

Minutes

CAC Members			Willamette Health Council Staff		
Cherity Bloom-Miller	Confederated Tribes of the Siletz Indians	E	Andrea Dabler	Willamette Health Council	P
Tammy Brister	Marion County Health & Human Services	P	Justin Hopkins	Willamette Health Council	P
Enrique Garcia	Legacy Health	P	Rachel Lakey	Willamette Health Council	P
Christina Korkow	Recovery Outreach Community Center	P	PacificSource Staff		
Maria Lemus	Mano a Mano Family Center	?	Aleysa Garcia Rivas	PacificSource	P
Jamie Lent	Peer/Advocate	P	Elaine Lozier	PacificSource	P
Lisa Lillico, Co-chair	Peer/Advocate	P	Josie Silverman-Méndez	PacificSource	P
Melissa Lindley	Willamette Valley Hospice	P	Cassandra Vigil	PacificSource	P
Tim Markwell	New Perspectives Center	P	Tiana Wilkinson	PacificSource	P
Breanna McLeod	Peer/Advocate	P	Community Partners		
Clay Peterson, Chair	Project ABLE	P	Dustin Zimmerman	Oregon Health Authority	P
Paola Ramirez del Valle	Mano a Mano	A			
Jacqui Umstead	Polk County	P	Guests		
Kiara Yoder	Marion-Polk Early Learning Hub	P	Christian Moller-Anderson	A Smile for Kids	P
			Denyc Boles	former Oregon State Senator	P

P – present; E – excused; A - absent

Agenda Item	Discussion	Action / Follow-up
Welcome/ Introductions	Ms. Lillico, CAC Co-chair, called the meeting to order at 1:00 pm and invited everyone present to introduce themselves and led the group with an icebreaker.	
Public Comment	Mr. Peterson allowed for public comment; there was none.	
Approval of October 29, 2020 meeting minutes	Draft minutes from the October 29 th meeting were distributed in advance. MOTION: Ms. Yoder made a motion to approve the October 29, 2020 meeting minutes; Ms. McLeod seconded the motion. The motion passed unanimously.	
PacificSource Health Equity Plan (HEP)	Ms. Aleysa Garcia Rivas presented the PacificSource (PS) HEP summary. An English and Spanish version were included in the advance meeting packet. <ul style="list-style-type: none"> The HEP summary is a “roadmap for better healthcare for all” which included strategies and examples The summary will be shared with folks who attended the PS community conversations held in September and November 2019 in Marion and Polk County. The 8 focus areas outlined in the summary were: <ul style="list-style-type: none"> ➤ Help with complaints on decisions about member healthcare access 	

Agenda Item	Discussion	Action / Follow-up
	<ul style="list-style-type: none"> ➤ Healthcare workers who are as diverse as our members ➤ Getting care in a member's preferred language ➤ Helping members understand their benefits and how to use them ➤ More ways we plan to bring better healthcare for all: <ul style="list-style-type: none"> ○ Closing gaps in health between communities ○ Helping members in a way that fits their culture and language ○ Understanding the different needs of our members and how to meet them 	
<ul style="list-style-type: none"> • Community Benefit Initiative (CBI) • Clinical Advisory Panel (CAP) Program Manager • December meeting 	<p>Mr. Hopkins provided the following updates:</p> <ul style="list-style-type: none"> • The WHC Board of Directors approved the CAC's recommendation for CBI grants (reviewed at CAC October 29th meeting). Between PS and WHC, over \$900,000 in CBI grants will be distributed to the organizations for projects CAC reviewed and recommended. Mr. Hopkins expressed his appreciation for the CAC's work on the CBI grant review and award process. • The hiring committee for the WHC Clinical Advisory Panel (CAP) Program Manager will be interviewing applicants the first week of December. • There is an annual Board of Directors scheduled for December 2nd where all WHC committee members are invited (CAC, CAP, and Finance). • Ms. Lakey confirmed that the December CAC meeting will be cancelled, but invited folks to reach out if they want an informal, ad-hoc meeting. 	
Draft CAC charter	<p>Ms. Lakey presented an updated draft of the CAC charter.</p> <ul style="list-style-type: none"> • One major change noted: <i>"The Willamette Health Council CAC aspires to have 70% of its membership be OHP consumers" (not dual representatives of both agency and consumer role).</i> • Currently, OHP member representation is 57% (this includes individual OHP members plus those who are representing OHP member + community agency). • There is a \$25 per hour stipend for CAC OHP members for WHC CAC, board, and PS-WHC meetings. There is also a mileage reimbursement for OHP members at the IRS mileage rate in effect at the time for folks who drive to meetings/events. • Mr. Hopkins added that he foresees attending meetings virtually will be a continued option in the future along with potentially rotating meeting locations. • Once the WHC staff begins its search for office space, a central location and proximity to bus line will be a top priority. • Mr. Peterson requested that Mr. Hopkins share the potential WHC office locations when known and narrowed down. 	

