



**Community Letters of Support  
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# JACKSON COUNTY

*Health & Human Services*

**Jackson County**  
**Health and Human Services**

**Mark Orndoff**  
*Director*

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Medford, OR 97501  
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April 18, 2019

Re: Letter of Recommendation for Jackson Care Connect

To Whom It May Concern:

Jackson County Mental Health (JCMH) has been partnering with Jackson Care Connect (JCC) on many different levels over the past six years by providing specialized outpatient Behavioral Health (BH) services to members with complex needs. In that time, JCC has consistently demonstrated a high level of professionalism, commitment to process improvement, high quality care, and a bias towards meaningful action and community collaboration.

Originally working with JCC as the delegated authority for their mental health benefit, JCC and JCMH worked together to develop an extensive panel of outpatient service providers and developed innovative programs with other partners in the community for both children, youth and adults. Over the last couple of years, since JCC began managing the behavior health system directly, our partnership has expanded to even deeper levels. With ongoing support from JCC, JCMH offers a continuum of highly specialized services targeted towards the most complex member populations. For example, JCMH has implemented high quality, fidelity based Wraparound services for children and youth, Early Assessment and Support Alliance (EASA) for youth experiencing their first symptoms of psychosis and an Assertive Community Treatment (ACT) program, as well as the expansion of mobile crisis response. JCC has supported the creation and maintenance of a Mental Health Court by providing dollars for the coordinator of that specialty court.

It is through this relationship and program development that JCMH and JCC have been able to move forward on, and continue to work towards, strengthening the expansion of infrastructure and services for the criminal justice population and jail diversion activities. It is through this partnership that we have been able to make inroads with this often challenging population by growing and supporting a robust outpatient behavioral health forensics team to provide ongoing mental health treatment and case management services to members under community supervision with the County Community Justice program.

Furthermore, it's through this this innovative work and willingness to collaborate, that JCMH is able to be one of many partners, both other county agencies and non-profit organizations, that supports the newly opened Community Justice "Resource Center" housed at the Community Justice Building, which everyone exiting the Jail or prison will have an offer to visit. The intent is

April 18, 2019

Page 2 of 2

to have a “one stop shop” for members to get connected with much needed resources, whether it be medical, vocational, educational, behavioral health, legal, or housing resources. This has been a great partnership with the Jackson County Sheriff’s Office.

Looking forward, JCC has expressed interest to partner with JCMH, the Jackson County Sheriff’s Office and Community Justice to develop a process by which Medicaid members can have access to Medication Assisted Treatment (MAT) services for opiate use disorder while still incarcerated. We acknowledge that under current rules, JCC is not able to fund medical services in the Jail, but JCC has been one of the first to come to the table as an active partner in helping to create treatment or “bridge” pathways to appropriate Substance Use Disorder (SUD) services to improve linkage, gaps in care, reduce siloed services, and hopefully recidivism rates within their membership.

We support JCC’s application for the new five-year contracts and are looking forward to continuing this and other important work together.

Sincerely,

A handwritten signature in black ink, appearing to read 'Mark Orndoff', with a stylized flourish at the end.

Mark Orndoff, Director  
Jackson County Health and Human Services

MO:rw

MEMORANDUM OF UNDERSTANDING  
*Jackson Care Connect CCO*  
AND  
*Jackson County Health and Human Services*

This Memorandum of Understanding (MOU) between Jackson Care Connect CCO (JCC), and Jackson County (JCHHS) serves to document our commitment to work together to ensure coordination of care and improved health through shared behavioral and public health system planning and provision of clinical services.


Jackson Care Connect intends to submit an application to the Oregon Health Authority to continue serving as a CCO for all zip codes in Jackson County. As requested in the OHA application, the parties have engaged in developing shared expectations and commitments. The parties understandings are documented in this Memorandum of Understanding for the purposes of JCC's application to continue operating as a CCO for Jackson County.

- I. **Term.** The understanding and commitments made by the parties in this MOU begin upon execution shall remain in effect until the parties enter into an agreement that supersedes this MOU, until December 31, 2019 if JCC is notified by OHA that JCC has not been awarded a CCO contract in Jackson County, or until December 31, 2024, whichever occurs first.
  
- II. **Understanding:** It is mutually agreed upon and understood by and among the parties in this MOU that:
  - A. JCC will be submitting an application in response to RFA# OHA-4690-19
  
  - B. Both parties support and approve of JCC's submission of the application
  
  - C. In the event JCC is awarded a contract to continue acting as the CCO for Jackson County, the parties agree to undertake the obligations outlined below:
    1. As the Local Mental Health Authority (LMHA), Jackson County Mental Health (JCMH), a division of JCHHS, shall:
      - a. Coordinate with JCC on the development of a comprehensive Behavioral Health Plan as described in the RFA# OHA-4690-19, Exhibit M, Section 3a(7). The plan will utilize data from the collaborative Community Health Assessment and will be aligned with the collaborative Community Health Improvement Plan scheduled for completion in 2019.
      - b. Provide clinical services for JCC members in accordance with the Provider Contract that include:
        1. Outpatient Mental Health Services for Adults and Youth
        2. Assertive Community Treatment (ACT)
        3. Wraparound
        4. Early Assessment and Support Alliance (EASA)
        5. Crisis
        6. Mental Health Court Coordination

- a. Coordinate with JCC on the development of the Community Health Improvement Plan for completion in 2019.
  - b. Provision of clinical services for JCC members in accordance with the Provider Contract that include:
    - 1. immunizations,
    - 2. reproductive health services,
    - 3. sexually transmitted infection services, and
    - 4. other communicable disease services
3. As an operating CCO, JCC shall:
- a. Coordinate with JCMH and JCPHD on development of the collaborative Community Health Improvement Plan scheduled for adoption in 2019.
  - b. Coordinate with JCMH on the development of a comprehensive Behavioral Health Plan as described in the RFA# OHA-4690-19, Exhibit M, Section 3a(7). The plan will utilize data from the collaborative Community Health Assessment and will be aligned with the collaborative Community Health Improvement Plan.
  - c. Reimburse for all clinical services provided to JCC members in accordance with our existing provider contract.
  - d. Support the County role as LMHA and LPHD by sharing data, facilitating comprehensive needs analysis and planning.
  - e. Support JCMH to maintain the mental health safety net system including community crisis services in accordance with JCHHS's existing provider contract.
  - f. Reimburse JCPHD for critical public health services in accordance with all existing contracts.

