

A First Look at Connect Oregon Implementation

Analysis of Connect Oregon
Platform Data from 2021-
2022

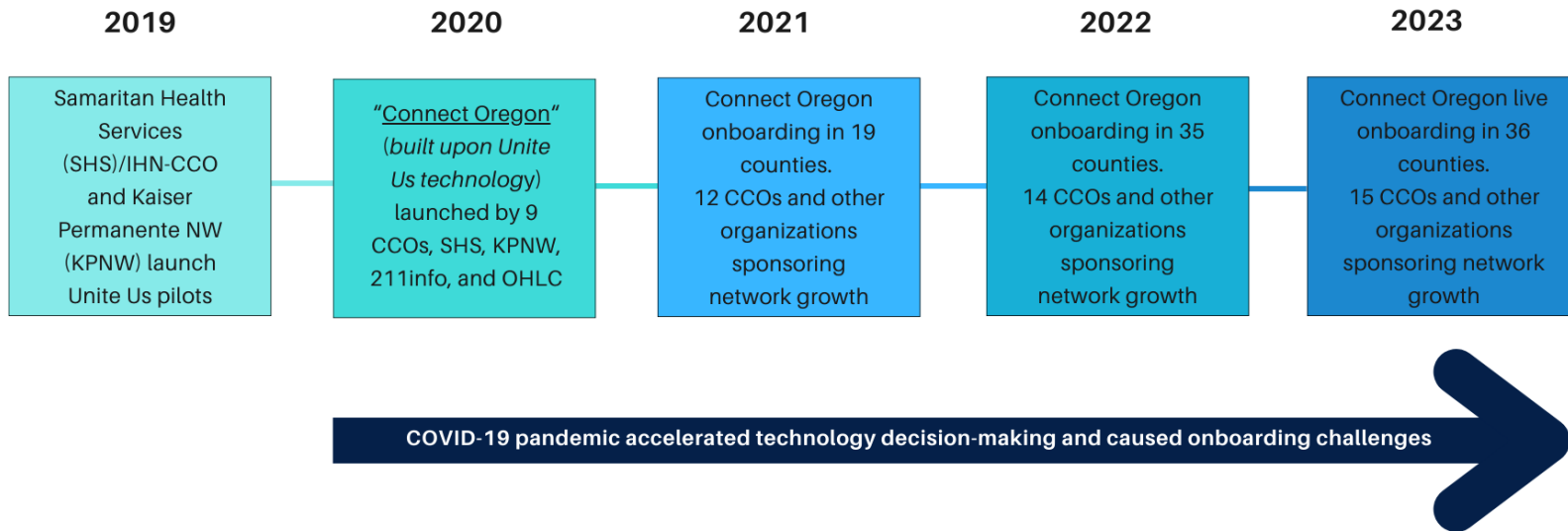
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Social Interventions Research & Evaluation Network



Connect Oregon History

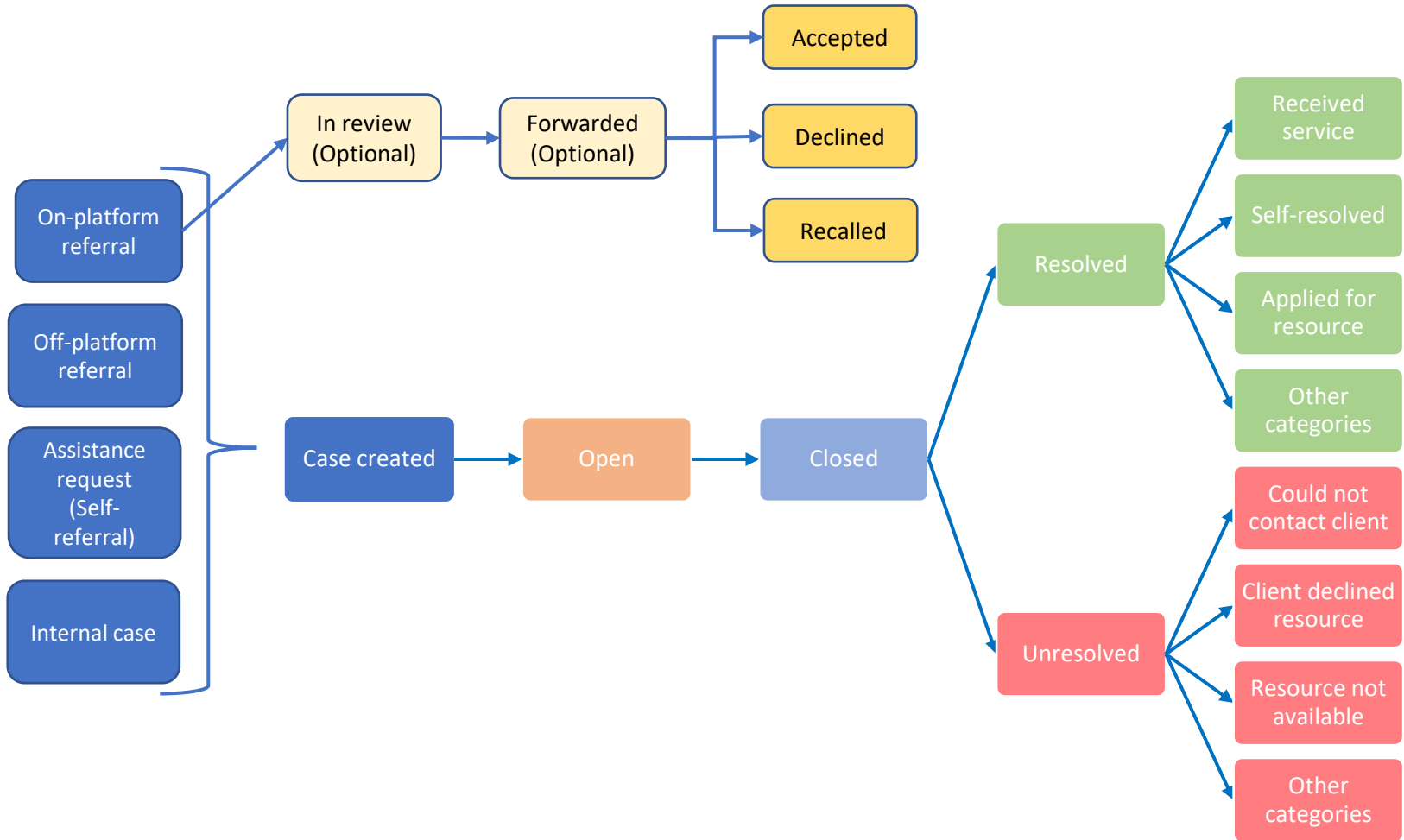
Connect Oregon CIE History



Key questions we sought to answer

1. How broadly has Connect Oregon been used to date? What kinds of organizations have been using it? Has use been similar across the state?
2. How many clients have been served through Connect Oregon? What are the characteristics of clients served through Connect Oregon? Are there any categories of clients who have been served less than others?
3. What types of resources and services have been sought through the platform?
4. How well has the platform been working for connecting clients to resources and services? Are there any differences in referral outcomes based on client characteristics or types of resources sought?

