



Community Health Improvement Plan

Progress Report—June 2021



UMPQUA HEALTH
ALLIANCE

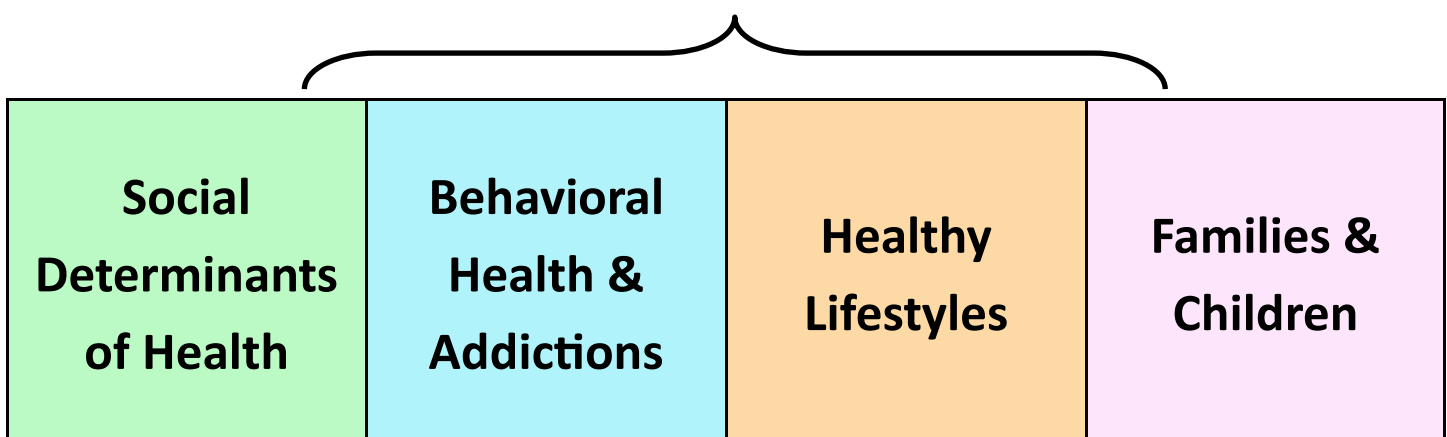
COMMUNITY COLLABORATIONS

Umpqua Health's first Community Health Assessment (CHA) was completed in 2013. Beginning in 2017, UHA partnered with an area Federally Qualified Health Center (FQHC) and a local community benefit organization to complete an updated CHA. This work was followed by an updated Community Health Improvement Plan (CHP) in 2019.



Umpqua Health Alliance is located in Douglas County, and is a proud member of a local effort known as Network of Care. Network of Care is a collaboration between area FQHCs, our local Public Health agency, representatives with school-based health centers, our local hospital system, various provider networks and offices, and a myriad of other community benefit organizations. In early 2021, the Network of Care completed a Community Health Assessment and Community Health Improvement Plan. UHA staff and CAC members participated in this work, and UHA is using this experience as a time to learn best practices on community collaborations. This larger partnership will help inform practices of UHA's next CHA and CHP process. Until that time, UHA will retain its current CHP priorities. Those priorities are:

Health Equity



WORKING WITH COMMUNITY PARTNERS

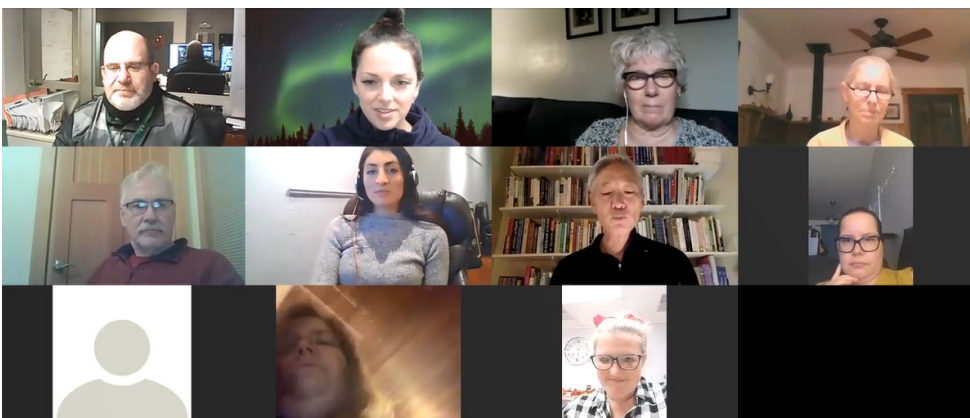
Umpqua Health is dedicated to improving the health and wellbeing of the more than 32,000 individuals on the Oregon Health Plan in our service area, as well as fostering a healthier community as a whole. We recognize that this monumental task cannot be accomplished alone, and we are proud to work with a wide variety of community partners with a common goal of a healthier Douglas County.

