

Welcome

**Food as medicine:
Expanding access to
nutrition for better health**

jacksoncareconnect.org

Presenters:

- Melissa Isavoran, Foodsmart
- Sonya Kauffman Smith,
Providence
- Marcee Champion, ACCESS
- Micayla McNeely, ACCESS
- Anne-Marie Rodriguez, Rogue
Food Unites



Riki Rosenthal

Community Engagement
Operations Specialist

jacksoncareconnect.org



Good to know!

- Continuing Education Credits (CEU) are available for both conference days, for attendees who participate in the full day. Those who would like to submit for CEU's can fill out their form in the ballroom at 3 p.m. each day.
- We are excited to partner with Rogue Food Unites in hosting a free pop-up farmer's market for spring conference attendees on Thursday from 3-5 p.m., and on Friday from 1-3:30 p.m. The market features organic locally sourced produce, with a goal to build community in the process.



Jackson Care Connect

Foodsmart for Members

April 25, 2025





Foodsmart Overview



The two pillars of our focus

Our support network

- ✓ Nations target network of RDS
- ✓ Available 365 days a year
- ✓ 700+ registered dietitians
- ✓ 2M+ members
- ✓ Phone + video visits



The engagement & support system

- ✓ Foodsmart platform
- ✓ NutriQuiz
- ✓ Foodscripts
- ✓ Foodsmart Bucks
- ✓ Snap application support

The human element



Registered dietitian care

Clinical

- Medical Nutrition Therapy (MNT) to improve member diet & clinical conditions, and maintain sustainable outcomes over the long term
- Access to nutrition care and support where they worry about it most: home

Social

- Save time and money on food (for example, a family of four may save ~\$400/mo with price comparison tools)
- Receive the support they need to apply for SNAP/WIC benefits and use these dollars on better foods (i.e. not soda/chips these dollars go today)
- Ensure convenience, time, and transportation barriers are reduced with meal planning & grocery delivery (i.e. 3 mo. free Instacart delivery w/ SNAP)
- Improve guidance and thoughtfully transition members on/off food programs (i.e. teach members how to fish vs. long term mailed meals support)

THE FOODSMART PLATFORM

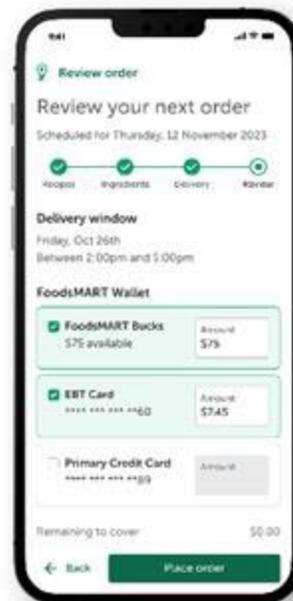
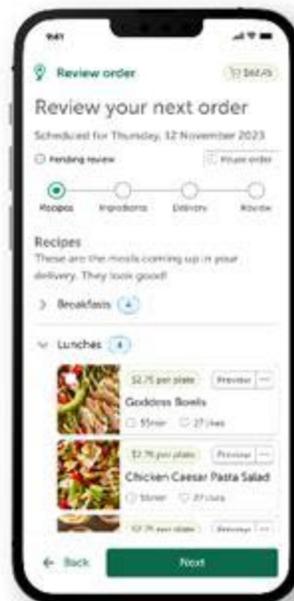
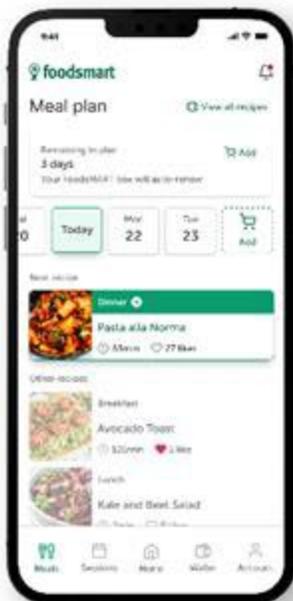
Nutrition support at your finger tips

The Foodsmart platform prioritizes what matters to members most:

- Price
- Time & ease
- Household size
- Taste & preference
- Comfort & culture

A common experience example:

Budget-centric focus with diabetes in mind, for a member that has grocery access challenges, and is also new to cooking



SNAP friendly ordering! 

Foodsmart Delivers **Foodcare**

Foodcare is a comprehensive approach to nutritional health and wellbeing that includes:

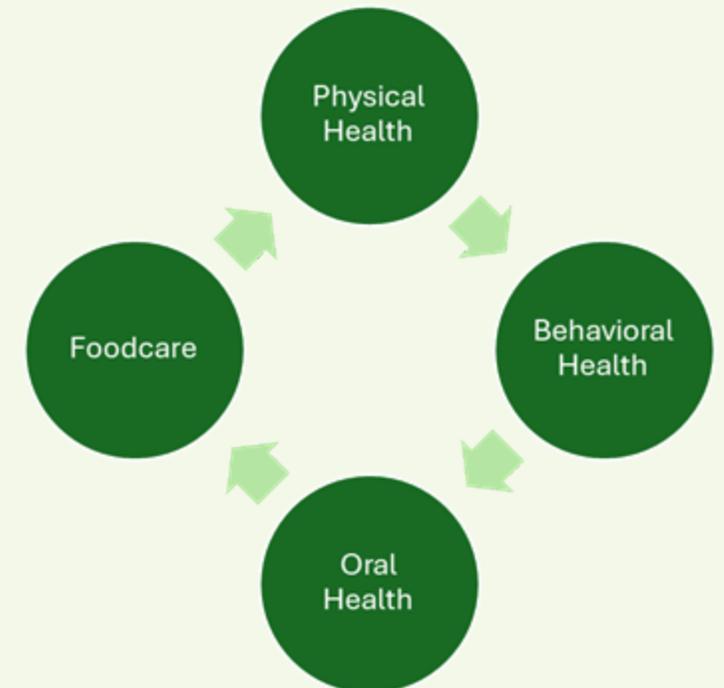
- Medical Nutrition Therapy.
- Supportive resources for selecting and obtaining healthy food options.
- Food distribution (e.g., medically tailored meals, food boxes, and fruit and veggie prescriptions).
- Community engagement and outreach.

Prioritizing Communities

Foodsmart prioritizes local communities

- Developing partnerships with local food providers
- Leveraging Community Health Workers (CHWs) with local/lived experience.
- Working with local clinics and community-based organizations to attend and coordinate events and direct referrals with emphasis on nutrition (e.g., turkey days and nutrition counseling)
- Partnering with local communities to promote nutrition and Foodcare (e.g., grocery corner)

System of Care Integration



Foodcare Policy

Working at state and federal level to inform Foodcare policy

- Establishing nutritional counseling and dietitian care as key to FoodCare
- Advocating to expand Medicare and Medicaid coverage of MNT; GLP-1 Step Therapy, disease management, and telehealth
- Participating in discussions, conferences, and coalitions
- Ensuring connections through networks, conferences, and engagements
- Supporting payers and community partners in navigating regulations and providing feedback to government partners



JCC's Foodsmart Benefits



Program Eligibility - JCC

Who is eligible?

- Members with **Primary Physical Health Medicaid** coverage with **JCC**
- Members with CareOregon Advantage and secondary coverage with JCC (**fully benefited dual eligible**)

Is there an age limit?

- There is **no age limit**
- Members **under the age of 13** will need a guardian present during the video or audio visit with a Registered Dietitian
- Members **ages 13 - 18** have the choice of having a guardian present.



Foodsmart Bucks Grocery Money

Do members receive an incentive for using Foodsmart?

- Members will receive **\$25 in Foodsmart Bucks during dietitian visits**

What are Foodsmart Bucks and what can they be used for?

- Digital grocery money that can be used on healthy & nutritious groceries through the Foodsmart platform
- Orders can be picked up at the grocery store or delivered to the member's home
- There are restrictions on the funds which focus their purchase power on healthy produce & pantry items.
- Foodsmart Bucks can be used for Instacart delivery fees.

How many Foodsmart Bucks are available per family?

- Each family member is eligible for their own Foodsmart Bucks.
- For example, if there are 4 eligible members in the family, all 4 people are eligible for their own incentive

Where are Foodsmart Bucks sent?

- Foodsmart Bucks are sent to the member via SMS or Email and are also available on the Foodsmart platform login screen
- Foodsmart Bucks are **NOT** loaded to the CareOregon OTC Care Card (DSNP)

Foodsmart Bucks FAQs https://support.foodsmart.co/hc/en-us/articles/22209664937491-Foodsmart-Bucks-Fresh-Funds-Instacart-FAQs#h_01HDN64EFZ1JTBZ8JFYVB1PYA1

Program Referrals and Language Support

Can I refer to Foodsmart?

