLAS_Policy and Procedures_05.29.2025.

Advanced Health has successfully adopted a Health Equity Impact Assessment Tool as an embedded section in the company's policy and procedure template. The Equity Impact Assessment was approved by both the Health Equity Steering and Policy Review Committees. Staff training and the revised policy and procedures template were rolled out in Quarter four 2023.

In November 2024, staff received a survey to offer feedback on the Health Equity Impact Assessment Tool. Staff feedback was positive; however, several staff members had more questions about responding to questions posed in the tool. To address those questions and concerns, the FAQ resource sheet will be updated in 2025.

Attachment: Advanced Health_A06_Health Equity Impact Assessment Tool on CLAS Policy and Procedures.

Further details on the Organizational Health Equity Policy and Procedure and Equity Impact Assessment Tool can be found in Focus Area 5.

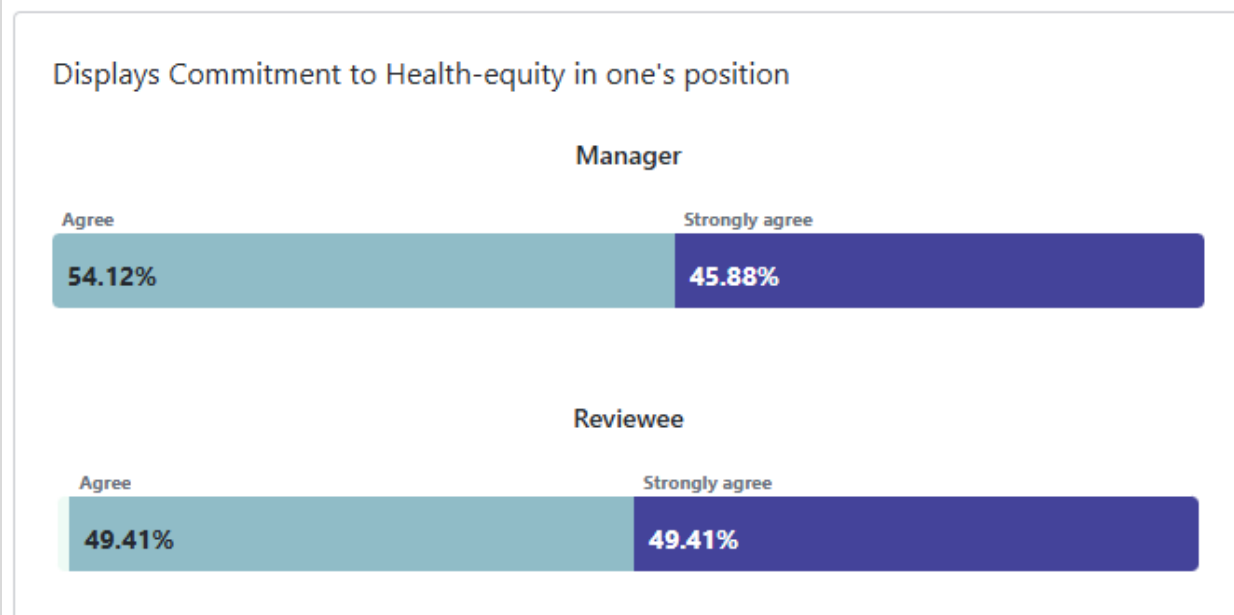
Safety Committee: Advanced Health Safety Committee continues to include wellness in the committee's initiatives, which contributes to employee satisfaction and inclusivity. The annual SOAR Event hosted by the committee provided an opportunity for employees of any ability to participate in teams of three to five and record their physical activity. All activity counted to ensure that any employee of any ability was

able to participate. The employees' response and participation were positive. This remains a reoccurring annual event.

Attachment: Advanced Health_A07_Safety Committee Charter_FINAL_2023.04.27.

Workforce

Annual Performance Reviews – Advanced Health continues to reinforce its organizational commitment to health equity through its employee performance evaluation process. Each evaluation includes an equity-related question, supporting ongoing professional development, and encouraging staff to integrate equity into their daily work. This approach promotes continuous learning and accountability. In addition, all staff are required to complete equity-related training at the time of hire and annually thereafter, ensuring that equity remains a consistent and evolving priority throughout the organization.



Equity Assessment Summary: Advanced Health's Employee Equity Assessment has been postponed to Q3 2025.

Leadership

Advanced Health continues to have Anna Warner, Chief Compliance and Quality Officer, in the Health Equity Administrator role. This executive leadership position has broad oversight of the health equity initiatives and programs which span many departments in the organization. This role is an integral part of the success of Advanced Health's health equity infrastructure. In collaboration with the Health Equity Steering Committee, and two designated positions – the Health Policy Analyst and

the Equity Policy Analyst, Advanced Health has allocated staff and budget resources to support the progress of health equity and associated goals, as seen in the attached organization chart. The policy analyst positions continue to be instrumental in providing subject matter expertise and provides organization and project management to specific reporting and monitoring processes that address health equity. The Human Resources Department allocates time, knowledge, and budget to various equity initiatives, such as the administration of fair and equitable hiring policies, data collection for workforce diversity, accessible benefits administration, professional development and training, and safety and wellness initiatives.

Diversity Conference

Advanced Health continued to sponsor the local annual Diversity Conference, which was held in-person in 2025 by the Regional Health Equity Coalition, South Coast Health Equity Coalition (SCHEC). In 2025, the conference expanded to Curry County, therefore, both counties, Coos and Curry, that Advanced Health serves had opportunities for staff members to attend. This year, 2025, 20% of Advanced Health and DOCS Management's 99 employees attended, which was a 4% increase from 2024 where 16% of 90 employees attended.

The South Coast Health Equity Coalition, the Regional Health Equity Coalition (RHEC), collects data during the South Coast Diversity Conference to inform planning for the following year's conference. This effort supports the SCHEC goal of understanding community perspectives on Diversity, Equity, Inclusion, Justice, Accessibility, and Belonging (DEIJAB) principles. By doing so, it prioritizes topics identified by the communities' priority populations that address the root causes of inequities.

Attachments: Advanced Health_A08_The 5th Annual South Coast Diversity Conference 2025.

Strategy 1 Status update:

The expansion of the conference to Curry County proved to be successful in offering a collaborative space for community members and Advanced Health and DOCS staff to be in attendance.

The attendance at the Coos County conference had several returning Advanced Health and DOCS staff and more than a handful of new Advanced Health and DOCS staff as they were also new to both organizations.

Previous Year Strategy 1, Goal 1:

Increase the number of Advanced Health and DOCS staff attending the annual south coast diversity conference.

Goal 1.1 Status Update: ☐ Completed ☐ Progressed ☒ Ongoing ☐ Modified.

This year, 2025, 20% of Advanced Health and DOCS Management's 99 employees attended, which was a 4% increase from 2024 where 16% of 90 employees attended.

Although the measure of success of 22% staff attendance which was authored in 2024 was not met, the 2% difference can be attributed to staff turnover. Most of the Coos County's staff attendance was from new employees.