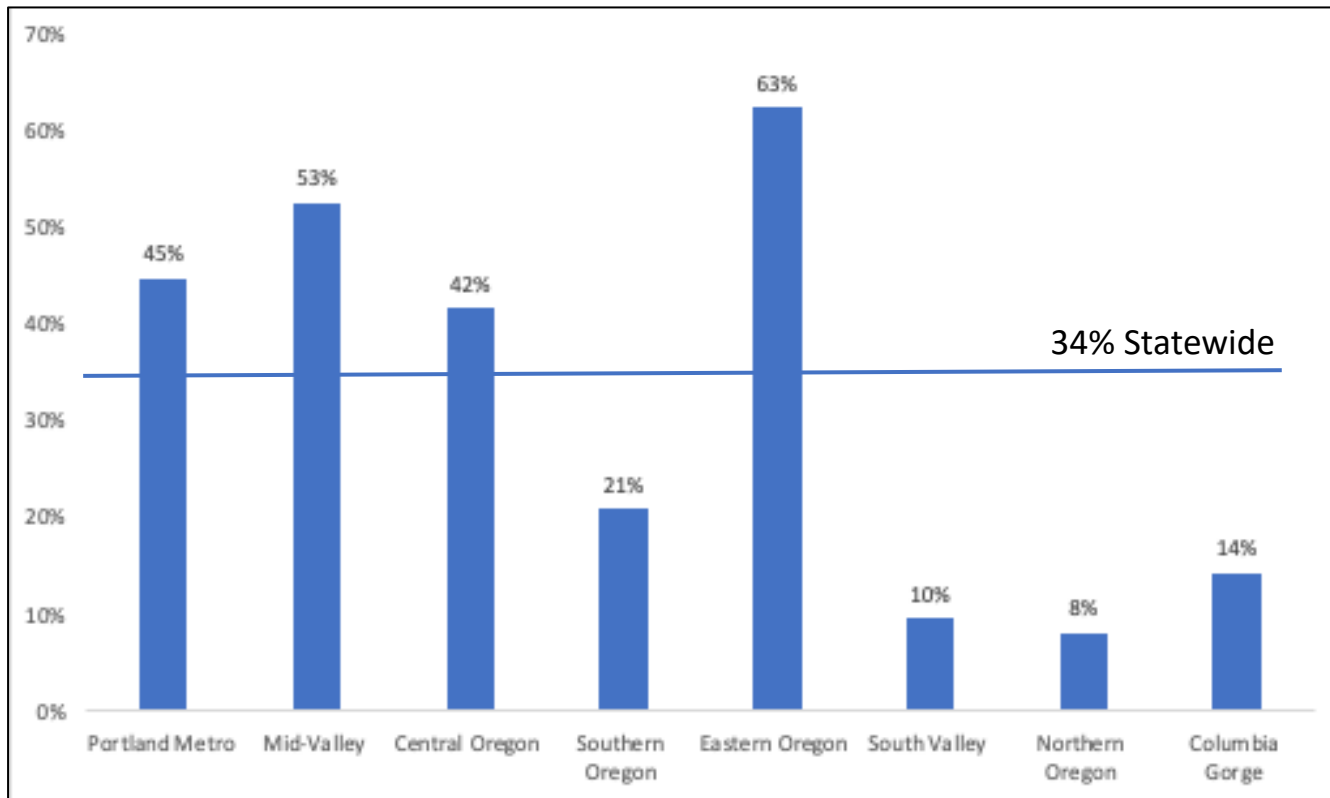
Connect Oregon Workflow



How broadly adopted was Connect
Oregon in 2021-2022?

Platform adoption at 34% as of end of 2022

34% of organizations that are being recruited for participation in the network used it in 2021-2022 (1,429/4,246 orgs). This varied by region:

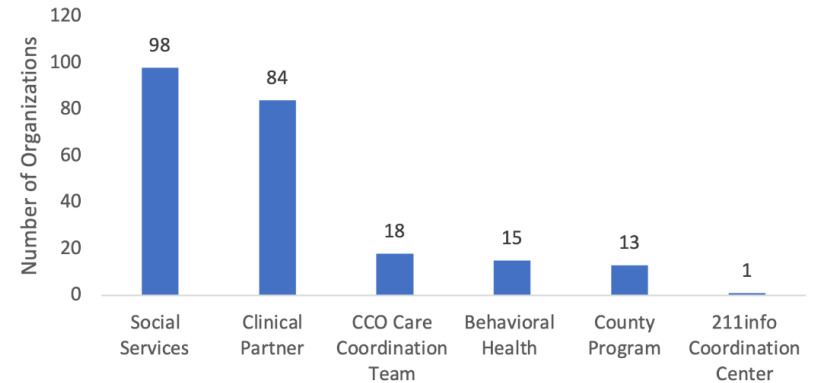


How many organizations used Connect Oregon in 2021-2022?

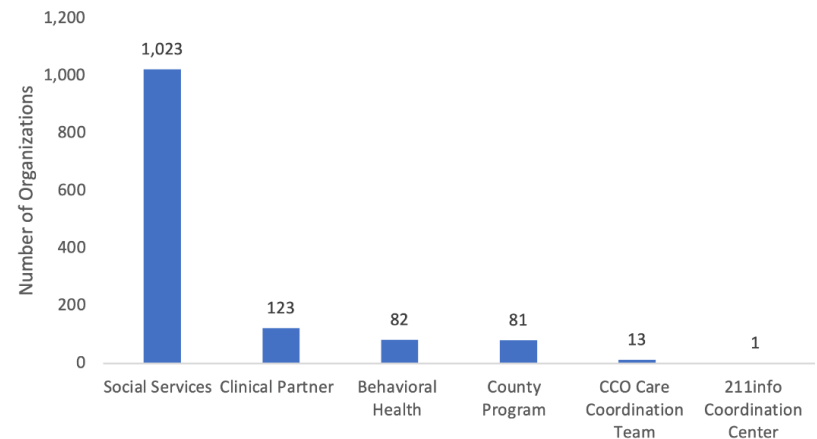
Among the 1,429 organizations that sent or received a referral:

- 229 unique organizations sent referrals
 - **Social services agencies and clinical partners** were the **most common** types of organizations sending referrals
- 1,323 unique organizations received referrals
 - **Social services agencies** were the **most common** organizations receiving referrals