Foodsmart is targeted to members who:

- Are pregnant
- Have one or more chronic conditions related to nutrition
- Are at risk for chronic disease exacerbation



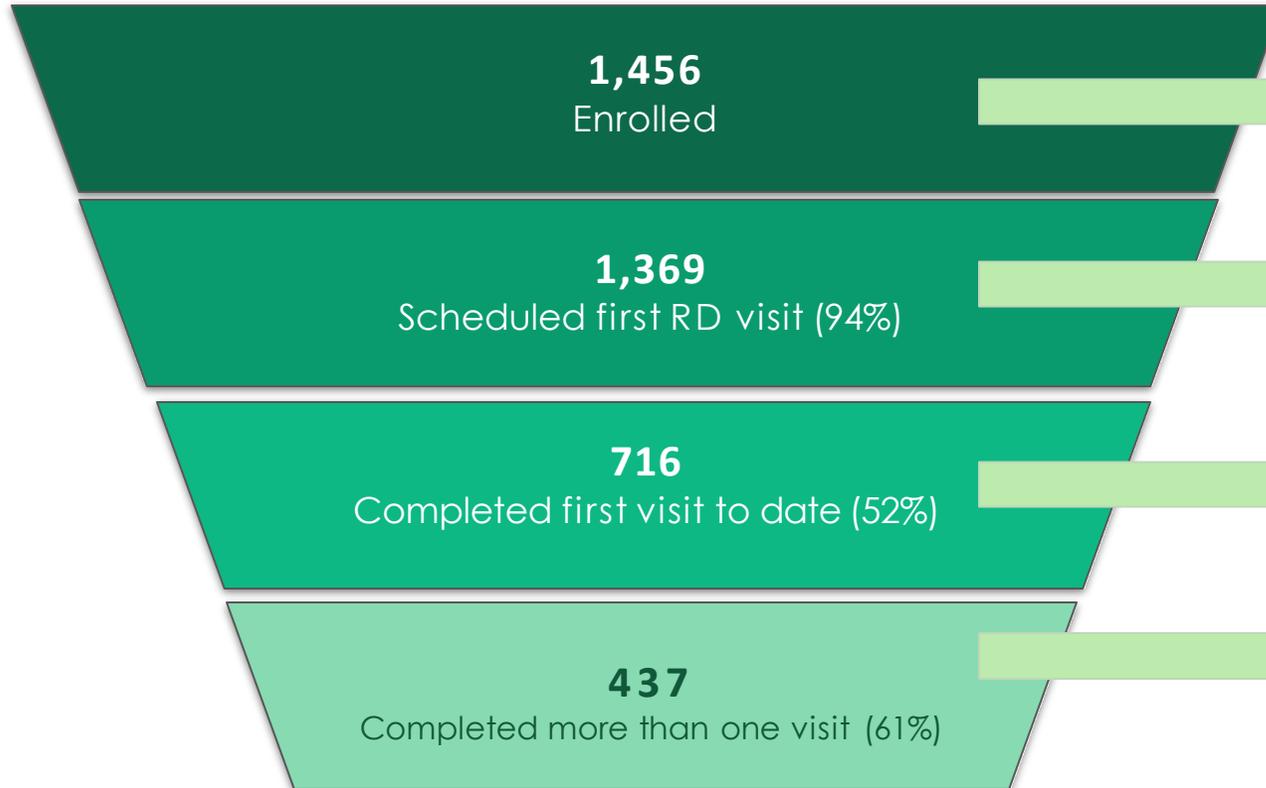
What languages does Foodsmart support?

- The FoodsMART platform is available in **English and Spanish**.
- Foodsmart tries to match members to a Registered Dietitian (RD) who speaks their preferred language.
 - If unavailable, Foodsmart uses **Language Line** to support the visits.



Early enrollment indicates strong program participation

52% of JCC enrollees completed at least one visit with a Foodsmart RD



Engagement definition:

A member either scheduled a visit with an RD *and / or* began using the Foodsmart platform.

The member either self-scheduled or worked with our member services team to schedule their first appointment with an RD.

The member has completed their first visit and established a relationship with a Foodsmart dietitian.

The member met with their RD on more than one occasion.

Engaging with Foodsmart



How does telenutrition by Foodsmart work?

1 Sign Up

In the Foodsmart web and app interfaces, members sign up for video (or phone) visits with a Foodsmart Registered Dietitian

2 Schedule

Members schedule visits and receive support via:

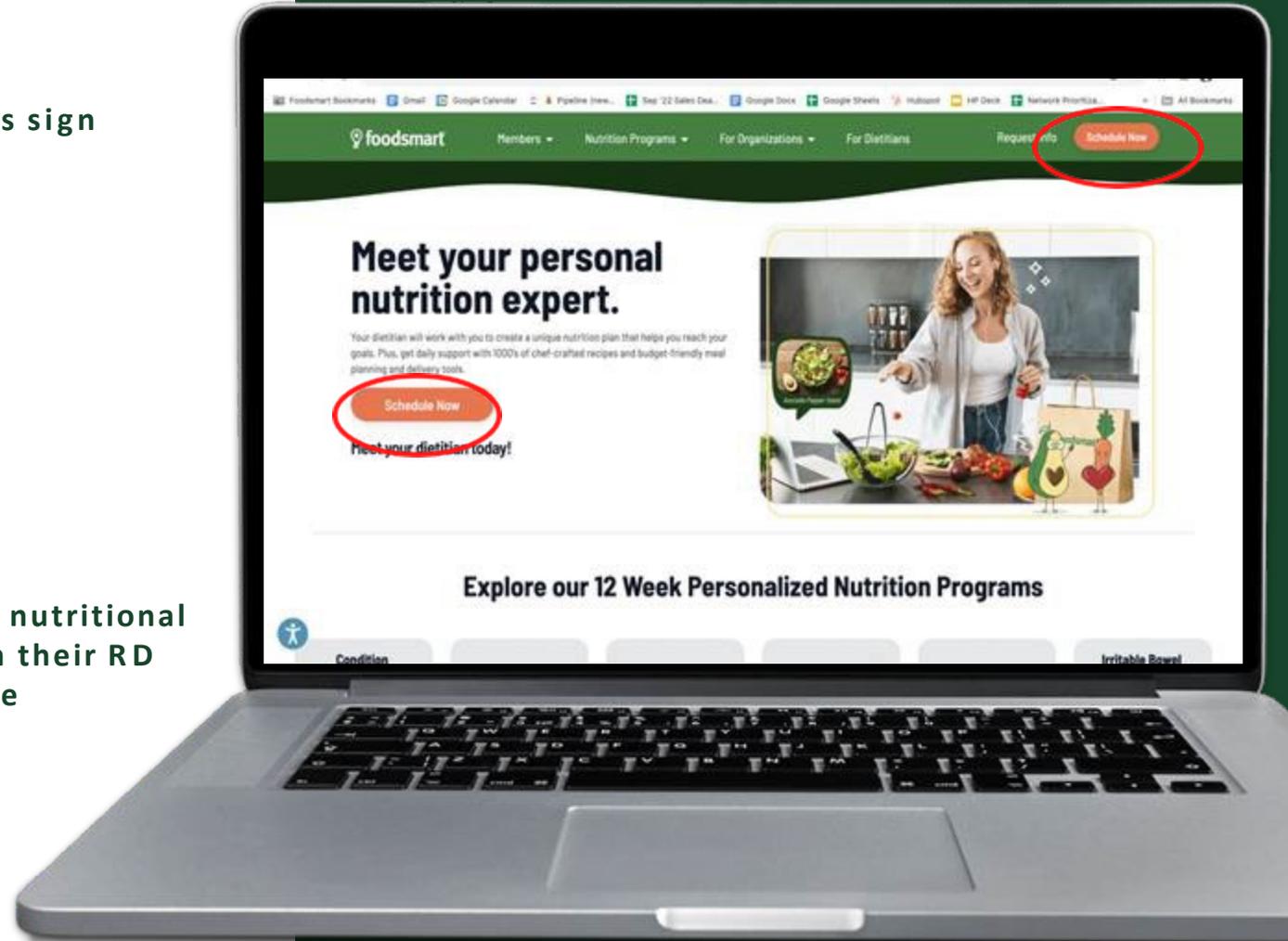
- Online self-scheduling & check-in
- Patient Portal secure messaging to clinical & office staff
- Dedicated telenutrition email support
- Dedicated telenutrition telephone line

3 Visit

Members complete their video visit, including a full nutritional assessment & care plan. They also screenshare with their RD to create meal plans and use other tools to promote sustainable behavior change.

