



**eooco**

EASTERN OREGON  
COORDINATED CARE  
ORGANIZATION

# Strengthening the Network

*A Guide to HRSN Housing*

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# Creating the Network

**Establishing and Maintaining Communication Channels**

# Onboarding Training

- Establishes primary communication channels between EOCCO's HRSN team and the providers
- Led by a member of the provider support team, who remains the ongoing point of contact
- Conducted over 3-4 sessions or more depending on the provider's preferred pace
- New provider onboarding covers:
  - Submitting an HRSN request
  - Navigating Smartsheet to accept and monitor member requests
  - Best points of contact for status updates
  - Claim submission
  - Eligibility guidelines



# Recurring Check-Ins

Provider meetings are held weekly or biweekly, depending on the provider's needs and familiarity with the process.

Serves as dedicated time to:

Address provider questions in real time

Monitor individual organizations' capacity

Share EOCCO process changes during periods of high request volume

Support billing-related questions

Track outreach and engagement cases

Communicate OHA guidelines updates

Review member documentation for quality and completeness

# Outreach and Engagement

## Connecting with Members

# Outreach and Engagement

## Provider Tabling

Identified individuals who already had a relationship with provider organizations

In person "quick apply" tabling events

## O&E Request Form

Developed a simplified version of the HRSN housing application to connect members with providers in their area, making the outreach and engagement (O&E) process more accessible

## Targeted Outreach

Providing O&E specific providers with a list of potentially eligible EOCCO members



# Bridging Providers and Processing

**Turning Provider Communication into Insights**

# Utilizing Feedback as Insight

- Entire HRSN team meets together weekly which has allowed for communication from providers to adjust processing workflow as needed
- Adjusting workflow based on network's needs and setting aside time to assess and process changes made
- Provider-processing team communication enables workflow flexibility based on provider feedback
  - e.g increased members in eviction status during periods of longer turnaround time



# Shared Knowledge, Shared Success

**Gained Benefits of Provider Workshops**

# Gained Benefits of Provider Workshops

EOCCO has facilitated two in-person and one virtual provider workshop.

Direct, real-time feedback between providers and the HRSN team has improved communication and streamlined workflows within our network and program

- Improved provider understanding of processing workflow shown to enhance the quality of submitted applications
- Enables providers to share and adopt effective workflow processes
- Fosters relationships between providers within our network
- Creates a direct line for providers to raise concerns and brainstorm solutions in real-time
  - Example: Providers raised concerns at a recent conference about delays waiting for denial letters via postal mail
  - Response: The team implemented a Smartsheet where denial letters are uploaded, organized, and made accessible to providers

# Summary and Key Takeaways

## **Putting This Into Practice**

# Putting This Into Practice

**Key takeaways: stronger communication across the team and network, and investing time upfront in onboarding to set providers up for success**

Suggestions and examples for applying today's takeaways to your daily work

- Establish regular check-ins and communication across entire HRSN team
- Create opportunities for provider-to-provider collaboration through network-wide, provider-led virtual workshops



# Thank you!

