Neighbor's Garden
Member Handbook

NORTH COAST FOOD WEB

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Contact Information

Neighbor's Garden contact information:

Neighbors Garden: 503-741-9460

Address: 1450 Exchange Street Astoria, OR, 97103

Email: info@northcoastfoodweb.org

Columbia Pacific CCO contact information

Address: 315 SW Fifth Ave, Portland, OR 97204

Phone: 503-488-2822

Toll-free: 855-722-8206 TTY: 711

Online: colpachealth.org





Member Confidentiality

Your privacy is important to us. We will talk about you or your case, or provide your information, only as needed for business purposes. It is strictly forbidden to do otherwise. We will keep your information private as the law requires.

Interpretation

You also have the right to an interpreter. You can get help from a certified or qualified health care interpreter. This help is free. Please let us know if you would like an interpreter.

Program Overview

Neighbor's Garden is a program of the North Coast Food Web (NCFW) where we will use Oregon Health Plan (OHP) money to provide local fruits, vegetables and other pantry staples to local community members who have OHP or Columbia Pacific CCO.

We are offering two box benefits as part of our Neighbor's Garden program: a Fruit and Vegetable box benefit and Pantry Stocking box benefit.

- The Fruit and Vegetable benefit: Up to 27 servings of fruits and vegetables per week (per member that qualifies)
    - 24-week program
        - Members will receive a fruit and vegetable “box” per week during this period



- The Pantry Stocking benefit: Includes the Fruit and Vegetable benefit described above, and also consists of protein foods, dairy, whole grains, and healthy fats
    - 24-week program
        - Qualified members will receive a pantry stocking box once per week during this period

Both the Fruit and Vegetable box benefit and Pantry Stocking box benefit will be provided to the approved members at no cost to the member. If the member chooses to purchase additional items from the North Coast Food Web Market, those purchases are separate from the Neighbor’s Garden program.

Neighbor’s Garden will strive to source local grown and regional produced food for this program. Below is a list of common food allergies that we can accommodate once we have medical documentation of the allergy.

Allergy Considerations

• **Peanuts or Tree Nuts** • **Milk / Dairy** • **Eggs** • **Sesame**	• **Wheat / Gluten** • **Soy** • **Fish** • **Shellfish**



Eligibility

OHP has identified specific populations that are eligible for the Neighbor's Garden programs. Our team at Neighbor's Garden is happy to help you or a family member apply for enrollment in the Neighbor's Garden program. Please complete the referral form on our website (https://www.northcoastfoodweb.org/neighbors-garden) and we will reach out.

As information, NCFW does not determine an individual's eligibility or approval for either of these benefits. This decision is made by the OHP Administrator, typically CPCCO or OHP Open Card.

If approved for Neighbor's Garden, you will be approved for receiving a Fruit and Vegetable box or a Pantry stocking box. Members are not able to concurrently receive Pantry Stocking, Fruit and Vegetable Benefit or Medically Tailored Meals at the same time.

Which OHP members are eligible?

- Fruit and Vegetable benefit and Pantry Stocking benefit must meet all three requirements:
    1. Be an active CPCCO member,
    2. Have a social risk (food insecurity) AND be experiencing a life transition,
    3. Have a health condition that meets benefit requirements
- Pantry Stocking specific-benefit criteria
    - Members must meet the criteria above AND one of the following:
        - Be under 5 years of age
        - Ages 6-21 with a health condition
        - Ages 19-26 with a special health care need
        - Pregnant

What local foods are included in these benefits?

- Fruit & Vegetable benefit includes minimally processed fruits and vegetables, such as:
    - Fresh, frozen, dried, puréed or canned produce, Herbs
- Pantry Stocking benefit includes minimally processed whole foods, including:

Neighbors Garden is being launched in 2026 as a pilot program of OHP.

• Fruits and vegetables • Meat, poultry, fish, plant-based proteins, legumes • Dairy • Whole grains, breads, cereals	• Cooking oils, spices, herbs • Snacks and non-alcoholic beverages • Seeds and plants that produce food for the household to eat

Application

Application for enrollment in the Neighbor's Garden program is through the OHP insurance provider, Columbia Pacific CCO. Columbia Pacific CCO will determine if you qualify for the program and which benefit you will receive, the Fruit and Vegetable or the Pantry Stocking.