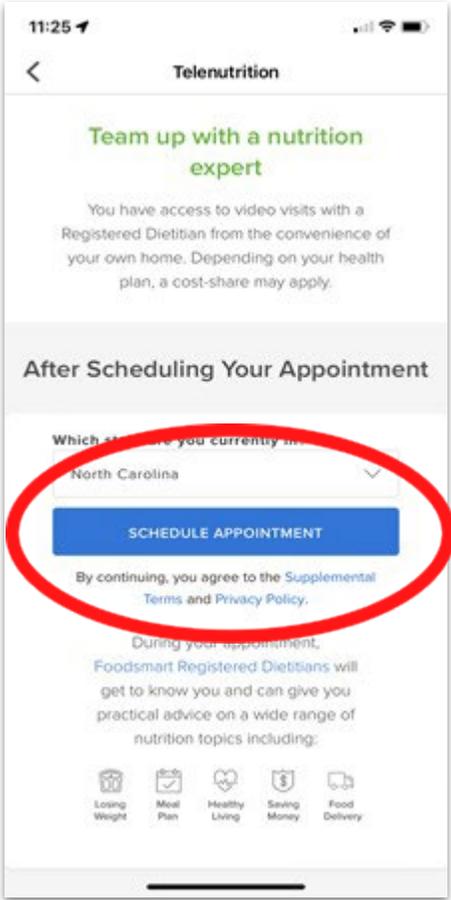
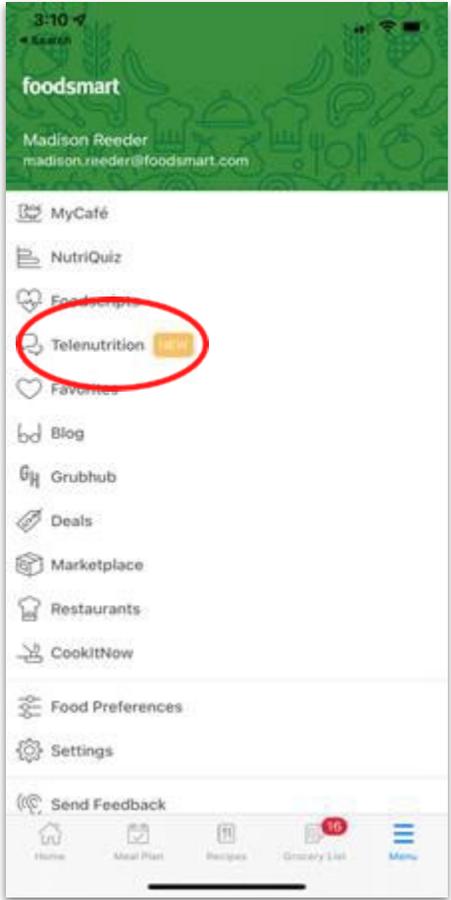
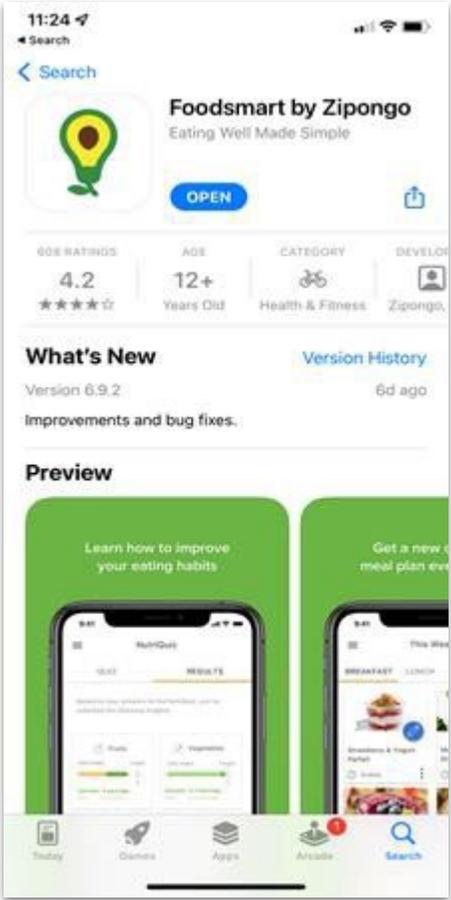
4 Follow up

Registered Dietitians schedule additional visits as needed and follow up with educational materials and resources.



Sign Up

User accesses Telenutrition through Foodsmart's website, digital app, or by phone



The First Visit

My RD and I discussed these topics...

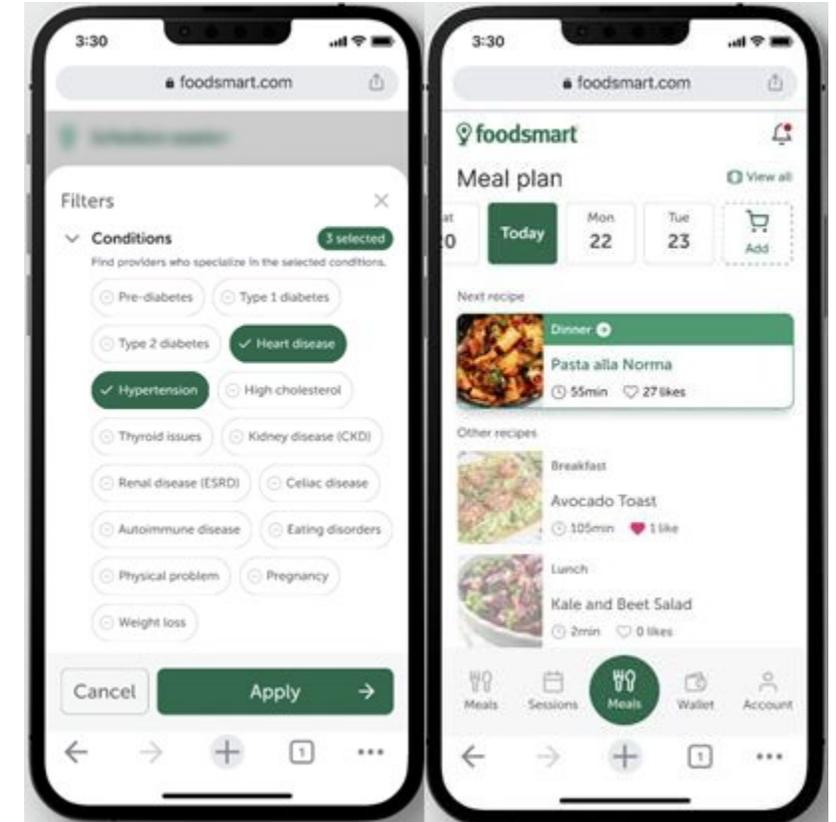
- My eating habits and what I eat in a day.
- My food budget and cooking skills.
- My food preferences (likes, dislikes, allergies).
- My preferred learning style.
- My favorite types of movement or activity.
- My health information: I shared my diagnoses of heart disease and high blood pressure.

We used these tools...

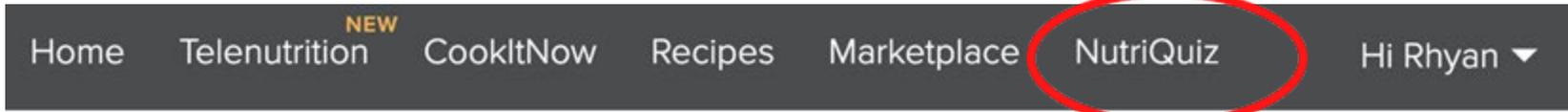
- My RD walked me through the NutriQuiz for my **baseline nutritional assessment** and discussed:
 - How often I eat specific food groups (e.g. fruits and vegetables, lean protein, whole grains).
 - Barriers I've faced to eating healthy, including my grocery budget, cooking skills, and transportation needs.
 - My weight, blood pressure, and cholesterol from my most recent doctor's visit.
- We set up a plan for future visits based on **my personalized curriculum**

My homework is...

- To complete my first meal-plan based grocery order and with that reduce sodium in my diet using the tips my Foodsmart RD gave me, and to stop adding additional salt to my meals.



Taking the NutriQuiz



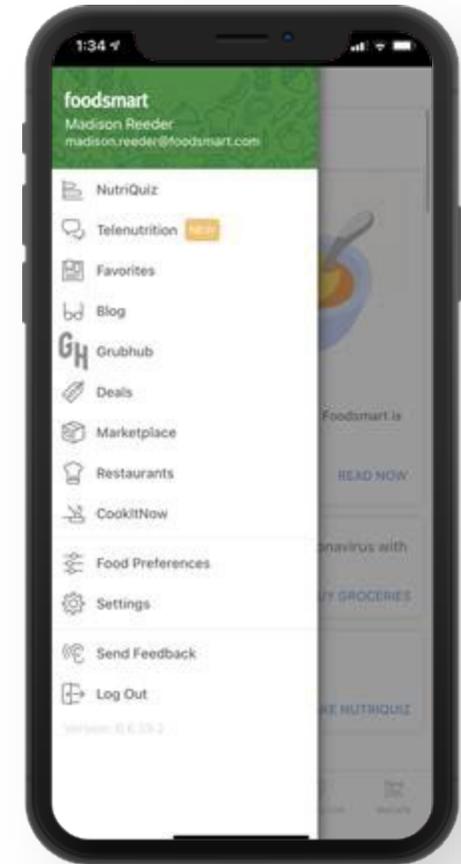
NutriQuiz



With just 5 more minutes of your time, we'll assess your diet and provide you with a tailored meal plan and dietary recommendations.

All questions are required.

