



Minutes

| Board Members | | | PacificSource Staff | | |
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| Lara Barnes | Option Counseling & Family Health | P | Leslie Neugebauer | PacificSource | P |
| Dr. Matt Boles, Chair | Salem Health | E | Dr. Bhavesh Rajani | PacificSource | P |
| Commissioner Kevin Cameron | Marion County Board of Commissioners | P | Erin Fair Taylor | PacificSource | P |
| Dr. Noelle Carroll | Polk County Health Services | P | Elaine Lozier | PacificSource | P |
| Peter Davidson | PacificSource | P | Guests | | |
| Tina Foss | Yakima Valley Farm Workers | E | Dr. Olivia Galvez | WFMC Health | P |
| Josh Graves | Catholic Community Services | P | Janice Hazel | WFMC Health | P |
| Dr. Mark Helm | Small Town Pediatrics | P | Justin Huff | Legacy Silverton | P |
| Maggie Hudson | Santiam Hospital | P | Melissa Lindley | Willamette Vital Health | P |
| Dr. Leslee Huggins, Vice-chair | Capitol Dental Care/Gentle Dental | P | Bree McLeod | Peer/Advocate | P |
| Paul Logan | Northwest Human Services | P | Manny Rivera | WVP | P |
| Beth Spinning | Kaiser Permanente | P | Dustin Zimmerman | Oregon Health Authority | P |
| Dr. Robert (Nap) Steele | | P | Willamette Health Council Staff | | |
| | | | Justin Hopkins | Willamette Health Council | P |
| | | | Heather Pascoe | Willamette Health Council | P |
| | | | Lisa Parks | Willamette Health Council | E |
| | | | Josie Silverman-Méndez | Willamette Health Council | P |
| | | | Sarah Smith | Willamette Health Council | P |
| | | | Sarah Taylor | Willamette Health Council | P |

P – present; A – absent; E - excused

| Agenda Item | Discussion |
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| Welcome/introductions | Dr. Huggins called the meeting to order at 2:06 PM and welcomed everyone present. Ms. Taylor conducted roll call for everyone present by video and in person. |
| <u>Consent Agenda:</u> <ul style="list-style-type: none"> Approval of August 3, 2022 board meeting minutes WHC Monthly Financials WHC Grant Awards (through July) PCS Monthly Financials | <p>All consent agenda items were sent in advance of this meeting.</p> <p>MOTION: Mr. Davidson made a motion to approve the consent agenda items as presented; Ms. Barnes seconded the motion. The motion passed unanimously.</p> |

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| <ul style="list-style-type: none"> • PCS Director's Report • REALD Report | |
| Public Comment | Dr. Huggins allowed for public comment; there was none. |
| Member Story | <p>Ms. Spinning shared a story about Kaiser and PacificSource teaming together to help an infant at Doernbecher who spent the majority of the first few months of their life in the NICU due to a very rare condition. Staff at Doernbecher were able to stabilize, however it was not safe for the member to return home for the need for constant monitoring. Kaiser doctors worked together with OHSU Health, and they identified a physician that was able to treat the member across the country. Working collectively with PacificSource, they were also able to get both infant and family caregiver to the provider within a period of 36 hours. The procedure was successful, and the member is now at home and does not require any ED hospital visits or hospitalization since discharging from the special procedure. Ms. Spinning said it was a great example of how quickly everyone was able to come together and the collaboration between multiple systems that helped an infant get across the country for a lifesaving procedure.</p> <p>Dr. Huggins thanked Ms. Spinning for sharing her story and mentioned that she would be coming up with a schedule for board members to share stories in future meetings.</p> |