**Notwithstanding anything herein to the contrary, this MOU is a statement of intent does not and is not intended to contractually bind the parties. The parties shall not be contractually bound unless and until they enter into a formal, written agreement, which must be in form and content satisfactory to each party and to each party's legal counsel, in their sole discretion. Neither party nor any third party may rely on this MOU as creating any legal obligation of any kind.**

Agreed to on behalf of  
Jackson County

  
\_\_\_\_\_  
Signature

Name: Danny Jordan

Title: County Administrator

Date: 4/18/19

Agreed to on behalf of  
Jackson Care Connect

  
\_\_\_\_\_  
Signature

Name: Jennifer Lind

Title: CEO

Date: 4/22/19

April 3, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

As a federally qualified health center and five-star patient centered primary care organization, we believe the integration of physical, oral and behavioral health services for low-income and vulnerable populations is core to our success and we recognize how directly our work is interwoven in the success of Jackson Care Connect. The fact that Jackson Care Connect and La Clinica are both non-profit organizations, we find synergies in sharing many of the same values, beliefs, opportunities and shared responsibilities in serving this community. We're proud of the success of Jackson Care Connect and can't imagine our work in this community without them.

While it can be said that Jackson Care Connect, along with AllCare and Primary Health of Josephine County all coordinate care to achieve the same ends, I must share that I have concern over the inefficiencies that are caused by multiple CCO's in a small geographic service area. Each organization has different payment methodologies, reporting structures, prior authorizations, community engagement, customer satisfaction, care coordination and provider engagement strategies. While each organization is aiming toward the same objectives, they have very different ways they go about achieving them and that variation is deeply felt by systems like ours.

Jackson Care Connect is our preferred health plan partner. We find that most everything is collaborative and easier when we're working together, and we very much look forward to our continued collaboration and shared successes into the future. If I may be of further support in the review of this application, please don't hesitate to let me know.

Sincerely,



Brenda Johnson, RN, MBA  
Chief Executive Officer  
541-512-3151

[bjohnson@laclinicahealth.org](mailto:bjohnson@laclinicahealth.org)



## Rogue Community Health

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April 4, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

Rogue Community Health supports Jackson Care Connect in their application for a new five-year contract with the Oregon Health Authority. We have worked with Jackson Care Connect from the beginning years and find their mission and approach to Oregon Health Plan members to be very beneficial to improving the health status of our patients. This approach uniquely situates Jackson Care Connect to address the healthcare needs of our community while stimulating both transparency and collaboration among providers and other community partners.

We have a strong working relationship with Jackson Care Connect staff and use it to develop changes related to quality metrics, changes in network partnerships, supports for patients beyond the core physical, behavioral, and oral health services, and engaging our community human services partners with social determinants of health programming.

In our community, we have three CCOs operating currently. As a provider it has been challenging working with the diverse contractual and administrative requirements of multiple CCOs. We have found Jackson Care Connect to be responsive and supportive in minimizing the tremendous administrative burden that comes with serving patients in this environment and ask that you consider this factor when determining how best to move forward with CCO 2.0.

Jackson Care Connect has amply demonstrated their commitment to the triple aim of better health, better care, and lower costs. As the only nonprofit CCO in southern Oregon, they have a clear commitment to integrated and coordinated health care for our community members in Jackson County. They have moved our community forward in addressing the social determinants of health and health equity and in providing culturally appropriate care. We look forward to a strong and mutually beneficial relationship with Jackson Care Connect into the future.

Sincerely,

William North  
CEO





**SOUTHERN OREGON  
PEDIATRICS**

April 4, 2019

750 Murphy Road Medford, OR 97504-8426 | p: 541.789.4096 | f: 541.789.4073 | [www.sopedes.com](http://www.sopedes.com)

Review Committee – RFA-OHA-4690-19

Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

My organization, Southern Oregon Pediatrics, is an 11-provider pediatric practice. Jackson Care Connect has been vital for our organization's transformation into a Medical Home. They single handedly brought integrated behavioral health to us. They provided financial assistance to get the program started and they have provided the expertise to keep this program running. They continue to provide technical assistance for Medical Home work. They regularly meet with us to keep us up to date regarding best practices for population health management and they give us constructive feedback regarding our overall performance. Our providers, many of whom were initially skeptical, have come to view Jackson Care Connect as a vital and preferred partner. We have 3 CCO's in our county and they are not equal. Jackson Care Connect's work with our organization stands out as the most integrated and supportive of all the CCO's. For this reason, I feel that the Medicaid population for Jackson County would benefit from having only one CCO, Jackson Care Connect

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. As the only nonprofit CCO in southern Oregon, Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

Matthew Hough MD  
Managing Partner, Southern Oregon Pediatrics



April 16, 2019

On behalf of the Asante Health System and Asante Physician Partners (collectively, "Asante"), I write this letter to express Asante's support for Jackson County CCO's ("JCC") application to the Oregon Health Authority for a CCO 2.0 contract.

Asante is based in Medford, Oregon and provides comprehensive medical care to over 600,000 residents of Southern Oregon and Northern California. Our facilities include three general acute care hospitals (Asante Ashland Community Hospital, Asante Rogue Regional Medical Center, Asante Three Rivers Medical Center), a network of primary care and specialty physicians and clinics (Asante Physician Partners) and additional health care affiliates and partnerships throughout the region. Asante's vision is to be our patients' trusted health partner for life – every person, every time.

Over the years, Asante has worked closely with the member organizations that formed JCC. In serving the residents of Southern Oregon, JCC's affiliated organizations have demonstrated a commitment to achieving the Triple Aim of improved quality, greater efficiency and patient satisfaction. In addition, they have a history and track record of creating greater access to primary care services and integrating providers of physical health, mental health, and all providers along the continuum of care.

Asante is committed to supporting JCC's mission to continue as a Coordinated Care Organization under the CCO 2.0 program. Asante intends to play an active and important role in JCC's efforts to transform the delivery of care in the region. This role is consistent with Asante's organizational mission, to provide quality health care services in a compassionate manner valued by the communities we serve.

Sincerely,

A handwritten signature in cursive script, reading "Greg Wojtal", written over a horizontal line.

Greg Wojtal  
Sr. Vice President & CAFO



April 9, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect (JCC) for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

Providence Medford Medical Center and Providence Medical Group have worked closely with JCC to care for, and manage the CCO patients in our community. A prime example was the Emergency Department Navigation Program. With this program, JCC funded a hospital based specialist to help frequent emergency department utilizers into appropriate levels of care, and to ensure the patient accessed necessary outpatient resources. Our medical group works jointly with JCC to ensure that patients achieve quality services, with the goal of having improved healthcare outcomes. Our physicians actively participate in and advise the JCC Clinical Advisory Panel.

