



Central Oregon Diversity Equity and Inclusion (CODEI) Committee

Agenda: May 24; 11:15 – 12:45pm

Join by computer: <https://us02web.zoom.us/j/87938002036?pwd=eHNkbllnTFREa0JweW5qdJiSTVkUT09>

Join by phone: +1 669 900 6833; Meeting ID: 307 489 003

Passcode: 061565

11:15am - 11:30am Welcome, Guiding Principles, Introductions, Current Events, Reading

11:30am - 12:10pm CODEI Action Plan

- Key Concepts
- Action Plan Format Remodel
- Policy – Organizational Anti-Racism and DEI Statements

12:10pm - 12:40pm PacificSource Health Equity Plan – Miguel Angel Herrada

12:40 - 12:45 Closing

Shared working documents:

<https://drive.google.com/drive/folders/1Y3-hzNmUV9aZ5rxh9iORVtA4jPp87U2N?usp=sharing>

Next Meeting - Monday, June 28; 11:15a - 12:45p



As the Central Oregon Diversity, Inclusion and Equity Committee we collectively and individually practice and believe in:

- Solidarity
  - We move toward action in solidarity with our neighbors to actively and positively impact our agencies and communities.
  
- Humility
  - We carry the burden of history and a better future together, responsible to each other and ourselves for the space and energy we give and take.
  
- Curiosity
  - The direction we seek is bigger than any one of ourselves or agencies. We actively work to see a broader perspective, gain deeper insight, self-reflect and work towards equitable representation of diverse identities.
  
- Courage
  - This is courageous work. We choose to lean into the discomfort we experience knowing we grow in understanding and relationships.
  
- Transformation
  - Our lived experiences and need for safety are as true and diverse as we are. It is through invitation, curiosity, and listening that we reach our greatest shared understanding and commitment to transformative action.



To Our Community Partners,

The murder of George Floyd is one of the most recent and high profile examples of structural anti-Black racism. Over the past few weeks, protesters across the nation have responded to generations of pain and trauma. This widespread injustice and a long history of policies that discriminate, contribute to the systematic oppression of Black people and communities of color.

Racism is a public health crisis. Every human being has a basic right to health. As an organization built to improve the well-being of all residents across Central Oregon, we have a responsibility to protect that right. We know that health equity will never be achieved unless we address the racism and inequality resulting from biased systems, structures, and practices.

The Central Oregon Health Council is committed to diversity, equity, inclusion and belonging in our work culture, grant making, and community partnerships. As a community-led organization, we pledge to work with our partners to address racial inequities within our communities and organizations.

We know this is not enough. We recognize we have a lot to learn, and work to do. We are committed to being an anti-racist organization. We call on our partners to support and hold us accountable to this.

Together, we must identify meaningful solutions to address the challenges facing people of color and to enable every person to be healthy, to be safe, and to thrive. We ask that you join us in these efforts.

Sincerely,

Donna Mills, Executive Director  
The Central Oregon Health Council  
Board of Directors, Staff & Committees  
Regional Health Improvement Plan Workgroups  
Central Oregon Diversity, Equity and Inclusion Committee

Resources for your consideration:

[Black Lives Matter: A Commentary on Racism and Health \(Garcia 2015\)](#)

[Reducing Racial Inequities in Health: Using What We Already Know to Take Action \(Cooper 2019\)](#)

## DEI Statements.Examples

Meyer Memorial Trust

<https://mmt.org/equity>

Oregon Community Foundation

<https://oregoncf.org/about/equity-diversity-inclusion-commitment/>

Oregon Health Authority Health Equity Committee

<https://www.oregon.gov/oha/OEI/Pages/Health-Equity-Committee.aspx>

Multnomah County equity and empowerment lens

<https://multco.us/diversity-equity/equity-and-empowerment-lens>

Oregon Center for Public Policy

<https://www.ocpp.org/equity-inclusion-statement/>

Central Oregon Community College

<https://www.cocc.edu/departments/multicultural/>

University of Oregon

<https://inclusion.uoregon.edu/>

Oregon Health & Science University

<https://www.ohsu.edu/center-for-diversity-inclusion/policies>

Oregon State University

<https://diversity.oregonstate.edu/about-oid>

**From:** Annette Liebe <[Annette.LIEBE@oregon.gov](mailto:Annette.LIEBE@oregon.gov)>  
**Date:** Thursday, May 13, 2021 at 3:30 PM  
**To:** Donna Mills <[donna.mills@cohealthcouncil.org](mailto:donna.mills@cohealthcouncil.org)>  
**Cc:** Annette Liebe <[Annette.LIEBE@oregon.gov](mailto:Annette.LIEBE@oregon.gov)>  
**Subject:** Survey update

Good afternoon.

