

2024 CCO Community Health Improvement Plan Progress Report Guidance

This guidance helps Coordinated Care Organizations (CCOs) address contractual requirements for the Community Health Improvement Plan (CHP) Progress Report. The CHP Progress Report requirement is described in **Exhibit K, Section 7, Paragraph I** of the [2024 CCO Contract](#) and in [Oregon Administrative Rule 410-141-3730\(10\)](#).

- A. CCO Community Advisory Councils (CACs) are required to annually publish a CHP Progress Report. CCOs should work with their CACs to complete the CHP Progress Report questionnaire on pages 2-3 of this document, which will serve as the annual CHP Progress Report. The questionnaire is due to OHA on or before December 31, 2024. The questionnaire must be submitted via the [CCO Portal](#). (The submitter must have an OHA account to access the portal.) All CCOs must submit a CHP Progress Report in 2024. The reporting period for this progress report is July 1, 2023 to June 30, 2024 for CCOs who are not closing out a CHP. For those CCOs closing out their CHP, the reporting cycle is the entire length of the CHP. If your CCO has multiple CHPs, it must complete a separate questionnaire for each CHP. If your CCO has multiple Service Area contracts, it must submit a separate questionnaire for each contract.
- B. Evaluation criteria: The annual CHP Progress Report should document progress made towards the goals, strategies and measures for priority areas as identified in the CHP and include the following:
 - (a) Changes in community health priorities, resources, or community assets
 - (b) Strategies used to address the health priorities identified in the CHP
 - (c) Parties outside and within the community who have been involved creating and implementing strategies used to address CHP health priorities
 - (d) Progress and efforts made (including services provided and activities undertaken) to date toward reaching the metrics or indicators for health priority areas identified in the CHP
 - (e) Identification of the data used, and the sources and methodology for obtaining such data, to evaluate and validate the progress made towards metrics or indicators identified in the CHP
 - (f) Progress of the integration strategies and implementation of the plan for working with programs developed by the Early Learning Council, Early Learning Hubs, the Youth Development Council, and school health providers in the region

CHP Progress Report Questionnaire

1. Please list any changes since July 1, 2023 to community health priorities, goals, strategies, resources, or assets. If your CCO is closing out its CHP, please list the most significant changes during the period of the CHP. Please state whether any of the priorities, goals or strategies will be carried over into the next CHP cycle.

The completion of the [2019 - 2024 Jackson & Josephine Community Health Improvement Plan](#) opens new opportunities for the All in For Health partnership in Jackson and Josephine Counties, which continues to serve as a central hub for regional health and social collaboration. All In For Health remains committed to building communities that are healthy, inclusive, engaged, and empowered. This report represents a joint effort between AllCare and Jackson Care Connect, emphasizing the strength of a collaborative approach to the CHIP initiatives through collective impact. The insights included here reflect the combined efforts of all 30 cross-sector partners in the Collaborative CHIP and are based on reports shared with the CCOs, County Health Rankings, Census Data and the 2023 Community Health Assessment.

Initially aiming to continue a 3-year CHA/CHIP cycle, the CHIP Collaborative later decided to shift back to a 5-year cycle, extending the CHIP to cover 2019–2024. The collaborative CHIP originally focused on three priority areas: Housing, Behavioral Health, and Parenting & Life Skills. During the 5-year cycle, an additional priority was incorporated: Equity, added to the collaborative CHIP in 2022 in response to the impacts of the COVID-19 pandemic and the 2020 wildfires.

With the data acquired from the 2023 Community Health Assessment, the All in For Health collaborative drafted new priorities for the 2025 – 2029 CHIP. The four core organizations— Jackson Care Connect, AllCare Health, Josephine County Public Health, and Jackson County Public Health—worked alongside the Steering Committee, Community Advisory Councils, and community-based organizations to identify the greatest needs in the region. Through continuous community feedback, including interactive “Data Walk” Events and regular CAC input, the following new priority areas emerged: Housing, Behavioral Health, Access to Healthcare, and Community Building.

