



## CY 2023 Health Equity Plan Submission Template and Instructions

### **PURPOSE**

This template should be completed by CCOs for the CY 2023 Health Equity Plan (HEP) Update submission due July 14, 2023. (This due date was [extended](#) from June 30.) The purpose of this template is to report on, and transition referenced requirements in Exhibit K, Section 10, Health Equity Plans to ensure compliance with contract requirements. **Please note that the template has been updated from the previous year.**

### **Reporting Requirements:**

- Must be written in 12-point Arial font with single spacing to meet readability and accessibility standards.
- All pages should be clearly numbered.
- The HEP submission CY 2023 must be submitted in a pdf format to meet accessibility requirements. Any other format will not be accepted.
- Please note that some sections have specified page limits. Any page limits noted exclude supporting documentation. **While OHA has provided generous page limit guidelines to accommodate each CCOs unique needs and experience, OHA encourages CCOs to provide comprehensive responses while being as brief as possible.** Visual materials, including charts, graphs, maps, photographs, and other pictorial presentations are included in the page limitation.
- Supporting documentation is required and must be relevant to the item being addressed. All supporting documentation attached and referenced in the narrative portion must be clearly labeled to reflect the content (e.g., CCOxyz\_LEP\_Policy). **The inclusion of hyperlinks to another location within the same document is requested to facilitate quick access to the document referenced by OHA reviewers. Documents that are not referenced in the narrative but are submitted will not be reviewed.**
- The HEP Progress Report and relevant supporting documentation must be submitted to [CCO.MCOCDeliverableReports@dhsoha.state.or.us](mailto:CCO.MCOCDeliverableReports@dhsoha.state.or.us) by the due date.

### **INSTRUCTIONS**

OHA has updated this year's Health Equity Plan reporting requirements to reduce CCO reporting burden and to support a transition to the revised Exhibit K, Section 10 Health

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Equity Plan deliverables. Whereas last year's report included 2 sections with eight (8) discrete focus areas, this year the Health Equity Plan has been reorganized to reflect shifts in Focus Area requirements that went into effect on January 1, 2023. For more information on changes to section contents, focus areas, and reporting expectations, see the 2023 HEP Guidance Document.

Please review the following instructions to ensure all reporting requirements are met.

### **Section 1: Focus Area Updates (formerly Health Equity Plan Update)**

This section has been updated from the previous year and streamlined to comply with Exhibit K, Sections 10 a. and 10 b. and includes:

- Update on Health Equity Administrator, CCO service area and workforce demographics, and CCO Board and CAC composition.
- Strategies, Goals, Objectives, Activities, Metrics Updates, and Progress Updates for each Focus Area.

### **Section 2: Annual Training and Education Report**

Reporting for this section has not changed. Completion of this section complies with Exhibit K, Sections 10 c. and includes reporting on CY 2022 training activities as well as current year planned training activities.

- CCOs should complete the separate Excel reporting template named **2022 and 2023 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.**

**For question please contact:** OHA Health Equity Innovation and Implementation Team at [CCO.healthequityplans@dhsosha.state.or.us](mailto:CCO.healthequityplans@dhsosha.state.or.us)

**CCO Workforce, CAC, and Service Area Demographic Information**

CCO Name:		
Health Equity Administrator (HEA) Name:		
HEA Contact information:	Phone:	
	Email:	

- 1) Provide an update of **demographic information** about contractor’s Service Area, contractor’s workforce. Please identify data sources. **There is a 3-page maximum for this question.**
  - a) CCO Service Area demographics

*<insert response here>*

- b) CCO Workforce demographics (please report staff, senior leadership, and board demographics separately):

*<insert response here>*

**Section 1: Focus Area Updates**

Each contract year CCOs are to 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 that **Year 4 (CY 2023) Focus Areas (FAs)** differ from Year 3 (CY 2022) Focus Areas. For some focus areas, previous strategies will be carried over from Year 3 FAs. In these cases, reporting sections will include spaces for progress updates on previous strategies and goals, as well as space to modify or introduce new strategies and subsequent goals.

Other focus areas were not included in the scope of Year 3 FAs. For these FAs, sections are provided for background / context for the FA and the introduction of new strategies and goals. Information may be drawn from other areas of Year 3 Health Equity Plan submission, including Section 1, Health Equity Plan Update. See *2022 – 2023 Section Area Contents and Focus Area Crosswalk* section of Guidance Document for further

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details. When applicable, OHA has provided some guidance and prompts based on CCO contract *Exhibit K Part 10 Health Equity Plan (b) (2) (a – e)*.