UHA has always engaged a diverse group of community members, but the COVID-19 pandemic truly galvanized this work. As the world quarantined and self-isolated, our community was brought together to address health



disparities, and ensure a path to better health for all. Partnerships in 2020 and 2021 included Adapt, Peace at Home, Phoenix Charter School, UC VEG, the Family Development Center, Safe Haven Maternity Home, Yoncalla School District, Take Root Parenting Hub, and many others. These numerous partnerships and collaborations have given our efforts a greater significance, helping to ensure a thriving community.

UHA provides funding to community benefit initiatives (CBI) through CHIP funds, but also addresses CHP priorities in other ways, including through internal work and alternative funding pathways. In the past year, this has included funding to organizations impacted by the COVID-19 pandemic. Through all of this work, our Community Advisory Council members provide



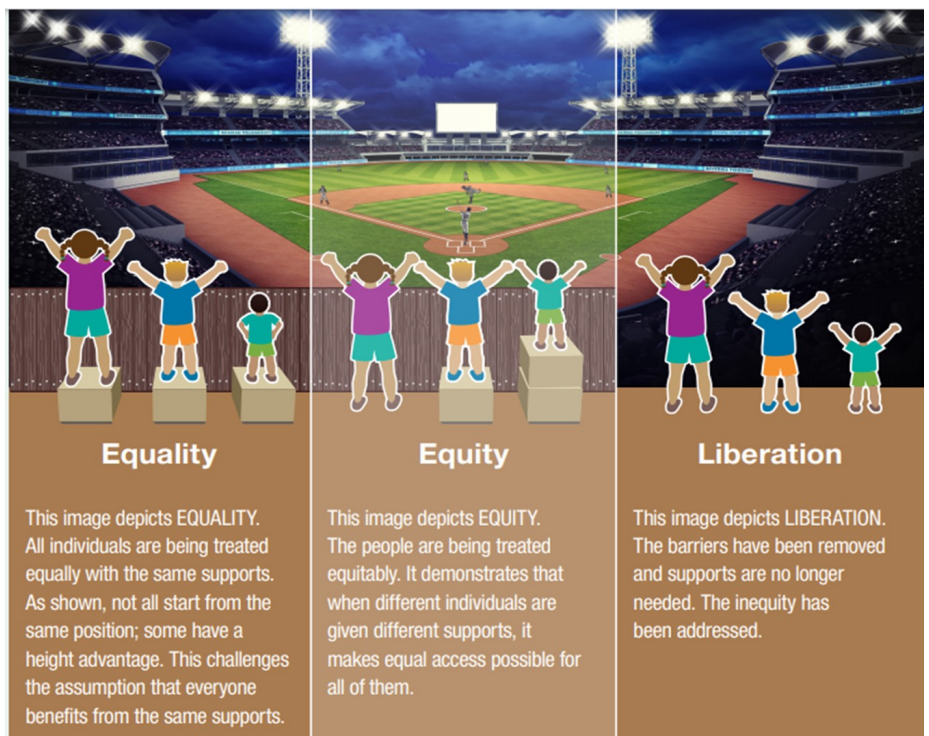
invaluable guidance, ensuring that UHA's work for the community is really driven by the community. UHA's CAC members are truly the heart of the organization.

WHAT ARE THE SOCIAL DETERMINANTS OF HEALTH?

Social determinants of health are the economic and social conditions that influence individual and group health status. Before we can achieve health equity, we must address social, economic and environmental factors that influence health. Many of the projects and programs detailed in this report aim to promote health equity by addressing social determinants of health. Through the CAC's work and UHA's internal efforts as well as additional community benefit initiatives, we hope to remove barriers our members and our community may be facing that are keeping them from living a healthy life.

WHAT IS HEALTH EQUITY?

Health equity is the attainment of the highest level of health for all people. Health equity has been a key part of the CCO model since the beginning, and UHA is working to liberate our members and our community. UHA's health equity work has many layers, and includes both internal and external planning. UHA is working on more than 65 unique efforts in our community to positively impact health equity. This includes creating new committees (for example, UHA's Health Equity Committee) and weaving health equity into our current committee framework through trainings, discussion and presentations. 99% of Umpqua Health staff completed a health equity training in 2020, and all CHIP applicants had to include a health equity component to their funding request.



