



SOUTH LANE COMMUNITY HEALTH CENTER

FREQUENTLY ASKED QUESTIONS

March 3, 2022

Overview Questions:

1. What is the mission of the South Lane Community Health Center and Career and Technical Education Project?

The mission of the Community Health Centers of Lane County (CHCLC) is to improve the health and wellness of our community through affordable, holistic healthcare. This Community Health Center, to be located at Lane Community College's Cottage Grove campus, will be Lane County's first county-operated rural Community Health Center site, serving a crucial need, as thousands of low-income South Lane residents currently travel to Eugene/Springfield for healthcare, or go without.

2. Why open a Community Health Center in South Lane County

- South Lane is designated as a Health Professional Shortage Area for primary and dental care.
- Two of the top 6 primary care service areas with the highest level of unmet need in Oregon are located in South Lane and North Douglas Counties – Cottage Grove and Drain/Yoncalla areas.
- The community's urgent need far surpasses local provider capacity in every area, especially oral healthcare, including intensive pediatric dental procedures, and services for individuals with Medicare and Medicaid / Oregon Health Plan.
- PeaceHealth Cottage Grove Community Medical Center has the highest rate of emergency department use per 1,000 patients for oral health-related issues in Lane County and the second highest rate in the state.
- Overbooking of local providers results in over 4,000 local patients traveling to CHCLC sites in Eugene and Springfield.
- As a result of large service gaps in South Lane, the Lane County Public Health clinic, Cottage Grove High School's health center, and Planned Parenthood-Cottage Grove Outreach Health Center were all closed.

3. Who will the center serve?

The Community Health Centers of Lane County (CHCLC) will operate the South Lane Community Health Center as part of their Federally Qualified Health Centers(FQHC) and will serve all people regardless of race, gender, age, preferred language, sexual orientation, housing, citizenship, insurance status, or ability to pay.

- About 1 in 4 Cottage Grove residents and almost 1 in 2 local families with children under age 5 live below the federal poverty level (FPL).
- Among FQHC patients, 3 in 4 had family incomes below FPL, 2 in 5 were children under age 18, and 7% were age 65 or older.

4. What services will be provided?

CHCLC focuses on integrated care that values the whole person and serves the whole family and provides comprehensive services, which cover treatment and prevention of illness. CHCLC integrates medical, behavioral, reproductive, alternative, and oral healthcare within its primary care clinics. Patient-centered primary care teams also address other factors affecting health, such as transportation, housing, medication assistance, and care coordination.

5. Where will the Center be located?

The new Community Health Center will be located inside Lane Community College (LCC) at 1275 South River Road in Cottage Grove, next to Cottage Grove High School and down the street from Bohemia Elementary School. This location will provide convenient access for students to access primary care and dental services, as well as function as a health and dental care training site for South Lane School District and LCC students.

6. How will the Community Health Center be sustained?

CHCLC has demonstrated financial sustainability over its 16 year history. As an FQHC, it receives funding from the U.S. Health Resources and Service Administration to support care to special populations, including uninsured, underinsured, homeless, and migrant populations. The majority of its revenue is for services to Medicaid, Medicare, or commercially insured patients. CHCLC does not receive or rely on Lane County general fund tax dollars. The new clinic will have the capacity to be the primary care medical home of 5,000 patients.

7. Will LCC have a presence in Cottage Grove in the LCC building?

Yes, While LCC Cottage Grove will not be a full service campus, credit and non-credit courses will be offered in response to local demand. Half the footage of the building will be designated for LCC, while the other half will be used for the Community Health Center.

8. Who are the partners working on this project?

The partners invested in the core team who are collaboratively working to plan and implement this project include: Lane County who operates the CHCLC; Be Your Best is a voice of the community; Lane Community College who owns the building and offers CTE classes; PeaceHealth is a regional healthcare provider; South Lane Mental Health will be an applicant to deliver mental and behavioral health services in the center; South Lane School District who offers CTE classes; and

9. What will the Career Technical Education (CTE) Component look like?

South Lane School District Career and Technical Education (CTE) programs engage students in high-quality, rigorous, and relevant classes, designed to help students to turn their passions into paychecks and their dreams into careers. CTE programs partner with local businesses, industry, and Lane Community College to provide a continuum of instruction and create opportunities that promote creativity, innovation, and leadership. These programs are relevant to the job markets of today. With experiences in and out of the classroom, students in CTE play a vital role in developing a well-educated workforce that supports innovation and productivity that have a positive impact on student academic achievement, graduation rates, earnings and employment outcomes. A variety of industry-approved credentials are offered to students in CTE, including educational certificates, degrees, certifications, and government-issued licenses.

The Career Technical Educational component is unique for a community health center. Both CGHS and LCC are excited to strengthen already existing programs with the opening of the CHC. The Healthcare CTE Pathway has potential for growth through the CHC. The Healthcare Pathway courses are currently taught by a high school teacher for college credit. Students who complete this pathway earn a basic healthcare certificate, which is advantageous to them as they apply for further training and education. These courses have been taught on occasion at the LCC-CG campus. With the opening of the CHC, we look forward to the following:

- Healthcare Pathway courses will be taught in the CHC classroom, which will be outfitted with modern healthcare equipment that mirrors what is found in the clinic and in other healthcare facilities.
- The CHC will offer high school students meaningful internship opportunities in the healthcare and possibly the business pathway(s). We have already begun to shape the process of accessing these internships and job shadows so that student have few barriers to setting up these valuable experiences.
- There will be increased collaboration between SLSD and LCC to include additional classes and trainings for both high school students and members of our community. These classes could be taken by both current CGHS students, and graduates.
- Other pathways, such as Business, and Early Childhood Education may be able to interact with and possibly provide support to the CHC. These opportunities will be explored once the CHC is in operation.