Baseline:	**Metric/Measure of success:**
2023: 22% of staff attended 2024: 16% of staff attended	2025: 22% staff attendance Although the CCO had a 22% staff attendance in 2023, attendance decreased in 2024. Therefore, aiming to reach 22% to match the 2023 attendance will mean that there is more staff interest in the future. 2025: Metric not met. 2025: 20% staff attendance. 22% of staff attendance will remain the metric for 2026.
Monitoring:	**Person responsible:**
Staff attendance list.	Human Resources Manager. Equity Policy Analyst.

Updated Resources Attained / Needed:

Staff time and funding to support out-of-state or out-of-area remote employee attendance.

- **Strategy 2 (Communication and Language Assistance):**

To support Communication and Language Access Strategy 2, Advanced Health will continue efforts to increase participation from members with limited English proficiency, visual or hearing impairments, and diverse cultural backgrounds. Member engagement will be strengthened by expanding recruitment efforts for Advanced Health committees, encouraging broader member involvement. This will enhance communication, provide valuable feedback, and help monitor current language access needs. We will also assess current practices through outreach and surveys to

identify areas for improvement. The data collected will be used in collaboration with Network Providers to develop a targeted plan that addresses identified gaps and ensures continued improvement.

Strategy 2 Status update:

In 2024, one Advanced Health member joined the Member Engagement and Education Committee (MEEC). Advanced Health remains committed to increasing participation from members with limited English proficiency, visual or hearing impairments, and those from diverse cultural backgrounds in CCO committees. The Director of Member Services has begun attending meetings with Coos Hispanic Allies, and in the coming year, our Spanish-speaking Health Care Interpreter (HCI) will also join the group. This collaboration will enhance our understanding of and connection to communities with limited English proficiency. The MEEC continues to conduct outreach across the community to identify resources and develop strategies for engaging individuals from culturally diverse backgrounds, as well as those with hearing, vision, or language access needs.

Previous Year Strategy 2, Goal 1:
Increase member Engagement in the Advanced Health's Member Engagement and Education Committee.

Goal 2.1 Status Update: ☐ Completed ☐ Progressed ☒ Ongoing ☐ Modified

Advanced Health has conducted targeted outreach and recruitment efforts, resulting in the addition of one new member from the target population. These efforts have included increased engagement with the Community Advisory Council (CAC), participation in community groups such as Coos Spanish Allies, and ongoing support from Customer Service representatives, who inform members about opportunities like joining the MEEC during their interactions. Additionally, our Spanish-speaking Health Care Interpreter (HCI) has promoted committee participation to members during interpretation sessions. A notice has been posted on the Advanced Health website inviting members to join the Member Engagement and Education Committee (MEEC). We will also be posting the opportunity on our Facebook page. We continue to actively recruit new members for the MEEC and are exploring potential incentives to recognize and value the time and feedback members contribute.

Attachments: Advanced Health_A09_MS-Language Access and Healthcare Interpreter Services Policy and Procedures_12.16.2024.

Advanced Health_A10_MS-Member Information_Policy and Procedure_2025.03.24.

Baseline:	**Metric/Measure of success:**
2023: 0 Advanced Health members on the MEEC. 2024: 1 Advanced Health member on the MEEC.	In 2024, Advanced Health will recruit one member to the MEEC. The 2024 metric was met; Advanced Health has one member who attends the MEEC. 2025 metric: An additional consumer member will be recruited to the MEEC. With a total of two MEEC consumer members.
Monitoring:	**Person responsible:**
Interest on social media and other outreach resources about joining the MEEC. Attendance list.	Director of Member Services.
Updated Resources Attained / Needed: Staff time Funding to provide a stipend to members who attend the meetings.	
Previous Year Strategy 2, Goal 2: Survey clinics on the tools used for their in-house healthcare interpreter services.	
Goal 2.2 Status Update: ☐ Completed ☐ Progressed ☒ Ongoing ☐ Modified Survey responses show that members need better access to real-time interpretation services and more culturally appropriate written materials. This feedback is helping guide our next steps. Advanced Health is currently working on contracting with an additional language services provider and expanding our ability to offer on-site interpretation. We are also continuing to encourage clinics to have their bilingual staff become certified healthcare interpreters by offering ongoing scholarships.	

Baseline:	Metric/Measure of success:
There is currently no consistency throughout the provider network of HCI tools used and support offered.	Obtain data from the provider network and create alignment among providers for how members' cultural and linguistic needs are identified and addressed.
Monitoring:	**Person responsible:**
In 2024, a survey was created to collect data from providers. The survey was distributed to network Primary Care Providers. The data is still being collected and once completed it will be reviewed by the Health Equity Steering Committee (HESC), and they will develop an action plan.	Director of Member Services

Updated Resources Attained / Needed:

Staff time to follow up on missing or incomplete surveys.

Staff time to review the data such as the HESC.

- **Strategy 3 (Engagement, Continuous Improvement, and Accountability):**

Increase communication about availability of health care interpreter (HCI) services in order to increase accessibility to members and increase use of HCI services

Strategy 3 Status update:

HCI service information was included in Advanced Health Quarterly Provider Newsletter to ensure consistent provider awareness. Advanced Health began developing a "PCP Easy Guide," which will include instructions on how to access interpreter services. Additionally, we updated our phone system greeting to notify callers about interpreter availability to ensure the message is clear upon each call. We continue to distribute language vendor supplies, such as informational materials and signage, to support visibility and access. HCI service details were also added to the Provider Orientation Packet to educate new providers early on. We conducted Language Access Presentations for staff and providers and increased community outreach by having HCIs attend local events to engage directly with members. We are also in the process of completing an additional Easy Guide for PCP visits which will include a section on Language Access. This is anticipated to be completed by the third quarter of 2025.

In 2024, we saw a notable increase in the use of the Language Line, and utilization has remained steady. We continued to offer InSight Video Interpretation, which provides face-to-face translation in over 240 languages—including American Sign Language—ensuring robust support for diverse member needs. To promote these services, we distributed posters, flyers, and educational materials throughout our provider network, emphasizing that interpretation services are available at no cost. A Certified Spanish Interpreter remains available to assist both members and providers, and use of this resource has increased. We've continued to promote the use of certified or qualified interpreters and language supports through multiple channels, including the Advanced Health website, Interagency Quality and Accountability Committee, community and Community Advisory Council (CAC) presentations, member communications (such as the Member Handbook and Annual Letter), and Advanced Health's Facebook page. We also respond directly to individual member needs as they are identified.

Furthermore, in 2024 we expanded our use of the multilingual educational platform Krames by providing access to network providers. This platform supports our goal of meeting members' language needs by offering health education sheets written at a fifth-grade reading level and videos in multiple languages, including 100% pictorial materials. Internal and clinic staff were trained to use and distribute these materials, and they are also available to facilitate understanding and enhance member education.