Number of Referral Sending Organizations by Type



Number of Referral Receiving Organizations by Type

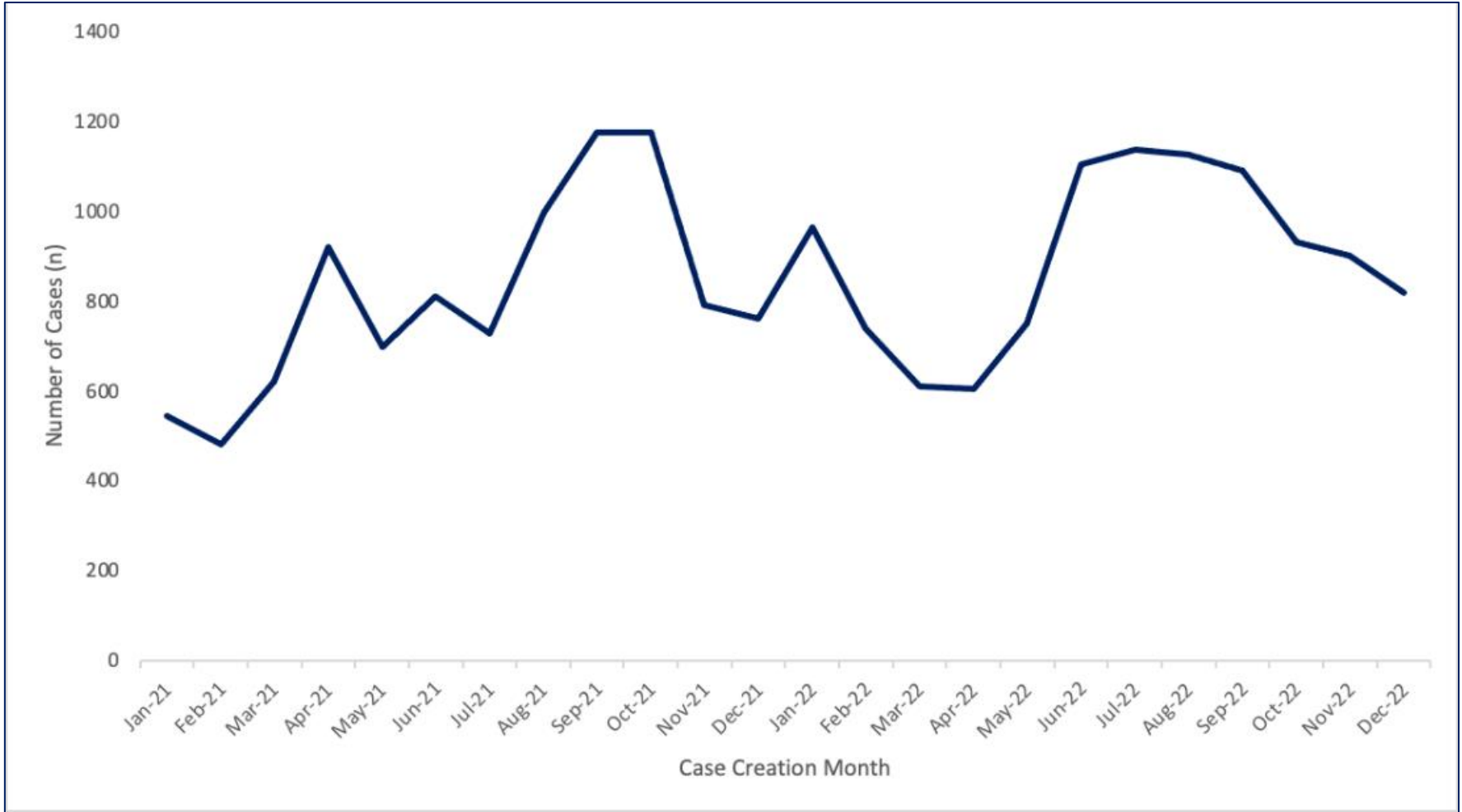


How many clients were served through Connect Oregon in 2021-2022?

- **11,677 clients served**
 - Represents just under 2.5% of OHA enrollees who might have a social need and want assistance with that need.*
 - Most clients (70%) had only one case.
- **20,464 cases created** each representing a client with a need at a particular point in time
 - 88% of cases had 1 referral, 12% had >1
- **20,896 referrals made**
 - 82% on-platform
 - 18% off-platform

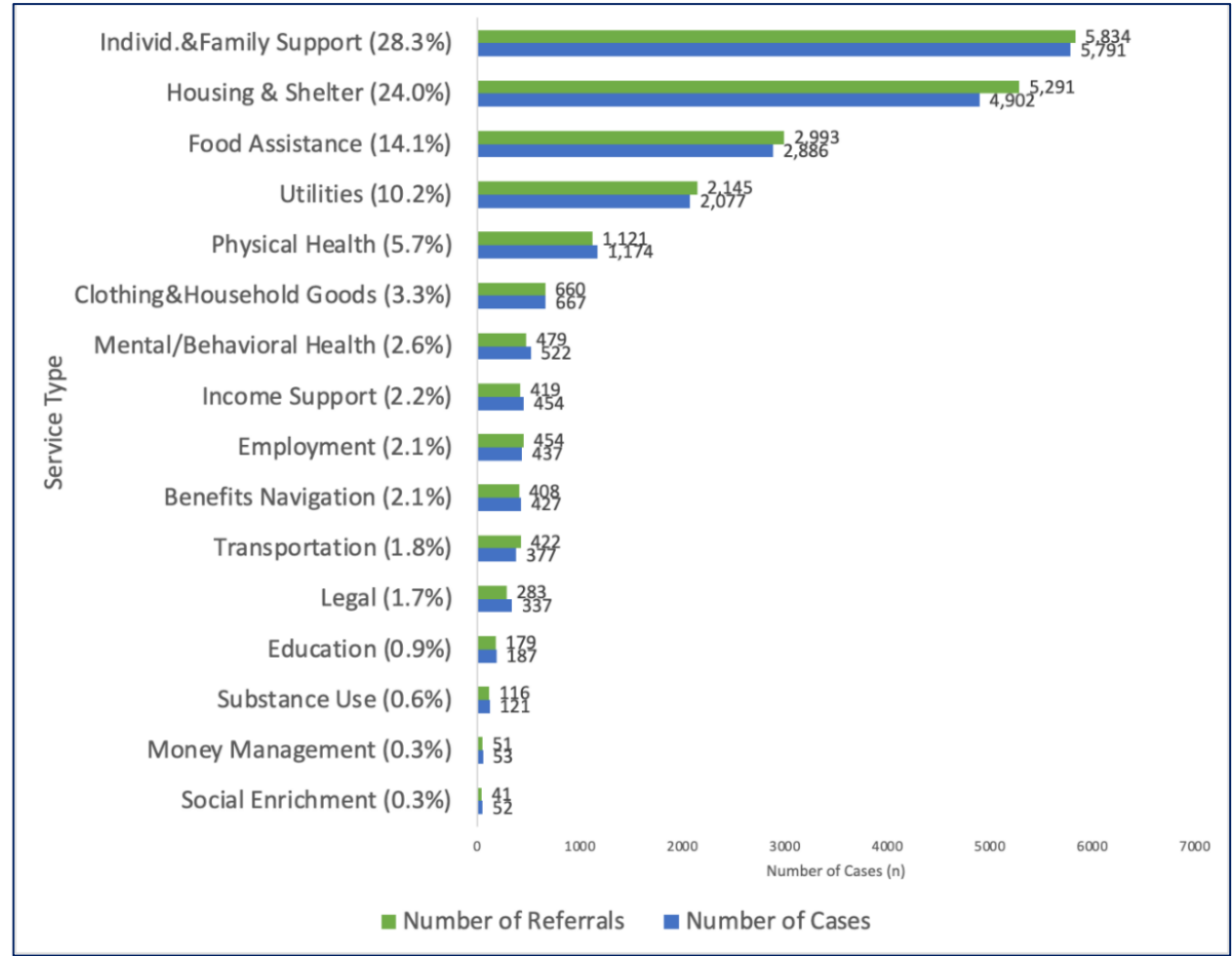
* Estimated based on the prevalence of needs and interest in assistance seen in the Oregon Accountable Health Communities Model.