| Agenda Item | Discussion |
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| <p>Board Applications</p> <ul style="list-style-type: none"> • Manny Rivera, WVP • Dr. Olivia Galvez, WFMC Health • Justin Huff, Legacy <p>Board Treasurer & Finance Committee Co-chair announcement</p> | <p>Dr. Huggins invited Manny Rivera, Dr. Olivia Galvez, and Justin Huff to introduce themselves to the group before voting to approve their membership.</p> <p>Mr. Rivera, Dr. Galvez, and Mr. Huff all shared information about their backgrounds and expressed their excitement to participate as board members.</p> <p>MOTION: <i>Commissioner Cameron made a motion to approve Manny Rivera, Dr. Olivia Galvez, and Justin Huff as board members; Ms. Spinning seconded the motion. The motion passed unanimously.</i></p> <p>Mr. Hopkins announced that Maggie Hudson would be serving as Treasurer and Finance Committee Co-chair. Ms. Hudson agreed to take on the roles for one year.</p> <p>MOTION: <i>Mr. Logan made a motion to approve Maggie Hudson as board Treasurer; Mr. Graves seconded the motion. The motion passed unanimously.</i></p> |
| Q2 CCO Performance Metrics | <p>Ms. Neugebauer provided an update on Q2 performance metrics and where the region stands at the end of June.</p> <ul style="list-style-type: none"> • There are four main topic areas: <ul style="list-style-type: none"> ○ Quality and Member Experience <ul style="list-style-type: none"> ▪ Objective: CCO improves care, makes quality care accessible, and eliminates health disparities for its members. ▪ Metric: Meet at least 11 of 14 Quality Incentive Measure targets to achieve 100% payout. <ul style="list-style-type: none"> ➤ Based on Rolling-12 data through May, a number of metrics are at risk, however, there have been strong meetings with Salem Health and NWHs where leadership has joined and supported the prioritization of the metrics. With these two organizations engaged, the CCOs top 8 large organizations are well engaged and 6 of the groups are performing well. Bi-monthly well child visit postcards |

started to be deployed in May.

- Metric: A gap analysis pertaining to the availability of mental health services will be completed and used to strategize solutions for identified access issues.
 - Approximately 39,138 MP CCO members have an MH diagnosis (Denominator total).
 - The 2021 Baseline, MH Access Rate, is 57.7% compared to the 57.3% Oregon rate (across all CCOs).
 - Of 57.7%, 39.4% of adults had a mental health service in 2021.
 - Of 57.7%, 18.3% of children had a mental health service in 2021.
 - Based on rolling 12-month internal data, Latino/a/x members' MH access rate is 53.3%,
 - ~4.3% lower than baseline.
 - 54.2% of BIPOC members with an MH need had an MH service compared to 57.7% of members overall.
 - The Clinical Service and Access Work Group formed through the CAP will also be helping to advance work in this area.
 - PCS-MP has funded one new IIBHT program and is currently searching to find and support a second provider.
- CCO 2.0 Requirements
 - Objective: CCO meets all CCO 2.0 contract requirements.
 - Metric: At least 50% of provider contracts are in a Value Based Payment arrangement (LAN Framework category of 2C or higher).
 - On track.
 - Metric: In partnership with the Oregon Health Care Interpreter Association train and certify up to 60 culturally and linguistically responsive Health Care Interpreters across PCS-contracted medical interpreter vendors.
 - 8 individuals attended the Q2 training. 20 individuals as of June 30 have passed the course; 6 failed. In the winter term, 12 of those who passed the course were invited to the exam prep PCS pays for but only 2 attended; 16 were invited in Spring term, but only 2 attended. 3 of the total participants now appear on the OHA registry as certified. One vendor staff person is enrolled for summer term. There are 22 available slots for Fall term and PCS is working with OHCIA and vendors to recruit participants.
- Financial Stability
 - Objective: CCO ends the year with a positive financial position.
 - Metric: Achieve positive net income.
 - The June financials report a year-to-date operating gain of \$16.9M, ahead of a budgeted gain of \$7.2M. The financials include \$12.1M of positive adjustments related to 2021. Through June 2022, the CCO has incurred approximately \$8.6M of COVID-19 related expenses for treatment and testing, of which \$4.7M is in hospital expense.
 - Metric: Achieve at least a 100% Quality Pool payout (earned in 2022, paid in 2023).
 - Based on a rolling-12 month evaluation, optimistic of year end performance.
- Operations