Agenda Item	Discussion	Action / Follow-up
	<ul style="list-style-type: none"> The group discussed charter content. Ms. Lakey will finalize charter with edits as noted and it will be presented to the WHC Board of Directors for approval. <p>MOTION: <i>Mr. Peterson made a motion to approve the CAC charter with proposed edits; Ms. Lillico seconded the motion. The motion passed unanimously.</i></p>	
<ul style="list-style-type: none"> CAC recruitment flyer CAC recruitment strategy Updates to CAC application 	<p>Ms. Lakey shared an updated CAC recruitment flyer.</p> <ul style="list-style-type: none"> The group responded favorably to the updated version and brainstormed potential improvements and content, including a graphic of a person in a wheelchair or with walker/crutches. Mr. Hopkins proposed that the flyer remain a “living” document with opportunity for changes and improvement as appropriate/needed. Ms. Yoder called out the need for the flyer to be translated to different languages. Ms. Silverman-Méndez recommended a language translation service that she will pass along to Ms. Lakey and Mr. Hopkins. The length and amount of text was discussed. Mr. Hopkins asked if the flyer would need to be approved by Oregon Health Authority (OHA); Mr. Zimmerman said yes and suggested that the CCO submit it to Thomas Cogswell. Furthermore, there is no limit to the quantity of documents the WHC to submit to the OHA. Ms. Lakey proposed forming a CAC recruitment workgroup. <p>Ms. Lakey presented a CAC recruitment strategies document and CAC application.</p> <ul style="list-style-type: none"> The group discussed opportunities for recruitment, targeted outreach and organizations/providers to engage. Suggested dropping flyers in food boxes and schools. Discussed CAC participants who speak language other than English and translation options. <p>Ms. Lakey proposed the following changes to the CAC application.</p> <ul style="list-style-type: none"> It needs to be revised for plain language (will need to be translated to Spanish). Geared more towards consumers than agency partners <ul style="list-style-type: none"> ➤ Include transparency of existing agency partners ➤ Many OHP members don’t know why they are assigned to PS CCO ➤ How can we communicate OHP-specific questions to everyone can understand and feel they are still eligible to join the council? Include examples of our successes as a group (i.e., Community Benefit Initiative (CBI)). Create new application for January CAC approval & revisions and post update on website. 	<p>Ms. Lakey will reach out to folks who volunteered for the CAC recruitment workgroup.</p>
Community Health Improvement Plan (CHIP)	Ms. Lakey said the CHIP workgroups will begin meeting in December.	