Case volume fluctuated over time

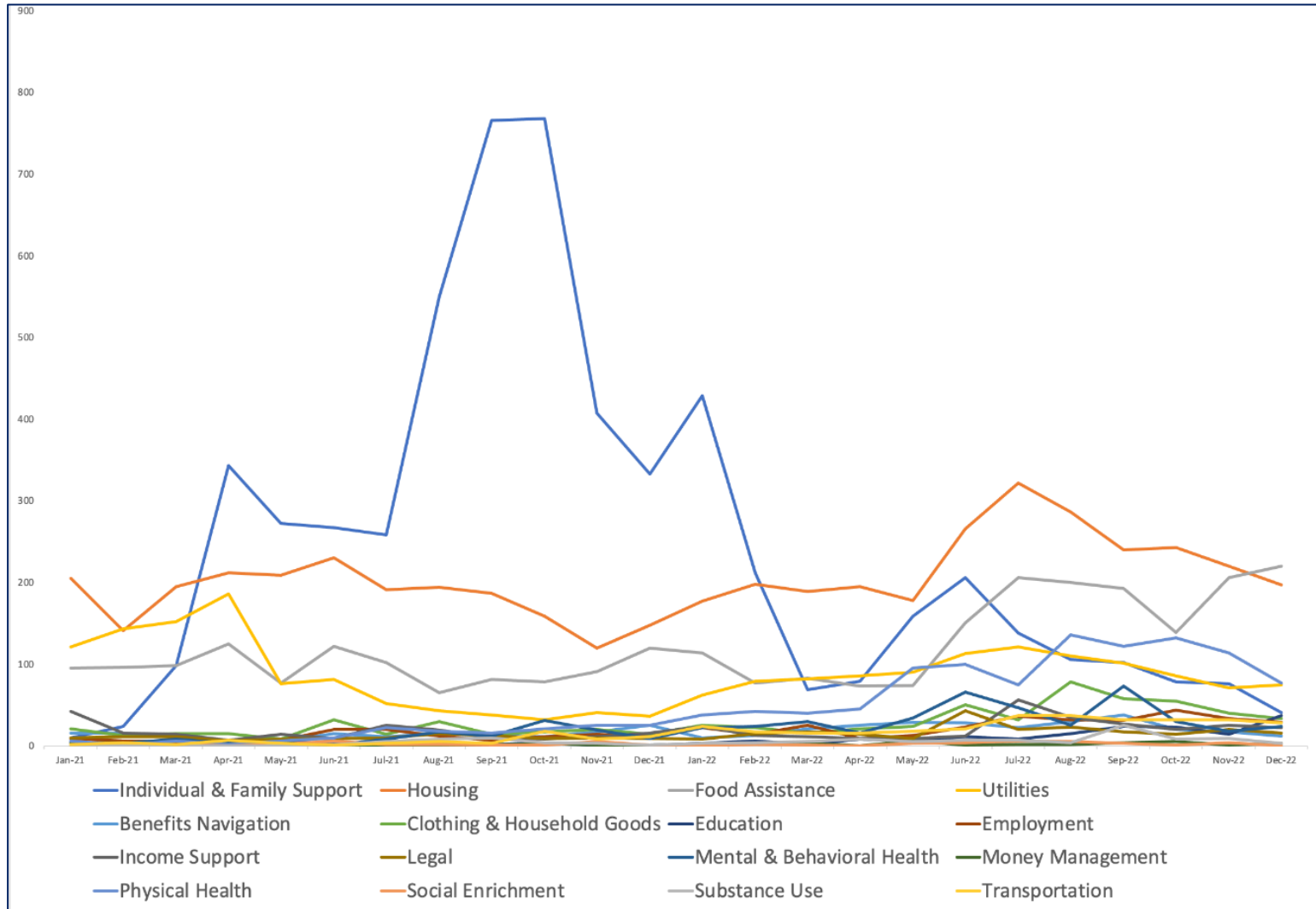


What was Connect Oregon used for?

- 4 most common services that clients requested or were referred to were **Individual & Family Supports, Housing & Shelter, Food Assistance, and Utilities.**
- These 4 service categories constituted **75% of cases** and **78% of referrals.**

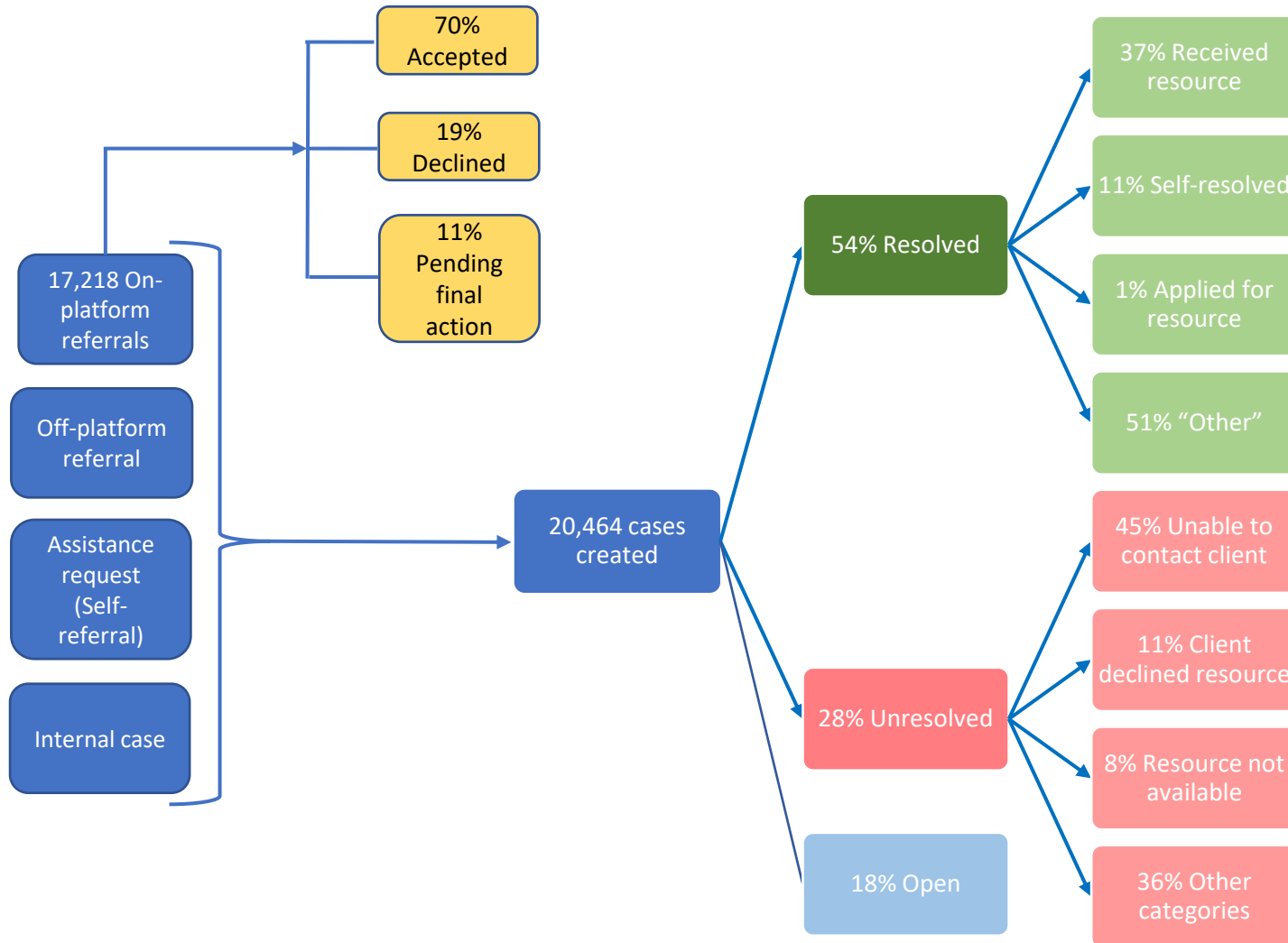


Requested services varied over time



How well did Connect Oregon work for facilitating resource connections?

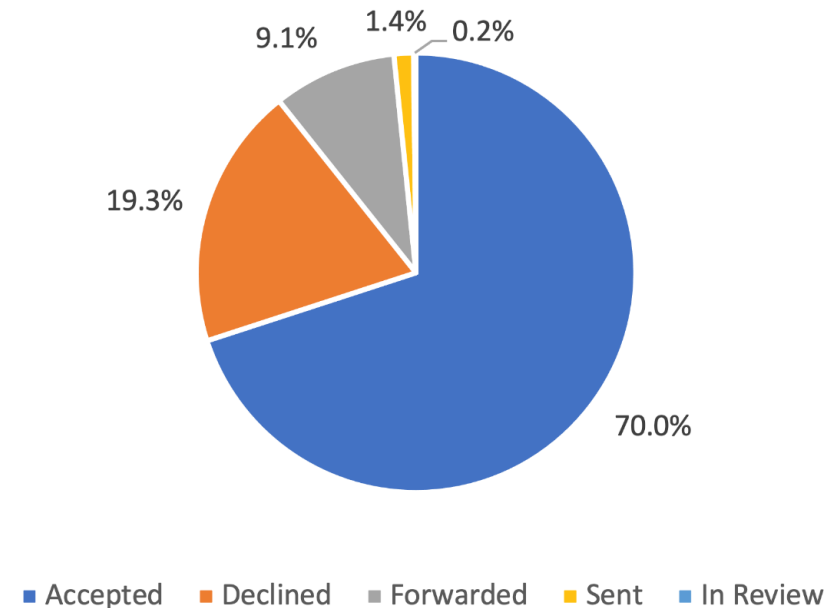
Referral and case outcomes for cases created in 2021-2022