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| | <ul style="list-style-type: none"> ▪ Objective: CCO monitors and evaluates operations to ensure optimal performance. ▪ Metric: Closely monitor annual External Quality Review activities and address any Health Services Advisory Group/OHA inquiries according to compliance standards. <ul style="list-style-type: none"> ➤ Health Services Advisory Group's (HSAG) annual Compliance Monitoring Review (CMR), Mental Health Parity Analysis (MHP), and Encounter Data Validation (EDV) audits are in post-review stages. All audits are on target. ▪ Metric: Meet resolution time of 30 days or less for 100% of appeals and grievances received. <ul style="list-style-type: none"> ➤ Data represents the Q1 2022 look back period. The data set for Q2 2022 is not yet available due to delegate submission deadlines occurring after this data request. <ul style="list-style-type: none"> ○ Appeals: 0.0% of appeals in Q1 2022 were responded to untimely. ○ Grievances: 0.0% of grievances in Q1 2022 were responded to untimely. ○ Overall: 100% of appeals and grievances were timely. |
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| <p>WHC Program Updates</p> <ul style="list-style-type: none"> • System of Care – Heather • Clinical Advisory Panel – Lisa • Community Impact Committee – Justin • Community Advisory Council – Sarah S. | <p>Mr. Hopkins mentioned that he wanted to build more council/program updates into the agenda.</p> <p>Ms. Pascoe shared an overview of the System of Care (SOC) program.</p> <ul style="list-style-type: none"> • SOC is a new program for the Willamette Health Council, but it is not new to the region. • SOC is a philosophy and governance structure that works to create a collaborative and coordinated network of effective services and supports for youth and families in the community, with the idea that services and supports will be provided for youth to thrive in their environment and stay as close to home as possible. • The target population for the program is youth (0 – 25) and their families. • Typical Systems of Care have three local committees: <ul style="list-style-type: none"> ▪ Local Executive Council ▪ Local Advisory Committee ▪ Local Practice Level Workgroup <ul style="list-style-type: none"> ➤ In Marion/Polk, the Advisory Committee and Practice Level Workgroup are combined. • The Statewide SOC Advisory Council houses all the state-level representatives across different systems and organizations. <ul style="list-style-type: none"> ▪ They oversee the 15 System of Care programs across the state. ▪ They are dictated by CCO regions. • Current Work: <ul style="list-style-type: none"> ▪ Strategic Planning in Partnership with PSU System of Care Institute <ul style="list-style-type: none"> ➤ Focus Areas: <ul style="list-style-type: none"> ○ SOC Restructure ○ Upcoming Grant Work ○ Other Projects Identified Through Process ▪ Psychiatric Residential Treatment Services (PTRS) Grant Exploration ▪ Community Submitted Barriers <ul style="list-style-type: none"> ➤ Access to Behavioral Health Services in School ➤ Access to Services and Supports for Dually Diagnosed Youth <p>Ms. Silverman-Méndez provided an overview of the Clinical Advisory Panel (CAP) to the</p> |
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group.

Clinical Advisory Panel (CAP)

- 1) Committee Focus-Cost of Care: Pursuing New Strategies to Increase Hep-C Screening & Treatment Rates.

CAP Workgroups

Clinical Services & Access:

- 1) Referral Presentations-CHAOS, Brightways, and PCS Access Navigation Team.
Next Steps:
 - a) Review Unite Us-BH Referral Pilot (Lane County) Aug 22, 2022.