Advanced Health has also included the language of requirements for Section 1557 of the Affordable Care Act in select policies and procedures and its website. There is a designated Section 1557 Coordinator and a quarterly standing workgroup that convenes to address member complaints. Member complaints are addressed as they emerge and the workgroup congregates sooner than quarterly if needed.

Previous Year Strategy 3, Goal 1:
Increase access to Advanced Health's healthcare interpreter services by completing a review of interpreter services available in our provider network. Update provider and member education materials about CCO's healthcare interpreter services. Provide training opportunities for staff members at local clinics to become certified healthcare interpreters. Include evaluation of health care interpreter services utilization when developing and planning changes to the Delivery System Network (DSN).

Goal 3.1 Status Update: ☐ Completed ☐ Progressed ☒ Ongoing ☐ Modified.
We have again increased our usage of our in-house HCI. Language Line usage for telephonic interpretation has also increased (get numbers) We have continued to distribute the promotional flyer with our HCI's information for our members and have provided our clinics with the flyer to provide to their members. We continue to promote the scholarships available through Advanced Health to encourage providers to become certified interpreters. We continue to share resources provided by the language line to our network providers, provide newly enrolled members and newly credentialed providers with education on our language vendor, and added messaging

to our new phone greeting system to assure all callers are made aware of free interpretation services offered and how to request them.	
Baseline: 2023: there were 62 members who used the CCO's HCI services. 2024: there were 159 members who utilized these services.	**Metric/Measure of success:** 2024: to attain a 20% increase in the utilization of CCO's HCI services. Metric met. 2025: Continue to track trend of 20% increase
Monitoring: Qualified HCI Spanish Interpretation log.	**Person responsible:** Director of Member Services.
Updated Resources Attained / Needed: Staff time and funding for resources sent to members and providers.	

Focus Area 3:
People with Disabilities and LGBTQIA2S+ People

Year 5 Progress Update

- **Strategy 1 (People with Disabilities):**

National Association of Developmental Disabilities and Mental Health needs, Community Living Case Management and Intellectual and Developmental Disabilities:

Advanced Health shall collaborate with the National Association of Developmental Disabilities and Mental Health Needs (NADD) for training and consultation. Additionally, select Advanced Health staff will attend monthly Community Living Case Management (CLCM) meetings to identify additional barriers and gaps for the Intellectual and Developmental Disabilities (I/DD) population.

Care coordination which was formerly known as Intensive Care Coordination: Care Coordination is a program that offers care coordination services to Advanced Health members that have been identified as having Special Health Care Needs (SHCN) or who belong to a priority population such as members with disabilities and/or are showing signs of social, emotional, or behavioral problems. As part of the program, members have access to either a Nursing or Traditional Health Worker (THW) Care Coordinator who provides holistic and culturally competent care to diverse populations. To improve the member experience, Advanced Health sponsors

Mental Health First Aid and Safe Zone training to Care Coordination and Customer Service staff who provide coordination of member healthcare. Mental Health First Aid is a national program and course that teaches how to identify, understand, and respond to signs of mental illnesses and substance use disorders. The training gives attendees the skills needed to reach out and provide initial help and support to someone who may be developing a mental health or substance use problem or experiencing a crisis.

Attachments: Advanced Health_A11_Adult MHFA Flier_2023.

Advanced Health_A12_ Out of the Rain Safe Zone Participant Packet.

Strategy 1 Status update:

Advanced Health continues to collaborate with the National Association of Developmental Disabilities and Mental Health Needs (NADD) for training and consultation. Additionally, select CCO staff will attend monthly Community Living Case Management (CLCM) meetings to identify additional barriers and gaps for the intellectual and developmental disabilities (I/DD) population.

Care Coordination

Members enrolled in Care Coordination receive support from either a Nurse or a Traditional Health Worker to ensure culturally responsive care. To enhance the member experience, Advanced Health sponsors Mental Health First Aid and Safe Zone training for Care Coordination, Customer Service, and Community Engagement staff who either coordinate member healthcare or communicate directly with members.

Previous Year Strategy 1, Goal 1:

Increase participation in National Association of Developmental Disabilities and Mental Health Needs (NADD) training and participation in monthly CLCM meetings.

Goal 1.1 Status Update: ☐ Completed ☐ Progressed ☐ Ongoing ☒ Modified.

In 2024, CLCM and Advanced Health underwent transitions in their subject matter experts.

Advanced Health did not initiate a collaboration with the Association of Developmental Disabilities and Mental Health Needs (NADD) in 2024, but will continue to evaluate need, and support the initiative if deemed relevant by new administration at CLCM.

Advanced Health continues to participate in CLCM Quarterly Developmentally Delayed Advisory for Coos and Curry meetings and CLCM staff participates in the Systems of Care (SOC) Advisory meetings that occur monthly. Both meetings act as a space for all barriers that affect individuals with disabilities to be discussed and

alleviated or mitigated with input from the multidisciplinary team of community partners. Leadership at CLCM have deemed monthly meetings as unnecessary but have extended an open-door policy and other avenues to request assistance or express needs.

Baseline:	**Metric/Measure of success:**
Advanced Health staff have not attended NADD trainings nor have they begun collaborating with the NADD leadership. Advanced Health staff to attend CLCM meetings when available.	Advanced Health, in collaboration with CLCM, will continue to attend regularly scheduled meetings that are already in existence.
Monitoring:	**Person responsible:**
The Director of CLCM will assist the CCO's Director of Behavioral Health in monitoring attendance and engagement.	Director of Behavioral Health.

Updated Resources Attained / Needed:
Staff time

Previous Year Strategy 1, Goal 2:

The CCO staff that communicate directly with members, either by phone or in-person, will complete Safe Zone and Mental Health First Aid (MHFA) trainings.

Goal 1.2 Status Update: ☐ Completed ☐ Progressed ☒ Ongoing ☐ Modified.

Advanced Health staff that are in direct communication with members continue to attend trainings. Advanced Health has new staff members who are scheduled to attend both trainings before the end of the year.

There is an anticipated change regarding a new Safe Zone instructor. Advanced Health will reach out to its Regional Health Equity Coalition in collaboration of on boarding a new Safe Zone instructor and new training materials.

Baseline:	**Metric/Measure of success:**
Member facing departments: Care Coordination (CC), Customer Service (CSR), Community Engagement (CE), and Grievances and Appeals (GA) 2023: 64% of listed departments completed MHFA 2023: 45% completed Safe Zone training	2024 Goal: 75% of member-facing staff will complete both trainings. 2024 metrics were met: 90% of staff completed MHFA in listed departments. 50% of staff completed Safe Zone training.
Monitoring:	**Person responsible:**
Attendance list and completion of survey questions.	Director of Care Coordination. Human Resources Manager.
Updated Resources Attained / Needed: Staff time	

- **Strategy 2 (People who identify as transgender, nonbinary, or gender):**

Work with Advanced Health provider network and the community to gather additional information, offer additional training, and continue to seek new resources for this population. Currently, Advanced Health lacks data on these populations. The first step in our strategy will be to collect accurate data on members who identify as transgender, nonbinary, or gender diverse.