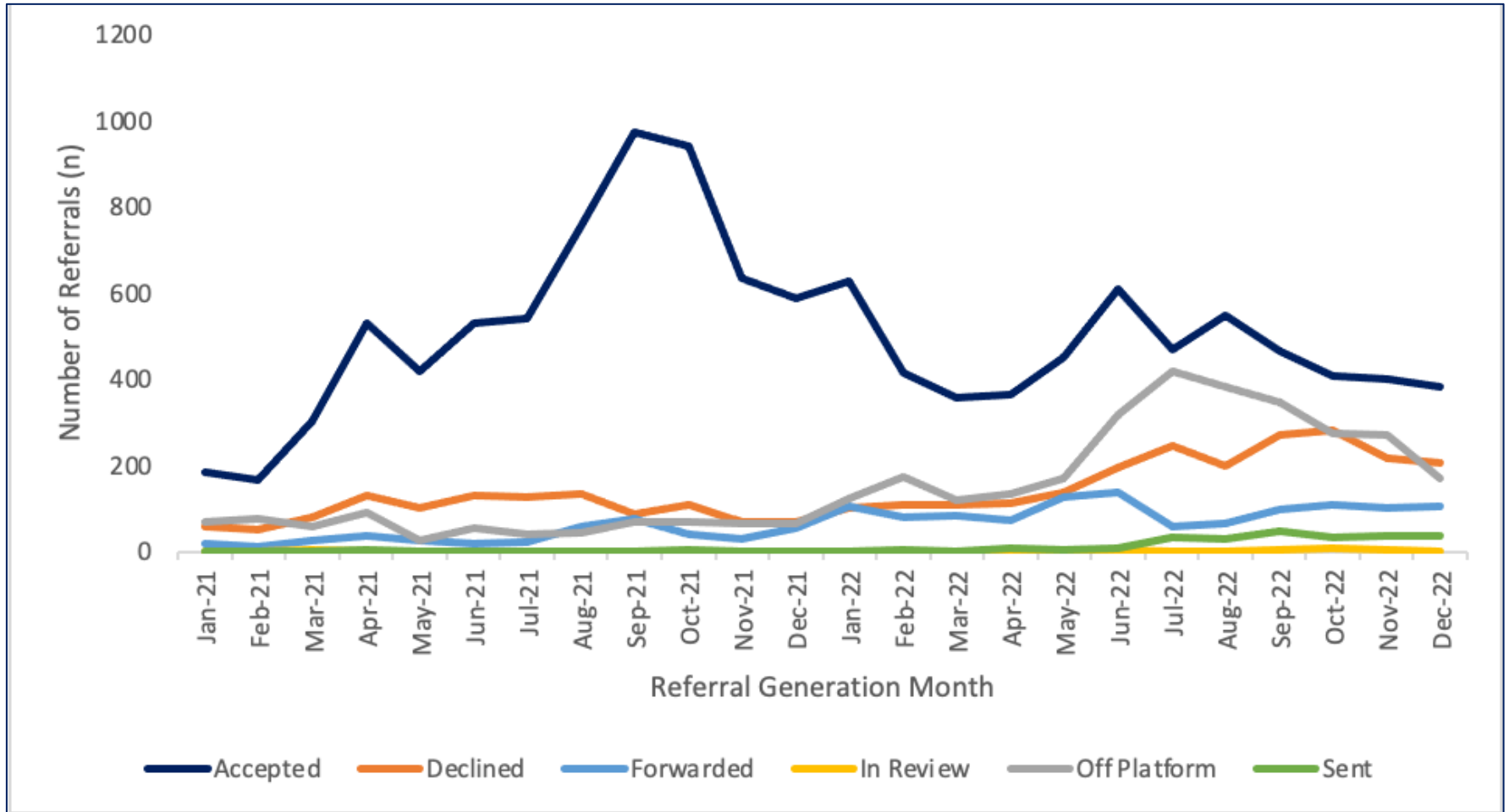
70% of referrals made in 2021-2022 were accepted by March 20, 2023

- **Nearly 7 in 10 (70%) on-platform referrals had been accepted** by March 20, 2023 (date of data pull).
 - On-platform referrals were sent by 197 orgs (86%) and accepted by 319 receiving orgs (24%).
- Just under 1 in 5 (19%) on-platform referrals had been **declined**.
- Fewer than 1 in 10 (9%) had been **forwarded** (or sent to another organization).
- Nearly all on-platform referrals had been acted on: less than 2% remained either **unacted on (“sent”)** or **in review**.

Statuses of On-Platform Referrals



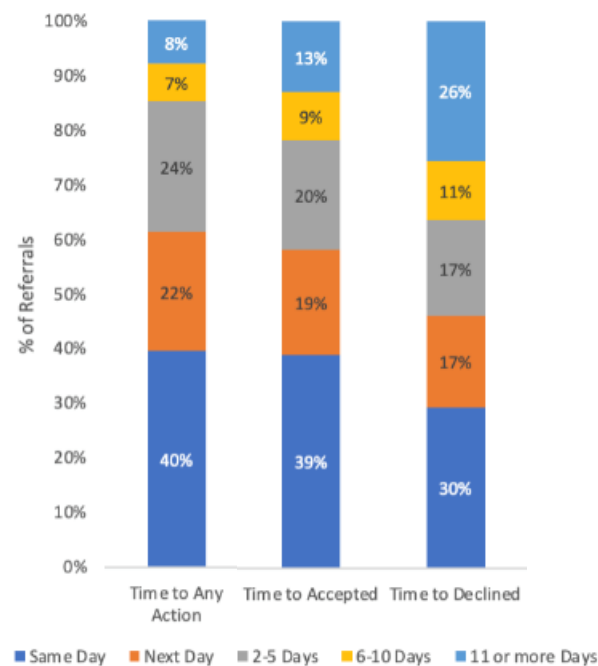
Referral status varied over time



62% of referrals were acted on within 1 day

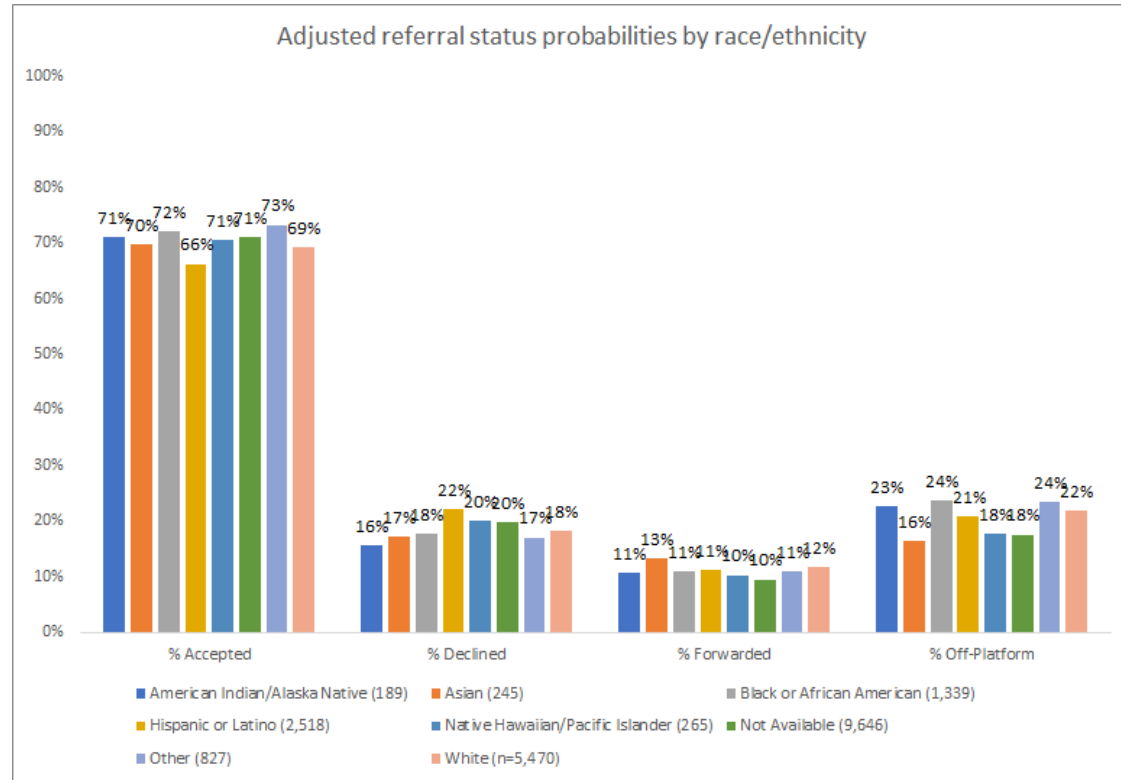
- Receiving organizations responded to most on-platform referrals quickly: 62% of on-platform referrals were acted on within one day of being sent, and 86% were acted on within 5 days.
- Organizations were quicker to accept referrals than to decline them.
- Time to act on referrals varied by receiving organization category and service type, suggesting opportunities to identify best practices.