[Get Started](#)



Building Your Meal Plan

My Meal Plan < >

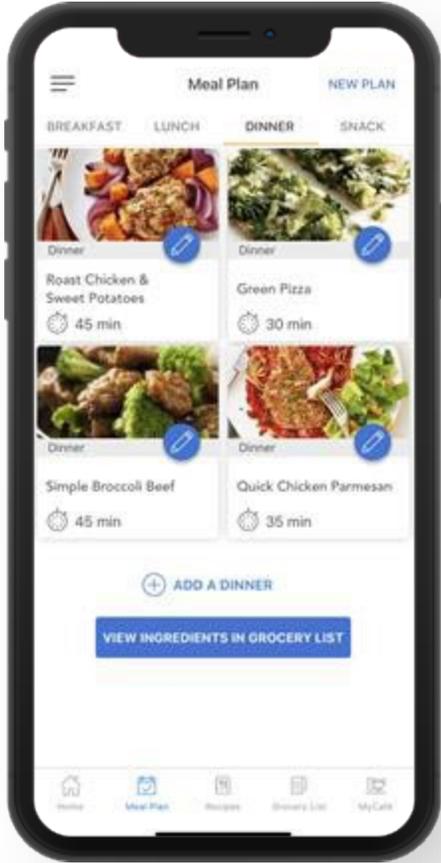
Search Recipes

30 Minutes or Less

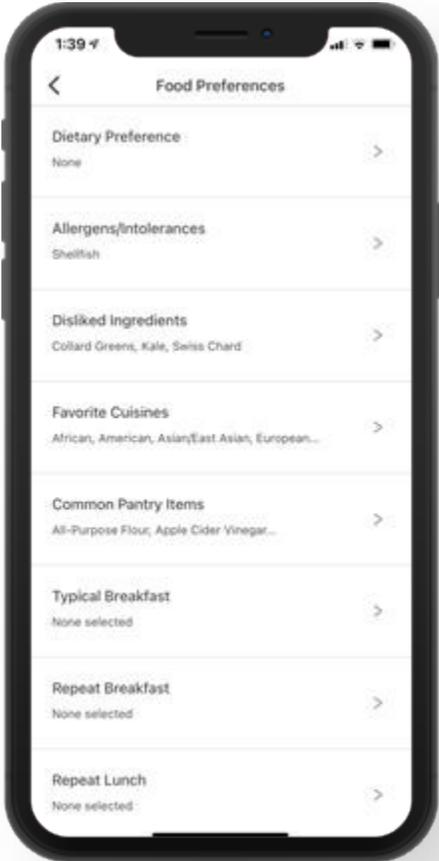
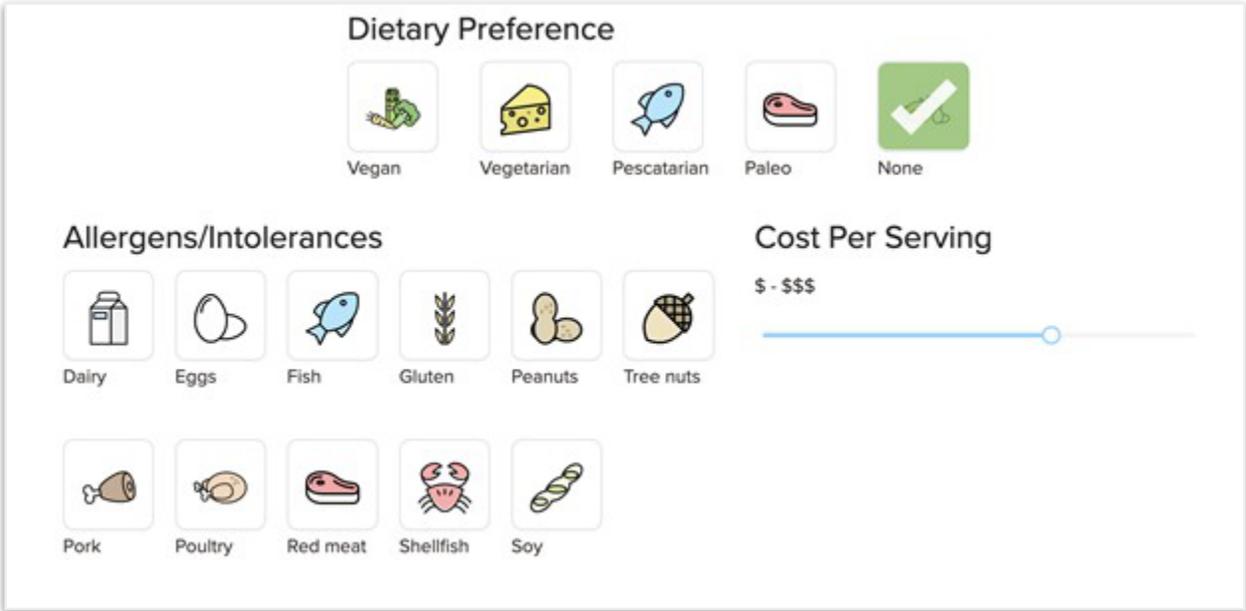
- Wake-Up Smoothie (Ready in 5 min, Serves 3)
- Good Green Tea Smoothie (Ready in 10 min, Serves 2)
- Bagel Gone Bananas (Ready in 5 min, Serves 2)
- Paprika Shrimp & Green Bean Sa... (Ready in 30 min, Serves 6)
- Parmesan-Crusted Chicken Tende... (Ready in 30 min, Serves 4)
- Strawberry & Yogurt Parfait (Ready in 10 min, Serves 1)
- Chicken & Spiced Apples (Ready in 20 min, Serves 6)

	Sun 1/19	Mon 1/20	Tue 1/21	Wed 1/22	Thu 1/23	Fri 1/24	Sat 1/25
	Drag recipes here						
	Sun 1/26	Mon 1/27	Tue 1/28	Wed 1/29	Thu 1/30	Fri 1/31	Sat 2/1
	Drag recipes here						

Print Create Grocery List



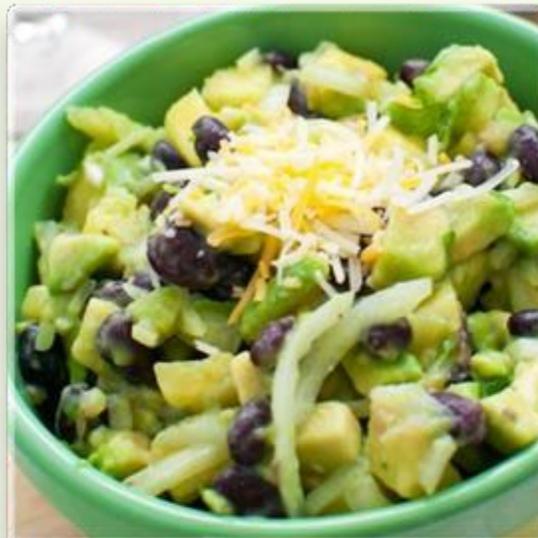
Customizing Your Preferences



\$: the USDA [Thrifty Food Plan](#)
\$\$: the USDA Low-Cost Food Plan
\$\$\$: USDA Moderate-Cost Food Plan
\$\$\$\$: USDA Liberal Food Plan

Foodsmart recipes focus on taste, price, convenience, and culture first

Recipes are recommended to members in the Foodsmart platform, as well as by our RDs, based on what they can afford, what they can cook, and what they love to eat. Recipes that are clinically appropriate for them are then recommended.



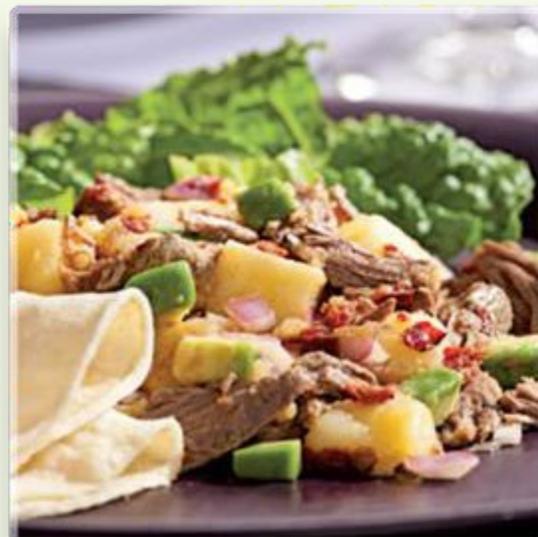
Tazón de Aguacate y Frijoles Negros

- 1 taza de cebolla picada en cubos pequeños
- 1 chile jalapeño, finamente picado
- 4 tazas de arroz integral
- 2 tazas de frijoles negros
- 1 aguacate, sin hueso y en rodajas finas
- 1 taza de cilantro fresco, groseramente picado

Instrucciones

1. Calienta el aceite en una sartén grande a fuego medio. Agrega la cebolla, los jalapeños y el ajo, y cocina, revolviendo ocasionalmente, hasta que se ablanden, aproximadamente de 5 a 7 minutos.
2. Añade el chile en polvo, el comino, la sal y la pimienta, y cocina hasta que estén fragantes, aproximadamente 1 minuto. Incorpora los frijoles y cocina hasta que estén bien calientes. Retira la sartén del fuego, añade el jugo de limón y revuelve para combinar.
3. Divide el arroz entre 4 tazones; coloca la mezcla de frijoles negros encima y adorna con el aguacate, el cilantro y el queso feta.