Lane Community College:

Future Students

- Provide an on-ramp for high school students; career exposure, job shadowing, dual credit health profession opportunities

Currents Students

- Provide internship, clinical practice, on-the-job training opportunities in an active clinic (dental, nursing, LNP, medical assistants, medical reception, etc.)

- Provide stackable credential opportunities and career ladders

Other Training

- Offer workforce training for health careers connected with larger health partners (CNA, Phlebotomy, etc.)
- Develop a continuing education partnership with clinic and local health care professionals.

Community Engagement Questions:

1. What are the short and long-term plans for community feedback and input

Short-term: What is the plan for community feedback and input? The partners are committed to on-going community input. The Lane County CHC leadership attends BYB meetings, engages with individuals in the community regarding needed services, engages the community in conversations regarding oral health care delivery, does outreach with knowledgeable community members to resolve specific issues e.g., transportation access. Lane Community College and South Lane School District and Be Your Best will confer with the community in the design of CTE programs.

Long-term: What is the plan for community feedback and input?

The South Lane Community Health Center will be run as one of many clinic sites operated by the Community Health Centers of Lane County (CHC) division of Lane County. The CHC is recognized as a federally qualified health center (FQHC) by the federal government. FQHCs are required to have a Community Health Advisory Board which oversees and directs community health center activities, in conjunction with the County Board of Commissioners who have overall responsibility for the Centers. This Advisory Board is required to be composed of 51% consumers of services with a balance of community members who represent a diversity of constituents served by the CHC. In addition, the County is committed to continued collaboration with community partners including Be Your Best, South Lane School District, Lane Community College, South Lane Mental Health, PeaceHealth, as well as other local providers and social service agencies to assure that appropriate services are delivered. BYB is a tremendous resource in doing this work and facilitating conversations and connections in the community.

Programmatic and Service Questions:

1. What kinds of “Alternative Pain Management” will the CHC provide, as listed in the description of services? If the CHC makes referrals to local providers (chiropractors, acupuncturists, etc.), what does the referral look like?

The CHCLC has access to Acupuncturist presently at one of our locations. The referrals are generated from within our Primary Care services and extend to the Alternative Care team. We have a Wellness Committee and focus on holistic, full person care. We utilize the expertise of a multi discipline team which includes, clinical pharmacists, behavioral health, Naturopaths, etc.

2. What does the “Food Pantry” look like as described in the list of CHC services? Will the CHC coordinate with our other local food pantries? We have recently received a grant

from Peace Health’s Community Benefit to begin a mini Veggie Rx Program. Might it be possible to coordinate this with the CHC?

The CHCLC has a great relationship with Food for Lane County and Trillium and we provide shelf stable fruits, veggies and other food items to our patients at no cost. We consider the Sdoh as we collect information about Food Security and support patients to locate and obtain resources to feed their families. Additionally, we coordinate with WIC/MCH. Lane County does not expect to have a fully accessible pantry; but they want to provide access and resources to those who receive services with the CHCLC. Lane County would absolutely want to partner with the local community and offer/support whatever meets the local needs

4. Will the clinic have the capacity to arrange transportation?

Yes, Lane County does this now. They support transportation in a number of ways. They help to arrange Ride Source when appropriate and have team members who can offer taxi vouchers if needed, bus tokens in the past, etc. The County has been in conversations with South Lane Wheels and plans to pick up that conversation again as the dates get closer.

5. Will the clinic provide any additional navigation of resources to meet the health needs/basic needs of clients? If so, what would this look like?

Lane County has Access Team members who support patients, families and community members with access to OHP or health exchange, sliding scale discounts, etc. They also have Patient Care Coordinators who support patients in removing barriers or obstacles to access important aspects of care, such as DME, Social Service navigation and referral to the LC Dovetail which is a coordinated and in-depth support for some of the most vulnerable and difficult to serve.

6. What will translation services look like? Will a Mam interpreter be available?

Lane County is committed to having culturally and linguistically appropriate services. As they do now at all of our sites Lane County contracts with language services (Linguava and others) that are scheduled in tandem with the patient to have in -person interpretation when possible. They also have access to online video and telephone interpretation when needed.

Lane County is engaged in an outreach effort between the CHCLC and the Mayan (Mam & K’iche) Guatemalan immigrant community within Cottage Grove. They will be engaging in ‘Place It’ workshops for the summer with local Mam and K’iche community with the aim to understand how the Mayan Guatemalan community understand and conceive of health care, wellness, and sickness in their own communities, gather input on service and design needs. Additionally, there will be training developed for CHC Staff on working with the Guatemalan Mayan community, covering basic information about the population (gender and age breakdowns, common types of work, etc.) reasons for coming to the US, key issues surrounding service needs, personal and religious beliefs regarding medical care, special considerations, etc. Identifying training options for indigenous language medical interpreter programs and provide logistical information on different choices (e.g. CIELO/Mayan League). Lane County hopes to explore options for investing in professional experiences of youth and young adults in the area who are Mam/K’iche/etc. and who want, at the very least, be trained to work as trilingual administrative or office assistants. Lane County has already had some documents around COVID vaccination translated into Mam and continue to work hard on this topic.