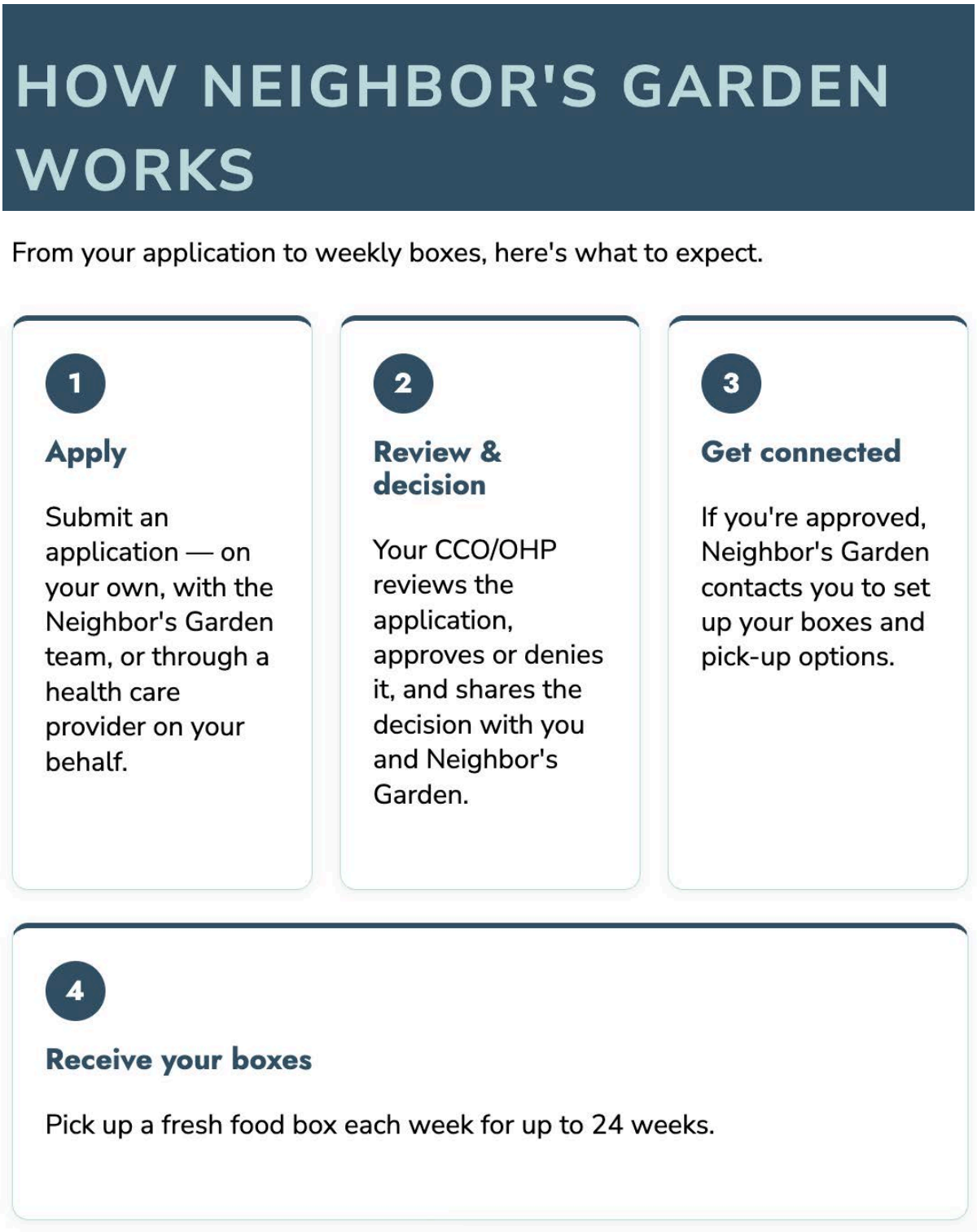
If approved, Columbia Pacific CCO will communicate to you and Neighbor's Garden about the approval.

Program Expectations

The Neighbor's Garden program provides fresh food as often as possible. Fresh food is perishable and unclaimed food boxes impact not only our program but also the local farmers and producers. We ask that if you are going to be unavailable to pick up or receive food for a week or more please let us know at the earliest convenience.

Repeated missed pickups without appropriate notification could result in Neighbor's Garden removing you from the program.

Neighbor’s Garden reserves the right to refuse service at its own discretion.



Neighbor's Garden Box Pick Up

Upon enrollment in the Neighbor's Garden program, program staff and the member will identify options for ensuring the boxes are received by the member. Any box that is not received by a member directly impacts the local community and continuation of the program.

Pickup

Pickup is Thursdays from 3-7 PM at 1450 Exchange Street Astoria OR 97103 (the red building above Fort George).

Pickup is preferred if you live in Astoria or reasonably close; if it is not reasonable to meet this pickup time, that is okay! We will figure out a way to accommodate.

Delivery

Delivery can be an option and is dependent on the availability of volunteer drivers.

North Coast Food Web Free Food Box Program

In order to impact the most members in our shared community, if you are accepted into a Neighbor's Garden program you will no longer be eligible for the Free Food box program.

Currently the Neighbor's Garden program only allows for 6 months (24 weeks) of program participation; following the end of your

participation in the program you will again be able to apply for the free food box program.

North Coast Food Web Market

Neighbor's Garden is a program of the North Coast Food Web which also offers an Online Farmers Market. If you choose to shop concurrently in the online market, this is a separate program from the Neighbor's Garden Fruit and Vegetable or Pantry Stocking benefit boxes.



North Coast Food Web/Neighbor's Garden will never charge you for participation or delivery of Neighbor's Garden food boxes.

If you choose to shop in the North Coast Food Web Online Farmers market, you are independently choosing to shop in this program and will be charged for the foods selected in this program.

Health Related Social Needs (HRSN)

As part of the state's recent 1115 waiver, Oregon was approved to offer the new health-related social needs (HRSN) benefit. The HRSN benefit was developed to provide social support to OHP members who are experiencing certain life transitions, to improve

their health during this specific time. The HRSN benefit will provide three types of support: housing, nutrition, and climate-related devices. Some examples of life transitions include:

- Involvement with the child welfare system
- Recently became eligible for both Medicaid and Medicare (within the past nine months)
- Experiencing homelessness
- At risk for homelessness
- Released from jail, detention center, Oregon Youth Authority facility, prison, or the Oregon State Hospital within the past 12 months

Grievances

You have a right to make a complaint if you are not satisfied with any part of your care. North Coast Food Web and Neighbor's Garden will try to make things better. Please let any staff know about your concerns and we will look into your complaint and let you know what can be done.

Non-discrimination

Discrimination is against the law.

North Coast Food Web and Neighbor's Garden must follow state and federal civil rights laws. We cannot treat people unfairly in any of our programs or activities because of a person's:

- Age
- Skin color
- Disability
- Health status or need for services
- National origin, primary language and proficiency of English language
- Race
- Religion
- Sex, sex characteristics, sexual orientation, gender identity and sex stereotype
- Pregnancy and related conditions