Jackson Care Connect is actively engaged in our community, and provides clarity of focus related to social determinants of health. Together, Providence in southern Oregon and JCC have contributed to projects and programs related to social determinants; for example the Tiny House Project, and Addiction Recovery Services programs. We jointly have focused on exercise programs for at risk children and families with the YMCA.

JCC and Providence in southern Oregon were the key leadership drivers in moving towards a region wide community health needs assessment, facilitated by Jefferson Regional Health Alliance. This was done with the understanding that many agencies working together towards common outcomes can help improve the health in vulnerable populations.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. As the only nonprofit CCO in southern Oregon, Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

A handwritten signature in black ink, appearing to read "Tom Lorish", with a small flourish at the end.

Tom Lorish, MD, Interim Chief Executive  
Providence Southern Oregon

April 4, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Review Committee:

PrimeCare is an organization of more than 500 medical practitioners, all located in Jackson County. We have supported, through the full participation of our membership, the Oregon Health Plan since its inception in 1993. In fact, participation in the Medicaid program is a requirement for membership in our organization.

This letter is provided in support of Jackson Care Connect (JCC) in conjunction with their application for a CCO 2.0 contract. JCC has repeatedly demonstrated a strong commitment to the health and well-being of residents in Jackson County through innovative strategies and community engagement. JCC has not only worked closely with our medical community to provide positive patient outcomes, but has supported the provision of behavioral health resources in our primary care offices, directed efforts to support social determinants of health and population health management, and supported too many education and community collaboration efforts to list.

We have seen JCC develop strong and creative relationships with community and clinic leaders, convene community conversations with the goal of improving health and well-being, participate in collaboratives to address mental health and addictions, and coordinate efforts to address the needs of the chronically ill, all with improvement of the health of the patient as their primary objective.

While we maintain contractual participation with other CCOs, our organization and our FQHCs consider Jackson Care Connect to be our primary partner in serving the Medicaid population. We strongly encourage your favorable consideration of their proposal for continuing their many positive efforts in Jackson County.

Sincerely,



Michael R. Bond, MBA  
President and Chief Executive Officer



April 10, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

ColumbiaCare Services works closely with Jackson Care Connect to provide a full continuum of care which includes Outpatient Services, Supported Employment, Intensive Case Management (including Hospital Assessment, Diversion Services, and Post Hospital Follow-Up), Facility-Based Crisis Respite and Resolution Services, Supportive Housing, and Rental Assistance Programing.

While ColumbiaCare understands and values client choice in CCO membership, we also see the need for balance in order to maintain services already developed by existing CCOs. ColumbiaCare has experience working with multiple CCOs across the State, and one of the things that makes CareOregon/JCC exceptional is their long-term vision of the health of their membership, and their corresponding willingness to invest in a continuum of care that makes services available for people according to their needs and strengths, at the right time, in the right place. These investments made in improving the social determinants of health are not always the least expensive, many have required start-up funding, and while we frequently see immediate positive results—it is the consistency and long-term financial stability of these service projects that will help members continue along this "more healthy" trajectory well into the future. We would like to note the importance of continuity of CCOs, services, and programs during this RFA process. We further support making sure that healthcare dollars are not spread too thin, and unintended consequences are avoided for both clients and providers that could result from the changing landscape of CCOs.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. As the only nonprofit CCO in southern Oregon, Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

Stacy L. Ferrell  
Executive Director  
ColumbiaCare Services Inc.



April 24, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

Jackson Care Connect is the local entity for Care Oregon and our primary partner in providing services to the youth in Jackson County covered within this CCO. Jackson Care Connect has shown to be a highly collaborative partner with Kairos and we greatly appreciate their commitment to our agency. The commitment and partnership that Jackson Care Connect offers to Kairos allows us to focus on our mission and build effective treatment options for our most vulnerable communities.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. As the only nonprofit CCO in southern Oregon, Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

A handwritten signature in blue ink, appearing to be "R", with a long horizontal stroke extending to the right.

Craig Norton,  
Executive Director



# Addictions Recovery Center

EDUCATION • TREATMENT • COUNSELING

April 5, 2019

[www.AddictionsRecovery.org](http://www.AddictionsRecovery.org)

Review Committee – RFA-OHA-46690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

Please accept this letter as evidence of Addictions Recovery Center's unqualified support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect consistently demonstrates its commitment to the health and well-being of Jackson County residents through innovative strategies and community engagement. Consistently the CCO integrates medical, behavioral and dental health services for individuals and families living in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

Please consider the following while making your determination:

- The team at Jackson Care Connect is in tune with the complex behavioral health needs of the community and is dedicated to building and supporting a comprehensive network of providers to support clients with Substance Use and Mental Health Disorders.
- Jackson Care Connect is transparent with its data, which helps providers to better care coordinate for its members, ultimately improving quality and reducing costs.
- Jackson Care Connect is creative and innovative in finding solutions for provider issues.
- Jackson Care Connect is a willing resource when its members require wrap-around services.
- Jackson Care Connect is supportive with site reviews and post-payment audits.
- Jackson Care Connect provides a multitude of training opportunities for providers to enhance provider skills and quality of care for our clients.
- Jackson Care Connect is interactive with their Clinical Advisory Panel (CAP), and open to provider input.
- Jackson Care Connect has demonstrated a willingness to invest in social determinants of health.

We have witnessed the deep relationships with community and clinic leadership that Jackson Care Connect has developed and can attest to the positive impact this has had on those living in our community. Furthermore, Jackson Care Connect has inspired conversations across our region with a diverse focus on improving health and well-being, participation in local collaboratives to prevent or address mental illness, addictions or chronic disease, and filling gaps to enhance delivery of services across the continuum. Lastly, Jackson Care Connect has been an integral part of Addictions Recovery Center's substantial growth for the last five years, and we look forward to continuing our partnership for the next five years to improve the health of our shared populations and our communities.

Respectfully,

Lori Paris  
President and Chief Executive Officer  
Addictions Recovery Center

541.779.1282

*Business Office and Mailing Address*  
1003 East Main Street, Suite 104  
Medford, OR 97504

*Walk-In Clinic and Outpatient Services*  
1025 East Main Street  
Medford, OR

*Fresh Start Detox and Sobering*  
338 North Front Street  
Medford, OR

*Inpatient Services*  
16 South Peach Street  
Medford, OR<sup>13</sup>



300 W. Main Street  
Medford, OR 97501  
Tel: 541-772-1777

April 4, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

OnTrack works closely with Jackson Care Connect to provide substance use disorder treatment. We are involved in collaborations to better meet the needs of community members including embedding in primary care clinics.