Precio por porción: **\$3.00**



Chipotle Beef and Potato Salad

- 12 oz stew beef
- 2 cloves garlic
- 1 tsp salt
- 3 medium boiling potatoes
- 3 tbsp cider vinegar
- 1 small red onion
- 3 tbsp extra-virgin olive oil
- 2-3 tbsp canned chipotle chile
- 1 ripe medium avocado

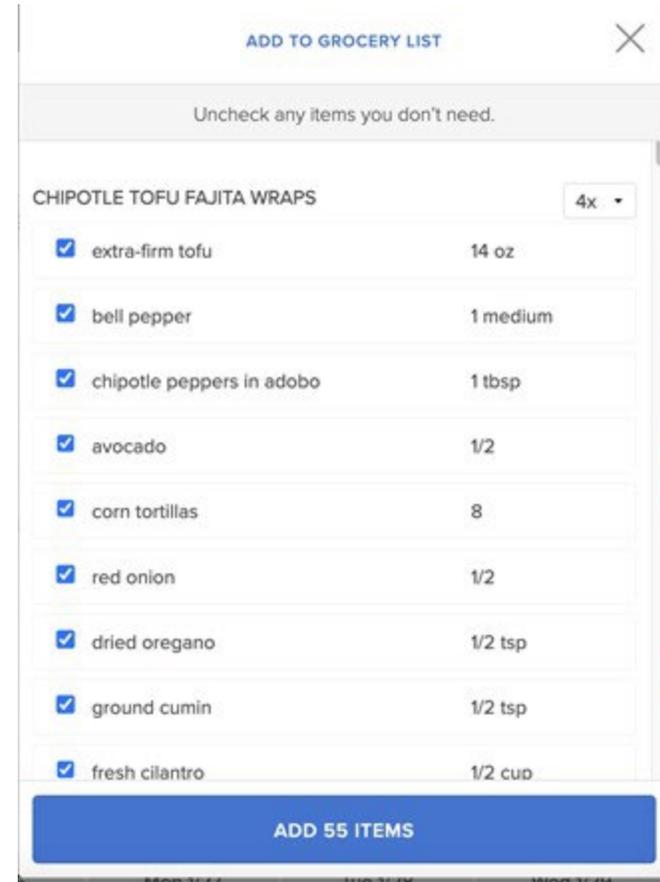
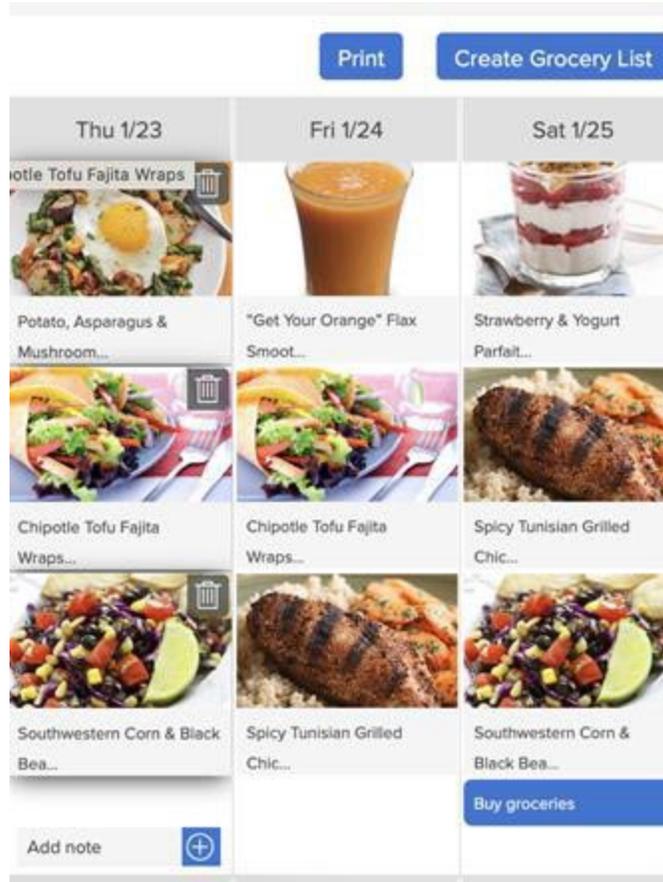
Instrucciones

1. Bring 1 quart water to a boil in a medium saucepan. Add beef, garlic and salt.
2. When the water returns to a boil, reduce the heat to medium-low. Skim off the foam that rises during the first few minutes of simmering.
3. Partially cover and simmer until the meat is fall-apart tender, about 1 hour. Remove the meat to a plate with a slotted spoon.

Cost per serving: **\$1.75**



Creating Your Grocery List



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Vice President, Network and Policy

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602.330.3820

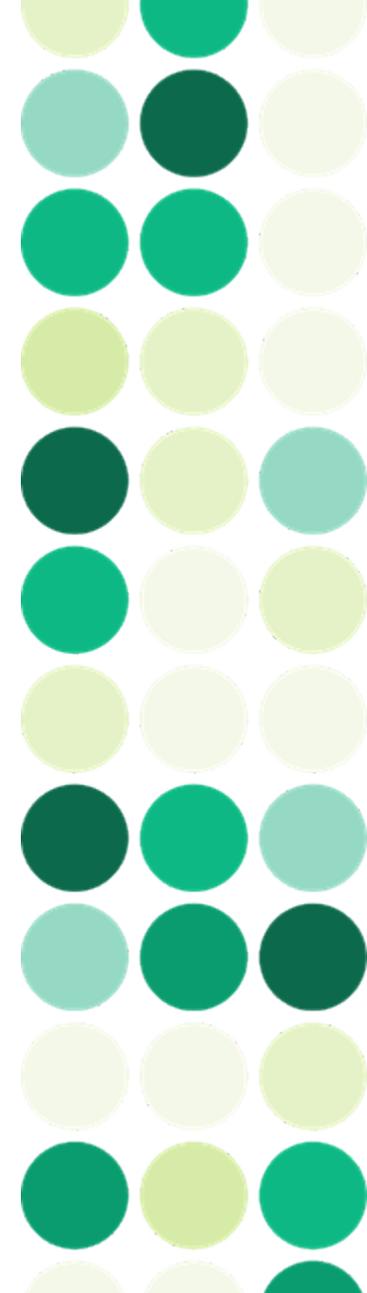
For Care Teams

support@foodsmart.com

For Patients

1-844-981-3433

Daily hours: 8am - 11pm ET



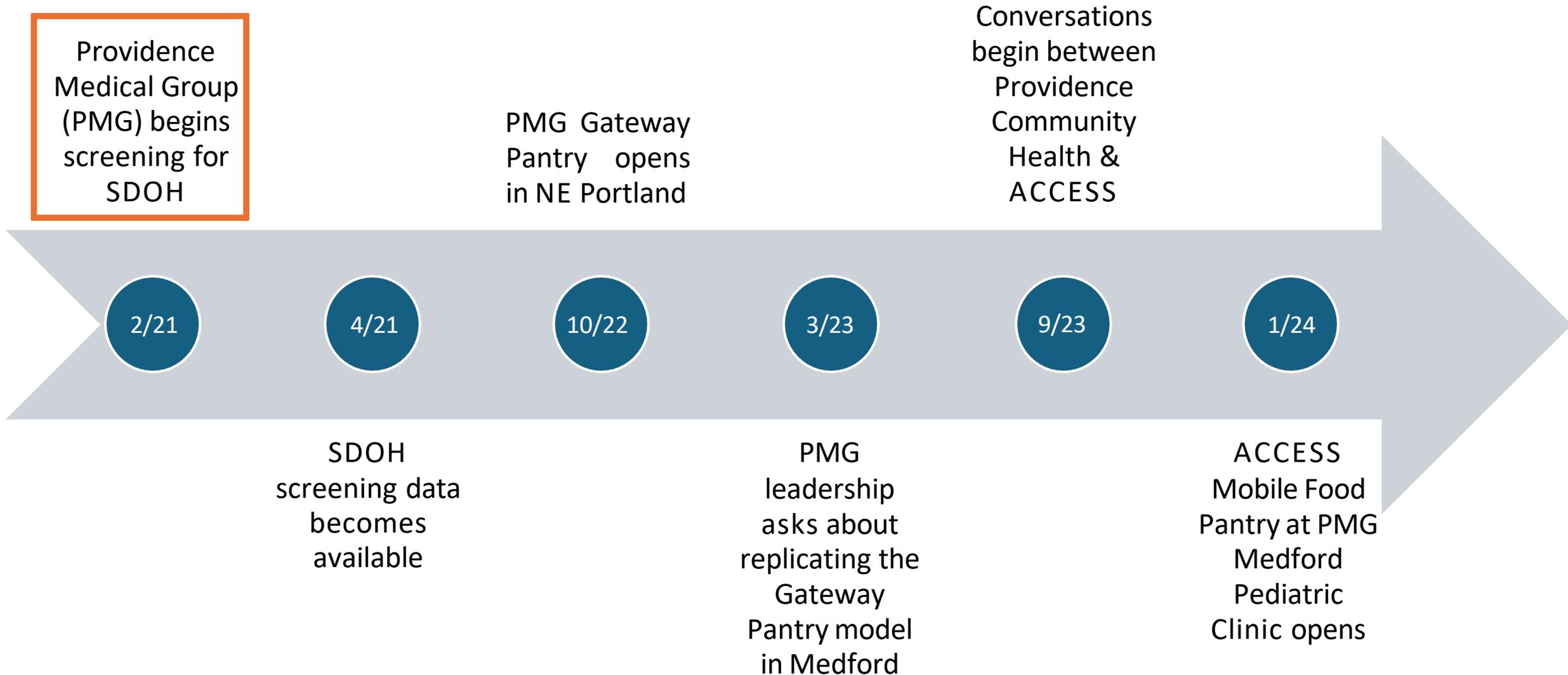
 **foodsmart**



Partnering to Address Food Insecurity

Friday, April 25, 2025

ACCESS Mobile Pantry Intervention Timeline



Social Determinants of Health Screening at Providence Medical Group



Having access to food, transportation, and other basic supports affects a person's health. The questions below focus on these supports. Based on your responses, we can connect you with needed services. We are asking all of our patients to answer these questions. You are not required to complete this form.