Housing remains a priority area moving forward from the 2019–2024 CHIP. In Jackson and Josephine Counties, residents continue to face challenges related to high housing costs, low vacancy rates, and limited housing supply. The lack of affordable housing also continues to impact the region’s workforce (CHA, 2023, pg. 28). More than half of renters in both Jackson and Josephine counties are spending over 30% of their income on housing, a figure higher than the state and national averages (CHA, 2023, pg. 28). Housing strategies that will carry forward to the next CHIP cycle include strengthening connections between housing and service providers and increasing the supply of affordable housing through new construction and the rehabilitation of existing properties.

Behavioral Health will continue to be a priority in the next CHIP cycle as well. In both Jackson and Josephine Counties, over two in five community members reported experiencing at least one day of poor mental health in the past month, slightly below the state average. Female community members reported more poor mental health days than their male counterparts in both counties (CHA, 2023, pg. 220). Additionally, one in four adults in both counties have been diagnosed with depression, a rate higher than the state average (CHA, 2023, pg. 222). These statistics highlight the ongoing behavioral health challenges in Southern Oregon, where access to and utilization of care and support remains a critical need. Addressing mental health concerns is crucial, as they are linked to overall well-being and the ability of individuals to fully participate in their communities and the workforce. Aspects of Behavioral Health Goals carried into the new CHIP include minimizing the impact of mental health and substance use through community-wide initiatives, providing the community with tools and resources to support individuals seeking behavioral health care, and addressing social isolation and loneliness.

Health Equity will be a central focus across all new CHIP priority areas. This includes increasing diversity in the healthcare workforce, supporting healthcare professionals in meeting the needs of patients with intersectional identities, and expanding language access. Efforts will also be made to empower communities by building peer support skills, resilience, and action/safety planning. Additionally, there will be a focus on increasing resources for the development of inclusive and equitable professional development pathways.

2. Please list the strategies used since July 1, 2023 to address CHP health priority areas. Please note which of these strategies involve working with programs developed by the Early Learning Council, Early Learning Hubs, the Youth Development Council, and school health providers in the region. If your CCO is closing out its CHP, please list the most successful strategies used during the period of the CHP.

2019 – 2024 CHIP Priority Area	Successful Strategies
Housing Goal 1: Increase the percentage of households paying no more than 30% of their income on housing Goal 2: Increase percentage of individuals living in housing that is safe, accessible, and connected to community and services	<ul style="list-style-type: none">○ Project Turnkey: Opportunities for Housing Resources, & Assistance (OHRA) successfully opened the first project turnkey site in the state, a motel conversion that increased temporary shelter capacity as well as becoming a low-barrier walk resource center for the community at large. The OHRA center, an ADA accessible shelter, added 52 units, with the capacity to serve up to 72 people at a time. Additionally, Rogue Retreat opened the second project turnkey site in Jackson County, with 24 transitional housing studio apartments and 21 medical respite units, with an estimated capacity to serve up to 400 people per year.○ Housing Authority of Jackson County's affordable housing projects: Snowberry Brook (64 units completed in 2020), Freedom Square (50 units completed in 2022) Orchard Meadows & Prescott Gardens Housing Projects (98 units each completed in 2024).○ Coalición Fortaleza- Talent Mobile Estates (TME): TME is a mobile home park that was lost in the Almeda fire (all except 10 units), and a rebuild of 77 units was completed in 2024. The manufactured homes in this resident owned cooperative will be gifted to new homeowners, with priority given to those who lost their manufactured homes in the Almeda fire.○ Rebuilding Together Rogue Valley- A Community Based Organization that has rebuilt/renovated homes to over 450 low-income older and/or disabled adults to maintain safe housing and age in place.○ SHARE initiative: partnership between JCC and ACCESS, to support 30 unsheltered households or 30 unsheltered individuals at any given time, in obtaining and maintaining housing through a comprehensive plan utilizing outreach, case management, landlord engagement, financial assistance, service support, and partnerships in the community. Since program implementation in July 2024, the program has served 69 households comprised of 113 individuals. Forty-eight households have completed the program so far, and 93% have been successfully transitioned to the next step in the housing continuum. Forty-three percent of those households identified having a medical risk that placed them in great danger without intervention.○ Executive Order: Jackson County far exceeded the goals laid out by Governor Kotek to provide homeless prevention services. In the span of just one year, partner organizations across Jackson County achieved the following:<ul style="list-style-type: none">○ Rapid rehousing – 217 households were rapidly rehoused by partner agencies Community Works, OHRA, and ACCESS.○ Shelter beds – 123 shelter beds added with the help of the City of Medford, Rogue Retreat, the City of Ashland, and OHRA.