Strategy 2 Status update:

System of Care (SOC) has continued to work with the transgender, non-binary and gender diverse populations by partnering with Southern Oregon Coast Pride and offering resources such as, youth scholarship opportunities (to include educational scholarships, assistance with job training/placement/transportation, leadership training and more) for LGBTQIA2S+ youth ages 14-24 in Coos and Curry counties, and equity education activities for the same population. The funding of $7,500 supported five individual scholarships, a laptop to reduce barriers to accessing a course and transportation to support accessing in person classes. Additionally, the funds also provided three youths in attending college, Lane Community College, Southern Oregon University and Escoffier Culinary School.

The RHEC, South Coast Health Equity Coalition (SCHEC) also aided in streamlining referrals to additional community organizations that helped the South Coast Pride and Advanced Health acquire helpful services quickly and effectively.

Previous Year Strategy 2, Goal 1:

Continue to support community-based organizations that offer resources to individuals in the LGBTQIA2+ community.

Goal 2.1 Status Update: ☐ Completed ☐ Progressed ☒ Ongoing ☐ Modified.

Supported Southern Oregon Coast Pride in offering scholarships to individuals in the LGBTQIA community.

Partnered with the SCHEC to accept their referrals in assisting additional community organizations.

Baseline:	**Metric/Measure of success:**
SOC supports this population and has historically. Data can be monitored in the SOC semi-annual grant updates. Systems of Care Barrier reports will be utilized to monitor and mitigate challenges that arise or continue in this area.	Increase in awareness, acceptance and community support for members of this population.
Monitoring:	**Person responsible:**
Data from Semi-annual reporting from grantees will show success and the Barrier Responses from the community will show areas of continued need and support.	Director of Behavioral Health. Systems of Care Specialist.

Updated Resources Attained / Needed:

Continuation of SOC grant funding to support the initiatives listed above.

Staff time.

Previous Year Strategy 2, Goal 2:
To assure consistency of the gathering of Sexual Orientation and Gender Identity (SOGI) data by the Advanced Health Provider Network.

Goal 2.2 Status Update: ☐ Completed ☐ Progressed ☒ Ongoing ☐ Modified.
In year 5, Network Primary Care Providers are revising their new member packets.

Baseline:	**Metric/Measure of success:**
Network Primary Care Providers are inconsistent in both the type of information collected from members and the methods used to collect it.	Provider Network providers will be consistent in the data collected and the means they collect it.
Monitoring:	**Person responsible:**
Advanced Health surveyed Network Primary Care Providers to understand what information they are gathering and the methods they are using. The CCO continues to gather all surveys. We will then use the data to discuss consistency across the network over the course of the new year.	Director of Member Services.

Updated Resources Attained / Needed:

Staff, to continue to gather and quantify the information.

Staff and time to develop next steps.

- **Strategy 3 (People with sexual orientation diversity):**

Receive feedback from Advanced Health members who identify as people with sexual orientation diversity on the CCO's current efforts to be inclusive.

Strategy 3 Status update:

Advanced Health in collaboration with its RHEC, South Coast Health Equity Coalition collaborated during the June 2025 Curry Pride to hold an in person listening session. The listening session report captured the lived experiences of community members navigating gender-affirming care on the Southern Oregon Coast. There were five questions posed during the session:

1. Do you know how to access gender-affirming care in your community?
2. Do you know what gender-affirming care looks like in healthcare?
3. What do you want to see within gender-affirming care? (Dream big)
4. What is working well accessing healthcare in your community?
5. Do you know how to access a gender-affirming provider?

Responses to these questions found that there was a lack of consistent gender affirming care access in Curry County.

In partnership with the South Coast Health Equity Coalition, Advanced Health will work to address the concerns shared with the intention to lessen if not eliminate the burden present in accessing gender affirming care in rural Oregon.

The results of the listening session findings will be shared with Advanced Health staff after the community members who participated review the report in support of community data justice.

Previous Year Strategy 3, Goal 1:
Survey people with sexual orientation diversity on their experiences with Advanced Health.

Goal 3.1 Status Update: ☐ Completed ☐ Progressed ☒ Ongoing ☐ Modified.

In June 2025, Advanced Health and South Coast Health Equity Coalition held a listening session during the Curry County Pride event.

Advanced Health will hold another listening session during the August Coos County Pride event in August 2025.

Baseline:	**Metric/Measure of success:**
2023: Advanced Health collected qualitative data in a November hybrid listening session with people the LGBTQIA2S+ community.	2023: Send surveys and receive responses from people with sexual orientation diversity. Metric met. 2025: Collaborate with the South Coast Health Equity Coalition to have more resources available in their location for Advanced Health members.
Monitoring:	**Person responsible:**
The frequency in which resources are taken or shared from the South Coast Health Equity Coalition location.	Director of Member Services. Equity Policy Analyst.

Updated Resources Attained / Needed:
Staff time and financial funding

Focus Area 4: Community Engagement

Year 5 Progress Update

Strategy 1:

Engage more members in the Community Advisory Council (CAC) meetings by providing them with alternate methods to access resources discussed during meetings. Therefore, more participation within the community to address health equity gaps.

Strategy 1 Status update:

Although the goal attached to this strategy was met in 2024, Year 4, it will be re-opened to accommodate the modification needed to address the shifts in the Coos and Curry CACs.

Previous Year Strategy 1, Goal 1:

Engage more members in the CAC meetings by providing them with alternate methods to access resources discussed during meetings.

Goal 1.1 Status Update: ☐ Completed ☐ Progressed ☐ Ongoing ☒ Modified.

This is the modified goal that applies to the strategy.

Increase the number of CAC consumer members in Coos and Curry CACs.

Baseline:	**Metric/Measure of success:**
In the Curry CAC, currently, there is one regular Oregon Health Plan (OHP) consumer member attendee. In the Coos CAC, currently, there are nine consumer members attendees.	2025: Increase Curry CAC attendees to 8 consumer members. 2025: Increase Coos CAC attendees to 12 consumer members.
Monitoring:	**Person responsible:**
Attendance will be monitored at each CAC meeting.	Community Engagement Manager.

Updated Resources Attained / Needed:
Staff time

Previous Year Strategy 2, Goal 1:

To increase community members' access to healthy fruits and vegetables and to increase awareness and education about available food resources. Additionally, enhance food nutrition education opportunities for community members.

Goal 2.1 Status Update: ☐ Completed ☐ Progressed ☒ Ongoing ☐ Modified.

The Beet, a local food and nutrition group that receives grant funds from the CCO is in partnership with the local Coos public library where a community fridge resides and is stocked with fresh fruits and vegetables daily. At the community fridge community members are able to ask for information regarding food resources or other community resources.

Additional food and nutrition programs that serve Coos and Curry Counties have also received grant funds from Advanced Health if they previously applied. The introduction of a new fruits and vegetables resource site is in discussion, however, there has yet to be a community-based organization that has committed to the project.

