



Trillium North Community Advisory Council

April 2022 Meeting Minutes

Thursday, April 28th, 2022

Members: Naomi Hunsaker, (Washington County), Adam Freer, (Clackamas County), Sharon Thomas Hinds, (consumer), Jeffrey Austin, (consumer), Sharif Maddox, (consumer), Katie Thornton, (Multnomah County), Daniel Carrillo. (Consumer), Nick Preston (Consumer), Elisabeth Mengsteab, (Consumer)

Staff: Debi Farr, Courtney Johnston, Robert Phillips, Demond Hawkins, John Austin. Amy hill, Yvette Vera,

Guests: Tina Cox, Vanessa Esteves, (Trillium Board), Manu Chaudhry, DDS, (Trillium Board), Senna Towner (Trillium Innovator Agent), Tom Cogswell, (OHA, Transformation Center)

AGENDA TOPIC	DISCUSSION
Welcome & Introductions	Attendees introduced themselves with their name, pronouns, organization/roles.
Public Comments	No public comments.
Announcement & Approvals	<p>Announcement</p> <ul style="list-style-type: none"> ○ Sharif turned it over to Sharon to do the announcements, Sharon asked if Debi could speak to the Member Engagement Committee. Debi informed the CAC that she met with Sharif and Sharon and discussed the launch of the Member Engagement Committee. They felt that it makes sense to create the Member Engagement Committee now since the CAC meetings are typically have very full agendas and we are often pressed for time, the MEC could meet on the CAC off months. Debi informed the CAC that more details would be provided as we move forward with the creation of the Member Engagement committee. <ul style="list-style-type: none"> - Adam Freer stated that he thinks the Member Engagement Committee is a good idea, but he wanted to know how the CAC would get information from the Member Engagement Committee. Debi stated that the MEC will report directly to the CAC. - Sharif informed that CAC that if they are interested in joining the Member Engagement Committee please reach out to Debi Farr. ○ Debi stated that she could hold CAC office hours either immediately before or after the CAC meeting to answer questions, share comments and get to know everyone better

	<p>Approvals</p> <ul style="list-style-type: none"> ○ Debi Shared the minutes from the February CAC minutes- Sharon asked for a motion to approve <ul style="list-style-type: none"> ○ Motion: Naomi Hunsaker ○ Second: Jeff Austin ○ Action: February CAC minutes were unanimously approved. ○ Debi shared the CAC Charter and went over the changes that were made <ul style="list-style-type: none"> ○ Adam Freer asked if we could revise “The CAC Co-chairs are responsible for ensuring CAC member vacancies.” Adam stated that the wording makes it sound like this responsibility is the CAC Co-Chairs alone. After a brief discussion on this bullet, it was decided to change the wording to “The CAC Co-chairs are responsible for working with Trillium to ensure CAC vacancies are filled.” ○ Adam asked if we should add more detail to the section referring to CAC sub-committees around leadership structure at these committees as well as term limits. After discussion it was decided that flexibility is important, and we should leave it as is to not make things too rigid. ○ Elisabeth asked for more detail on the sub-committee types. Debi explained that: <ul style="list-style-type: none"> ▪ A Prevention Committee might look at public health data for trends and then look at possible solutions. ▪ A Health Equity Committee might review HE related data and see how we can become involved in addressing health disparities in our communities. ○ Elisabeth asked for clarification as to what we mean when we say “our community.” Debi explained that as CAC we represent Clackamas, Washington and Multnomah Counties, but each CAC member represents their own community. ○ It was suggested that we review the Charter and make sure that any acronyms are defined so that the readers understand exactly what is being said. One example that was given was HRS (Health Related Services), HRS has many different meanings depending on the reader’s background. ○ Debi informed the CAC that we would take the Charter back for the additional revisions that were suggested, we would then send the revised version out for the CACs review and be ready to approve during the June CAC meeting. ○ Sharif explained that she was voted in as a Trillium board representative and that Sharon volunteered to be the other board representative. Sharif asked for a motion to nominate Sharon as a CAC representative on the Trillium Board of Directors ○ Motion: Katie Thornton ○ Second: Jeff Austin ○ Action: Motion to nominate Sharon Thomas Hinds as a CAC representative on the Trillium Board was unanimously approved.
<p>Introduction: OHA Transformation Center</p>	<p>Senna Towner Introduced herself and explained the role of Innovator Agent</p> <ul style="list-style-type: none"> ○ Work closely to coordinate between OHA, the community, and CCOs ○ Assigned by OHA to actively engage and support CCO CACs ○ Act as a point of contact for CCOs, serving as advocates for CCO work and community