Provide a progress update on Year 3 FA strategies and plans for Year 4 FA strategies in the table below.

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

<b>Focus Area 1: REALD / SOGI</b>
<b>Year 3 Progress Update (Progress Report)</b>
<i>List CCO strategy for Year 3 FA 2 (Demographic Data) &gt;</i>
Provide a status update on CCO Year 3 strategy for Year 3 FA 2 below:
<i>&lt;Insert strategy status progress update&gt;</i>
<b>Goal 1:</b> <i>&lt;Insert existing goal(s) to achieve strategy as applicable. Make copies of this section for additional goals. &gt;</i>
<b>Goal 1 Status Update:</b> <input type="checkbox"/> Completed. <input type="checkbox"/> Ongoing. <input type="checkbox"/> Modified. <i>&lt; Provide status update on this particular goal&gt;</i>

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<p><b>Baseline:</b></p> <p>&lt;Insert baseline information&gt;</p>	<p><b>Metric/Measure of success:</b></p> <p>&lt;Insert update on metrics: were metrics met? Are there changes to metrics for Year 4?&gt;</p>
<p><b>Monitoring:</b></p> <p>&lt;Insert monitoring plan and timeline, including review by community&gt;</p>	<p><b>Person responsible:</b></p> <p>&lt;Insert name or position of individual charged with monitoring progress&gt;</p>
<p><b>Updated Resources Attained / Needed:</b></p> <p>&lt;List internal and external resources needed to achieve goals&gt;</p>	
<p><b>Year 4 Strategy</b></p>	
<p><b>Please select one option for Year 3 strategy and complete the appropriate portion of the table below.</b></p> <p><input type="checkbox"/> Strategy is the same as Year 3</p> <p><input type="checkbox"/> Strategy has been modified for Year 4</p> <p><input type="checkbox"/> A new strategy has been developed</p>	
<p><b>If strategy is same as Year 3 (insert rationale below)</b></p> <p>&lt;Insert short narrative describing reason for strategy remaining the same&gt;</p>	
<p><b>If strategy has been modified for Year 4</b></p> <p>&lt;Insert narrative describing modifications from Year 3 submission and rationale&gt;</p>	
<p><b>If a new strategy has been developed – Complete new strategy template below</b></p>	
<p><b>For New Strategies ONLY</b></p> <p><i>This section only applies if you selected “a new strategy has been developed” for Year 4. If no new strategy will be developed delete this section when reporting to facilitate compliance with page limits.</i></p>	
<p><b>New Strategy:</b></p> <p>&lt;Insert new strategy as applicable&gt;</p>	
<p><b>Background/Context:</b></p>	

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<i>&lt; Insert narrative describing the context for why this strategy was selected &gt;</i>	
<b>Issues and barriers:</b> <i>&lt; Insert narrative describing the barriers/issues related to focus area that will be addressed by strategy.&gt;</i>	
<b>Goal 1:</b> <i>&lt;Insert new goal(s) to achieve strategy as applicable&gt;</i>	
<b>Baseline:</b> <i>&lt;Insert baseline information&gt;</i>	<b>Metric/Measure of success:</b> <i>&lt;Insert clear and measurable metrics&gt;</i>
<b>Monitoring:</b> <i>&lt;Insert monitoring plan and timeline, including review by community&gt;</i>	<b>Person responsible:</b> <i>Insert name or position of individual charged with monitoring progress&gt;</i>
<b>Resources Needed:</b> <i>&lt;List internal and external resources needed to achieve goals&gt;</i>	

<b>Focus Area 2:</b> <b>CLAS Standards as an organizational framework to advance health equity</b>
<b>Year 3 Progress Update (Progress Report)</b>
<ul style="list-style-type: none"> <li>• <b>CLAS- Governance, Leadership, and Workforce</b> <i>&lt; Here CCO can list strategy for Year 3 FA 4 (CLAS as an Organizational Framework) and Year 3 FA 5 (Workforce) and/or provide new strategy&gt;</i></li> <li>• <b>CLAS-Communication and Language Assistance</b> <i>&lt;Here CCO can list strategy for Year 3 FA 3 (Culturally and Linguistically Appropriate Services) and Year 3 FA 7 (Language Access Reporting Mechanisms)&gt;</i></li> </ul>