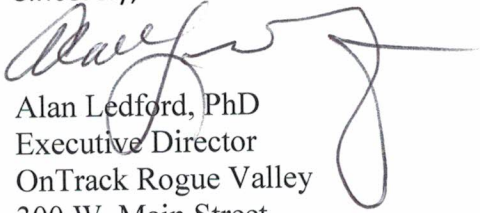
Over the past two years I have witnessed traumatic changes for patient receiving services for mental health and addiction in Jackson County. Adding two more CCOs in Jackson county would further traumatize a community that is just recovering from these changes. We believe the addition of more CCOs in Jackson County would compromise patient care, further tax an already depleted workforce, and add administrative burdens related to increased reviews, inconsistent interpretation of regulation and survey processed for the providers who are already stretched by the current administrative burden. Providers would need to put more resources toward contracting, authorization, review, credentialing and administrative work which ultimately negatively impact the quality of care that patients receive.

We believe that Jackson Care Connect has worked diligently to develop relationships with community and clinic leaders, facilitates conversations about how to improve health and well-being across our communities, actively participate in and often convene local collaboratives to prevent chronic disease, address mental illness, and addictions, and help enhance delivery of services across the continuum. Jackson Care Connect has been willing to help other non-profits find solutions and develop systems for better care delivery e.g. helping fund electronic health record software, providing education to clinicians to improve the quality of their understanding of addiction and medical necessity criteria to insure patients get the care they need, and consultation on increasing access to treatment. We look forward to continuing to partner with



them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

A handwritten signature in black ink, appearing to read "Alan Ledford", with a long horizontal flourish extending to the right.

Alan Ledford, PhD  
Executive Director  
OnTrack Rogue Valley  
300 W. Main Street  
Medford, Or 97504

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Non - Profit Air and Ground Ambulance Services

April 15, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

Mercy Flights has been partnered with Jackson Care Connect since the beginning of 2016. Together, we have developed and implemented innovated health care programs that have impacted our communities in a positive way and are meeting the Institute for Healthcare Improvements “Triple Aim.” These programs have included a High Emergency Department Utilizer Program, a Transitions of Care Program, and a Rising Risk Program that just start the beginning of April 2019.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. As the only nonprofit CCO in southern Oregon, Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

A handwritten signature in blue ink that reads 'Doug Stewart'. The signature is written in a cursive style with a long horizontal stroke at the end.

Doug Stewart  
Chief Executive Officer  
Mercy Flights, Inc.

May 3, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

As a contracted dental plan, Advantage Dental has administered the dental benefit for assigned Jackson Care Connect members since 2014. As such, Advantage recognizes Jackson Care Connect's focus on whole-person care, demonstrated by the consistent and intentional inclusion of oral health through both messaging and engagement.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,



Kevin Boie  
Chief Operating Officer  
Advantage Dental from DentaQuest

To Improve the Oral Health of All

[www.AdvantageDental.com](http://www.AdvantageDental.com)

442 SW Umatilla Avenue Redmond, OR 97756 | TEL: 866.268.9616 | FAX: 866.268.9618

May 1, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee,

I am writing on behalf of Capitol Dental Care, Inc. (Capitol) in support of Jackson Care Connect's application for a new five year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

Our current community outreach efforts, which we expect to expand throughout the term of CCO 2.0, include three co-located dental clinics with physical and behavioral health providers, the provision of oral evaluations and sealants to elementary and middle school students, and the sponsorship and participation in health-related community events in Jackson County.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,



Mark Shalvarjian  
President  
Capitol Dental Care, Inc.



First In Proactive Dental Care

6950 NE Campus Way, Hillsboro, OR 97124  
Tel 503.952.2000 Fax 503.952.2200  
www.willamettedental.com

April 12, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

As a dental subcontracting organization with Jackson Care Connect since 2014, Willamette Dental Group, PC (WDG) has seen first-hand the impact made by our partnership in their service area. Broadly, we are appreciative of their inclusive and innovative mindset and prioritized efforts regarding medical-dental integration and in establishing quality incentive metrics as part of alternative payment model.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

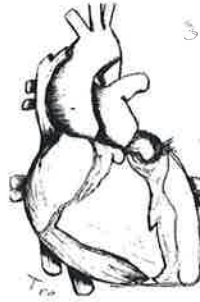
Sincerely,

A handwritten signature in black ink, appearing to read 'Matt Sinnott', is written over a light blue horizontal line.

Matt Sinnott  
Senior Director of Government Affairs and Contract Management  
Willamette Dental Group, PC

JCC

YAC



Date 4/3/2019

Review Committee – RFA-  
OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

The Jackson Care Connect Youth Advisory Council (YAC) fully supports Jackson Care Connect in their application for a new five-year contract with the Oregon Health Authority. As the YAC, we represent the community and OHP members, along with several schools within the county, including Eagle Point High School, Rogue Community College, Phoenix High School, and Southern Oregon University. In this role, we represent Jackson County youth in supporting Jackson Care Connect's application.

Over the past several years, Jackson Care Connect has amply demonstrated its commitment to Jackson County. They understand and respond to local issues. They create and support partnerships among health care, behavioral health, dental health and other community organizations, which results in a stronger health care delivery system and increased community wellness. We have seen organizations embrace innovative strategies, experience cost savings by working together, and improve patient care, as a result of Jackson Care Connect's efforts.

We strongly urge you to contract with Jackson Care Connect over the next five years as a coordinated care organization. They have made our community healthier.

Sincerely,

Yareli Ledezma

## Jackson Care Connect Community Advisory Council

April 10, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

The Jackson Care Connect (JCC) Community Advisory Council (CAC) fully supports Jackson Care Connect's application for a new five-year contract with the Oregon Health Authority. We represent our community and OHP members. More than 51% of our CAC are JCC members and are joined by providers, community-based organizations and other partners. In this role, we represent OHP members and support Jackson Care Connect's application.

JCC is dedicated to the spirit of incorporating the CAC as an integral part of the organization beyond what is simply required. CAC members have seats on the JCC Board of Directors (since 2012) to ensure member voice and involvement. JCC has invested in the CAC's role in determining support for social determinants of health by giving the CAC oversight of the Community Health Improvement Plan (CHIP) grants. Our CAC is an active participant in the Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP) process, both in 3013 and with the current collaborative process.

Over the past several years, JCC has amply demonstrated its commitment to the health of Jackson County. They understand and respond to local issues of health, equity and inclusion. They create and support partnerships among health care, behavioral health, dental health, community organizations and the underserved. The result is in a stronger health care delivery system and increased community wellness. We see organizations embrace innovative strategies, experience cost savings by working together, and improve patient care as a result of JCC's efforts.