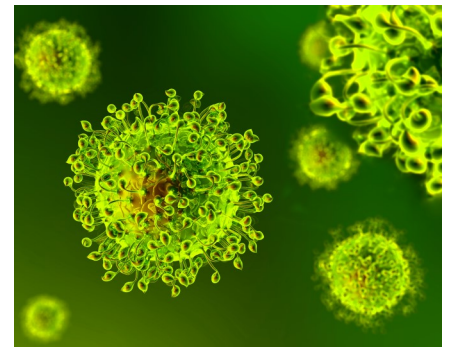
THE IMPACT OF COVID-19 ON COMMUNITY BENEFIT WORK



With the rest of the world, Umpqua Health Alliance faced an unprecedented challenge in 2020. The COVID-19 pandemic changed so many aspects to life on a global, community and personal scale. But through it all, Umpqua Health responded to the demands and changing priorities with various strategies to care for our

members and protect the health of our community.

One such strategy was to provide emergency assistance to organizations struggling with some of the economic impact of the pandemic. Loss of employment, social distancing, work from home environments and dramatic changes to our business infrastructure have stressed our social support and safety net programs. Umpqua Health Alliance was able to provide additional funding to support our community partners to ensure their vital services continued. Some of these recipients include Safe Haven Maternity Home, Peace at Home, area food banks, the Boys and Girls Club of the Umpqua Valley, local St. Vincent de Paul's, and more.



Additionally, Umpqua Health Alliance dedicated countless hours to working with our community partners to ensure our community had the tools to be safe and healthy throughout the pandemic. This included providing personnel to staff a COVID-19 information call center, loaning executives and medical personnel to develop community plans for hospital overflow and to staff vaccination clinics, and standing up an Umpqua Health vaccination clinic that serves everyone. Though some of UHA's initial plans for community benefit initiatives in 2020 did not take place because of the pandemic, UHA was able to adapt and hold multiple additional rounds of funding in 2020.

Community Health Improvement Plan Progress

This report describes progress
made since July 1, 2020 in
each of the key focus areas:

Social
Determinants
of Health

Behavioral
Health &
Addictions

Healthy
Lifestyles

Families &
Children

SOCIAL DETERMINANTS OF HEALTH

Friendly Kitchen/Meals on Wheels

In both 2020 and 2021, UHA partnered with the Friendly Kitchen/Meals on Wheels of Douglas County to provide hot, nutritious meals to seniors and people with disabilities throughout Douglas County. In 2020, this resulted in roughly 500 total people (an average of 200 people each day) receiving free meals Monday through Friday, with about 120 of those people receiving additional meals on Fridays for weekend food.



Orthodontic Treatments for Under-Resourced Kids in Douglas County

In 2020, UHA began a partnership with A Smile for Kids (ASK) to provide orthodontic treatment to six children in Douglas County identified as being furthest from opportunity. The recipients of the orthodontic treatments were either homeless youth or children in foster care.

Reducing Barriers to Health for People Experiencing Homelessness

UHA began a partnership with Onward Roseburg in 2021. The organization works with individuals experiencing homelessness to address barriers to success. Funds from UHA went to pay for upgrades to Onward Roseburg's physical spaces, including a new mobile service unit.

Evergreen Telemedicine

Umpqua Health Alliance provided significant funding to Evergreen Family Medicine to install telemedicine kiosks at several area schools and child-focused institutions, including the Boys and Girls Club of the Umpqua Valley. This provides students with immediate access to providers without having to leave school, reducing a variety of barriers to care. UHA's funding helped to pay for equipment, which included a portable unit complete with all the tools necessary for basic diagnostic testing.

SOCIAL DETERMINANTS OF HEALTH



Hearts with a Mission

In 2020, the local shelter for youth experiencing homelessness unexpectedly closed. Youth who had been staying there were relocated out of the area, including nine individuals who were relocated to an organization in Josephine County known as Hearts with a Mission. UHA provided funds to help this organization provide safe emergency shelter and support services, as well as ensure improved access to quality healthcare, behavioral health services, facilitate family visits, and more.