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<p><b>• CLAS-Engagement, Continuous Improvement, and Accountability</b></p> <p>&lt; Here CCO can list strategy for Year 3 FA 8 (Member Education and Accessibility) or create new strategy for member accountability&gt;</p>	
<p>Status update on CCO Year 3 <b>Governance, Leadership, and Workforce</b> strategy:</p>	
<p><b>• Governance, Leadership, and Workforce</b></p> <p>&lt; Here CCO can insert status update for Year 3 FA 4 (CLAS as an Organizational Framework) and Year 3 FA 5 (Workforce)&gt;</p>	
<p><b>Goal 1:</b></p> <p>&lt;Insert existing goal(s) to achieve strategy as applicable&gt;</p>	
<p><b>Goal 1 Status Update:</b> <input type="checkbox"/> Completed. <input type="checkbox"/> Ongoing. <input type="checkbox"/> Modified.</p> <p>&lt; Provide status update on this particular goal&gt;</p>	
<p><b>Baseline:</b></p> <p>&lt;Insert baseline information&gt;</p>	<p><b>Metric/Measure of success:</b></p> <p>&lt;Insert update on metrics: were metrics met? Are there changes to metrics for Year 4?&gt;</p>
<p><b>Monitoring:</b></p> <p>&lt;Insert monitoring plan and timeline, including review by community&gt;</p>	<p><b>Person responsible:</b></p> <p>&lt;Insert name or position of individual charged with monitoring progress&gt;</p>
<p><b>Updated Resources Attained / Needed:</b></p> <p>&lt;List internal and external resources needed to achieve goals&gt;</p>	
<p>Status update on CCO Year 3 <b>Communication and Language Assistance</b> strategy:</p>	
<p><b>• Communication and Language Assistance</b></p> <p>&lt; Here CCO can insert status update for Year 3 FA 3 (Culturally and Linguistically Appropriate Services) and Year 3 FA 7 (Language Access Reporting Mechanisms)&gt;</p>	

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<p><b>Goal 1:</b>                  &lt;Insert existing goal(s) to achieve strategy as applicable&gt;</p>	
<p><b>Goal 1 Status Update:</b> <input type="checkbox"/> Completed. <input type="checkbox"/> Ongoing. <input type="checkbox"/> Modified.                  &lt; Provide status update on this particular goal&gt;</p>	
<p><b>Baseline:</b>                  &lt;Insert baseline information&gt;</p>	<p><b>Metric/Measure of success:</b>                  &lt;Insert update on metrics: were metrics met? Are there changes to metrics for Year 4?&gt;</p>
<p><b>Monitoring:</b>                  &lt;Insert monitoring plan and timeline, including review by community&gt;</p>	<p><b>Person responsible:</b>                  &lt;Insert name or position of individual charged with monitoring progress&gt;</p>
<p><b>Updated Resources Attained / Needed:</b>                  &lt;list internal and external resources needed to achieve goals&gt;</p>	
<p>Status update on CCO Year 3 <b>Engagement, Continuous Improvement, and Accountability</b> strategy:</p>	
<p><b>Engagement, Continuous Improvement, and Accountability</b></p> <p>&lt; Here CCO can insert status update for Year 3 FA 8 (Member Education and Accessibility)&gt;</p>	
<p><b>Goal 1:</b>                  &lt;Insert existing goal(s) to achieve strategy as applicable&gt;</p>	
<p><b>Goal 1 Status Update:</b> <input type="checkbox"/> Completed. <input type="checkbox"/> Ongoing. <input type="checkbox"/> Modified.                  &lt; Provide status update on this particular goal&gt;</p>	