Baseline:	**Metric/Measure of success:**
There are 20 distribution sites for fruits and vegetables in Coos and Curry Counties. These include low cost and bag sites. This is a correction from the previously mentioned 11 distribution sites, the previous resource used to conclude this number had not been updated. One site has yet to be included in the Coos Circle of Support resource and that is the Community Fridge at the Coos Public Library. That has been included in the 20 distribution sites for fruits and vegetables in Coos and Curry Counties.	2024: Increase the number of access sites available. Metric not met. There have been federal funding shifts which have impacted confidence in the longevity of opening a new site.
Monitoring:	**Person responsible:**
Update the Circle of Support as a living document of available resources to show growth. The Circle of Support is a community resource guide that shows all Community Benefit Organizations in the area. **Attachments:** Advanced Health_A13_Coos Circle of Support 2025. Advanced Health_A14_Curry County Resource Guide 2025.05.	Community Engagement Manager.

Updated Resources Attained / Needed:

Funding for growth

Grant writing skills

Opportunities identified to apply for funding

Previous Year Strategy 2, Goal 2:

To increase local education offerings on food nutrition.

Goal 2.3 Status Update: ☐ Completed ☐ Progressed ☒ Ongoing ☐ Modified.

Nutrition classes increased by 48% in 2024. The increase was due in part to the expansion of the program in Curry County.

Baseline:	**Metric/Measure of success:**
2023: Partnership with OSU (Oregon State University) Extension provided 41 nutrition classes. 2023: The Beet Food Systems provided 12 “Cooking with the Co-op” classes. 2024: Partnership with OSU Extension provided 61 nutrition classes throughout Coos and Curry Counties. 2024: The “cooking with the co-op provided 10 cooking classes.	Increase the number of nutrition classes offered in 2024. 2024 metric met. Nutrition classes increased by 48% in 2024.
Monitoring:	**Person responsible:**
Measure the number of nutrition classes and webinars to show increase. Track education presentations and record attendance.	Community Engagement Manager.

Updated Resources Attained / Needed:

Contacts and advertising to bring awareness to the education opportunities. Funding for new classes and programs.

Year 6 Strategy

Please select one option for Year 6 strategy and complete the appropriate portion of the table below.

☐ Strategy is the same as Year 5
☒ Strategy has been modified for Year 6
☐ A new strategy has been developed

If strategy has been modified for Year 6

Goal 1 was modified due to the low attendance of Coos and Curry CAC consumer members however; the strategy remains the same. The decline in attendance, in Curry, is due to people’s availability. To address this, the CCO will explore different avenues including other time slots for this meeting and or increase the announcements for the recruitment of new members.

The decline in attendance in Coos is due to the term limit of voting consumer members. Since the Coos CAC has more attendees in general there has been interest from new inviduals looking to participate.

All CAC meetings in both counties are held as a hybrid (individuals can attend in person or virtually).

For New Strategies ONLY

This section only applies if you selected “a new strategy has been developed” for Year 6.

New Strategy:

To reduce stigma, increase public awareness, and improve access to local substance use treatment and recovery services, our CCO—through partnership with the Local Alcohol and Drug Planning Committee (LADPC)—will implement a proactive community engagement strategy. By meeting people where they are, at trusted and well-attended community events, this initiative aims to normalize help-seeking, promote the message that recovery is possible, and ensure community members are aware of the diverse, culturally responsive treatment options available to them.

Background/Context:

To strengthen community engagement and increase awareness of local substance use services, the CCO has adopted a new strategy centered around community outreach. In partnership with the Local Alcohol and Drug Planning Committee (LADPC), the CCO will support efforts to promote the availability of treatment and recovery services by attending widely recognized and well-attended community events throughout the region.

The Coos County Local Alcohol and Drug Planning Committee (LADPC) promotes, encourages and supports successful community initiatives reducing the abuse of alcohol, tobacco and other drugs through prevention, intervention and treatment.

Attachments: Advanced Health_A15_LADPC Resource Postcard.

Advanced Health_A16_ LADPC website.

Issues and barriers:

Lack of Awareness

- Many community members are unaware of the range of local treatment options or assume there is only one pathway to recovery.
- This strategy directly increases visibility of services in everyday community spaces, helping normalize and humanize the conversation around addiction and recovery.

Stigma and Misinformation

- Stigma remains a major barrier to seeking help for substance use issues.
- By offering approachable, judgment-free materials in familiar settings, the LADPC can help reframe addiction as a treatable condition and recovery as an empowering journey.

Access Barriers

- Individuals may be unaware of how to access services, particularly if they lack internet access or face language/literacy barriers.
- Physical postcards with clear, concise messaging and referral information provide an accessible, tangible resource to take home.

New Goal 1: In collaboration with local partners, facilitate at least four community-based outreach events in 2025 to educate residents on the variety of treatment pathways and reduce stigma around seeking help.

Baseline:	**Metric/Measure of success:**
As of 2024, no structured or recurring community outreach events have been conducted by the LADPC to promote substance use services. This initiative will establish a new baseline beginning in 2025.	Number of community events attended by the LADPC that include an outreach table and distribution of educational materials. At least 4 events to held in 2025.
Monitoring:	**Person responsible:**
The LADPC and its subcommittee will monitor progress by tracking the number of events held.	Director of Care Coordination who is also the Chair of the Coos County LADPC.

Resources Needed:
Staff time

For New Strategies ONLY
This section only applies if you selected “a new strategy has been developed” for Year 6.

New Strategy:

The CCO will offer non-EMT via Bay Cities Ambulance for Substance Use Disorder Groups as well as Self Help/Support Group meetings. Currently only OHP-covered appointments with providers are allowed under the NEMT benefit.

Background/Context:

Transportation for members in Coos and Curry Counties has remained a barrier for preventative and just in time care. Of note, the agreement between Bay Cities Ambulance, Advanced Health's emergent and non-emergent medical transport company, has historically only been available for those who have a scheduled medical appointment with a provider.

This has made it difficult for many young people to attend groups offered at the various locations in the community as groups did not qualify for non-EMT transport. This past year, Youth ERA's Coos Drop worked to provide taxi vouchers with a small surplus of funding which showed a large increase in the number of youth participating in the variety of groups services offered at the center from locations throughout the county, even those who lived in Powers.