	<ul style="list-style-type: none"> ○ Connect work across OHA divisions with the CCOs and communities, ultimately focusing on advancing health equity by, for instance, elevating community including CAC voice within OHA ○ Help make known to OHA successful practices being implemented by CCOs including the CACs <p>Thomas Cogswell introduced himself and provided an overview of the OHA Transformation Center</p> <ul style="list-style-type: none"> ○ CAC Supports <ul style="list-style-type: none"> ○ CAC Conferences ○ Learning Collaborative for CAC members serving on CCO governing boards ○ Webinars <ul style="list-style-type: none"> ▪ Waiver Renewal: A Recurring Process ▪ Virtual Learning Series: Social Determinants of Health & Equity ○ Quarterly CAC email updates ○ CAC 101 presentation <p>Thomas informed the CAC that he would send his slides and additional information out to Debi for her to forward to the CAC.</p>
<p>Survey Review, Including Demographics Survey</p>	<p>Courtney explained that Trillium will be conducting a demographics survey of the CAC and that the purpose of this survey is to show that our CAC is representative of our population</p> <ul style="list-style-type: none"> ○ Survey will be anonymous, confidential and voluntary ○ Survey will be sent out in the 1st week of May
<p>CHNA Feedback sessions</p>	<p>Debi went over the CAC’s CHNA feedback Sessions and the responses from HCWC</p> <ul style="list-style-type: none"> ○ A full overview of questions, comments, and changes that the CAC provided during their CHNA review sessions and the responses provided by HCWC were included in the CAC slide deck and presented during the meeting.
<p>CHP Priority Areas Review</p>	<p>Courtney explained that the CHNA will be finalized by the beginning of May and a new CHP will be created.</p> <ul style="list-style-type: none"> ○ Current CHP Priorities <ul style="list-style-type: none"> ○ Social Determinants of Health <ul style="list-style-type: none"> ▪ Supportive Housing ▪ Food Access ▪ Social Connections ○ Clinical and Systems Level <ul style="list-style-type: none"> ▪ Access to Care <ul style="list-style-type: none"> • Language Access • Traditional Health Worker Strategy ▪ Chronic Conditions

Board Report	<p>Sharif went over the Board Report</p> <ul style="list-style-type: none"> ○ Meeting called to order around 8:00am ○ Operational update provided with a focus on: <ul style="list-style-type: none"> ○ Diversified Growth ○ Compliance ○ Operational Excellence ○ Utilization Management ○ Call Center ○ Appeals and Grievances ○ Quality ○ Membership Trends ○ There was a legislative update provided <ul style="list-style-type: none"> ○ 2022 Legislative Sessions <ul style="list-style-type: none"> ▪ 1.4 billion in General Fund Spend ○ Housing Residential Fund <ul style="list-style-type: none"> ▪ 400 million in in Emergency Funding ▪ 50 million to Project Turnkey ▪ 100 million Towards Community Mental Health Programs ▪ OSH: \$10.8 million to cover staffing shortfalls ○ Additional Bills Covered in various areas: <ul style="list-style-type: none"> ▪ Behavioral Health ▪ Workforce ▪ Public Health ▪ Primary Care & Oral Health ▪ Redetermination ▪ Bridge Plan ▪ Healthier Oregon Program <p>Katie asked if they are supporting BH in general or in primary care settings, Courtney stated that there is a grant available now for BH provider retention and there will also be rate increases taking place. Courtney and Katie agreed to met offline and discuss further An update was provided on the status of Corrective Action Plan at the Board meeting Sharif stated that during the board meeting they were voted on as the CAC representative to the Board. Debi informed Sharif that she would provide more information regarding the Turnkey program to Sharif as they requested.</p>
Open Table	<p>Sharif stated that we wanted to open up the table to anyone that had any questions, concerns or comments</p> <ul style="list-style-type: none"> ○ Katie just wanted to say thank you for letting someone from a primary care setting be involved and be part of problem solving. <p>Sharon stated that someone told her that they were assigned a PCP and they have been trying to get in but there is a very long wait for new patents, she just wanted to see if Trillium is aware that this is happening. Debi informed Sharon that she should let people know to contact member services, but we will also look into the specific clinic that was mentioned. Katie Thornton mentioned that based on her experience the clinic is most likely experiencing staff and provider shortages and that many FQHCs are experiencing the same.</p> <p>Jeff stated that there has been some difficulty around referrals, a provider would send in a referral just to find out that they are not in-network. Debi let Jeff know about how to find a provider page and that the referring provider should be able to determine who is in network.</p>

	<p>Nick stated that he wanted to second Jeff that there are providers that are out of network and that he would love to see Trillium contract with more. Debi let them know that though we do not have all providers our Provider network team is continuously working to expand our network</p> <p>Jeff stated that it is difficult getting referrals.</p>
Closing	Meeting adjourned at 1:40 PST

Next Council meeting: Thursday, June 23, 2022, 12:00 – 1:30pm PST

Respectfully Submitted
Robert Phillips