Percent of Referrals by Time to Referral Status Change



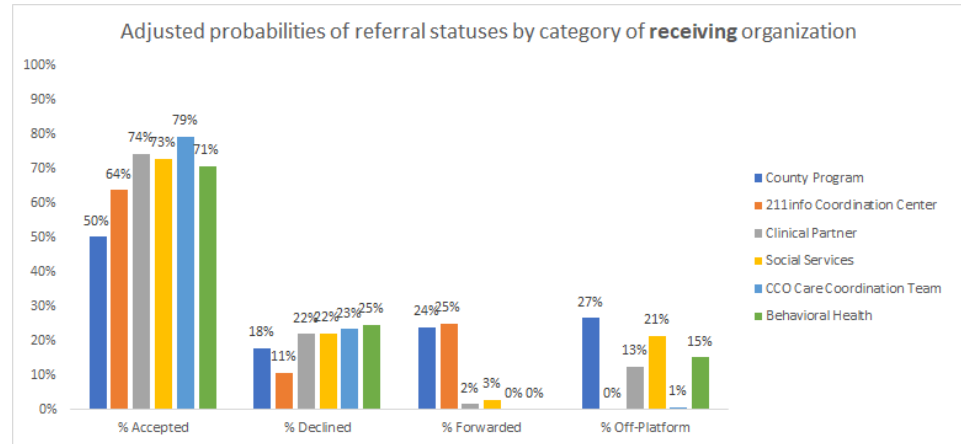
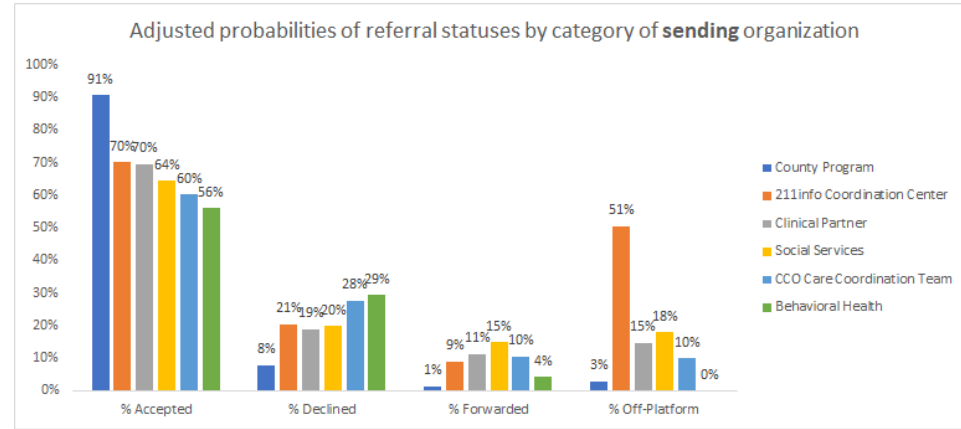
Similar rates of accepted & declined referrals across age, gender, & race/ethnicity groups

Exception: Latinos had a somewhat lower % of accepted referrals and higher % of declined referrals.



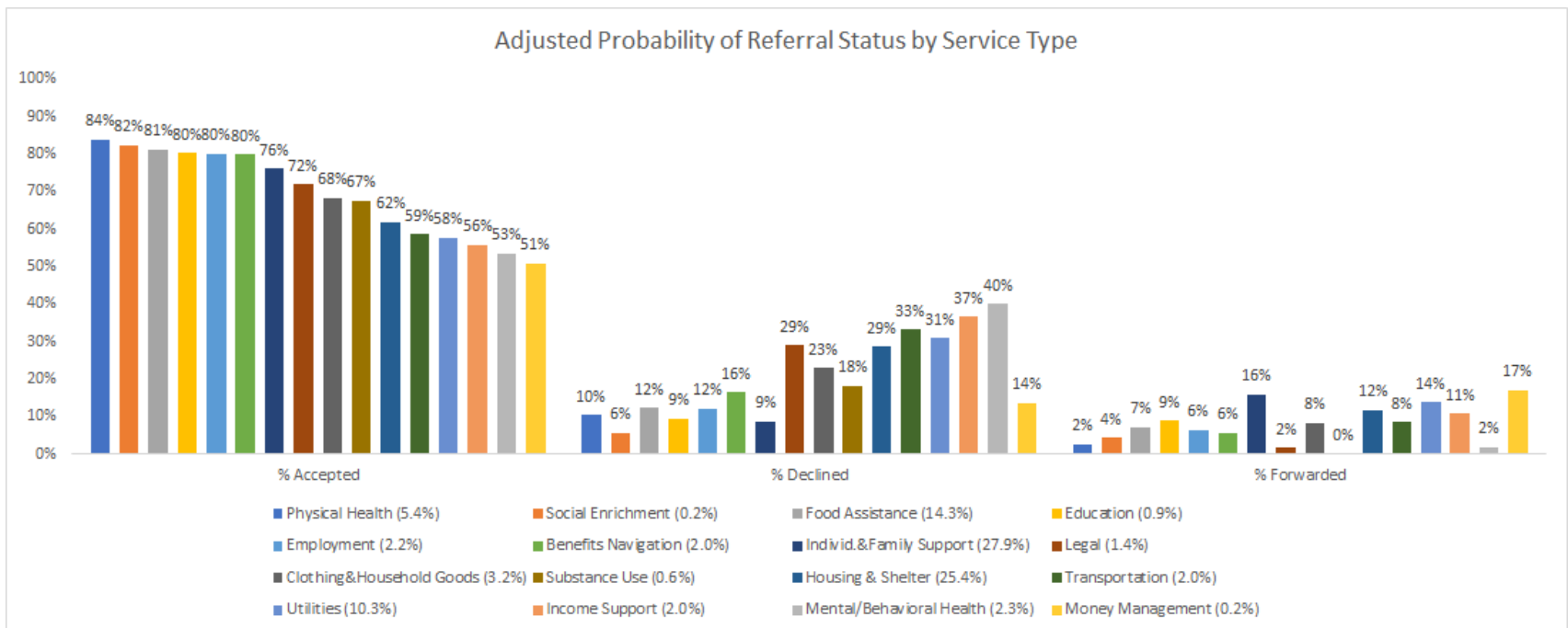
Referral acceptance varied by category of organization that sent and received referral

- Referral acceptance varied by **sending organization from 91% to 56%** and by **receiving organization from 79% to 50%**.
- Sending organizations with acceptance rates below 70% included behavioral health organizations, CCO care coordination teams, and social service organizations.
- Categories of receiving organizations with acceptance rates below 70% included county programs and the 211info coordination center.