Services provided for those who are able to utilize the Coos Drop:

SERVICES DATA

Service	Number Served
Total youth served (ages 14-25) by the Drop	59
New youth served this quarter	17
Youth transitioned from services (aged out, no longer eligible, etc.)	1
Youth receiving recovery-based peer support (M110-funded RPSS)	14
Youth receiving housing-related support	9
Youth receiving suicide and safety planning services	12
Youth attending groups	13
Youth enrolled in therapy/mental health counseling	12
Youth accessing the clothing closet	13
Youth employed in the community	8
Youth referred to other services	37

To offer perspective, youth that do not have transportation cannot participate in these activities' groups and events:

Group / Event Name	Purpose	Average Attendance	Impact / Outcome
Love Notes	Learn about healthy communication and relationships	8-15	Youth learned about consent, boundaries, and healthy communication in an engaging and supportive setting.
Safe Self Group	Support youth navigating suicidality or self-harm	2-6	Youth built trust, formed supportive connections, and explored healthy coping skills.
Recovery Group	Provide a non-judgmental space for youth affected by substance use	2-6	Youth shared coping tools, explored alternatives to substance use, and

			strengthened peer connections.
Youth Advisory Council	Elevate youth voice and address community barriers	4-6	Youth identified local barriers and brought them to Systems of Care. They reported feeling heard and involved.
Dungeons and Dragons Group	Practice communication and teamwork through role-play	4-12	Youth built friendships, practiced group problem-solving, and strengthened communication skills.
Bob Ross Day	Encourage creativity and connection through painting	8	Youth expressed themselves creatively and bonded through a shared activity.

These groups and events offer youth opportunities to build relationships in low-pressure settings. Additionally, these groups hold a space where youth have accessibility to Peer Support Specialists who play a key role in helping them navigate systems such as housing, education, healthcare or recovery services.

Other services that are necessary for many members to follow their treatment plans but were an issue due to lack of transportation also included substance use disorder meetings such as Alcoholic and Narcotics Anonymous meetings as well as Hospice, bereavement, medical support groups and weight control programs. Allowing members to utilize the non-EMT services for these types of meetings and programs is invaluable and will aid in health and healing.

Furthermore, it was determined that our members lacked the ability to utilize our contracted transportation provider for transport to our County Mental Health Programs such as Mental Health Crisis Walk-in Center. The addition of this services coverage will likely promote and allow members to utilize the correct level of care versus taking an emergent ride to a local hospital for concerns that could be managed in an outpatient setting.

These changes will allow individuals to participate in preventative services which in turn should decrease the need for emergent services as they support overall health, wellness, connection and healing.

The chart below shows added services approved for transportation benefits indicated in yellow highlight:

Benefit	Description	Plan Supervisor Approval required	FLEX	Frequecy
Substance Use Disorder Support Groups	Alcoholics and Narcotics Anonymous meetings	Yes	Yes	Once Monthly & PRN w/ Supervisor Approval
Community Advisory Council (CAC)	Ride to CAC meetings.	No	Yes	Once Monthly
Court Appointments	Member required court appointment	Yes	Yes	In Coos & Curry Only
DHS or ADP Appointment	Government supporting program appointment.	Yes	Yes	As Needed
Wellness Center	Gym or fitness center (YMCA, Etc)	N/A	No	N/A
Food Resource	Includes grocery store, farmer's market, and food pantries.	No	Yes	Once Monthly (Twice with supervisor approval)
Hospital Visitation	Hospital visitations (NICU, Etc)	Yes	Yes	For Guardian
Lamaze Classes	Or similar birthing class.	Yes	Yes	Once Weekly
Housing Support Services	Housing Authority, Community Benefit Organization for housing assistance or housing application	Yes	Yes	As Needed
Self Help/Support Group Meetings	Includes hospice, bereavement, medical support groups, weight control programs, Group offerings at Youth Era Coos Drop	Yes	Yes	Once Monthly (PRN with Supervisor Approval)
Vocational Rehabilitation or Mental Health Court Care Plan	Provides employment services and counseling to individuals with disabilities who want to work but experience barriers.	Yes	Yes	Ask Nina
Consulate	Immigrant support services	Yes	Yes	As Needed
Mental Health Crisis Walk in	Any location within Coos or Curry	No	Yes	As Needed

Issues and barriers:

Advanced Health members in Coos and Curry Counties who struggle with mental health also experience houselessness, lack of personal vehicles and are either too young to drive or lack family assistance and support to attend additional support groups and services. Coos County has one free transportation service called the C-CAT but times and locations for pick and drop off often make a one-hour meeting into a six to eight transportation event especially for those who live outside the Coos Bay or North Bend area.

New Goal 1:

Increase the number of members receiving care in non-office settings such as Substance Use Disorder Groups, self-help support groups and meetings as well as Walk in Mental Health Crisis services.

Baseline:	**Metric/Measure of success:**
2024-early 2025: Youth attending groups 13 January 2025-June 2025: 302 members visited the Emergency Department (ED) for Mental Health and or substance use disorder, totally $473,704	Advanced Health would like to see a 10% increase in the number of youth attending groups at Coos Drop. Advanced Health would like to see a 5% decrease in overall ED visit utilization for Behavioral Health related issues.
Monitoring:	**Person responsible:**
Quarterly Coos Drop report. Quarterly ED visit data.	Director of Behavioral Health.

Resources Needed:

Staff time

Focus Area 5: Continued development of organizational Health Equity infrastructure

Year 5 Progress Update

Strategy 1:

Advanced Health will continue with REALD and Employee Equity Assessment Survey data collections to further evaluate these areas. Employee benefits will be evaluated on an annual basis to ensure equitable distribution and access for employees. Advanced Health's human resource information system (HRIS) data insights will be worked on for a go live date in 2026.

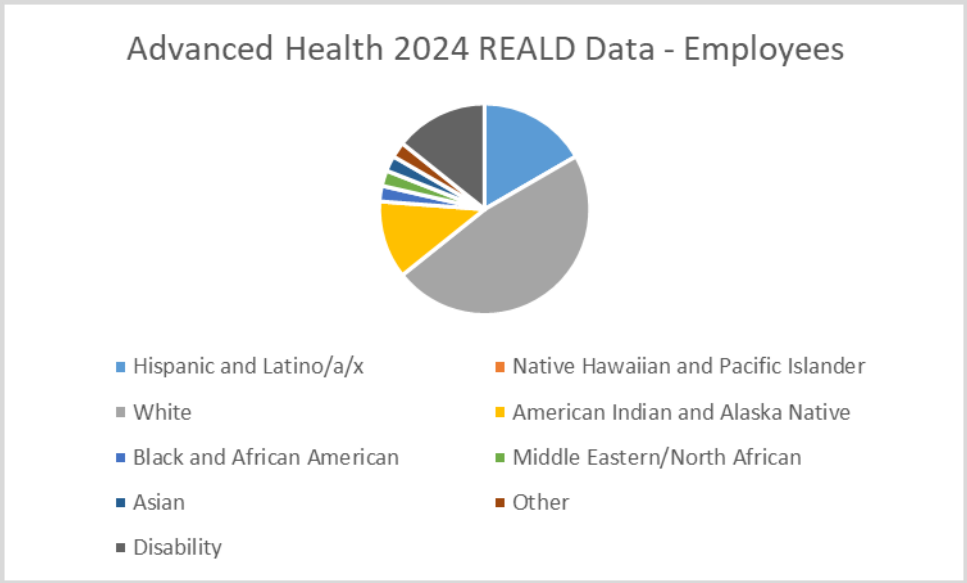
Strategy 1 Status update:

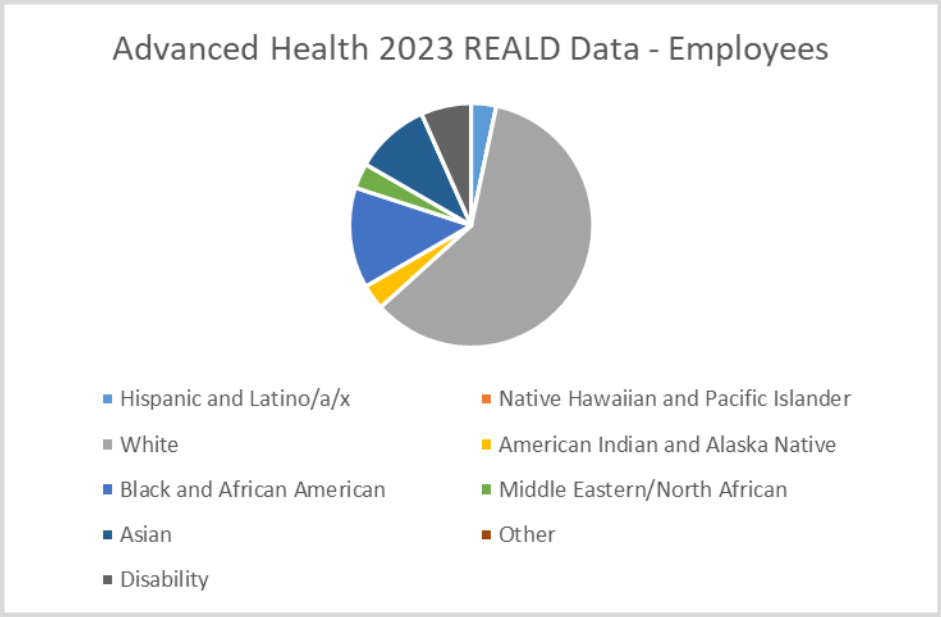
In 2024, many of the organization's health equity initiatives transitioned into a maintenance phase, with attention focused on sustaining and reinforcing previously established efforts. While the commitment to advancing health equity remained a priority, limited staff capacity affected the rollout of some planned activities. A significant increase in recruiting efforts for critical areas of the company demanded considerable time and resources from the HR team, further impacting bandwidth. As a result, certain projects were postponed or scaled back to maintain the integrity and quality of ongoing work.

Although this section is similar to focus area 2, there are differences and additions, specifically data additions below.

Advanced Health collects REALD data annually from employees, committee- and board members. The voluntary completion rate has increased year after year since implementation. This information is collected following the Advanced Health's REALD Data Collection Policy and Procedure and the Oregon Health Authority's REALD Data Collection Form. This ensures a secure, consistent data collection process. The detailed data are viewable only by the HR department for confidentiality purposes.

Advanced Health has REALD data now from 2021 – 2024. Data shows employees identifying as racially, ethnically, and ability diverse throughout each year. Advanced Health maintains expanded recruitment location efforts to support a diverse applicant pool. Advanced Health will continue this practice.





The 2024 cycle of REALD data was collected from employees, committee- and board-members from April 1 – June 16, 2024. Data collection results increased for employees and remained consistent for committee- and board members.

Advanced Health maintains an employee benefits package that provides certain benefits to all employee types, not just full-time employees. For example, Advanced Health maintains the Equity-related PTO/VTO benefit available to all employees. Different health plans are available for employees to choose based on their specific healthcare needs, lifestyles, families, and health conditions. For example, spouse coverage includes options for same sex couples and domestic partners,

instead of state-recognized marriage only. Advanced Health also has benefit plans that meet the needs of the regionally diverse nature of its employees.

Previous Year Strategy 1, Goal 1:

To increase the number of responses for REALD and Employee Equity Assessment data collection, and to consider an employee benefits survey. To utilize the HRIS's data insights to further evaluate diversity and equity amongst staff, positions, and departments.

Goal 1.1 Status Update: ☐ Completed ☐ Progressed ☐ Ongoing ☒ Modified.

Advanced Health's REALD survey is participating annually from employees, committee- and board- members.

	2022	2023	2024
Board- and Committee- Members	15%	16%	16%
Employees	22%	36%	32%

Baseline:	Metric/Measure of success:
REALD for Employees 2021 – 20%, 2022 – 22%, 2023 – 36% **REALD for Committee Members** 2022 – 15% 2023 – 16% **Employee Equity Assessment** 2020 – 45%, 2022 – 32% 2023 – N/A **Benefits Survey**: none **Workforce Data Insights**: none	**REALD participation:** Employee goal: 40%, Board- and Committee Members goal: 25% **2025 Update:** The measurement of success for this goal is being re-evaluated in 2025 as the completion of this survey is voluntary so increasing the completion rates has been challenging. Advanced Health will consider the new metric of success to be 25% completion rates for employees and 15% completion rates for committee- and board members. Because the survey is voluntary, maintaining a consistent participation rate rather than actively increasing it respects employee choice, avoids survey fatigue, and still provides meaningful insights without adding pressure or compromising trust. In addition, based on Advanced Health's hiring data, Advanced Health will transition the survey window to Q3 or Q4, instead of Q2. **Employee Equity Assessment participation:** Advanced Health did not complete this assessment in 2024. It is now planned to be sent out to all staff in 2025 and then put on a biennial cycle with the planned 50% participation rate. **Benefits Survey**: A general benefits survey was the 2024 goal. Advanced Health gathered specific feedback on the Equity-related PTO/VTO Benefit. Annual evaluation of this benefit to ensure it is generally perceived as part of the organization's commitment to equity and work-life balance will remain as the goal. **Workforce Data Insights**: Use HRIS data insights, such as genders or disability statuses in different roles (management roles for example), to

	evaluate workforce diversity further. This is still on track to be rolled out with go-live date in 2026
Monitoring: The **2025 REALD Survey** window closed June 13, 2025. An additional window will open September 1 – November 30, 2025. This will transition the survey window into a more opportune time for increased responses. The **Employee Equity Assessment** survey is being reviewed in June 2025 by the Health Equity Steering Committee for a November 2025 send out. **Benefits Survey** With the addition of a 0.8 FTE HR staff, Advanced Health has the resources to compile a comprehensive survey of employees. The survey will be drafted in summer 2025 for an August 2025 rollout **Workforce Data Insights** This project was postponed for a 2026 go-live date. Preparations for the roll out will occur in Q3 and Q4 of 2025.	**Person responsible:** Human Resources Manager.
Updated Resources Attained / Needed: Staff time, employee participation and engagement, and technology resources .	
Previous Year Strategy 1, Goal 2: To increase the number of responses for READLD and Employee Equity Assessment data collection, and to consider an employee benefits survey. To utilize the HRIS's data insights to further evaluate diversity and equity amongst staff, positions, and departments.	
Goal 1.2 Status Update: ☐ Completed ☐ Progressed ☒ Ongoing ☐ Modified. Improve the quality and completeness of equity-related workforce data to inform strategic decision-making and promote a more inclusive workplace. This includes:	

- Maintaining or increasing participation rates in the REALD Survey and the Employee Equity Assessment through targeted communication and engagement strategies.
- Implementation of an employee benefits survey to assess equity in benefits access, utilization, and satisfaction across demographic groups.
- Leveraging HRIS data and analytics to regularly review workforce diversity, representation, and equity in hiring, compensation, promotions, and departmental composition. Findings will be used to identify gaps, drive continuous improvement, and inform policy or program changes that support a more equitable employee experience.