Rental Assistance Program

When UHA originally partnered with Neighborworks Umpqua in early 2020, the plan was to provide funding to establish and/or revitalize community gardens in several of NWU's affordable housing properties. When the pandemic began, NWU staff recognized that many residents living in these communities were worried about finances and, ultimately, feared eviction. NWU created a rental assistance fund that helped residents pay half of a month's rent for up to two months. The funds initially earmarked for community gardens was transferred to this fund, and helped alleviate some of the financial burden these families faced due to the pandemic. These funds went to help 12 families stay in their homes through the pandemic, alleviating some of the financial stress of COVID-19.



Bed Bug Resistant Furniture

In 2021, Neighborworks Umpqua opened a new low income residential community. UHA provided funding to NWU to outfit each apartment with bed bug resistant furniture, including beds, couches, tables, and more. UHA also helped NWU purchase a heating system to eliminate infestations.

SOCIAL DETERMINANTS OF HEALTH

Healthy Kids Outreach Program—Dental Van Upgrade

Due to the pandemic, many entities had to become creative in the way they offered services to the community. One example of COVID-driven inspiration was Mercy Foundation's adaptation of their Healthy Kids Outreach Program dental vans. In partnership with Umpqua Health Alliance, Mercy Foundation worked to upgrade the vans to allow them to serve as free standing dental clinics, so the Healthy Kids Outreach Program could continue to serve students regardless of whether school was taking place in person or in a remote setting. These upgrades increase access to care to underserved youth while providing a safe, sterile environment for students and staff.

Hygiene and Laundry Trailer

Addressing the needs of individuals experiencing homelessness is a major goal of Umpqua Health Alliance. In 2021, UHA partnered with SouthRiver Community Health Center to provide funding for a new trailer outfitted to offer laundry and shower services. This upgraded trailer is a two stall hygiene and one stall laundry, which increases services for individuals experiencing homelessness. This trailer also serves as a touchpoint to restore dignity to Douglas County individuals and families experiencing homelessness, while acting as a platform to connect these individuals with needed services.

Freezer Replacement

In 2021, UHA provided funding to the FISH Food Pantry of Roseburg to purchase a new freezer. The new freezer not only ensures that the pantry can continue to offer a variety of food to Douglas County residents, but the new freezer has double glass doors to increase visibility and overall food consumption, because food pantry clients have a better idea of what is available.



BEHAVIORAL HEALTH & ADDICTIONS

Chadwick Clubhouse

UHA is working with the Douglas County chapter of National Alliance for Mental Illness (NAMI) to operate a Clubhouse. A Clubhouse is a place for



individuals living with mental illness to find opportunities for friendship, employment, housing, education, and more. The Chadwick Clubhouse officially opened in November of 2018, and has the goal of accepting 150 members by the end of 2021, with an average daily attendance of 15. A member survey

showed that participants reported a greater sense of purpose and self-worth, as well as an increase in overall health and happiness. As noted by one survey respondent, Chadwick Clubhouse has given him:

“The feeling of fitting in, even though I’m broken.”

HIV and HCV Prevention and Opioid Response Program

In 2020 and 2021, UHA partnered with the local chapter of the HIV Alliance to establish the HIV and HCV Prevention and Opioid Response Program. The program aims to provide services in a comprehensive, evidence-based harm reduction approach to reducing transmission of HIV and HCV, as well as overdoses. In 2020, these efforts resulted in: disposing of more than 400,000 used syringes and distributing nearly 400,000 clean syringes; interacting with more than 1,800 people who inject drugs (PWID) at needle exchanges; distributing over 2,700 naloxone kits; providing community trainings and administering more than 235 HIV/HCV test kits. This partnership is continuing in 2021 as an effort to keep individuals safe while they struggle with their addiction, while also working to help them find a long-term path to recovery.



BEHAVIORAL HEALTH & ADDICTIONS

Equity, Inclusion and Diversity Training

In 2020, UHA partnered with Adapt to provide multiple trainings on Equity, Inclusion and Diversity (EID). Three separate EID trainings took place: one specifically for managing through an EID lens and two general EID trainings. All of the trainings were offered to the public free of charge.



DEI Training Capacity

UHA partnered with Blue Zones Project in 2021 to establish a progressive training package for local organizations to help leaders, employees and community members

develop skills and strategies to build more inclusive and culturally competent work and community environments. These trainings will be customized to each worksite's demographic and culture, while offering educational opportunities and policy recommendations related to HEDI.