Referral acceptance varied by service type

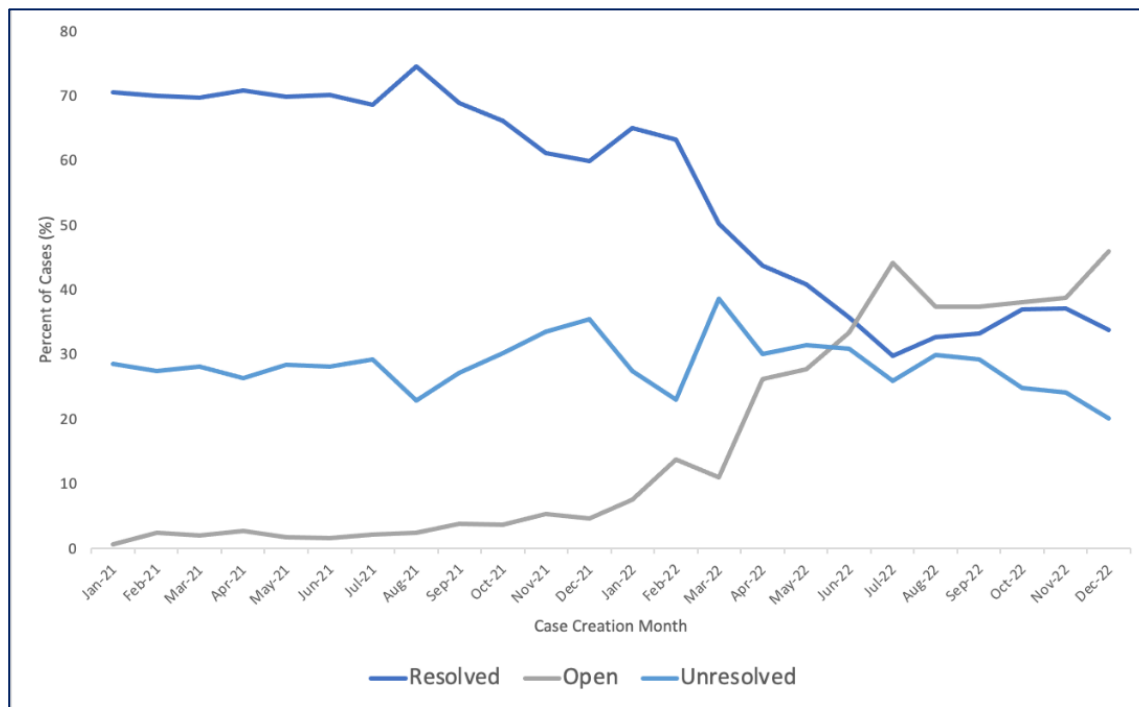
- Referral acceptance **varied by service type from 84% to 51%**.
- Service types with referral acceptance rates below the average acceptance rate of 70% included money management, mental/behavioral health, income support, utilities, transportation, housing & shelter, substance use, and clothing & household goods.



Roughly half of cases created in 2021-22 had been resolved by March 20, 2023

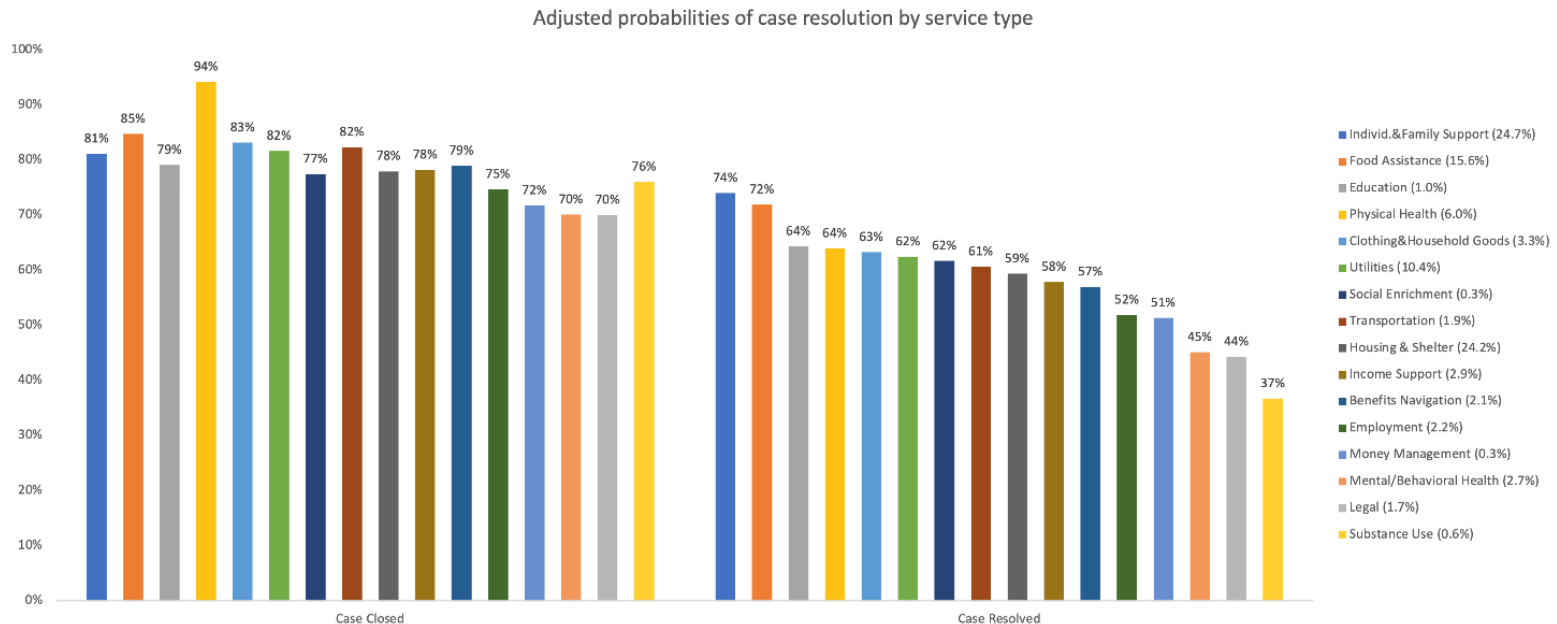
- **54% of cases created during 2021-2022 had been resolved.**
 - 28% were unresolved & 18% remained open as of March 2023.

