



### **SERVICE AREA**

Clackamas, Multnomah, Washington and parts of Marion counties

### **MEMBERS SERVED**

113,147 Oregonians

### **FEATURED PROGRAM**

FamilyCare serves and supports a diverse population of OHP members in the Portland metro area, including more than 4,000 self-identified Asians. In order to increase health literacy and provide more culturally competent care to this group, FamilyCare teamed up with the Asian Health & Services Center (AHSC) to build an innovative outreach program. Participating members receive welcome calls in their preferred language, assistance establishing a primary care provider who understands their culture, help scheduling appointments and access to wraparound social services.

### **WEBSITE**

<http://familycareinc.org>

### **VIDEO**

#### ***Culturally Competent Care***

FamilyCare has leveraged its longstanding relationship with multicultural organizations, such as the Asian Health & Services Center in Portland, to help patients understand the health care system.

<https://vimeo.com/135510655>

### **FACEBOOK PAGE**

[www.facebook.com/FamilyCareOre](http://www.facebook.com/FamilyCareOre)

# Closing gaps in care for youth

Using an innovative strategy that focuses on both intervention and prevention, FamilyCare is working to achieve better health outcomes for Portland area youth between the ages of 15 and 25.

The “transition-age youth” (TAY) population makes up more than 18,000 of FamilyCare’s members. Nearly 75 percent of these individuals come from low-income backgrounds, about half are Hispanic and African American, and many are “hot spotters” — those who frequently use costly emergency services instead of establishing care with a primary health clinic. These young adults may be disconnected from education and employment, many have been involved in the justice and foster care systems, and many lack stable living situations.

“Our health care systems are built on children and adults,” says Meg Pitman, FamilyCare’s Director of Community Partnerships for Transition Age Youth. “There is a big gap in care for youth ages 15 to 25.” She adds that these gaps can lead to costly ED visits, as well as poor health outcomes.

Unfortunately, not enough is known about this population’s needs to serve them effectively — a problem FamilyCare is seeking to resolve with the help of community partners and youth representatives.

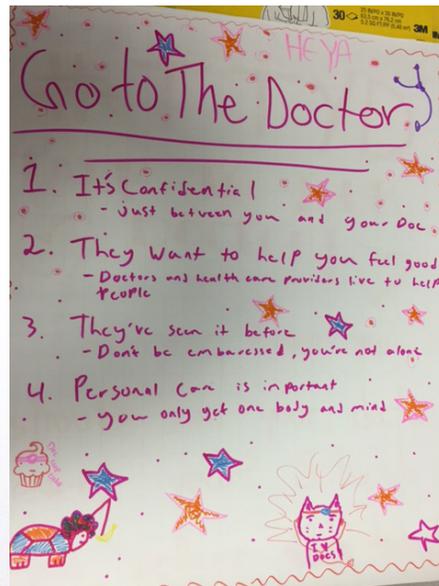
FamilyCare is developing a Community Health Improvement Plan (CHIP) that targets 15- to 25-year-olds in the Portland metro region in order to bridge gaps in care. Plan creators are drawing upon many different data sources to inform outreach strategies, including FamilyCare claims data, government and justice system records, national and state statistics, youth surveys and findings from other relevant community plans.

They’re also looking at qualitative data — such as information gleaned from youth listening sessions, interviews with community organizations and youth participation in Community Advisory Councils.

Findings will be used in two ways: First, to engage Portland’s youth with targeted outreach efforts for the purpose of improving health literacy, wellness knowledge and engagement in health care. And second, to educate the various entities that serve these populations in order to increase youth access to health resources.

After analyzing available metrics and gathering information from surveys and listening sessions, the CHIP team will align priorities with efforts that exist and those that don’t — determining where the gaps in care lie, and what can be done to address them.

Several community organizations are already serving youth populations successfully. Knowing this, FamilyCare is placing a strong emphasis on community partnerships. Grant funds have been set aside to help bolster the efforts of the most innovative and successful programs. FamilyCare also partners with existing youth councils, community efforts and health care providers who work successfully with youth.



Youth provide valuable information during a listening session.



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