Trauma-Informed Training Capacity

In 2021, Umpqua Health Alliance partnered with Creating Community Resilience, a collaborative initiative providing regional leadership in preventing and mitigating Adverse Childhood Experiences and Adverse Community Environments (ACEs) and building trauma-informed (TI) capacities to create resilient communities throughout Douglas County. This partnership aims to help create a sustainable, cost-effective Trauma Informed Care training resource for Douglas County. This will create a platform where trauma and resiliency practice can more readily advance throughout the community. CCR plans to provide 4,000 person hours of training in 2021.



BEHAVIORAL HEALTH & ADDICTIONS



Rise Up Resilience

The partnership between UHA and Phoenix Charter School has spanned several years. The initial goal for this project was to increase social emotional competency trainings for students through a myriad of interventions. In 2020, this partnership touched 287 unique

students, with over 20,000 hours of social emotional trainings offered. One of the biggest impacts of the project was an increase in graduation rates from 25% in 2019 to 42% in 2020, a jump which school officials believe can be attributed to increased personal resilience skills. Phoenix School is a learning environment where many of the students have higher ACE scores with histories of trauma, and school officials believe this kind of work improves students' ability to manage their emotions and build resilience.

Douglas County Protect our Children

UHA began working with the local Protect our Children project in 2021. The effort aims to reduce and prevent the prevalence of child sex abuse in Douglas County, with a focus on mitigating trauma to increase resilience. This partnership will allow for up to 8 individuals to be trained to become Stewards of Children facilitators, resulting in multiple community trainings.

Culturally Responsive Programming for Survivors

UHA is working with Peace at Home on a variety of projects that improve access to healthcare advocacy and shelter/housing services. First, UHA provided funds to Peace at Home to hire a contractor to remodel the front doors and walkway to all of the Advocacy Center's buildings to increase accessibility for folks with mobility aids. Additionally, the partnership allowed for Peace at Home to hire a consultant to provide their Equity Team with training, technical assistance and strategic planning to become a culturally responsive program for Black Indigenous and People of Color (BIPOC) who are experiencing different forms of violence.

HEALTHY LIFESTYLES



Canyonville Farmers' Market

UHA began a partnership with the Canyonville Farmers' Market in 2019 to provide additional funding to support people shopping with SNAP benefits. The support doubles the SNAP benefit when individuals buy healthy foods. In 2020, the partnership expanded to provide overall

market support, including help with nutrition education opportunities for youth, funding for musicians and other market needs. This partnership has continued in 2021. Canyonville is a small town, and this partnership ensures that the residents of this rural community have access to healthy foods and fresh produce while removing the barrier of transportation to a larger town.

Community Garden Coordinator

In 2020, UHA worked with Umpqua Community Veg Education Group (UC VEG) to host an AmeriCorps position to help coordinate work at up to four community gardens. This project resulted in the support of three community gardens, the grand opening of a new community garden, and overall support of two gardens located at local service agencies. This project also allowed for monthly nutrition and garden education classes. Since project implementation, there has been a 35% decrease in vacant garden plots. Survey reporting collected from gardeners across two different community gardens have found that 100% of respondents agreed or strongly agreed that because they use a community garden, they have increased their consumption of produce. 100% of participants surveyed after two monthly garden workshops agreed or strongly agreed they learned something new, they would recommend the gardening workshop to a friend, and they would be willing to attend a future workshop. 105 community members were served by this work, with more than 850 pounds of produce donated.



HEALTHY LIFESTYLES

Lifestyle Intervention Projects

UHA has partnered with Umpqua Community Veg Education Group (UC VEG) since 2017 to provide Douglas County residents with a variety of healthy lifestyle education programs. In 2020, these programs included Lifestyle and Nutrition courses, which teach participants a variety of healthy interventions including a whole food plant based diet and natural movement. Due to the pandemic, UC VEG had to shift their delivery model to a virtual platform. In 2020, course participants had the following results:

Average pounds lost	8
Average cholesterol points dropped	11.75
Number of participants who lost five pounds or more	21
Total number of pounds lost by participants in both series	290

UHA is continuing this partnership into 2021 with several lifestyle intervention programs, including these lifestyle and nutrition classes, guided shopping tours, cooking classes and restaurant meet ups. All offerings are completely free of charge and open to the public.

Veggie Rx Prescription Program

In 2021, UHA began a partnership with the Blue Zones Project to support a local Veggie Rx Prescription Program. This program enables health care providers to screen for food insecurity and distribute vouchers for free produce to patients living with, or at risk of, diet-affected health conditions. This project also provides healthy cooking classes, gardening kits and workshops, meal kits and more.