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<p><b>Baseline:</b></p> <p>&lt;Insert baseline information&gt;</p>	<p><b>Metric/Measure of success:</b></p> <p>&lt;Insert update on metrics: were metrics met? Are there changes to metrics for Year 4?&gt;</p>
<p><b>Monitoring:</b></p> <p>&lt;Insert monitoring plan and timeline, including review by community&gt;</p>	<p><b>Person responsible:</b></p> <p>&lt;Insert name or position of individual charged with monitoring progress&gt;</p>
<p><b>Updated Resources Attained / Needed:</b></p> <p>&lt;List internal and external resources needed to achieve goals&gt;</p>	
<p><b>Year 4 Strategy</b></p>	
<p><b>Please select one option for Year 3 strategy and complete the appropriate portion of the table below.</b></p> <p><input type="checkbox"/> Strategy is the same as Year 3</p> <p><input type="checkbox"/> Strategy has been modified for Year 4</p> <p><input type="checkbox"/> A new strategy has been developed</p>	
<p><b>If strategy is same as Year 3 (insert rationale below)</b></p> <p>&lt;Insert short narrative describing reason for strategy remaining the same&gt;</p>	
<p><b>If strategy has been modified for Year 4</b></p> <p>&lt;Insert narrative describing modifications from Year 3 submission and rationale&gt;</p>	
<p><b>If a new strategy has been developed - Complete New Strategy template below</b></p>	
<p><b>For New Strategies ONLY</b></p> <p><i>This section only applies if you selected “a new strategy has been developed” for Year 4. If no new strategy will be developed delete this section when reporting to facilitate compliance with page limits.</i></p>	
<p><b>New Strategy:</b></p> <p>&lt;Insert new strategy as applicable&gt;</p>	
<p><b>Background/Context:</b></p>	

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<i>&lt; Insert narrative describing the context for why this strategy was selected &gt;</i>	
<b>Issues and barriers:</b> <i>&lt;Insert narrative describing the barriers/issues related to focus area that will be addressed by strategy.&gt;</i>	
<b>Goal 1:</b> <i>&lt;Insert new goal(s) to achieve strategy as applicable&gt;</i>	
<b>Baseline:</b> <i>&lt;Insert baseline information&gt;</i>	<b>Metric/Measure of success:</b> <i>&lt;Insert clear and measurable metrics&gt;</i>
<b>Monitoring:</b> <i>&lt;Insert monitoring plan &gt;</i>	<b>Person responsible:</b> <i>&lt;Insert name or position of individual charged with monitoring progress&gt;</i>
<b>Resources Needed:</b> <i>&lt;List internal and external resources needed to achieve goals&gt;</i>	

<b>Focus Area 3: People with Disabilities and LGBTQIA2S+ People.</b>
<b>Background / Context: Current CCO Status</b>
<ul style="list-style-type: none"> <li><b>People With Disabilities</b> <i>&lt; Insert background on specialized health services and engagement for population &gt;</i></li> <li><b>People who identify as transgender, nonbinary, or gender diverse</b> <i>&lt; Insert background on specialized health services and engagement for population &gt;</i></li> <li><b>People with sexual orientation diversity</b> <i>&lt; Insert background on specialized health services and engagement for population &gt;</i></li> </ul>

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Year 4 Strategies	
< List strategy for Year 4 >	
<ul style="list-style-type: none"> <li> <b>People With Disabilities</b>                      &lt; List strategies for Year 4 for population &gt;                 </li> <li> <b>People who identify as transgender, nonbinary, or gender diverse</b>                      &lt; List strategies for Year 4 for population &gt;                 </li> <li> <b>People with sexual orientation diversity</b>                      &lt; List strategies for Year 4 for population &gt;                 </li> </ul>	
<b>Goal 1:</b> <Insert existing goal(s) to achieve strategy as applicable>	
<b>Baseline:</b> <Insert baseline information>	<b>Metric/Measure of success:</b> <Insert clear and measurable metrics>
<b>Monitoring:</b> <Insert monitoring plan and timeline, including review by community>	<b>Person responsible:</b> <Insert name or position of individual charged with monitoring progress>
<b>Resources Needed:</b> <List internal and external resources needed to achieve goals>	
<b>Goal 2:</b> <Insert existing goal(s) to achieve strategy as applicable>	
<b>Baseline:</b> <Insert baseline information>	<b>Metric/Measure of success:</b> <Insert clear and measurable metrics>
<b>Monitoring:</b> <Insert monitoring plan and timeline, including review by community>	<b>Person responsible:</b> <Insert name or position of individual charged with monitoring progress>
<b>Resources Needed:</b> <List internal and external resources needed to achieve goals>	
<b>Goal 3:</b> <Insert existing goal(s) to achieve strategy as applicable>	

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<b>Baseline:</b> <Insert baseline information>	<b>Metric/Measure of success:</b> <Insert clear and measurable metrics>
<b>Monitoring:</b> <Insert monitoring plan and timeline, including review by community>	<b>Person responsible:</b> <Insert name or position of individual charged with monitoring progress>
<b>Resources Needed:</b> <List internal and external resources needed to achieve goals>	