We strongly urge you to contract again with JCC over the next five years as a coordinated care organization. They are making our community healthier.

Sincerely,

The image shows two handwritten signatures in black ink. The signature on the left is larger and more stylized, while the one on the right is smaller and more cursive. Both are positioned above the text 'Co-Chairs'.

Co-Chairs

April 5, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

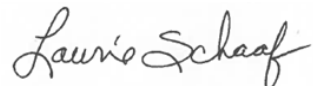
Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

The Ashland Family YMCA has developed a strong relationship with Jackson Care Connect that has meaningful impacts for our joint clients/members. Currently we serve 1,129 YMCA members who are able to participate because of their affiliation with Jackson Care Connect. These members are improving their health by participating in evidence-based programs, attending fitness classes, utilizing our fitness center and teaching children healthy habits while coming to the Y together as a family strengthening family bonds.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

A handwritten signature in cursive script that reads "Laurie Schaaf".

Laurie Schaaf  
Associate Director





**FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

April 9, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

Our partnership with Jackson Care Connect is one of those thoughtful strategies and I must say that this is the most meaningful and impactful partnership I have experienced in my entire 25 year career. I'd be happy to share impressive quantitative information like a group of wellness participants that lost a combined 466 pounds and 867 inches; however, it is the qualitative information or touching stories that are more enjoyable for me to share. For example, one family who reclaimed their health because of our partnership was invited by the Governor to attend the Governor's Inauguration Ceremony. Another individual was so glad he increased his strength that now he can pick up his grandchild into his arms.

I have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

Brad Russell  
CEO/Executive Director

**Rogue Valley Family YMCA**



522 West Sixth Street, Medford, OR 97501 – 541.772.6295 – fax 541.772.8427 - [www.rvymca.org](http://www.rvymca.org)



April 3, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

Jackson Care Connect has been a great partner to us for the past five years helping us work more closely with the homeless population here in Jackson County. They funded our Shower/Laundry trailer and our Clothing trailer which serve the homeless. They gave us a grant to provide water for those on the streets which eventually led to a drinking fountain the homeless can access 24/7. We created a contract with JCC to help fund our case management services for our participants in our various programs. We currently have 200 people under a Rogue Retreat roof who are finding ways to move forward in their lives due to the services we provide. Together we have not only made life much better for so many on the streets, but we have saved large amounts of money which can be used for other needs of the community.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

In His Adventurous Service,

Chad McComas  
Executive Director  
Rogue Retreat  
541-951-6652 cell

Rowena Reeley  
Administrative Assistant  
Signed in the Executive Directors absence, at his request



April 13, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

The Jackson County Continuum of Care (CoC) greatly appreciates the work of Jackson Care Connect and is in strong support of its application for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

Over the last sixteen months, Jackson Care Connect and the Jackson County Continuum of Care have worked collaboratively on the housing needs of persons of low income. Staff from Jackson Care Connect serve on the Jackson County Continuum of Care Board of Directors and its Executive Committee, chair one of the CoC's 12 workgroups and participate in the CoC's annual Project Community Connect, an event which served 850 community members last June who were either experiencing homeless or at risk of becoming homeless. The Continuum of Care and Jackson Care Connect also work together on the Community Health Improvement Plan's housing workgroup and on other efforts to educate the community on housing as a social determinant of health.

The Jackson County Continuum of Care has witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services.

The Jackson County Continuum of Care strongly encourages the Oregon Health Authority to approve the five-year contract with Jackson Care Connect. The essential services provided by Jackson Care Connect are vital to our community's wellbeing, and we look forward to continuing to partner with JCC for the next five years to improve the health of our shared populations and the greater community.

Sincerely,

A handwritten signature in black ink that reads "Constance S. Wilkerson". The signature is written in a cursive style.

Constance S. Wilkerson  
Continuum of Care Manager



# HOUSING AUTHORITY OF JACKSON COUNTY

2251 TABLE ROCK ROAD MEDFORD OR 97501

PH/TDD (541) 779-5785

FAX (541) 857-1118

April 12, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

We are in collaboration with Jackson Care Connect to collectively find ways to bridge the gap between housing and health care, with our goal of a successful delivery of joint services to solve the social inequity of health care and affordable housing.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

Jason Elzy  
Executive Director  
Housing Authority of Jackson County



# Oregon

Kate Brown, Governor

## Department of Human Services

*Medford Senior Services*

2860 State Street

Medford, Oregon 97504

541-776-6222 Voice

541-772-2201 Fax

1-866-405-6042 Toll free



April 16, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

Our collaborative care team of JCC, Aging and People with disabilities meets every other week to not only consult on and create plans for long term care consumers needing attention, we also review data for long term care consumers who will likely need more supports in the future. In this way we can analyze and what might be needed, and with the consumers direction, work to get those supports in place early so that a later crisis might be averted. We have observed and experienced a core value at JCC that the consumer benefits from holistic approach to care.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. As the only nonprofit CCO in southern Oregon, Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

Kathie Young, APD District 8 Manager

*"Safety, health and independence for all Oregonians"*  
An Equal Opportunity Employer



April 15, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

Kid Time has had a long relationship with Jackson Care Connect. They have supported our efforts to reach underserved populations by providing a bus for transportation, provided staffing for early childhood programs, and continue to support access to our programs through membership scholarships.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

A handwritten signature in blue ink that reads "Sunny Spicer".

Sunny Spicer  
Executive Director  
Kid Time



3200 Crater Lake Ave.  
Medford, OR 97504-9075  
(541) 779-5821  
Fax (541) 773-2877  
TTY# (541) 734-9292

April 9, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

The Rogue Valley Transportation District (RVTD) has been working with Jackson Care Connect (JCC) since late 2014 in the delivery of non-emergent medical transportation (NEMT) here in Jackson County and across Oregon. Through our partnership with JCC, we've seen amazing increases in transportation services available to JCC members. Routinely, JCC and RVTD assess the needs of their population and arranges the transportation offerings to support not only the basic medical transportation needs but other services that enhance and can often have a profound improvement on member overall health and outlook. Transportation services to grocery stores, NA/AA meetings and community wellness events all support member wellness and wellbeing and align precisely with OHA's mission to improve overall health through creative and innovative delivery processes.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease and help fill gaps or enhance delivery of services across the continuum. Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

RVTD fully supports JCC's application to continue supporting and improving the health and wellness of those living in our community. We equally encourage OHA's continued support of JCC to remain active and effective in this county as we have seen the benefits of what an active and engaged CCO can do for a community as a whole.