HEALTHY LIFESTYLES

Family Wellness

UHA originally planned to work with our area YMCA in 2020 to offer two programs aimed at increasing the health of our community: one program known as KickStart Douglas County and another project to offer free meals to youth



throughout the summer. KickStart Douglas County is an offering of multiple free healthy activities for Douglas County residents of all ages. Due to the pandemic, the YMCA of Douglas County was not able to complete either of these programs. Instead, these funds were used to purchase memberships to the YMCA for up to 100 families. These memberships ensured that families could pursue health activities together.



SouthRiver Community Health Center Patient Wellness Program

In 2020, UHA is workedwith SouthRiver Community Health Center to establish a patient wellness program that aims to include free produce, exercise classes and nutrition education for patients and the local community

members free of charge. The plan was for construction to take place in earlier 2020, and for SRCHC to offer these educational opportunities, including diabetes education classes, through the rest of 2020. However, the pandemic changed this timeline, delaying construction until October of 2020. The plan for these classes moving forward now are to hold educational opportunities in a safe, socially distant manner.

FAMILIES & CHILDREN



Eastwood Track

UHA partnered with Eastwood Elementary School to install a track at the school. The school previously did not have a track, and students had a limited space for exercise. Eastwood Elementary began construction on the track in the 2020, and it was finished in

time for school to begin in fall 2020. School officials report that the students have started a running club, and many staff members walk the track during their lunch time.

Yoncalla Literacy Camp

UHA partnered with Yoncalla School District to provide summer learning opportunities for Yoncalla students. Initially, the plan for this project was the implementation of an eight-week literacy-based camp following the Scholastic Lit Camp model. Unfortunately, the pandemic changed this plan, but Yoncalla Early Works was able to pivot and instead created literacy kits they delivered to participating families. These kits included books and literacy activities, as well as food.



Joint Parent Groups

UHA is partnered with Take Root Parenting Hub and Health Care Coalition of Southern Oregon's Perinatal Task Force to offer multiple parenting groups based on the curriculum the first three years. The series aim to reduce Adverse Childhood Experiences (ACEs) by providing parents with strategies to establish healthy relationships with their children. Organizers were able to host these classes virtually, and 10 total parents participated.

FAMILIES & CHILDREN



Healthy Infants and Toddlers

UHA partnered with the FISH Food Pantry to provide additional food and hygiene products to families with children 0-4. These items include diapers, wipes, food, and formula as needed. Through the calendar year, this project served 1,129 children and their families. Due to the pandemic, staff had to shift what they could give due to food shortages, including a baby food shortage. The FISH food pantry adjusted their offered items to include items to make baby food, and included the recipes with the ingredients to help families create their own baby food.

Dolly Parton's Imagination Library

UHA is working with the Friends of the Roseburg Public Library to offer area residents the ability to join Dolly Parton's Imagination Library. The program sends a free, age-appropriate book directly to the homes of families with children ages 0-5 once a month. All families with children in the Roseburg Public Library's service area are welcome to sign up for the service. The partnership began in 2020 and continues in 2021. As of December 21, 2020, 1,026 youth in the service area received at least one free book. In total, more than 7,000 books were mailed to participants.



FAMILIES & CHILDREN



Community Baby Showers

In 2020, UHA partnered with the Health Care Coalition of Southern Oregon's Perinatal Task Force to support two community baby showers. The plan was initially for two in person events, but due to the pandemic, HCCSO shifted their planning and instead offered a virtual gathering. The event reached 750 individuals and included work from 20 agencies, and organizers believed that they were able to reach more young parents and families than they would have with a traditional event. While organizers

hope to return to an in-person event, they say this project helped them recognize the potential to reach families in a virtual way.

Nurse Home Visiting Vision Screening

UHA is working with UCAN's Nurse Home Visiting project to purchase vision screening equipment for use by UCAN nurses during home visits. With this equipment, UCAN nurse home visitors plan to screen about 125 children ages 4-6 annually.



Promoting Family Bonding

In 2021, UHA provided funding to UCAN's Healthy Families department to create family bonding kits for

families identified as at risk. These kits vary depending on child's age and developmental stage and needs, but will have the overall goal of promoting family bonding. UCAN—Healthy Families plans to provide these kits to 75 families in 2021.

