

**Lane County Coordinated Care Organization (CCO)
Community Advisory Council (CAC) Meeting**

Remote Meeting via Zoom

February 28, 2022

Noon-2pm

PRESENT

CAC Members: Char Reavis (PacificSource OHP representative), Tara DaVee (Trillium OHP representative), Drake Ewbank (PacificSource OHP representative), Silver Mogart (Trillium OHP representative), Michelle Thurston (Trillium OHP representative), Tannya Devorak (PacificSource OHP representative), Caity Hatteras (Trillium OHP representative), Mary Ann Wren (Advantage Dental), Jocelyn Warren (Lane County Public Health), Val Haynes (Head Start of Lane County), Jessica Hibler (Confederated Tribes of Siletz Indians), Chris Hanson, DMD (Trillium Clinical Advisory Panel), Todd Hamilton (Springfield Public Schools), Michelle Hankes (ShelterCare), Carla Tazumal (Lane County Developmental Disability Services), Roxie Mayfield (PacificSource OHP representative)

Attendees: Kayla Watford (Lane County CCOs, Prevention), Teresa Coppola (Lane County CCOs, Prevention), Jacqueline Moreno (Lane County CCOs, Prevention), Senna Towner (Oregon Health Authority, Innovator Agent), Rhonda Busek (Lane Community Health Council), Debi Farr (Trillium Community Health Plan), Katharine Ryan (PacificSource Community Solutions), Mark Buchholz (PacificSource Community Solutions), Courtney Johnston (Trillium Community Health Plan), Charlotte Carver (South Coast Regional Early Learning, Reedsport), Demond Hawkins (Trillium Community Health Plan), Leilani Brewer (PacificSource Community Solutions), Buffy Hurtado (PacificSource Community Solutions, Tribal Liaison), Lucy Zammarelli (LaneCare), Lisa Hernandez (PacificSource Community Solutions), Cindy Fisher (Capitol Dental Care), Carrie Copeland (FOOD for Lane County), Jennifer Webster (Lane County CCOs, Prevention), Adria Godon-Bynum (Lane Community Health Council), Bess Jayme (PacificSource Community Solutions), Kristinia Rogers (Trillium Community Health Plan, THW Liaison)

I. Welcome and Introductions

- a. Char Reavis (Co-Chair) opened the meeting. Everyone shared their names, pronouns, and affiliations in the chat.
- b. There was no public comment.

II. Process: Routine Approvals

a. Approval of Minutes:

- i. Char Reavis thanked Jessica Hibler for coordinating a presentation with her staff at the Confederated Tribes of Siletz Eugene Tribal headquarters in the January CAC meeting. CAC members are encouraged to explore the resources

shared in this presentation (see January CAC minutes) and reach out to their team with any additional questions.

- ii. Michelle Thurston made the motion to approve the January minutes. Caity Hatteras seconded the motion. The January minutes were unanimously approved.
- b. **Committee/Workgroup Charters:** Kayla Watford briefly reviewed the updated sections of the charters, which included the roles and responsibilities; decision path; membership; and, selection process. Mary Ann Wren made a motion to approve the changes in the charters. Michelle Thurston seconded the motion. Drake Ewbank abstained. The updated committee and workgroup charters were approved.
- c. **Prevention Workgroup - Proposal for Family Check-Up:** Jacqueline Moreno presented the proposal for Family Check-up to be opened up to all community members, suspending the requirement for OHP members only, for a time-bound pilot. The intent behind this proposal is to remove barriers for families who would like to participate but are not on OHP, to remove any stigma associated with providing it to OHP families only, and to normalize that parenting classes are for everyone. Jacqueline informed the group that there would be periodic assessments to monitor how many non-OHP members were participating and to make sure OHP members are prioritized. There were quite a few positive responses and suggestions. Charlotte Carver wrote (in chat): I think it's a great idea! Parenting support is so important, regardless of income. And if paying for incentives for non-OHP members becomes a problem, I think there are other organizations that could provide funding (parenting hubs, early learning hubs, united ways, etc.). Charlotte added (in chat): We are so excited about the Family Check-up program expanding to Reedsport. Carrie Copeland wrote (in chat): (This) also reduces stigma if open to all, possibly encouraging more participation and Mary Ann Wren wrote (in chat): I agree, this is a fantastic idea. Having it be more inclusive can only benefit the community. Silver Mogart made a motion to approve the Family Check-Up proposal. Mary Ann Wren seconded the motion. The Family Check-Up proposal was unanimously approved.