Sincerely,

  
Julie A. Brown  
General Manager

# PHOENIX HIGH SCHOOL

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April 9, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

Through our strong partnership with Jackson Care Connect, we have been able to drastically increase our parent and community involvement at Phoenix High School. This partnership has provided us with the support and resources we needed to further bridge the gap between of school connection between our Latino families and families of our underrepresented population. We are extremely grateful for this partnership and we know that the positive relationships we have built will last many years and lead to a much higher level of success for all of our students at Phoenix High School.

Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,



Toby Walker  
Principal, Phoenix High School  
541-535-1526





JACKSON ELEMENTARY SCHOOL  
713 Summit Avenue  
Medford, Oregon 97501  
PHONE 541-842-3770  
FAX 541-842-3083

---

Marisa Poling  
Principal

April 2, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

Jackson Elementary has directly benefited from our partnership with Jackson Care Connect. JCC has contributed grants and funds to provide onsite preschool and kindergarten readiness resources for incoming kindergarteners. This includes home visits, supplies, staffing and family supports. We value our partnership and their commitment to our community. They have been a vital part of our community resource fair and continue to outreach services for our students who need and or have the Oregon Health Plan.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

*Marisa Poling*

Marisa Poling  
marisa.poling@medford.k12.or.us



# Phoenix-Talent Schools

## Excellence For Everyone

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April 12, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

Jackson Care Connect has supported our families over the years and their presence and support of our school events has created connections with many families. Most recently, Jackson Care Connect has supported us on our initiative to create a healthier life style amongst our students. Our “Laps for Healthy Living” is a school-wide initiative to increase our students’ physical activity through tracking their laps during recesses, PE, and classroom breaks. Jackson Care Connect’s support has allowed us to make this program reality.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

Curt D. Shenk, Principal



Talent Elementary School – Home of the Mustangs  
307 Wagner Creek Rd - PO Box 296 - Talent, Oregon 97540  
Phone: (541) 535-1531 / Fax: (541) 535-1858





April 10, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

Eagle Point School District 9 is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a strong commitment to the health and well-beings of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral, and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

Eagle Point School District and Jackson Care Connect have worked together in order to develop systems of care for students struggling with mental health. They have helped us to address dental care in our district. Together we have branched out into the community to help parents navigate their families physical and medical needs.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

**Phil Ortega**

Student Services Coordinator  
Eagle Point School District  
[ortegap@eaglepnt.k12.or.us](mailto:ortegap@eaglepnt.k12.or.us)



821 North Riverside • Medford, Oregon 97501  
541-774-3900 • Fax 541-245-6261  
[www.kuoregon.org](http://www.kuoregon.org)

April 16, 2019  
Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

Jackson Care Connect has been an invaluable partner to our organization supporting so many of our most important services. Kids Unlimited serves our communities most vulnerable kids reaching nearly 1,500 kids a week, a majority who come from families living below the poverty level. Together we have partnered to address equity and accessibility to programs that engage kids in recreation, health and nutrition as well as provide critical mental health support services for our students at KU Academy facing significant challenges. Together our collaborations have been instrumental in creating accessible services designed to address many of the social determinants of health.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

Tom Cole  
CEO Kids Unlimited of Oregon  
[www.kuoregon.org](http://www.kuoregon.org)



1001 Beall Lane \* PO Box 3697 \* Central Point, OR 97502 \* 541-734-5150 \* fax: 541-245-9188

April 11, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

Jackson Care Connect has supported us directly, and most recently, by awarding our agency a Community Health Improvement Plan (CHIP) grant to provide community-wide health literacy trainings using curricula that has been shown to improve caregiver's confidence and ability to care for their children and to increase *appropriate* use of emergency departments and, thus, reducing unnecessary medical costs .

Over the last five years Jackson Care Connect has been an ongoing partner to provide resources, trainings, information, and access to families in our community who are the most in need of support.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

Nancy S. Nordyke  
Executive Director



Southern Oregon  
Early Learning Services

April 16, 2019

It is with enthusiasm that the Southern Oregon Early Learning Services (SOELS) Hub writes this letter of support for Jackson Care Connect (JCC) to continue to serve as a Coordinated Care Organization serving Jackson County.

Southern Oregon Early Learning Services is our region's early learning hub, serving Jackson and Josephine Counties. There are sixteen hubs in Oregon and each one works with local partners in the fields of K-12 education, early learning, health, social services, private sector businesses, and with parents to strengthen our region's partner collaboration within the early childhood system, and to improve services to children and families so they are healthy, stable and attached, and children reach kindergarten prepared to succeed.

Jackson Care Connect has been an early learning stakeholder around our Hub's governance council and agency advisory council since the inception of the Hub in our region. JCC's participation has transcended a check-box mentality of participation. Rather, we consider their partnership as essential to the work of the early learning system.

It has been very gratifying to see engagement from several partners representing JCC; behavioral health, community engagement and CHIP process, and the Starting Strong Store, just to name some current activities. JCC is a very active partner in our collaborative CCO-Hub Planning efforts as well. They truly embrace the importance of systems work, of leveraging community resources, and ensuring that coordination and alignment prevent duplication of services.

Southern Oregon is fortunate to have such high caliber partners at JCC to work with as we strive to address system challenges and improve outcomes for our youngest children and their families.

Thank you so much for your consideration.

Sincerely,

René Brandon, Director  
Southern Oregon Early Learning Services

Pam Thompson Arbogast  
EI/ECSE of Southern Oregon ESD

Hannah Ancel  
Jackson Care Connect

Scott Beveridge  
Southern Oregon Education Service District

Amy Buehler  
Jackson County Mental Health

Susan Fischer  
AllCare

Michelle Gallas  
Imagine that...Creative Children's Center

Martha Ibarra  
Hispanic Community Representative

Jennifer Johnstun  
Primary Health of Josephine County

Melissa Wolff  
Department of Human Services, District 8

Karla McCafferty  
Options of Southern Oregon Inc.

Eileen Micke-Johnson  
Rogue Community College

Mary Hough, M.D.  
Southern Oregon Pediatrics

Nancy Nordyke  
Southern Oregon Head Start

Lisa O'Connor  
The Family Nurturing Center

Jeanne Grazioli  
Medford School District

Michelle Gury  
Parent: Jackson County

Mary Wolf  
Child Care Resource Network

Susan Zottola  
Grants Pass School District No.7

René Brandon  
SOELS Hub Director



April 16<sup>th</sup>, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

ACCESS is the Community Action Agency for Jackson County and provides immediate and long term solutions to keep our community fed, warmed, and sheltered. Jackson Care Connect has been a strong supporter of ACCESS's Nutrition department, especially our cooking skills program that teaches low-income families how to prepare healthy food on a budget. Jackson Care Connect has supported ACCESS with small grants totaling \$17,557 over the past four years alone. This support is vital to the nutritional well-being of our community.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

A handwritten signature in black ink that reads "Rachael Ward".