<b>Focus Area 4: Community Engagement</b>
<b>Background / Context: Current Status</b>
<p>&lt; Insert background on community engagement, based on Year 3 community engagement update.&gt;</p> <p>How is the CCO currently:</p> <ul style="list-style-type: none"> <li>a) engaging community and or members in development of HEP</li> <li>b) using authentic and culturally &amp; linguistically appropriate engagement methods including power-sharing, co-leading, and power building to engage communities and culturally specific CBOs in health equity work</li> </ul>
<b>Year 4 Strategies</b>
< List strategy for Year 4>
<p><b>Goal 1:</b> &lt;Insert existing goal(s) to achieve strategy as applicable&gt;</p>

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<b>Baseline:</b> <Insert baseline information>	<b>Metric/Measure of success:</b> <Insert clear and measurable metrics>
<b>Monitoring:</b> <Insert monitoring plan and timeline, including review by community>	<b>Person responsible:</b> <Insert name or position of individual charged with monitoring progress>
<b>Resources Needed:</b> <List internal and external resources needed to achieve goals>	
<b>Goal 2:</b> <Insert existing goal(s) to achieve strategy as applicable>	
<b>Baseline:</b> <Insert baseline information>	<b>Metric/Measure of success:</b> <Insert clear and measurable metrics>
<b>Monitoring:</b> <Insert monitoring plan and timeline, including review by community>	<b>Person responsible:</b> <Insert name or position of individual charged with monitoring progress>
<b>Resources Needed:</b> <List internal and external resources needed to achieve goals>	
<b>Goal 3:</b> <Insert existing goal(s) to achieve strategy as applicable>	
<b>Baseline:</b> <Insert baseline information>	<b>Metric/Measure of success:</b> <Insert clear and measurable metrics>
<b>Monitoring:</b> <Insert monitoring plan and timeline, including review by community>	<b>Person responsible:</b> <Insert name or position of individual charged with monitoring progress>
<b>Resources Needed:</b> <List internal and external resources needed to achieve goals>	

<b>Focus Area 5:</b> <b>Continued development of organizational Health Equity infrastructure</b>
<b>Background / Context: Current Status</b>
< Insert background on Health Equity infrastructure, based on Year 3 HEP update.>  How is the CCO currently maintaining, developing, and investing in organizational capacity to advance health equity, including:

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<ul style="list-style-type: none"> <li>organizational commitment</li> <li>allocation of resources</li> <li>organizational structures to support true community collaborations</li> </ul>	
<b>Year 4 Strategies</b>	
< List strategy for Year 4 >	
<b>Goal 1:</b> <Insert existing goal(s) to achieve strategy as applicable>	
<b>Baseline:</b> <Insert baseline information>	<b>Metric/Measure of success:</b> <Insert clear and measurable metrics>
<b>Monitoring:</b> <Insert monitoring plan and timeline, including review by community>	<b>Person responsible:</b> <Insert name or position of individual charged with monitoring progress>
<b>Resources Needed:</b> <List internal and external resources needed to achieve goals>	
<b>Goal 2:</b> <Insert existing goal(s) to achieve strategy as applicable>	
<b>Baseline:</b> <Insert baseline information>	<b>Metric/Measure of success:</b> <Insert clear and measurable metrics>
<b>Monitoring:</b> <Insert monitoring plan and timeline, including review by community>	<b>Person responsible:</b> <Insert name or position of individual charged with monitoring progress>
<b>Resources Needed:</b> <List internal and external resources needed to achieve goals>	
<b>Goal 3:</b> <Insert existing goal(s) to achieve strategy as applicable>	
<b>Baseline:</b> <Insert baseline information>	<b>Metric/Measure of success:</b> <Insert clear and measurable metrics>
<b>Monitoring:</b> <Insert monitoring plan and timeline, including review by community>	<b>Person responsible:</b> <Insert name or position of individual charged with monitoring progress>
<b>Resources Needed:</b> <List internal and external resources needed to achieve goals>	

**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 2022 **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 called “2022 and 2023 Organizational and Provider Network DEI Training and Plan Template”](#) and include it with the CCO’s 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 Year 4, 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**

*<Insert narrative on any changes or updates to CCO Organizational and Provider Network Cultural Responsiveness, Implicit Bias, and Education Plan>*