- Resolved cases decreased over time, while open cases increased



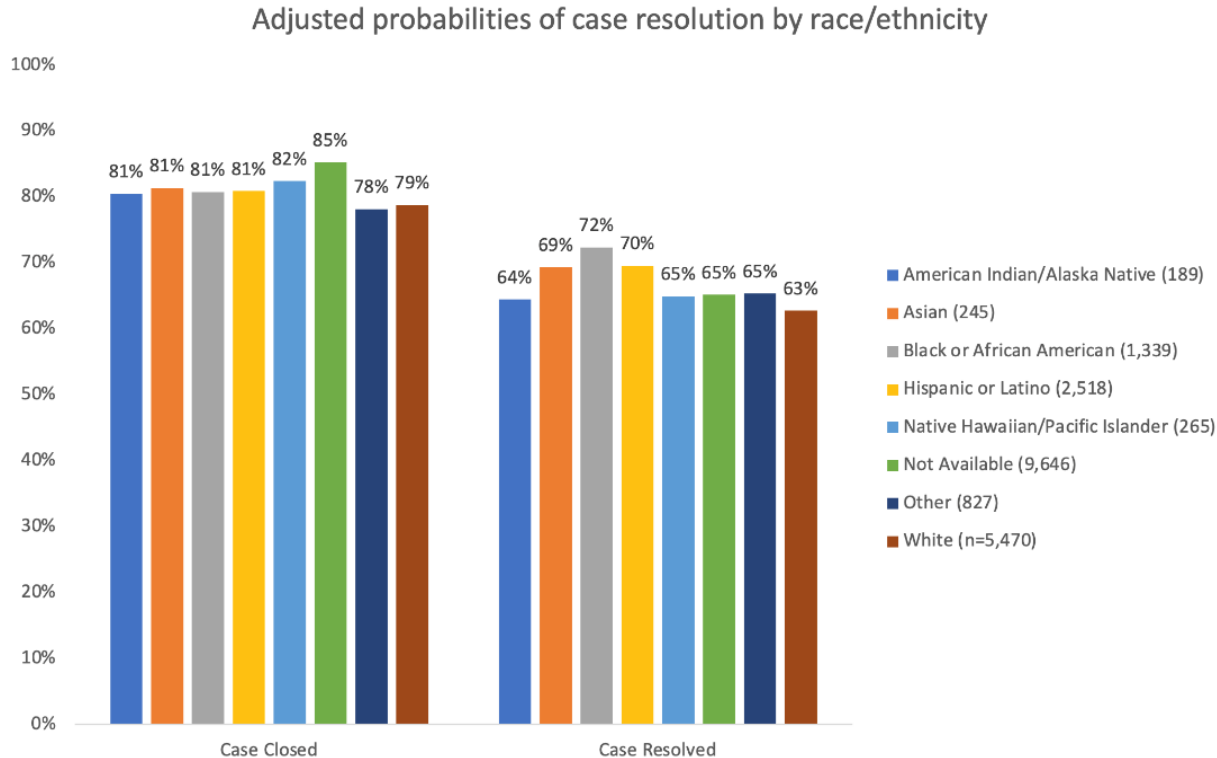
Case resolution rates varied by service type

- **Individual and Family Support** had the highest % of resolved cases (74%), followed by **Food Assistance** (72%).
- **Substance use** had the lowest % of resolved cases (37%).



Case resolution rates varied slightly by race/ethnicity

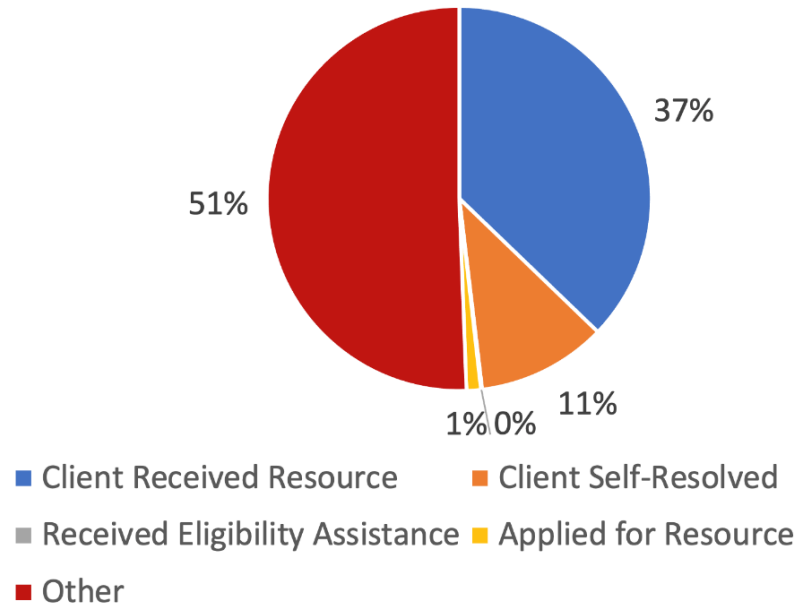
- **Black or African American, Hispanic or Latino, and Asian clients had a higher probability of case resolution (relative to white clients).**



How often did cases get resolved with clients receiving the assistance they requested?

- In 37% of resolved cases, Clients Received Resource
- 11% Client Self-Resolved
- 51% users selected “Other” as a description, rather than using a pre-defined field.
- Small % applied for resource or received application assistance

Outcome Resolution Descriptions: Resolved Cases (n=11,019)

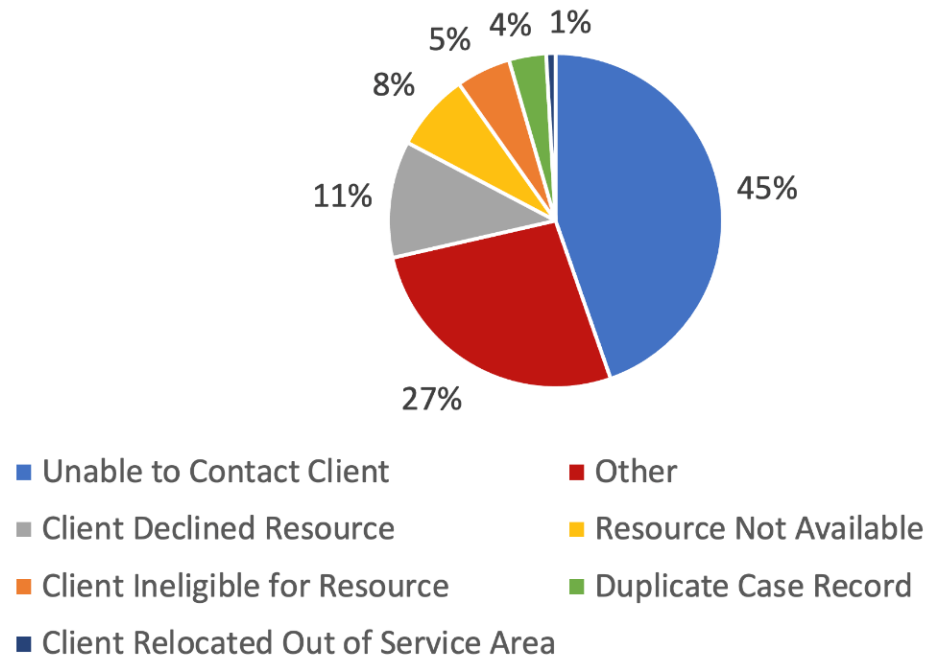


- **Almost 50% of resolved cases resulted in clients receiving the requested resource** (either with assistance or on their own). Another 50% were documented as Resolved “other,” so some % of these clients may have also received resources.

What are the leading reasons why cases were unresolved?

- In **45% of unresolved cases, the client was unable to be contacted**
- 27% users selected “Other”
- 11% Client Declined Resource
- 8% Resource Not Available
- 5% Client Ineligible
- 4% Duplicate Case

Outcome Resolution Descriptions: Unresolved Cases (n=5,774)



➤ **Driving force of unresolved cases: Inability to contact the client**

Implications for Continued Implementation Efforts

- Connect Oregon used by 34% of organizations
 - Engagement efforts need to continue to have broader adoption, particularly in South Valley, Northern and Southern Oregon, and Columbia Gorge, where rates of adoption are the lowest
 - Implementation efforts should also focus on making the platform a part of common referral workflows for organizations that are already using it
- In first 2 years of implementation, platform worked well for facilitating referrals and access to needed resources
 - 70% acceptance of on-platform referrals
 - Few disparities in use of the platform, referral acceptance rates, or rates of case closure and resolution for clients belonging to demographic groups that experience racism or discrimination

Implications for Continued Implementation Efforts

- Referral acceptance & case closure and resolution rates all dropped during the two-year period.
 - Need to continue providing ongoing support to users and organizations, especially as more organizations are being brought into the network
- Education and training may identify and help spread practices that facilitate effective platform use

Next Steps

- Explore trends in referral and case outcomes across demographic groups, service types, organization characteristics, and regions using additional Connect Oregon data in 2024
- Focus groups with CCO Care Coordination teams, the 211info Coordination Center, CBOs, & clinical providers (fall 2023 & winter 2023)
- Interviews with clients (fall 2023 & winter 2023)
- Survey of Connect Oregon users (winter 2023)
- Results to be published in summer 2024