Baseline:	**Metric/Measure of success:**
The 2024 **READLD Survey** completion rates are 32% and 16% for employees and committee- and board-members, respectively. The last **Employee Equity Assessment** was completed in January 2023. The results highlighted Advanced Health's strengths, including a diverse and inclusive workforce, bilingual staff, strong collaboration, and long-tenured employees who offer valuable knowledge. Innovative hiring practices, a focus on work-life balance, strong benefits, and community partnerships further support a positive organizational culture. While communication was generally viewed as a strength, opportunities existed to improve it—particularly in a remote work environment. There was also a need for enhanced training and additional staffing, especially locally, to meet growing service demands. Overall, results showed that Advanced Health remained committed to continuous improvement and fostering a diverse, equitable, employee- and member-focused environment. A previous year's attempt to roll out a benefits survey resulted in data that was aggregated in the HRIS software in a way that was not useful. Advanced Health has collected feedback from all employees for the Equity-related PTO/VTO benefit with positive response. **Workforce Data Insights**: Advanced Health's HRIS system has the capability to generate meaningful workforce data insights that will support ongoing equity, inclusion, and organizational development efforts. While the system infrastructure is in place, it requires further configuration. The goal is to build	**READLD Survey**: Annual completion rates should be 25% for employees and 15% for committee- and board-members being surveyed. **Employee Equity Assessment**: Analysis of the results and a documented action and communication plan to further Advanced Health's equity infrastructure. **Employee Benefits Survey**: Analysis of the results and a documented action and communication plan. **Workforce Data Insights**: Management's use of reports and leadership decisions informed by HRIS data.

out these capabilities over the coming year, with plans for the system to go live in 2026. Once implemented, it will provide leadership with access to timely, actionable data to support informed decision-making related to workforce diversity, representation, and equity	
Monitoring: The 2025 **REALD Survey** window closed in June 2025, and will reopen a second time in September 2025. This will be an attempt to get increased responses since 2025 has had a very low response rate so far, and also to get the REALD Survey window in Q3-4 to catch the high recruitment times of the year. The 2025 **Employee Equity Assessment** will be sent out in August 2025 for employees to complete. Results will be presented to the Health Equity Steering Committee for adoption of an action and communication plan. The **Benefits Survey** will be sent out August 2025 for employees to complete. Results will be analyzed for any updates to the organization's benefits package. A communication and action plan, if needed, will be rolled out	**Person responsible:** Human Resources Manager.

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 2024 **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 2024 and 2025 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 2025, 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**

As part of its ongoing commitment to cultural awareness, inclusive communication, and health equity, Advanced Health maintains a comprehensive education plan for employees. This plan supports continuous learning, self-reflection, and bias reduction to ensure equitable, culturally responsive care. The organization will continue to assess and improve these efforts to keep health equity and cultural responsiveness at the center of its mission and practices.

Annual and New Hire Comprehensive Training Modules: Advanced Health offers a series of comprehensive training modules. The general theme of Advanced Health's Training Plan focuses on promoting an inclusive, ethical, and safe workplace while enhancing communication and understanding in healthcare settings. These trainings emphasize:

1. Diversity, Equity, Inclusion & Cultural Competency
   (e.g., unconscious bias, CLAS standards, culturally competent care, ADA awareness, disability inclusion)

2. Ethical & Legal Compliance
   (e.g., HIPAA, fraud, waste, and abuse, conflicts of interest, ethical conduct, advance directives)

3. Communication & Interpersonal Skills
   (e.g., effective communication, translation in healthcare, communication ethics)

4. Workplace Safety, Wellness & Professionalism
   (e.g., workplace violence prevention, stress reduction, driver safety, ergonomics, work-life balance)

5. Hiring Practices & Leadership Accountability
   (e.g., selecting new employees, governance in CLAS, preventing discrimination and harassment)

Together, these modules support a well-rounded approach to building a respectful, safe, and high-performing workplace that serves both employees and community members equitably. Advanced Health requires all employees to complete the list of approved training modules upon new hire and on an annual basis.

Attachments: Advanced Health_A17_ HR_AH Staff Training and Development Policy and Procedure.2024

Advanced Health_A18_ Annual Training Requirements

Employee Lunch and Learn Opportunities: To foster a collaborative learning environment, Advanced Health continues to offer monthly Lunch and Learn events. These regular learning forums and group discussions offer opportunities to learn more about the CCO and its requirements, department activities and goals, and network with fellow employees. Many times, as seen in the Lunch and Learn schedule, the topics are health equity-related. These sessions promote understanding of the CCO's approach and how everyone contributes to health equity work in the organization and community.

Attachment: Advanced Health_A19_Lunch and Learn Schedule 2025.

Diversity and Health Equity Event Sponsorship: Recognizing the impact of Advanced Health's support for the local South Coast Diversity Conference, sponsorship of the event continues. The South Coast Diversity Conference offers interactive workshops and learning tracks for "… providing a space for courageous conversations, networking, and community-driven solutions." These workshops promote self-reflection and provide strategies to recognize and mitigate implicit biases that may influence decision-making and treatment of people with diverse backgrounds, abilities, and access.

Health Equity Fair:

Employee Resource Library: Advanced Health has established an online resource library that includes articles, videos, and online courses on cultural responsiveness, implicit bias, and health equity. This resource repository serves as a reference for staff to further deepen their knowledge and understanding of these important topics. Some examples include:

2024

- Collecting REALD/SOGI Data with Cultural Competency

- Creating LGBTQIA2S+ Equitable and Affirming Spaces
- ADA and Healthcare
- Improving Mental Healthcare Access – Including Patients with I/DD Training
- Juneteenth Celebrations
- How to Reduce Health Disparities with Cultural Competence
- Regional Health Equity Coalitions Updates

Performance Evaluation and Feedback: Advanced Health continues to have an equity-related question in annual Employee Performance Reviews, asking the manager to review whether the employees meet the following expectation: “Employee identifies health equity-related activities within their scope of work and the organization’s commitment to health equity”. All employees met or exceeded this expectation. This equity-related workforce objective will continue to be included in performance reviews to get another year of baseline information. Any unmet expectations will be addressed with additional training or resources. This encourages accountability and reinforces the importance of ongoing professional development in the area of health equity.