

**Trillium Community Health Plan Community Advisory Council (CAC)
Coordinated Care in Trillium's Southwest Region
Hybrid In-Person/Online Meeting
March 23, 2026 - Noon**

Present:

- 15 CAC members representing Trillium OHP.
- 5 CAC organizational partners representing Trillium OHP, Developmental Disability Services, Confederate Tribes of Siletz Indians, Trillium Clinical Advisory Panel, and Head Start of Lane County.
- 26 Staff representing Lane Council of Governments, Lane County Public Health, Trillium CCO, Lane Community Health Council, Florence Area Community Coalition, Lane Transit District, Confederated Tribes of Siletz, Elkton Community Education Center, ARC of Lane County, Be Your Best Cottage Grove, Oregon Health Authority (OHA), and RISE Regional Health Equity Coalition of Lane/Douglas Counties.

I. Welcome and Introductions

Michelle opened the meeting and welcomed Virginia Shea, who would be speaking about Trillium's Culturally and Linguistically Appropriate Services and health outcome data. She welcomed Carlyn to her first CAC meeting. Carlyn introduced herself as the Operations and Services Director at *Looking Glass*, a local nonprofit providing mental health services. She added she was a member of Trillium's Clinical Advisory Panel and serving as a liaison.

a. Member Resources

- i. Meeting Process & Agreements
- ii. Window of Affect Tolerance
- iii. Support Person: Kayla

b. Breathing exercise

Kayla showed a video to support the breathing exercise.

c. Member and Staff Biographies

Kayla shared the bios of Jennifer and Jessica (see slides).

d. Public comment

There were no requests to provide public comment.

II. Member Approvals

a. The February 23, 2026 meeting notes were approved by the CAC.

b. The 2026 Schedule at-a-Glance Presentation Proposal was approved by the CAC. Michelle noted there may be slight adjustments to support participation from presenters throughout the year.

III. Presentation: Culturally & Linguistically Appropriate Services (attachment)

Virginia Shea, a Nurse and member of Trillium's Quality Improvement Team provided a a high high-level overview of its:

- Culturally and Linguistically Appropriate Services (CLAS) Program including the Program Description, Work Plan, and Program Evaluation.
- Approach to continuous quality improvement related to CLAS and language assistance services.

Virginia invited the CAC to share their perspectives on barriers and opportunities to strengthen CLAS and language access efforts. Members offered the following advice:

- Make sure there is follow-through with the services or people will not return to that community resource.
- Simplify English language when working with people where that is not their primary language. The use of words that are too complex can make people feel small and inferior.
- Offer the services proactively so people do not feel they are an inconvenience.
- When helping someone with profound hearing loss who may bring an assistant, speak to the patient, not only to the assistant. Ignoring the patient makes them feel isolated and as if they are a burden.
- Providers could ask the patient at each appointment what they could have done differently to have assisted them better.

- Combine translation services with transportation accessibility such as working with schedulers and drivers.
- Improve data collection and technology to reduce repetitive questions asked of patients who are scheduling appointments. Determine if there is a HIPPA approved way that a scheduler can access the data. Look into Connect Oregon / UniteUs.
- Consider purchasing translation headsets for placement in the offices if a human translator is not available. The headsets are relatively inexpensive.
- Ensure that translators do not use acronyms or jargon unless they are translated clearly.
- Request that providers ask patients if they would like them to remove their mask to understand them more clearly.

IV. Break

V. Updates & Calls to Action

a. Community Health Assessment and Community Health Improvement Plan (CHA/CHP) Follow-up: Medicaid Spending Programs (attachment)

Kayla referred to a slide presentation from Dominique at the February CAC meeting, focused on how the Medicaid Spending Programs align with the CHP. She said Dominique would return to discuss an annual process whereby the CAC will approve this year's spending priorities and decision-making process. Kayla said there were some definition changes relating to how OHA is defining Medicaid spending and a resource document would be prepared prior to the April meeting.