1. Within the past 12 months, you worried that your food would run out before you got money to buy more.

- Never true
- Sometimes true
- Often true

2. Within the past 12 months the food you bought just didn't last and you didn't have money to get more.

- Never true
- Sometimes true
- Often true

3. What is your living situation today?

- I have a steady place to live
- I have a place to live today, but I am worried about losing it in the future
- I do not have a steady place to live (I am temporarily staying with others, in a hotel, in a shelter, living outside on the street, on a beach, in a car, abandoned building, bus or train station or in a park)

4. In the past 12 months, has the electric, gas, oil or water company threatened to shut off services in your home?

- Yes
- No
- Already shut off

5. In the past 12 months, has lack of transportation kept you from medical appointments or from getting medications?

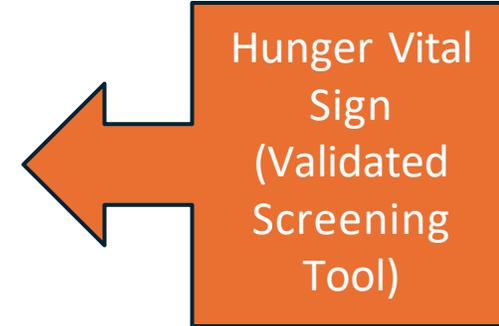
- Yes
- No

6. In the past 12 months, has lack of transportation kept you from meetings, work, or getting things needed for daily living?

- Yes
- No

Please let us know if you would like assistance by selecting as many of the boxes below:

- | | | |
|--|---|--|
| <input type="checkbox"/> Housing or Rent | <input type="checkbox"/> Jobs and Education | <input type="checkbox"/> Dental Care |
| <input type="checkbox"/> Utility Costs | <input type="checkbox"/> Children and Infants | <input type="checkbox"/> Eye Care |
| <input type="checkbox"/> Food | <input type="checkbox"/> Seniors | <input type="checkbox"/> Alcohol and Drug Recovery |
| <input type="checkbox"/> Clothing | <input type="checkbox"/> Counseling | <input type="checkbox"/> Legal |
| <input type="checkbox"/> Transportation | <input type="checkbox"/> Health Insurance | <input type="checkbox"/> Other |



ACCESS Mobile Pantry Intervention Timeline

Providence
Medical Group
(PMG) rolls
out screening
for SDOH

2/21

PMG Gateway
Pantry opens
in NE Portland

10/22

Conversations
begin between
Providence
Community
Health &
ACCESS

3/23

9/23

1/24

SDOH
screening data
becomes
available

PMG
leadership
asks about
replicating the
Gateway
Pantry model
in Medford

ACCESS
Mobile Food
Pantry at PMG
Medford
Pediatric
Clinic opens

PMG Oregon Social Needs Screening Data

SDOH PMG Clinic Screening Overview

Patients seen in a PMG primary care clinic in 2021-2023.

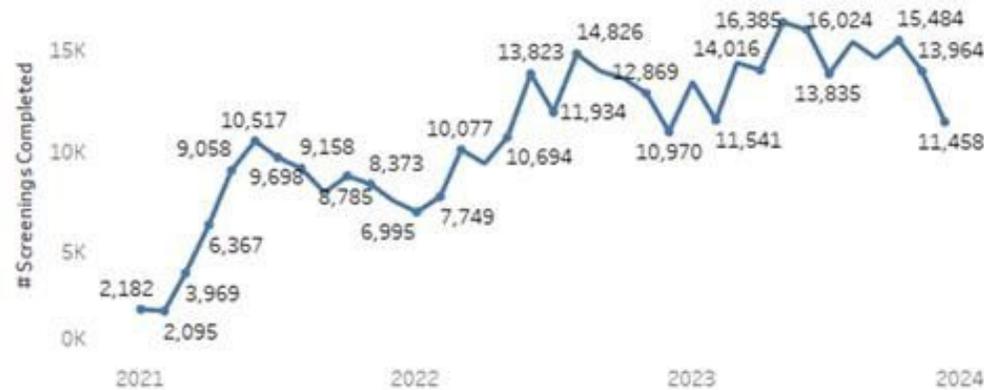
Screening rates include patients asked one of Housing, Food, Utilities, Transportation question in any Epic encounter within the same time period.

PMG Clinics: (All) |
 Geopod: (All) |
 Age Band: (All) |
 Date: (All) |
 Domain: (All) |
 Encounter Type: (Multiple values) |
 Language: (All) |
 Financial Class: (All) |
 Payor: (All) |
 Race: (All) |
 Ethnicity: (All) |
 Zip Code: (All)

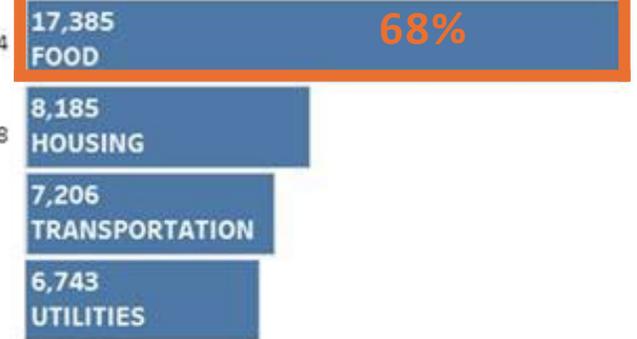
Overview

242,164
 # Patients Screened
57%
 % Screened
1.62
 Average Screens Per Patient
25,390
 # Screened Positive

Number of Screenings Completed By Month



Patients By Need



Top 10 clinics with the highest number of positive food insecurity screens

	# Patients Seen	# Patients Screened	% Screened	Average Screens Per Patient	# Screened Positive	% Screened Positive
1 PMG GATEWAY FAMILY MEDICINE	13,312	13,312	100%	1.74	2,262	17%
2 PMG GATEWAY INTERNAL MEDICINE	6,304	6,304	100%	1.56	722	11%
3 PMG CLACKAMAS	8,688	8,688	100%	1.33	716	8%
4 PMG NORTH PORTLAND FAMILY MEDIC..	5,147	5,147	100%	1.44	693	13%
5 PMG THE PLAZA FAMILY MEDICINE	6,224	6,224	100%	1.28	585	9%
6 PMG MEDFORD PEDIATRICS	3,361	3,361	100%	1.43	580	17%
7 PMG NORTHEAST INTERNAL MEDICINE	4,044	4,044	100%	1.34	573	14%
8 PMG NEWBERG FAMILY MEDICINE	4,724	4,724	100%	1.18	511	11%
9 PMG GRESHAM	4,846	4,846	100%	1.85	510	11%
10 PMG AT ST VINCENT	4,734	4,734	100%	1.89	458	10%

ACCESS Mobile Pantry Intervention Timeline

Providence
Medical Group
(PMG) begins
screening for
SDOH

PMG Gateway
Pantry opens
in NE Portland

Conversations
begin between
Providence
Community
Health &
ACCESS

2/21

4/21

10/22

3/23

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SDOH
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PMG
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Mobile Food
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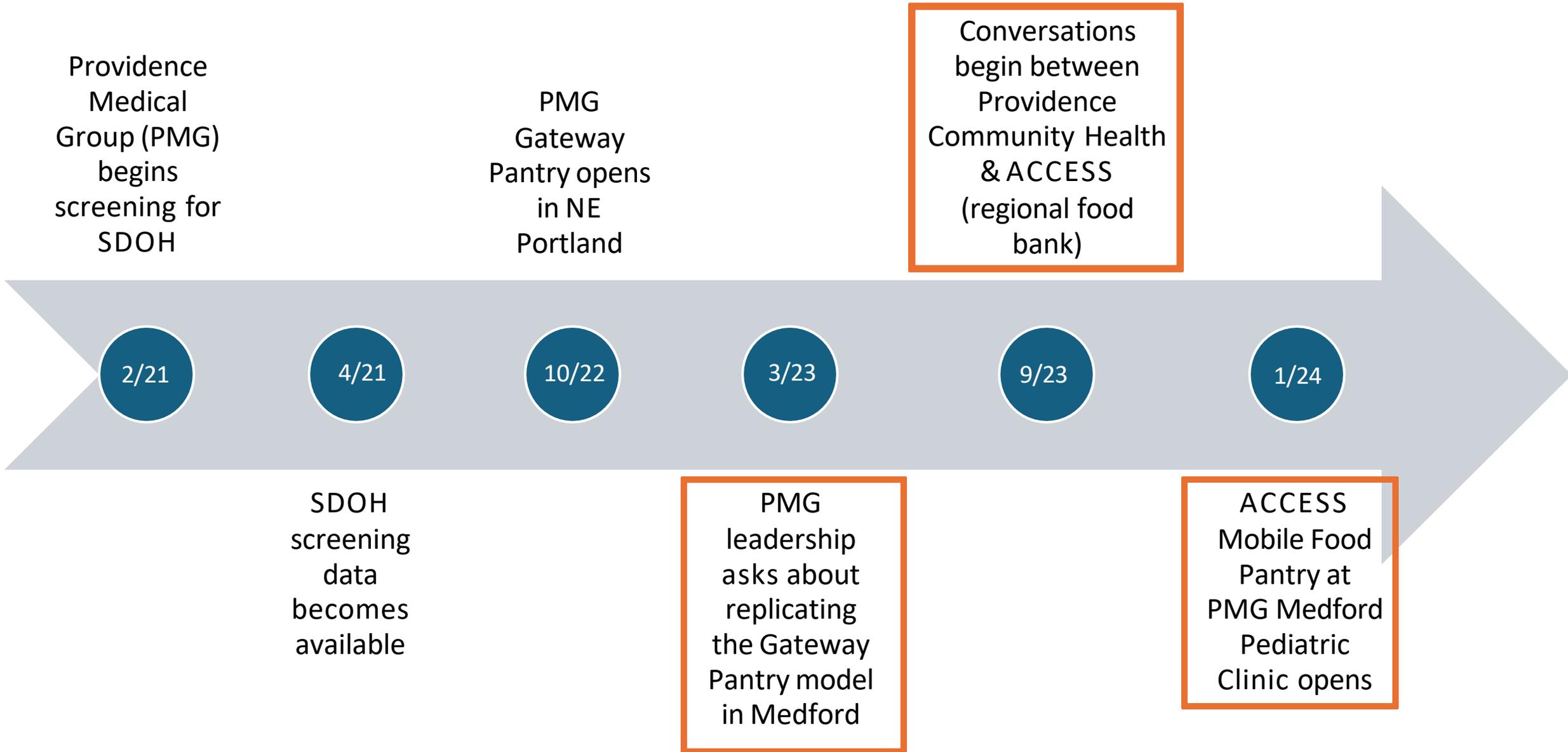
Providence Gateway Food Pantry