Rachael Ward MPH, PMP  
Nutrition Director



Empowerment

Partnership

Respect

April 14, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

According to the 2018 Oregon Health Assessment Oregon: **Oregon ranked 49th out of 51 states** (including D.C.) in mental health outcomes (down from 40th in 2011). Jackson Care Connect is working hard to improve those outcomes by partnering with agencies such as Compass House. Compass House is the only non-clinical evidenced base mental health provider in Southern Oregon, and we partner with Jackson Care Connect to reduce hospitalizations and incarcerations for adults living with mental illness. We also provide employment, education, social skills, life skills and housing to reintegrate adults living with mental illness into the community. Through this partnership we are able to save lives and reduce hospitalizations by 96%.

Having a Coordinated Care Organization that is a nonprofit organization, is the right choice so as much money as possible is directly invested in the care of Oregon's most vulnerable populations. Jackson Care Connect has proven that they hold their members needs most important in all aspects of what they do. The quality of care that Jackson Care Connect provides improves and saves so many lives.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. As the only nonprofit CCO in southern Oregon, Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

Elizabeth Hazlewood  
Executive Director



332 W 6<sup>th</sup> Street  
Medford, OR 97501  
(541) 973-2841



April 30, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

Maslow Project, a local nonprofit working with homeless children and families, sees the direct correlation between social determinants and health outcomes of the clients we serve. In fact, children experiencing homelessness are 4x more likely to be sick, 7x more likely to commit suicide, and 75% will drop out of high school, and are then 6x more likely to become homeless adults. Maslow Project is able to more quickly connect our clients, all whom are at or below the federal poverty level, with OHP as navigators and can help our clients identify their CCO and connect with available supports via our relationships with Jackson Care staff. JCC also supported a pilot project to increase Case management services to Spanish speaking homeless youth and families, the only program of its kind in this region.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,



Mary Ferrell  
Executive Director  
Maslow Project



# Southern Oregon Child and Family Council Inc.



1001 Beall Lane · P.O. Box 3697 · Central Point, OR 97502 ·  
(541) 734-5150 · Fax (541) 734-2279

Josephine County Office: 223 SE M Street, Coalition for Kids Bldg · Grants Pass, OR 97526 · (541) 472-4851 · Fax (541) 472-4855

4/9/2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

Our relationship with JCC has greatly impacted our organization's ability to expand its efforts into rural and underserved communities with high quality parenting education for families. JCC has been a supportive funder and community partner who helps to expand the growth and success of our organization.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

Program Manager

The Family Connection





# Family Nurturing Center

ph (541) 779-5242 | fax (541) 779-2523 | 212 N. Oakdale Ave., Medford, OR 97501 | info@familynurturingcenter.org | familynurturingcenter.org

April 26, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

For the Family Nurturing Center, Jackson Care Connect has been an excellent thinking partner, a professional resource, hosted important trainings and provide critical services to our children and families. They have helped us develop systems to ensure that each of our families have a medical home, can participate in a parenting lab and helped us bring mindfulness training, trauma training and other opportunities to our staff, volunteers, community partners and families.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

Lisa O'Connor, CEO



# SO Health-E

Advocating for Health Equity

April 8, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

Jackson Care Connect has been a member of Southern Oregon Health Equity Coalition since the Coalition's formation, providing leadership during our formative first 5 years. Together we have worked to bring education to the community and raise awareness around health disparities, including most recently, three sessions of cultural competency training that reached 115 health care providers in Southern Oregon. Today, leaders from Jackson Care Connect provide leadership and collaboration on our Steering Committee, Equity Diversity and Inclusion Work Group, Reproductive and Sexual Health Equity Work Group, and the LGBTQ+ Health and Wellness Summit Planning Committee.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

Annie Valtierra-Sanchez  
Coalition Coordinator

# PASSPORT TO LANGUAGES INC.



04/15/2016

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

Passport To Languages Inc. has provided language access to the limited English speaking community of Jackson county for over a decade. In this time span, we have evolved with Jackson Care Connect, and have innovated in ways that serve to provide meaningful language access to their LEP members. This symbiotic partnership has helped to contribute towards better health outcomes, health equity in the market space, and provide continuity of care for its members. By aligning our efforts with Jackson Care Connect, we have been able to strategically define demographics in the county; which has helped to determine emerging language trends, and has also served to align our coverage in ways that meet and exceed language access needs, critical for its membership. We also work in tandem with Jackson Care Connect to connect with key providers; educating them on best practices for accessing services, and optimally engaging with healthcare interpreters.

It is our strong desire to maintain a relationship with Jackson Care Connect and the provider network that it supports for its membership within the county. Our long-term plans include hosting seminars in the greater Medford area that serve to educate the community on accessing language services, for recruitment (to embed interpreters in

6443 SW Beaverton Hillsdale Hwy Ste 390 Portland, OR 97221  
P (503) 297-2707 F (503) 297-1703 E [info@passporttolanguages.com](mailto:info@passporttolanguages.com)

# PASSPORT TO LANGUAGES INC.



active areas), and to provide direct interaction with providers, with the goal of partnering in vertical language access training. In the training, we intend to address provider scheduling for LEP patients, working with on-site interpreters rather than family members, knowing when to offer OPI and VRI-especially with in-home visits, and brainstorming with leadership to provide access for locally hosted (OHA accredited) seminars- that will help emerging interpreters become qualified or certified. We also plan on doing further independent marketing/outreach to known providers in the network to uncover any possible language access gaps in the network. We are also working together on providing updated marketing collateral that will create broader awareness of the services we provide. This effort will further galvanize our alignment with Jackson Care Connect, and to assist in promoting these benefits to their membership. Our ultimate goal for the future is to create wider awareness for all members- specifically that qualified and certified healthcare interpreters are available for them at any time, to ensure their equity as it pertains to receiving optimal healthcare.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

A handwritten signature in black ink that reads "Erik Lawson".

Erik Lawson  
Passport To Languages Inc.  
Director, Business Development



*Connecting the world.*

April 12<sup>th</sup> 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

My company Linguava partners with Jackson Care Connect by providing responsive language services to their limited English proficient members. By receiving meaningful language access these members see a direct improvement with their patient experience and health outcomes.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Brackett".