	<ul style="list-style-type: none"> ○ Eviction Prevention – 435 household evictions prevented by partner agencies Unete, Resolve, The Arc Jackson County, The Salvation Army, OHRA, and ACCESS.
<p>Behavioral Health</p> <p>Goal 1: Mitigate the effects of trauma</p> <p>Goal 2: Decrease social isolation and loneliness in youth and older adults</p> <p>Goal 3: Equip our community with the knowledge, tools, and resources to empathetically accept and help individuals in need of behavioral health supports</p> <p>Goal 4: Prevent use and misuse of substances</p> <p>Goal 5: Reduce harm associated with mental health and substance use through use of community-wide approaches</p> <p>Goal 6: Ensure access and coordination of care for people impacted by mental health and substance use disorders</p>	<ul style="list-style-type: none"> ○ JCC investment of \$5.8m to support expansion of BH services including 10 detox beds, 65 residential beds, 15 subacute beds, a 7 unit (28 bed) supportive housing program, and workforce investments for scholarships and paid internships. ○ JCC Substance Use Disorder (SUD) Navigator program: JCC funded two hospital-based navigators with a focus on serving members with SUD. Since program implementation in 2023, these positions have had more than 250 contacts, effectively promoting the connection and communication between hospital care and specialty behavioral health. Additionally, this improved access has allowed for other needed integrated services including oral health to be assessed, referrals completed, and services provided. ○ La Clinica, a local FQHC, has provided behavioral health services in school-based health centers in the following school districts: Central Point, Medford, Phoenix-Talent, and Ashland. La Clinica was also instrumental in securing approval for a new SBHC in Rogue River, a rural community in Jackson County. Jackson Care Connect is providing grant funding to support standing up the new SBHC. ○ Oasis and OnTrack: JCC provided SHARE funding and program support to Oasis Center of the Rogue Valley for the renovation of 3 emergency lodging units (2 beds per unit) to support unhoused and unsafely housed pregnant people and mothers on the waitlist for residential SUD treatment with OnTrack. In its first four months of operation, 13 community members were placed into emergency lodging, with 11 entering treatment. More than half the program participants engaged in some level of services provided at Oasis, including pre-natal, postpartum or pediatric services, and several program participants were successful in reuniting and/or retaining custody of their children. The program continues to achieve success in supporting community members impacted by SUD. ○ Harm Reduction through Syringe Exchange: In partnership with Jackson County Public Health, syringe exchange services continue to prevent the spread of blood pathogens and reduce the risk of overdose among those who use drugs. Services are provided at health and human services and in locations throughout Jackson County through their mobile unit, including from I to the Upper Rogue. Two other local agencies, Max's Mission and HIV Alliance, continue to be leaders in providing an array of harm reduction services throughout the Rogue Valley. Syringe exchange services and other harm reduction, safe injection, safe sex, and testing continue to reach record numbers served and have expanded into rural areas as well. Both agencies continue to be supportive and responsive to the incredibly fast-growing rates of overdose in our valley. ○ Jackson County Mental Health (JCMH) and Mercy Flights Crisis Intervention Pilot: Launched in 2022, the pilot combined community paramedics with the JCMH crisis response team members to respond to crisis as an