Located in NE Portland

- Satellite of **Portland Open Bible Community Pantry** (OFB Network)
- Serves two high need primary care clinics
- Serves on average five patients/households per day
- "Shopping model" pantry visits facilitated by community resources specialists who provide ongoing food resources



ACCESS Mobile Pantry Intervention Timeline



Providence Medical Group (PMG) begins screening for SDOH

PMG Gateway Pantry opens in NE Portland

Conversations begin between Providence Community Health & ACCESS (regional food bank)

2/21

4/21

10/22

3/23

9/23

1/24

SDOH screening data becomes available

PMG leadership asks about replicating the Gateway Pantry model in Medford

ACCESS Mobile Food Pantry at PMG Medford Pediatric Clinic opens

PMG Medford Pediatric Clinic Social Needs Screening Data

March 2024-February 2025

SDOH PMG Clinic Screening Overview

Patients seen in a PMG primary care clinic within past 12 months. Updated 3/3/2025.

Screening rates include patients asked one of Housing, Food, Utilities, Transportation question in any Epic encounter within the same time period.

PMG Clinics:
 Geopod:
 Age Band:
 Date:
 Domain:
 Encounter Type:
 Language:
 Financial Class:
 Payor:
 Race:
 Ethnicity:
 Zip Code:

Overview

3,022
Patients Screened

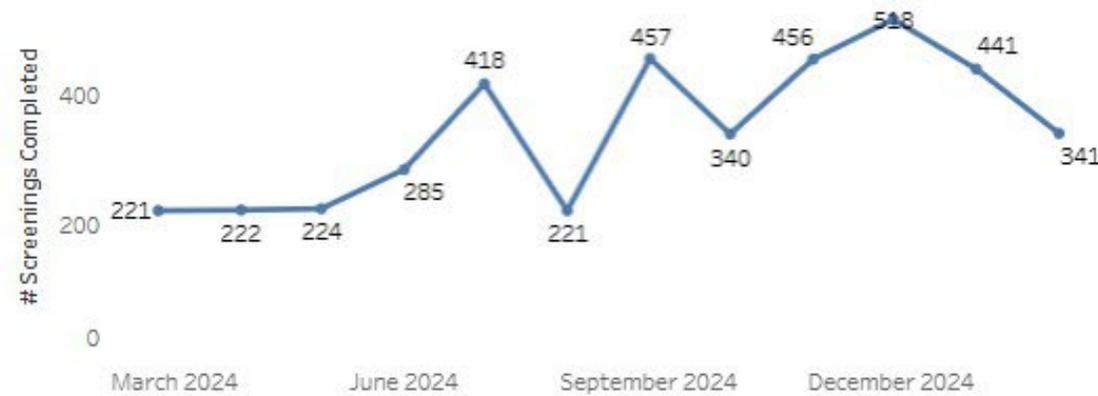
53%
% Screened

2023: 44%

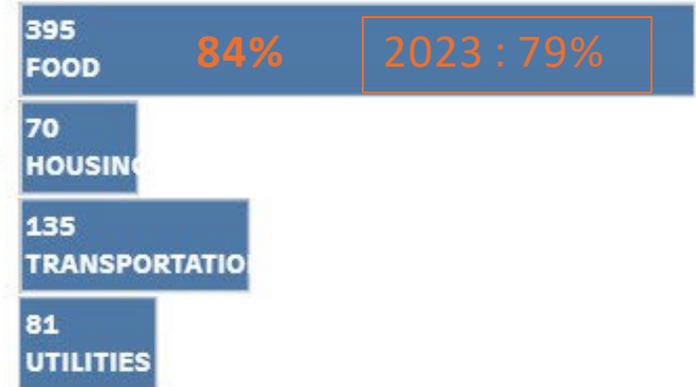
1.37
Average Screens Per Patient

473
Screened Positive

Number of Screenings Completed By Month



Patients By Need



Top 10 Clinics With the Highest % of Patients Screened

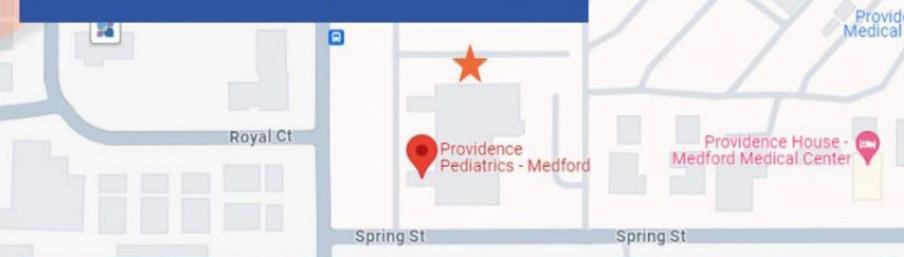
	# Patients Seen	# Patients Screened	% Screened	Average Screens Per Patient	# Screened Positive	% Screened Positive
1 PMG MEDFORD PEDIATRICS	5,717	3,022	53%	1.37	473	16%



ACCESS
BUILDING COMMUNITY

ACCESS FOOD PROGRAMS

HEALTHY MOBILE PANTRY



ACCESS is opening a new Healthy Mobile Pantry location at Providence Pediatrics!

The **ACCESS Healthy Mobile Pantry** provides free, healthy food options and nutrition information to income-eligible families in Jackson County.

1st, 3rd and 5th Tuesdays of the Month
1:00pm – 2:00pm

Providence Pediatrics
840 Royal Ave
Medford, OR 97504

FOR MORE INFORMATION
ACCESS FOOD PROGRAMS
(541) 779-6691 or info@accesshelps.org
www.accesshelps.org/food-pantries



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ACCESS MOBILE PANTRY OVERVIEW

- Pantry occurs the 1st, 3rd, and 5th Tuesdays of the month from 1:00-2:00 pm
- Pantry is located on the Providence Medford campus outside the Pediatrics Clinic
- One pantry can serve 35-40 households