CAC Prevention Plan – Reedsport and Harrisburg RFP

Teresa announced that the Prevention Workgroup has been working for the last six months on Request for Proposals (RFP) for community grants for projects that would align with the CHP. These community grants are specific to Trillium's service areas, Reedsport and Harrisburg. She highlighted the following:

- The RFP is in draft form and Trillium leadership is in the process of reviewing the text and could be available in April online and distributed widely.
- The goal would be to have grant contracts in place so community organizations can begin using the funds July 1.

- \$100,000 would be available for the Reedsport community, funding 2 to 4 grants of up to \$50,000 each.
- \$45,000 would be available for the Harrisburg community, funding one to two grants of up to \$25,000 each.
- The projects should have measurable impacts and be sustainable, and the organizations must meet contracting and insurance requirements. Partnerships are encouraged.
- The RFP would be open to community organizations, non-government organizations, and government organizations.
- Grant funding cannot be used for any services currently reimbursable by Medicaid (e.g. flu shots), and must meet OHA's Flexible Services definition. OHA had a long list of projects that had been eligible in the past.

Lane County Transportation Equity Assessment (LCTEA)

Jessi said the LCTEA held the first of nine forums in Cottage Grove last Wednesday and said it was a well-attended event. She said the group is trying to get events booked in Veneta and Blue River and she would keep the CAC updated. She said most would be in person events but one may be virtual.

Michelle said that a related event is a Youth Adaptive Transportation demonstration on April 29, 4:30pm-6:30pm at Hilyard community Center. Website: Getrec.org/adaptive

Brenda and Nancy shared information about *Davids Chair* , an adaptive transportation wheelchair that allows sand travel in Florence, and that Mt. Pisgah received a grant for three similar devices. She said the Country Fair is considering the same.

b. Intertribal connection updates and opportunities (attachment)

The *Our Journey: InterTribal Quarterly Cultural Collective* event is scheduled for March 25. There is a volunteer sign up for CAC members going around by email. Kayla asked members to respond to the survey with any supports needed to participate.

Kayla said the Confederated Tribes of Siletz were planning their annual Health and Wellness Fair, welcomed CAC involvement, and she would add this topic to a future CAC meeting agenda. Celestial said that the annual Fair is tentatively scheduled for June 30 from 3:00 PM to 7:00 PM at the new Tribal offices on

Crescent, and said they had 27 community tables last year. She said if any group is interested in tabling to please contact her. Jessica said the new building is being turned over to them by April 30, and they may plan an Open House at the end of May.

c. Trillium Board Update

Tara said that the RideSource Committee meets on the 3rd Thursday of the month and pharmacy trips will be discussed at the next meeting. It was suggested to add it to the CAC's monthly Connections guide. Elyce said she would make sure Debi was on the distribution list.

Calls to Action:

- Kayla said she would be polling for an alternative CAC meeting date in May.
- Members are encouraged to watch the March 3rd Board of Health presentation on the CHP (begins at 30:55 on the webcast):
https://lanecounty.ompnetwork.org/embed/sessions/335997/board-of-commissioners-afternoon-meeting-march-3-2026?display_mode=year
- Members are encouraged to use the following form to get familiar with the CHA and CHP resources:
<https://www.cognitofrms.com/LaneCountyTechnologyServices/CACFeedbackSurveyCommunicatingTheCHAAndCHP32026>
- Lane County **2026 Community Needs Survey** is **LIVE!** The links will be open through **May 16, 2026**. **Survey Link- English** **Survey Link- Spanish**
- Gen discussed the community assessment work of Lane County Poverty and Homeless Board:
https://www.lanecountyor.gov/government/county_departments/health_and_human_services/human_services_division/poverty_and_homelessness_board
- Concerns were shared that the Cottage Grove library will close and while the City's Budget Committee meetings have not begun, concerned persons can provide public comment at the City Council meetings.

V. Close

Michelle thanked everyone for an engaging meeting and closed the meeting at 2:02 p.m.