	<p>alternative to law enforcement. The response is meant to be discreet, with no lights or sirens, and draw less attention to the scene and the individual in crisis, with representatives from both organizations using their expertise to provide physical and emotional support.</p> <ul style="list-style-type: none"> ○ Jackson County Youth System of Care (JYSOC): See page 8. ○ Southern Oregon Medical Society: JCC, in partnership with providers across Jackson County, created the Southern Oregon Medical Society. Beginning in 2024, the medical society has provided monthly trainings with an average of 65 providers on Alcohol Use Disorder Screening and Intervention, Opioid Use Disorder, Obesity Causes and Treatment and Anxiety, Depression and Distress.
<p>Parenting and Life Skills</p> <p>Goal 1: Families are nurtured and strengthened through the building of family protective factors</p> <p>Goal 2: Families have access to safe, affordable, and appropriate childcare.</p> <p>Goal 3: Families have ample healthy and affordable food</p> <p>Goal 4: Community-based organizations create a coordinated and collaborative service-delivery system</p>	<p>*Early Learning Council, Early Learning Hubs, the Youth Development Council</p> <ul style="list-style-type: none"> ○ Southern Oregon Education Service District- Southern Oregon Success Innovation Network- Established in 2019, is comprised of over 68 partner organizations, schools and agencies. Various initiatives that JCC supports include- ACEs and Resilience trainings, Youth Development workgroups, and a Family Success Plan pilot project of 110 families in Jackson and Josephine County. ○ Southern Oregon Early Learning Services (SOELS)- Key initiatives include development of parent advisory council, as well as Preschool Promise, a program designed to create an inclusive, welcoming environment for all children and families to support their child's development. SOELS conducted a childcare needs assessment in 2023 that led to a community wide childcare expansion project, resulting in the following initiatives: childcare slot subsidies, rural childcare startup/expansion, support for QMHA credentialing, fast track childcare workforce credentialing, and paid internships. ○ In 2024, JCC invested \$600k to support expansion of up to 200 childcare slots (80 preschool and 120 afterschool slots) for health care workers. This initiative, in partnership with the Rogue Valley Family YMCA and the Children's Museum, is designed to support healthcare recruitment and retention, improving health care access for members in Jackson County. JCC invested an additional \$100k in the Ashland Family YMCA for expansion of preschool and after school programming, including culturally specific programming. ○ Rogue Food Unites: First formed in 2020 to offer food assistance in response to the Almeda fire. The new program Neighbors Unite, offers low barrier no-cost farmers markets at four locations each week across Jackson County, including access in rural locations. ○ Rogue Valley Food Systems Network (RVFSN): In late 2022, Rogue Valley Food Systems Network partnered with Kitchen Table Consulting to begin the process of conducting a food assessment in the Rogue Valley to identify and develop a plan to address gaps across the food system. In early 2023, the Community Food Assessment Steering Committee, in partnership with Kitchen Table Consulting, hosted a Food Solutions Summit with approximately 100 attendees from across the food system. In 2024, RFFSN,

	<p>in collaboration with more than 20 organizations, agencies, businesses and community members, completed a community food assessment and action plan. The four priorities that emerged from the food assessment were:</p> <ul style="list-style-type: none"> ○ Making healthy food accessible to everyone ○ Supporting our local food and farm economy ○ Protecting soil and water resources ○ Reducing food waste <p>The action plan will be introduced to the community during a food solutions summit to take place in January 2025.</p>
Equity	<ul style="list-style-type: none"> ○ LGBTQ+ Listening Project: Rogue Action Center conducted a survey of more than 700 LGBTQ+ individuals in both Jackson and Josephine counties. The purpose of the survey was to gather information about peoples' experiences which can be used to advocate for and improve local services, identify needs and gaps in local resources, and build community in ways that are responsive, inclusive, and accessible. Survey results were published in 2021 and shared with the community in 2022 to identify next steps in for local movement building. ○ Medford Pride: JCC partners closely with SO Health-E, our Regional Health Equity Coalition, focusing on health inequities and prioritizing system equity changes for marginalized populations with a central focus on communities of color, LGBTQIA2S+ communities, people with disabilities, and low-income people. This partnership includes Medford Pride, now in its third year, organized by the LGBTQ+ Equity Workgroup, a community-led, cross sector workgroup hosted by SO Health-E, and co-chaired by a member of JCC's Community Engagement team. ○ THW Expansion: JCC has develop relationships with community-based organizations utilizing various THWs such as: Community Health Workers, Doulas, and Peer Support Specialists who serve populations such as: Recovery, Maternal Child Health, and Homeless or at-risk of homeless youth. In 2023-2024, JCC invested in THWs through providing scholarships for training for community health workers, peers and doulas, including the following: supporting FQHC staff in completing required CHW trainings through Rogue Community College; scholarships to organizations to train staff to become peer support specialists; training scholarship program to support doulas – thirteen prospective doulas have been provided scholarships to complete doula training and CHW certification. This investment in the doula workforce will represent a doubling of the doula workforce in the Jackson County region. ○ Hearing Loops: Ease in accessing health care and services for people with hearing loss has been further impacted by the COVID-19 pandemic that brought widespread additions of plexiglass, masks, and social distancing measures. Feedback from both our CAC and a local Deaf and Hard of Hearing workgroup suggested we install hearing loop systems in our region. In 2023, working Collaboratively with members of JCC's Community Advisory Council, JCC successfully installed hearing loops in the following locations: Jackson County Health and Human Services including at the