David Brackett

May 6, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

In my capacity as Chair of the Deaf & Medical Providers Workgroup, I fully support the Jackson Care Connect CCO, Inc. application for CCO 2.0.

This Workgroup was created from the Rogue Valley Council of Governments Disability Services Advisory Council's desire to address and resolve inequities which the Deaf in southern Oregon experience accessing medical care in their primary language, ASL. The services provided by Jackson Care Connect CCO, Inc. are integral to community health in Southern Oregon. We appreciate Jackson Care Connect CCO, Inc.'s active participation in our Workgroup meetings and its generous support for the Workgroup's educational events.

Jackson Care Connect CCO is committed to programs which increase access for language and cultural groups. We feel Jackson Care Connect CCO, Inc. provides a necessary service to the southern Oregon community.

The Deaf & Medical Providers Workgroup offers complete support and commitment to the Jackson Care Connect CCO, Inc. request to continue its good work under CCO 2.0. The organization is vital to our community and surrounding areas and we look forward to working with them in the future.

Sincerely,  
John D. Curtis, Chair  
Deaf & Medical Providers Workgroup  
Rogue Valley Council of Governments  
Senior & Disability Services Advisory Councils  
155 N. 1st Street  
Central Point, OR 97502





April 18, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

We are fortunate to have the great partnership of Jackson Care Connect, as well as our other local CCOs, AllCare and PrimaryHealth, in our regional collective impact initiative, Southern Oregon Success. Their support of our efforts to raise awareness on ACEs (Adverse Childhood Experiences) and resilience has led to our ability to offer over 350 training sessions to over 12,000 participants in our region.

With their support, we are implementing trauma-informed practices in all levels of education, as well as across health care, mental health care, human services, public safety and workforce development. Jackson Care Connect is at the table and engaged in the work.

Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our communities.

Sincerely,



Peter Buckley  
Program Manager  
Southern Oregon Success



Jefferson Regional  
Health Alliance

EXECUTIVE COMMITTEE

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Lee Murdoch MD, Past Chair  
Brian Gross MD, Vice Chair  
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Thomas K Wuest MD

STAFF

Angela Warren

670 Superior Ct, Suite 208  
Medford, Oregon 97504  
541.292.6466  
jeffersonregionalhealthalliance.org

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

April 15, 2019

Dear Review Committee:

Jefferson Regional Health Alliance strongly supports Jackson Care Connect's application for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County by integrating medical, behavioral and dental health services in our community. They employ innovative and creative strategies to address social determinants of health and health equity. Jackson Care Connect is thoughtful in their approach to community engagement and highly regarded by community partners.

Jennifer Lind, CEO of Jackson Care Connect, was one of the key leaders around our board table to drive the development of the first-ever regional Community Health Assessment here. The assessment was completed in December and we are now engaged in regional Community Health Improvement Planning. JCC staff and Community Advisory Council members are actively leading and participating in this exciting new initiative to address community-wide health issues and make more efficient use of our shared resources here in rural Southern Oregon.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired learning conversations across our communities about how to improve health and well-being, participate in local collaboratives to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. Jackson Care Connect has been an outstanding community partner and we look forward to continuing to work with them for the next five years to improve the health of our shared communities.

Sincerely,

Angela Warren  
Collaboration Manager



City of Medford

# Office of the City Manager

*Medford ~ A Fantastic Place to Live, Work & Play*

May 10, 2019

Review Committee – RFA-OHA-4690-19  
Oregon Health Authority  
500 Summer Street NE  
Salem, OR 97301

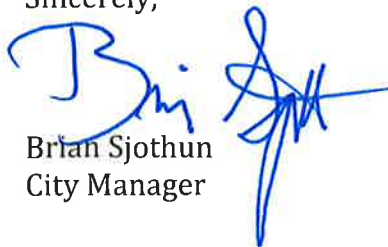
Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Medford and Jackson County through creative and innovative strategies and community engagement. The Coordinated Care Organization (CCO) integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

Jackson Care Connect has demonstrated strong community collaboration during the development of a Housing Awareness Campaign in which the City was invited to participate. The City's relationship with the CCO has since grown stronger during the development of the Community Health Improvement Plan. This relationship will be integral in developing housing strategies that can improve the lives of the residents of Medford and across the region.

Jackson Care Connect is serving our community as a convener to inspire regional conversation about how to improve health and well-being; address mental illness, addiction, chronic disease, and homelessness; and help fill gaps or enhance delivery of services across the continuum. The City of Medford looks forward to continuing to work with Jackson Care Connect over the next five years to support and implement strategies to improve the health and health equity of our community.

Sincerely,



Brian Sjothun  
City Manager

411 West 8<sup>th</sup> Street, Medford, OR 97501

Tel. 541.774.2000 • email: [citymanager@cityofmedford.org](mailto:citymanager@cityofmedford.org) • Fax 541.618.1700

[www.cityofmedford.org](http://www.cityofmedford.org)



# JACKSON COUNTY

Sheriff

*Serving our Community through values-oriented law enforcement;  
Character, Competence, Courage, Compassion*

Sheriff Nathan Sickler  
Jackson County

5179 Crater Lake Hwy  
Central Point, Oregon 97502  
Phone: 541-770-8923

Date: April 12, 2019

Review Committee – RFA-OHA-4690-19

Oregon Health Authority

500 Summer Street NE

Salem, OR 97301

Dear Review Committee:

This letter is in strong support of Jackson Care Connect for a new five-year contract with the Oregon Health Authority. Jackson Care Connect has demonstrated a commitment to the health and well-being of residents in Jackson County through creative and innovative strategies and community engagement. The CCO integrates medical, behavioral and dental health services in our community, while incorporating innovative and thoughtful strategies to address social determinants of health and health equity.

Over the past two years the Jackson County Sheriff's Office has had the opportunity to work with Jackson Care Connect through the Continuum of Care, more specifically on Transition Policies regarding those who are engaged with the Criminal Justice System or Medical providers. We are also working together on a Medication Assisted Treatment Program for our inmate population. These partnerships are important for continued progress in our valley.

We have witnessed Jackson Care Connect develop deep relationships with community and clinic leaders, convene inspired conversations across our communities about how to improve health and well-being, participate in local collaborates to prevent or address mental illness, addictions or chronic disease, and help fill gaps or enhance delivery of services across the continuum. As the only nonprofit CCO in southern Oregon, Jackson Care Connect has been here for us and we look forward to continuing to partner with them for the next five years to improve the health of our shared populations and our communities.

Sincerely,

Sheriff Nathan Sickler