FAMILIES & CHILDREN

Sutherlin Playground

UHA is working with the Family Development Center to provide a new playground for a satellite FDC center in Sutherlin. The playground will be completely ADA accessible, and designed specifically for preschool youth. The area does not currently have a playground, so this new space



will remove barriers to health and wellness for youth in eastern Sutherlin. The playground will be accessible to Family Development Center while the center is open, but will otherwise be open to the public. FDC hopes to have this playground available by Fall 2021.

Parent Leadership Cohort

In 2021, UHA began working with Health Care Coalition of Southern Oregon's Perinatal Task Force to create a parent leadership cohort. The hope with this cohort is to provide scholarships for trainings and educational events to parents involved with the Perinatal Task Force. The first cohort will host 15 parents.



Growing Solutions for Healthy Futures

In 2021, UHA began a partnership with the Phoenix School of Roseburg with a multifaceted approach. The program is increasing garden infrastructure at the school, hiring a summer coordinator to manage the garden while school is out

of session, and supporting food and farm corps summer youth corps leadership. Part of this increased garden infrastructure includes adding a berry patch to the existing gardens.

ADDITIONAL COMMUNITY SUPPORTS

In addition to the work done through the CAC to address our Community Health Improvement Plan, UHA has a variety of other community investments designed to advance and improve health and wellbeing in our community. This work includes how UHA addressed the COVID-19 pandemic, the devastating wildfires that ravaged much of our county, work being done to address some of our highest-needs members, and more. UHA is proud to continue to collaborate both internally and externally in a variety of ways to ensure that the needs of our members and our community are met.



Blue Zones Project—Umpqua

UHA was an initial investor in and is a continued supporter of our local Blue Zones Project. Blue Zones is a multi-sector effort to make permanent and semi-permanent changes to address social determinants of health while helping

people live longer, healthier lives. This work includes healthy eating practices, Moais (a term used to describe a social group that meets for a purpose), community gardens supported at a variety of locations (including elementary schools, like the one pictured), a cross-sector devotion to healthier practices, purpose workshops, and much more. Through the first three years, Blue Zones Project—Umpqua engaged more than 7,100 individuals. The project was extremely successful, and our area is now a Blue Zones Certified Community, further engaging a variety of volunteers and stakeholders in a forward effort to make the healthier choice the easiest.

ADDITIONAL COMMUNITY SUPPORTS

Newton Creek Community Gathering Space Renovation



Neighborworks Umpqua has an affordable housing complex that had a community center that was in dire need of repair. UHA provided some of the funding to renovate the community center. The project began in 2019 but, due to the COVID-19 pandemic and wildfires, completed in March 2021. The newly remodeled community center has a new roof, new bathroom, lights and appliances, but serves as more than a gathering place for neighbors: the building will also double as a counseling center. The Cow Creek Band of the Umpqua Tribe of Indians established free transitional housing for tribal members who are victims of crime on the Newton Creek property. Tribal members living in the transitional homes will receive counseling and treatment services in the community center. In the future, organizers plan to work with local tribal leaders to install a tribally-inspired mural on the community center.

IMPACTS Grant

UHA worked with a variety of partners to secure grant funding through a new grant program call IMPACTS (Improving Peoples' Access to Community-based Treatments, Supports and Services). Douglas County and the Cow Creek Band of the Umpqua Tribe of Indians worked together on complimentary proposals, and secured a large amount of funding for a collaborative effort to address the needs of a population that has historically been underserved: high utilizers of the Douglas County jail and our area emergency room. The county's grant will fund an Intensive Care Coordination team that will work with this population to identify underlying barriers to leading healthier lives. Funds will also expand detox services, assist with startup costs for a sobering center and create crisis resolution rooms for people experiencing a mental health crisis.

ADDITIONAL COMMUNITY SUPPORTS

COVID-19 Supports

UHA knew when the pandemic hit, we needed to help our vital community benefit organizations stay open. UHA released a request for proposals for organizations that were impacted by the pandemic, and ended up releasing an additional \$40,000 to support entities that needed extra assistance. This included our local Boys and Girls Club, Peace at Home Advocacy Center, area food banks, and a local shelter for new and expecting mothers, Safe Haven Maternity Home.

Wildfire Relief

In addition to the global pandemic, Douglas County was also ravaged by a wildfire. The Archie Creek fire began in the early morning hours of September 8 and quickly burned through a large portion of Douglas County. More than 130,000 acres burned, and more than 100 homes and buildings were destroyed. The



fire filled the skies with smoke, creating what was for a time one of the most hazardous breathing conditions in the country. Umpqua Health saw this as another opportunity to help our members and the community, and purchased

necessity goods for those impacted by the fire. Additionally, Umpqua Health made a financial contribution to the community-wide effort to help the individuals who were displaced by the Archie Creek fire.