Please share this brief update with the DEI Committee of COHC.

The Regional Equity in Recovery is still contemplating a survey of organizations who provide services to better understand what services are and are not available to BIPOC community members in Central Oregon. The goals of this effort are to 1) identify who is providing culturally specific services, 2) identify other service providers that may be of value to the needs of BIPOC communities, 3) identify gaps in needed services; and, 4) increase collaboration among service providers.

We are working with OSU Cascades as the research partner.

After careful consideration, the planning team for this effort decided to support focus group conversations with specific populations. These focus groups are expect to occur over the next six weeks. OSU Cascades will use the information learned from the focus groups to develop the survey questions. I still intend to share the draft survey questions with the COHC DEI Committee. Overall, the project is taking longer than we had anticipated so I wanted to update the COHC committee on our progress.

Best,

Annette Liebe, JD  
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# PacificSource Health Equity Plan

## Mid-Term report



# Overview of the Health Equity Plan

- Community-informed 5-yr plan with annual reporting and updating
  - Strategies designed with 5-year timeframe in mind
  - Goals, and progress measures will change as part of annual updates
  - Based on National Culturally and Linguistically Appropriate Services Standards (CLAS)

# Health Equity Plan: Status Update

- OHA scored PacificSource CCO plan 59/62 – very high score!
- Progress report due June 30 with updates where needed
- 52 total workstreams across 8 focus areas
- Initial plan focused on system level improvements at CCO operational level – getting “our house in order”
- For 2021 update: weave in community-specific strategy(s) guided by CODIE (Focus Area 4); report to CACs

# Eight Focus Areas

1. **Culturally and linguistically appropriate G&A processes**
2. Demographic data (REALD) collection and analysis
3. Meeting Culturally and Linguistically Appropriate Services Standards (CLAS) operationally at PacificSource
4. **Governance adopting and advancing CLAS Standards**
5. Workforce diversity
6. **Health equity training and education plan**
7. **Language access**
8. Member communications in plain language and alternative formats (e.g. multi-media, etc)

# CLAS Standards

CLAS are the *National Standards for Culturally and Linguistically Appropriate Services* in Health and Health Care

**A tool to advance health equity, improve quality, and help eliminate health care disparities.**

**Standard 1** Commit to high quality care and services by supporting diverse cultural beliefs and communication needs.

Source: [www.ThinkCulturalHealth.hhs.gov](http://www.ThinkCulturalHealth.hhs.gov)

# CLAS focus areas

**Cultural and Linguistic Competence** is defined as a set of behaviors, attitudes, and policies that come together in a System of Care and enable that system to work effectively in cross-cultural situations (Cross, et al, 1989). (**Also Cultural Humility, Cultural Sensitivity**)

- **Standards 2-4** Governance, Leadership and Workforce.
- **Standards 5-8** Communication and Language Assistance.
- **Standards 9-15** Engagement, Continuous Improvement, and Accountability.

## Focus Area 1: Culturally and Linguistically Appropriate Complaints (Grievance) and Appeals

- **Strategy 1:** Target training for internal and external health navigators, and create educational tools to increase member and community knowledge.
  - *Progress:* There is an internal training for staff that is being adapted for our external partners.

## Focus Area 4: Culturally and Linguistically Appropriate Services (CLAS) as an Organizational Framework

- **Strategy 1:** Accountability shared between CCO and governance entity (Health Council) to advance CLAS.
  - *Progress:* High level education on CLAS Standards has been provided to CO Community Health Council board and CAC. We have also initiated our CLAS internal assessment

## Focus Area 6: Training and Education

- **Strategy 3:** Expand infrastructure, collect and track data related participation and learning outcomes of CCO sponsored training activities to monitor progress in developing a more equitable health care system.
  - *Progress:* In 2020, ABSORB was the identified technology solution for a one stop shop for any delivered trainings from PCS. The platform was launched in May 1<sup>st</sup>, 2021.

## Focus Area 7: Language Access

- **Strategy 1:** Establish tracking mechanisms and new processes to improve access to interpretation services across healthcare settings.
  - *Progress:* Developing a sustainable assessment of in-person network capacity. Included a requirement in the provider manual for providers to attest to a policy and procedure on language assess.

# Discussion

- **What region specific needs or changes would you like PacificSource to implement?**
- **What other ideas or questions do you have?**

# Questions, Feedback, Thoughts?

- **Miguel Herrada, he/him**
  - Miguel.herrada@pacificsource.com
  - Health Equity and Diversity Strategist