March 2024
35 households



March 2025
54 households

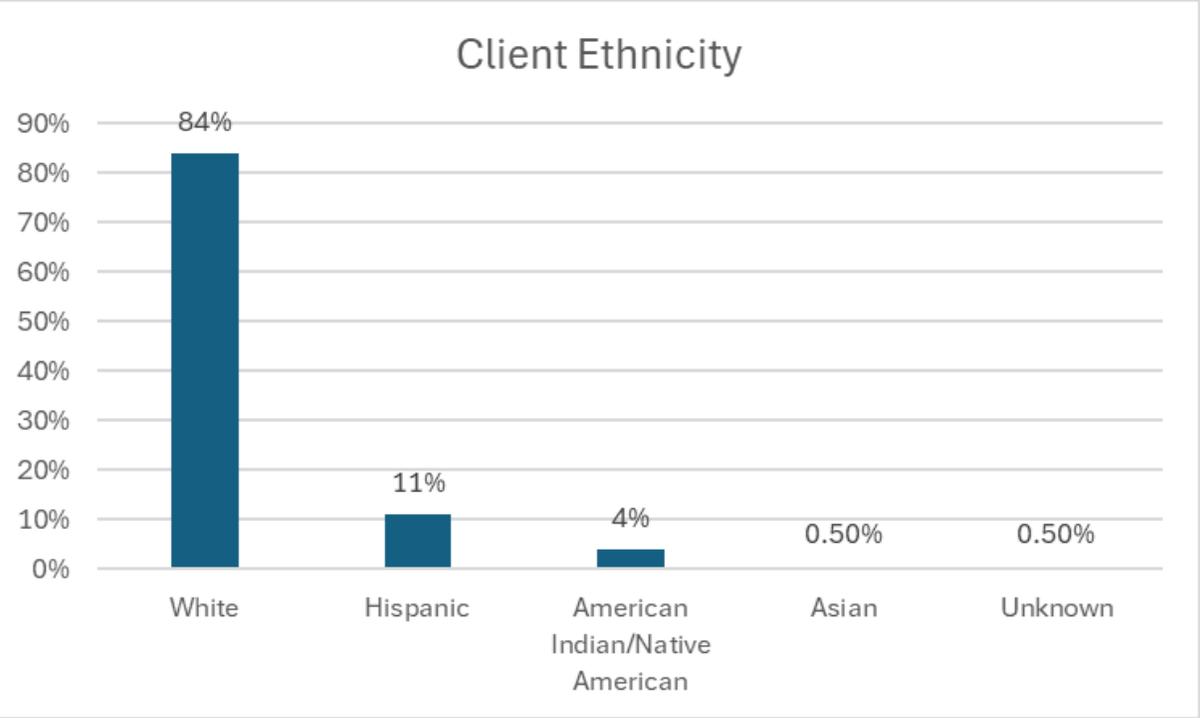
54% increase

ACCESS Mobile Food Pantries at Providence Pediatric Clinic

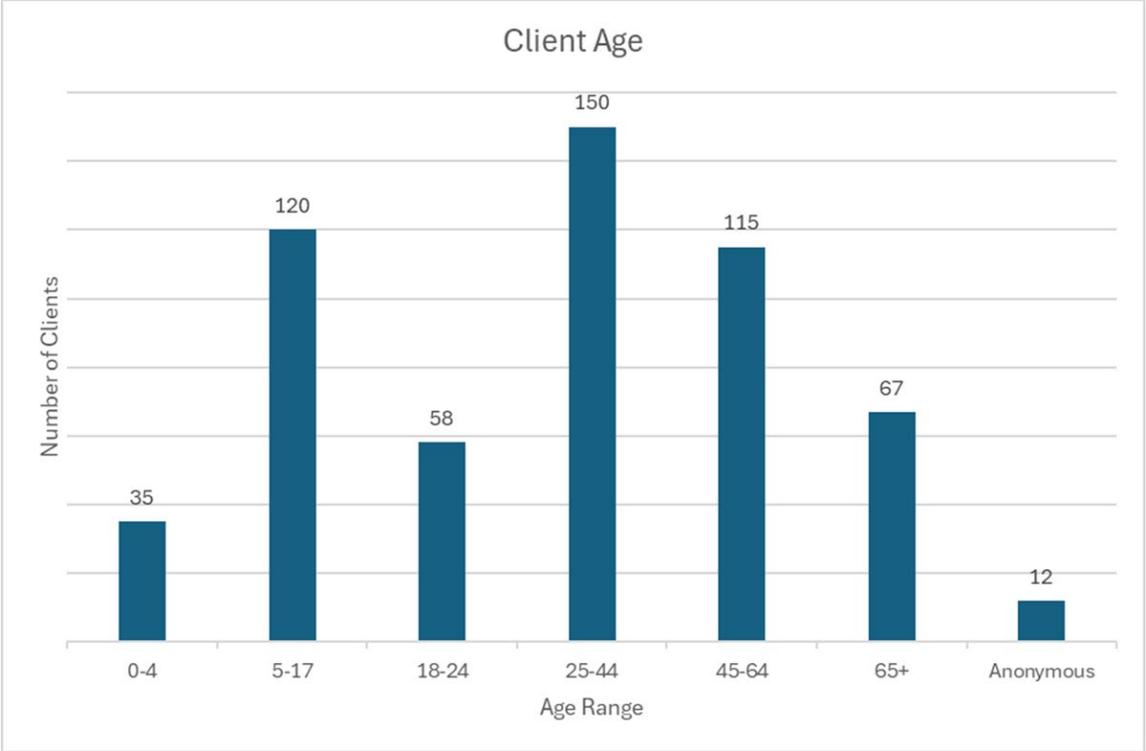
April 2024-March 2025

557 Unduplicated Clients

Client Ethnicity



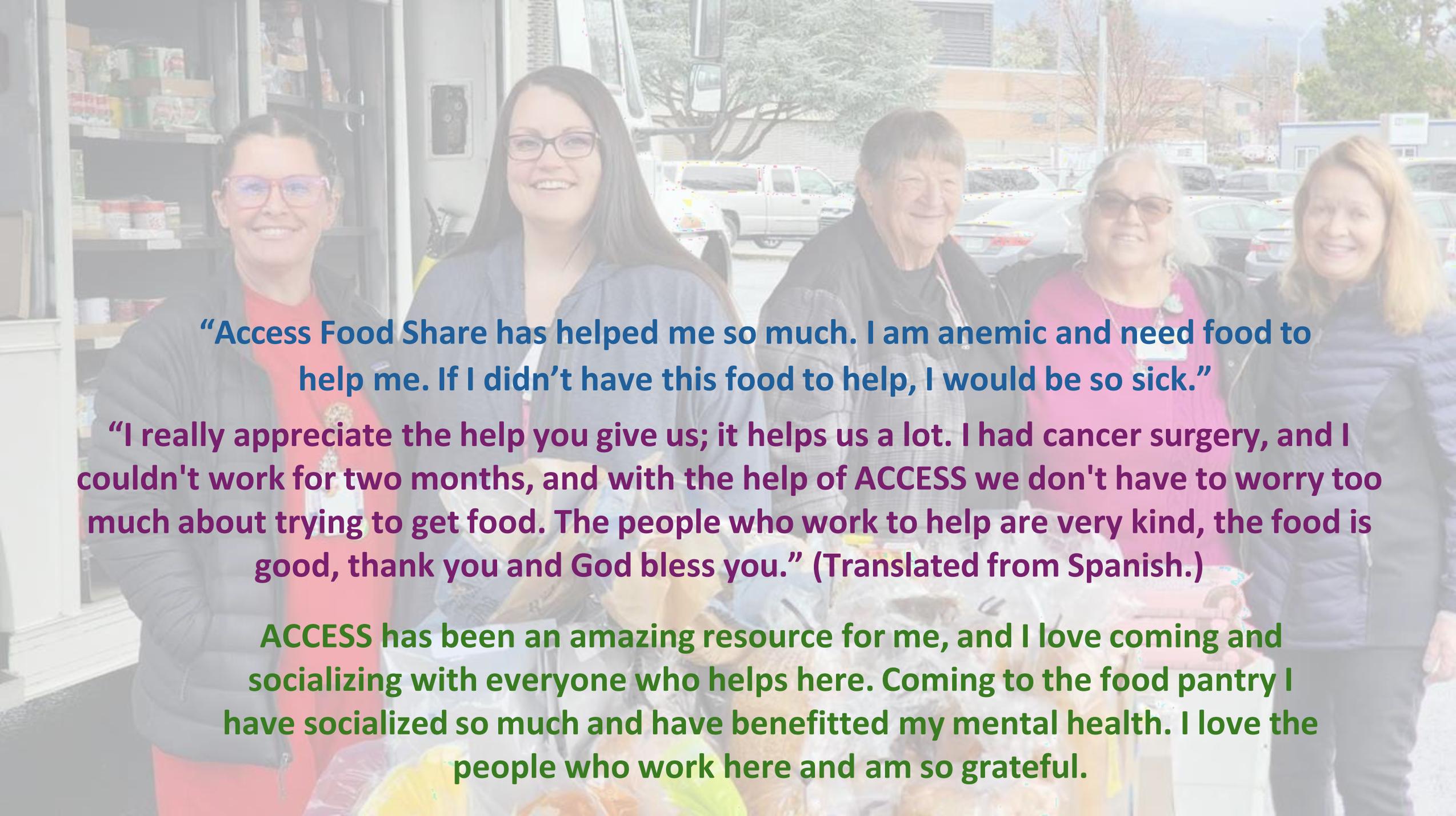
Client Age



SERVING THE COMMUNITY

- Pantry is open to all community members
 - Up to 300% of federal poverty level
 - Jackson County resident
- Clients leave with a 3–4-day supply of food
 - Shelf stable – canned and dry
 - Produce
 - Baked goods
 - Frozen meat
 - Dairy
 - Also – hygiene items



A group of five women of various ages are standing in front of a food pantry. They are all smiling and holding large bags filled with food. The background shows the entrance to the pantry with shelves of supplies and a parking lot with several cars. The text is overlaid on the image in three different colors: blue, purple, and green.

“Access Food Share has helped me so much. I am anemic and need food to help me. If I didn’t have this food to help, I would be so sick.”

“I really appreciate the help you give us; it helps us a lot. I had cancer surgery, and I couldn't work for two months, and with the help of ACCESS we don't have to worry too much about trying to get food. The people who work to help are very kind, the food is good, thank you and God bless you.” (Translated from Spanish.)

ACCESS has been an amazing resource for me, and I love coming and socializing with everyone who helps here. Coming to the food pantry I have socialized so much and have benefitted my mental health. I love the people who work here and am so grateful.



THANK YOU!

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**ROGUE
FOOD
UNITES**

FOOD IS THE FIRST STEP

“

THANK YOU

Rogue Food Unites provides me with the type of healthy, nutritious foods I aspire to eat but could not afford on my own. I am a severe diabetic and sincerely believe the quality organic vegetables I receive from them are helping to prolong my life.

They have introduced some new items to me and in addition to the food they share preparation tips and recipes that help me live a healthier life.

”



OUR MISSION

Rogue Food Unites (RFU) uses food to heal individuals and communities during times of crisis.

RFU works with locally-invested food businesses to assemble and deliver fresh, nutritious, local ingredients to our communities. While meeting the fundamental right for food, RFU strengthens local economies, fosters collaboration, preserves jobs for residents, builds resilience, and ensures food security and sovereignty in Oregon and its communities.



NEIGHBORS UNITE: NO-COST FARMERS MARKET





Southern Oregon Farmers Network



In 2024:

83,610

individuals served at
Neighbors Unite Market

\$1,011,766

reinvested into the local
food system





over 2 million

meals served since 2020

over 222,000

individuals served at Neighbors Unite Markets

over \$18 million

reinvested into Oregon Communities since
2020



THANK YOU!



Thank you!

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