Workforce:

- 1) Presenter THW Consultant -Michael Anderson-Nathe Aug 25.
Next Steps:
 - a) Work with a consultant to develop three (1hr) Lunch and Learn THW series.
 - b) Help set the foundation for possible THW Committee.
- 2) Meeting with OHA Kian Messkoub- THW Health Navigator Policies and Mohammad Abdiasis THW, Program Manager-Billing and Coding Aug 24.

Prevention, Education, & Outreach

- 1) Pacific Source-Andera Ketelhut- Reviewed data for children ages 0-5 with three or more social indicators.
- 2) Highest zip codes-97351 Polk County, 97301, 97303 Marion County, 97071 Woodburn, 97032 Hubbard, 97026 Gervais.

Next Steps:

- a) Select the area to direct the “Healthy Habits” resource guide.
- b) Select how to direct the distribution of the resource guide through existing committees in the high zip code area.

- Ms. Spinning mentioned the Behavioral Health Referral pilot and the experience that Kaiser Permanente has with the program in Vancouver, WA and encouraged members of the group to reach out to learn more.
- Ms. McLeod brought an outreach idea to the group.
 - Having THWs reach out to members to help bridge the gap for providing services, so members don’t have to wait until a crisis to reach out for services.

Ms. Smith then provided an overview of the Community Advisory Council (CAC).

- **Community Engagement Events (Townhalls)**

- Monthly workgroup meetings with CAC members.
- Focused on micro communities within Marion and Polk County
- PacificSource staff, Willamette Health Council staff, and CAC members to provide information and receive community feedback. Looking to hold our first event before the end of the Year in the Canyon.
- CAC member recruitment and retention will be incorporated into this work.

- **Warm Springs Event**

- WHC partnered with PacificSource for the back-to-school BBQ event.
- 1000+ participated in the food, fun, and supplies event around the school’s track.

Mr. Hopkins reminded the group that one of the goals of the CAC was to connect with the community more so that in their role to provide advice, strategy, and direction to the board, they were representing the interests of the community in a meaningful way. The Community Engagement Events are designed for the CAC to learn about the needs of the smaller communities and represent those needs by providing feedback to the board.

Mr. Hopkins then provided an update on the Community Impact Committee (CIC).

- Priority Areas
 - Behavioral Health Crisis Services
 - Housing
 - Traditional Health Workers
- Standard Grants
 - Total of 22 applications
 - \$1.9 million requested
 - 11 projects/organizations funded
 - \$932K awarded
- BH Crisis System
 - Presentations from Marion, Polk, City Council, & NWHS
 - Working with partners to revamp the “acute care council” into a “BH crisis services council” as an ongoing venue to discuss, plan, clarify, build, etc., our community’s BH crisis system.
- Traditional Health Workers
 - Clinical Advisory Panel leading work to address barriers related to workforce expansion. Report back to CIC (with funding request) in Sept.

CIC Standard Grant Award Summary

- Catholic Community Services - \$100,000.00
- Salem YMCA Veterans Housing Courtney Place - \$100,000.00
- Church At The Park - \$100,000.00
- Micronesian Islander Community - \$100,000.00
- Center for Hope & Safety - \$50,000.00
- Mid-Willamette Valley Community Action - \$100,000.00
- Capitol Dental Care - \$75,000.00
- North Willamette Valley Habitat for Humanity - \$100,000.00
- Recovery Outreach Community Center ROCC - \$87,700.00
- Children's Public Private Partnership (CP3) - \$50,000.00

Total Funding Awarded \$932,200.00

Mr. Hopkins mentioned that with Melissa Lindley stepping down from the Community Impact Committee to join the Community Advisory Council, Kiara Yoder has stepped in to Co-chair with Beth Spinning.

| Agenda Item | Discussion |
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| Next Meeting/Parking Lot | No items for the parking lot. |
| Adjourn | Dr. Huggins adjourned the meeting at 3:19 PM. |

Minutes were prepared by Sarah Taylor and approved by the Willamette Health Council Board of Directors on October 5, 2022.