	<p>check desk, Public Health and Veterans Services; Rogue Valley Council of Governments including at the check desk and a large multi-use conference room, two Rogue Community Health pharmacies, and Addictions Recovery Center at their check in desk and a large conference room. JCC plans to expand the pilot installation project to include new primary care settings.</p> <ul style="list-style-type: none"> ○ Language Access: JCC made strategic investments designed to increase the number of qualified healthcare interpreters and enhance the linguistic accuracy of medical communications, improving health outcomes and member experience. Investments have included scholarships for interpreter training and provider proficiency testing, sponsorship of translation of vital health care documents, and exploration of contracts to reimburse clinics for interpretive visits conducted by staff who are certified/qualified healthcare interpreters. ○ Vaccines: JCC is in its second year of a partnership with the Cow Creek Band of Umpqua Tribe of Indians and Mercy Flights to bring vaccines to community members where they are, with a focus on rural communities. In 2024, the partnership provided flu, shingles, COVID-19 and Monkey Pox vaccines at 13 events across Jackson County.
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3. Please indicate which of the following partners were involved in creating and implementing strategies to address CHP priorities since July 1, 2023 (select all that apply). If your CCO is closing out its CHP, please indicate which of the following partners were involved at any point during the period of the CHP.

<input checked="" type="checkbox"/> CCO tribal liaison	<input checked="" type="checkbox"/> Representatives from populations who are experiencing health and health care disparities
<input checked="" type="checkbox"/> Federally Recognized Tribes of Oregon	<input checked="" type="checkbox"/> School nurses, school mental health providers and other individuals representing child and adolescent health services such as those listed in ORS 414.578
<input checked="" type="checkbox"/> Indian Health Care Providers	<input checked="" type="checkbox"/> Social determinants of health & equity partners
<input checked="" type="checkbox"/> Culturally specific organizations	<input checked="" type="checkbox"/> Local government
<input checked="" type="checkbox"/> Early Learning Hub	<input checked="" type="checkbox"/> Traditional health workers
<input checked="" type="checkbox"/> Early Learning Council	
<input checked="" type="checkbox"/> Youth Development Council	
<input checked="" type="checkbox"/> Federally Qualified Health Centers	
<input checked="" type="checkbox"/> Hospitals	
<input checked="" type="checkbox"/> Local public health authority	
<input checked="" type="checkbox"/> Local mental health authorities and community mental health programs	
<input checked="" type="checkbox"/> Physical, behavioral, and oral health care providers	

4. If applicable, identify any gaps in making connections to the key players listed above.

A known gap that exists between Jackson Care Connect and the key players above is the desire for stronger coordination with the Federally Recognized Tribes of Oregon. There is a delicate balance between the constant requirements for outreach from the CCOs along with competing priorities and limited capacity of the Federal Recognized Tribes that has made active participation difficult. JCC is recruiting for a Tribal Liaison to strengthen our relationships with our local tribes, including Cow Creek Band of Umpqua Tribe of Indians and Coquille Indian Tribe. In the future CHA/CHIP cycle, our hope is to have a strengthened partnership that

allows for closer collaboration in CHIP implementation, ensuring we are better serving and representing the tribal communities of our region.

5. For CHP priorities related to children or adolescents (prenatal to age 24), describe how the CHP activities improve the coordination of effective and efficient delivery of health care to children and adolescents in the community.