ADDITIONAL COMMUNITY SUPPORTS

Residency Program

Supporting our community and providing medical access for our members is a mission for us at Umpqua Health Alliance. To further this work, Umpqua Health helped to provide funding to and participated in the new Roseburg Family Medicine Residency program. Douglas County is a Health Professional Shortage Area (HPSA) in all health disciplines, and this program is working to train family physicians who are suited for rural practice, through an ACGME accredited three-year residency program in Roseburg.



Advance Care Planning

Umpqua Health Alliance began working with Iris, a company that provides Advance Care Planning (ACP) services through a variety of methods. Advance Care Planning is a process that supports people in understanding and sharing their values, goals and preferences for future medical care. UHA is offering Iris services on two levels: the first, known as Premier, is offered to UHA members who are identified as being at high risk. Premier is a hands on service that allows members to work directly with someone to complete their ACP. UHA is also engaging Iris to offer Empower, which is a service that UHA is offering completely free of charge to anyone living in Douglas County. The service is available online on a secure, self-guided platform that can be done from anywhere, including the comfort of a person's own home.

ADDITIONAL COMMUNITY SUPPORTS

Addressing Homelessness

UHA is committed to working with a variety of community partners to address homelessness, and to find solutions to providing care to our population experiencing homelessness. In early 2021, UHA established an internal team to connect with unhoused individuals. The Mobile Outreach Team (also known as the MOT Crew) regularly goes to Douglas



County's established homeless camps, and talks with those who live in these camps about barriers. The MOT Crew connects these individuals with local resources, can get them items they may need (such as a cell phone, a new tent or personal hygiene products), and works with folks to understand and realize health goals.



Additionally, the MOT Crew has been working with community partners to attend a grass roots gathering for people experiencing homelessness. The gathering, known as Connecting Point, is a weekly resource fair for people experiencing homelessness. The event has a shower and laundry trailer, clothing, food, and other vital

items. The MOT Crew often brings cell phones, and works to connect with individuals to see if the team can help them further their health goals.



As a Coordinated Care Organization, Umpqua Health Alliance is tasked with constantly thinking of new and innovative ways to serve our members and increase the health and wellbeing of our community. At UHA, we are a team of dreamers with a vision of a healthier tomorrow, always thinking of new methods, programs and processes to help realize the goal of a healthier community. Our work is guided by the Triple Aim to improve quality, enhance experience, and lower costs. It is this ambition that drives us to ensure our members have access to the right care, at the right time, in the right place.

But we recognize that this bold vision isn't something that we can realize on our own: truly moving the needle on health in our community requires the engagement of local provider organizations and community partners. As this report details, we seek to work with a variety of community partners to ensure that our members, neighbors, family members and friends have their individual and community-wide needs met. It is through this collaborative work that we believe all people in our community will experience a future of better health.

UHA also recognizes that this work may never truly be done. Health is not finite, but that means that any limitations that may arise are also not finite. Working as a collective with a shared vision of improving the health and wellbeing of our community, we will continue to do everything within our power to be a positive force for health, to impact lives for generations to come.



DATA SOURCES

Data from this report comes from multiple locations, including various community partners committed to addressing UHA's Community Health Improvement Plan through targeted projects and programs. Sources include:

- Federally Qualified Health Centers
- Early Childhood Education Partners
- Emergency Food Providers
- Behavioral Health Providers
- Nutrition and Gardening Educators
- Area Schools
- Parent Education Groups
- Local Wellbeing Initiatives
- Additional Community Benefit Organizations

Umpqua Health Alliance is tracking this work in a variety of ways, including CCO metrics, county health data rankings, food security, and more. Additionally, UHA participated in a community-wide Community Health Assessment that provided insights and updated community health information. This updated picture of community health provided the following information in comparison to the previous CHA:

Indicator	2018 CHA	2021 CHA
Percentage of adults living in poverty	19%	16.2%
Children eligible for free or reduced lunch	61.2%	62%
Unemployment rate	5.3%	5.4%
Point-in-time homeless count	463	542
Food Insecurity	15.4%	14.2%

You can find this report on our website at <https://www.umpquahealth.com/ohp/community-advisory-council/>