III. Updates

a. Questions on meeting packet

- i. **CAP written updates:** The PacificSource CAP did not meet in February. There were no questions about the Trillium CAP updates provided in the agenda packet.
- ii. **OHA updates:** Senna Towner showed her OHA slides. Discussion centered around the updated mask mandate rules. The Governor's press release from today (Feb 28th) was shared by Todd Hamilton (<https://mailchi.mp/oregon/news-releasegovernors-brown-newsom-and-inslee-announce-updated-health-guidance?e=ce014e3298>). Several people shared insights into how various agencies might respond. Michelle Hankes from ShelterCare wrote (in chat): You should check with individual clinics and businesses as some are keeping mandates. For example, ShelterCare will continue to require masks in public spaces due to our vulnerable population. Jocelyn Warren wrote (in chat): The

thing to remember is that the north part of the state is in medium risk as defined by the CDC and we are still at high risk here in mid- and southern Oregon. The lifting of the mandate really doesn't serve us well. Jocelyn also shared a link to a Covid-by-county report: (<https://www.cdc.gov/coronavirus/2019-ncov/your-health/covid-by-county.html>) Val Haynes wrote (in chat): And some programs like ours serve medically fragile children and also have staff at high risk-- so it's not as simple as everyone seems to think. There was also some discussion on continuing pharmacy and medication issues. Pharmacies are not answering their phones and there are some medication shortages (for example, medications for ADHD, diabetes, and more).

b. Committee/Workgroup Written Updates

- i. **Member Engagement Committee:** Drake Ewbank invited everyone to attend the March 2 MEC meeting as the THW liaisons from both CCOs will be presenting about their work. Suggestions for questions that could be asked included: how to access THWs; a review of the sub-categories of THWs (for example, Peer Support Specialists); where are THWs currently located; and, could a scenario be presented where someone might want to access a THW.
 - ii. Due to time constraints, members were asked to refer to the written updates for additional information on each committee/workgroup. Contact Kayla with any questions.
- c. Prescription Access:** There was some additional discussion around the challenges of accessing pharmacies, lack of phone staff, and shortages on medications. Charlotte Carver mentioned the overall workforce issue in Reedsport. Workforce investment boards were mentioned as a possible solution. There is also a lack of housing for people who want to work in certain areas. Mark Buchholz asked for real world feedback: Are things getting better? Worse? Answers to these questions were mixed depending on which pharmacy and what area of Lane County is involved. Debi Farr remarked (in chat): The Trillium Pharmacy Director is aware of the challenges, especially in the rural communities, and is working with the state on solutions.

IV. 2022 Planning

Kayla Watford shared a CAC Priority Worksheet inspired by Char Reavis. This can be a tool for coordinating CAC and Committee/Workgroup efforts.

- A Traditional Health Worker (THW) presentation is planned for the MEC meeting on March 2nd.
- Pharmacy and prescription access will continue to be prioritized, with the possibility of CCO Pharmacy Directors attending the CAC meeting on March 28th.
- Other topics not discussed today include: a review of the Community Health Improvement Plan (CHP); South Lane Mobile Crisis Response (MCR); food security; transportation; additional access challenges; and, other topics of interest.

V. CCO Presentation: Health Equity Plans

Demond Hawkins (Equity and Diversity Liaison for Trillium Community Health) and Leilani Brewer (Equity and Diversity Liaison for PacificSource Community Solutions) presented a slide show on the seven 2022 Health Equity Plan focus areas. There is one area of focus for both CCOs in 2022: Organizational Health Equity & Community Partnerships. Demond introduced a new Trillium project: Trillium Diversity & Health Equity Committee (TDHEC), designed to document efforts to advance health equity and to support community partnership. This ties into the Health Equity Strategy to assess Social Determinants of Health (SDoH) in communities, and to implement initiatives that foster generational changes through the Health Equity Improvement Process. Leilani Brewer shared a new video about PacificSource's Grievance and Appeals process, that was filmed using plain language and with intention to make the process easier on their OHP members. The video is being translated into Spanish and American Sign Language. Char Reavis suggested that OHP members get a friendly call from PacificSource staff after members receive their decision letter regarding Grievance and/or Appeal as follow up.

Leilani shared a Survey link for members to participate in. Responses will help inspire the design of the CCOs new Health Equity Plan focus area titled 'Organizational Health Equity & Community Partnerships':

English: <https://forms.office.com/r/Kk3gdTufBa>

Spanish: <https://forms.office.com/r/ES2U5XsHuF>

ACTION ITEMS:

- **Please send any continued pharmacy challenges to Kayla Watford (Kayla.Watford@lanecountyor.gov), to be shared with both CCOs and OHA. Members can also contact the CCOs and OHA directly:**
 - **OHA/ Senna Towner** Cell: (503) 580 -1154 Email: senna.l.towner@dhsosha.state.or.us
 - **Trillium/Shauga Wick** Email: swick@TrilliumCHP.com
 - **PacificSource/Mark Buchholz** Email: Mark.Buchholz@pacificsource.com
- **Please provide feedback or additions to the 2022 CAC Priority Worksheet with Kayla Watford**
- **Questions or comments on the CCOs Health Equity Plan presentations? Demond and Leilani welcome your feedback!**
 - Demond: Demone.Hawkins@TrilliumCHP.com
 - Leilani: Leilani.Brewer@pacificsource.com

NEXT CAC Meeting: Monday, March 28th (Noon-2pm)

Meeting Schedule

Please contact Teresa Coppola (Teresa.coppola@lanecountyor.gov) if you would like to participate in any of the following committees/workgroup:

No CAC Networking Session for February

Member Engagement Committee – March 2, 9:30-11am

Rural Advisory Committee – March 9, 11am-12:30pm

Prevention Workgroup – March 15, 1:30-3pm

Health Equity Committee – March 17, 11:30am-12:30pm

CAC Networking Session – March 31, 12:45pm-1:30pm