In every priority area of the CHP there were activities that improved the coordination and effective delivery of healthcare to children and adolescents. The priority areas of Parenting and Life Skills as well as Behavioral Health had the highest number of activities dedicated to supporting families with children and adolescents.

Behavioral health services in schools:

A prime example of this improved coordination is the work with La Clinca, providing Behavioral Health Providers through School Based Health Centers within nearly all the school districts of Jackson County. This project fills the need for increased and coordinated behavioral health care services by integrating behavioral health professionals, mental health therapists, skills trainers and certified drug and alcohol counseling professionals into the school setting, which is familiar and easily accessible for both youth and families. Through the success of this coordination, the opportunity now exists for early detection of problems, patient/family education and delivery of appropriate behavioral health services and referrals.

FNC provides mental health assessments for young children:

In partnering with Family Nurturing Center (FNC), Jackson County has seen the advancement of the standard of care for very young (0-5 years of age), traumatized children and their families by offering a range of evidence-based and evidence-supported interventions that allow them to respond to the diverse needs of the children of the Rogue Valley.

Jackson Youth System of Care (JYSOC):

The Jackson Youth System of Care, made up of nearly 40 partners across Jackson County, builds a spectrum of accessible, effective, community-based services and supports for youth health and wellbeing that are organized into a coordinated network; build meaningful partnerships with families and youth; and address their cultural and linguistic needs in order to help them thrive at home, in school, in the community and throughout life. To support these efforts, four critical shift work groups have formed, and meet regularly to work toward common goals to improve the coordination and effective support of families and their children.

6. In the table below or through supplemental documentation, please list and/or reference progress in meeting all CHP metrics and indicators. Please include data sources for all metrics. Please refer to the example below in *italics*.

Strategy	Measure	(baseline)	(most recent data)	2024 (target)
Priority Area: Housing Goal 1: Increase the percentage of households paying no more than 30% of their income on housing <i>Increase the number of affordable housing units in Jackson County through efforts with Jackson County Housing Authority, and other Non-profit organizations and developers.</i>	<i>Decrease the percentage of households paying 30% or more than of their household income on Rent</i>	54.1% (2020)	53.1% (2022)	N/A

Source: [All in For Health :: Indicators :: Renters Spending 30% or More of Household Income on Rent :: County : Jackson](#)

Strategy	Measure	(baseline)	(most recent data)	2024 (target)
Priority Area: Behavioral Health Goal 6: Ensure access and coordination of care for people impacted by mental health and substance use <i>Recruit and Retain more Mental Health Providers in Jackson County.</i>	<i>Increase the rate of Mental Health Providers</i>	1:290 (2017)	1:150 (2023)	N/A

Source: [Jackson Co. Health Rankings](#)

Strategy	Measure	(baseline)	(most recent data)	2024 (target)
Priority Area: Parenting and Life Skills Goal 3: Families have ample healthy and affordable food <i>Support local efforts to increase the availability of fresh, local, healthy food options to low-income community members, (i.e. Rogue Food Unites Mobile Farmers Markets)</i>	<i>Decrease in the rate of food Insecurity in Jackson County</i>	10.5% (2021)	13.8 % (2022)	N/A

Source: [All in For Health :: Indicators :: Food Insecurity Rate](#)

Strategy	Measure	(baseline)	(most recent data)	2024 (target)
Priority Area: Parenting and Life Skills Goal 2: Families have access to safe, affordable, and appropriate childcare. <i>Reduce the percent of income families spend on childcare (i.e. expansion of YMCA childcare, and other programs that support families with children 0-5 years of age).</i>	<i>Childcare Cost Burden</i> <i>*Percent of income</i>	24% (2018)	13.8% (2022)	N/A

Source: [Jackson Co. Health Rankings](#)

Strategy	Measure	(baseline)	(most recent data)	2024 (target)
Priority Area: Equity <i>Provide education and support outreach opportunities regarding access to healthcare, (i.e. Health Fairs, presentations, community partners).</i>	<i>Persons with Health Insurance</i>	90.2% (2019)	92.3% (2022)	N/A

Source: [All in For Health :: Indicators :: Persons with Health Insurance :: County : Jackson](#)