Agenda Item	Discussion	Action / Follow-up
workgroup and CAC participation	<ul style="list-style-type: none"> • The three CHIP priority areas are: <ul style="list-style-type: none"> ➢ Behavioral health ➢ Substance use ➢ Housing • Sierra Prior who works for Marion County Health & Human Services is the CHIP Program Coordinator. • There are three 1-hour orientation sessions scheduled for December 8th, 9th, and 10th. • CHIP workgroups are scheduled for the following: <ul style="list-style-type: none"> ➢ Substance use – January 6th & 13th ➢ Behavioral health – January 20th & 27th ➢ Housing – February 3rd and 10th 	<p>If you are interested in attending the workgroups and corresponding orientations, please reach out to Ms. Lakey to register.</p>
<ul style="list-style-type: none"> • PacificSource Community Conversations • CCO updates 	<p>Ms. Lozier recapped the PS community conversations.</p> <ul style="list-style-type: none"> • On November 18th WHC - PS team co-hosted a Marion County community conversation Zoom webinar. • 86 people registered, 35 attended • Ms. Silverman-Méndez and Mr. Hopkins spoke about CCO and WHC priority areas, member services, and responses to COVID-19 and wildfires. • Several questions came in from the webinar and the PS team is working on answers. • A slide presentation along with the recording and Q&A will be shared. • The group shared their feedback of the webinar and feedback they heard from community members who were in attendance. • Mr. Hopkins said organizers of future webinars will consider holding separate meetings, focus topics, and target audience. 	
Transformation and Quality Strategy (TQS) engagement	<p>Ms. Silverman-Méndez gave an update on the TQS.</p> <ul style="list-style-type: none"> • Results from the TQS surveys indicated that the CAC, CAP, and Community Impact Committee (CIC) share interest in the following areas: <ul style="list-style-type: none"> ➢ Behavioral health integration ➢ Social determinants of health & equity (SDOH-E) ➢ Access to care • In addition, the CAC indicated interest in appeals & grievances. • The CAP is interested in moving forward with workgroups focused on SDOH-E and access to care. • CAC members were invited to join these workgroups. • Workgroups will kick-off in the 1st quarter of 2021. • Ms. Silverman-Méndez gave a rundown of the TQS 2021 timeline. <ul style="list-style-type: none"> ➢ Ms. Yoder expressed interest in SDOH-E and Access to care workgroups. ➢ Mr. Markwell volunteered for access workgroup. ➢ Ms. Lillico volunteered for both workgroups. ➢ Mr. Peterson expressed interest in both workgroups, but said he could participate in the one with fewest participants. • Ms. and her team are willing to attend a future CAC 	<p>Let Ms. Silverman-Méndez, Mr. Hopkins, Ms. Lakey know if you are interested in joining TQS workgroups.</p>

Agenda Item	Discussion	Action / Follow-up
	<p>meeting to discuss appeals and grievances (i.e., how they work, responses, types of appeals are grievances).</p> <ul style="list-style-type: none"> Ms. Lillico and Ms. McLeod expressed interest in information on how grievances are resolved and if they are being resolved to the satisfaction of members. 	
<ul style="list-style-type: none"> Oregon Health Authority (OHA) updates Word on the street 	<p>Word on the street sharing:</p> <ul style="list-style-type: none"> Mr. Peterson said Project ABLE is hosting a day before Thanksgiving online cooking party. www.projectable.org Mr. Markwell expressed his appreciation to PacificSource for hosting their first provider access meeting. Ms. Korkow said Recovery Outreach Community Center (ROCC) is hosting education sessions called "Getting Candid about COVID" on Saturday via Zoom. www.roccsaalem.org/online-groups-2 <p>OHA updates:</p> <ul style="list-style-type: none"> Mr. Zimmerman said OHA is expanding COVID testing. OHA is exploring COVID vaccinations and what that will look like. OHA is focusing on outreach and education for migrant seasonal farm workers as they have been heavily impacted by COVID. OHA has some testing events in December. Mr. Zimmerman said he is partnering with CCOs to become more involved in testing strategy, outreach, and engagement. Ms. Boles inquired about west coast vaccine timeline. Mr. Zimmerman replied that he's heard there is a collaborative among the west coast states, but there is nothing concrete, yet. Priority vaccinations for frontline healthcare workers and potentially long-term care facilities. 	
Adjourn meeting	Mr. Peterson adjourned the meeting at 3:02 PM.	

Minutes were prepared by Andrea Dabler and approved by the Community Advisory Council on January 28, 2021.