

**Trillium Community Health Plan**  
**North Community Advisory Council (CAC)**  
**Meeting Minutes**

**March 17, 2026**  
**10 – 11:30 AM**



**Attendance**

CAC Members Present: Sharif, Aidee, Brooklyn, Christine, Darren, Jeff, Kamryn, Katie, Maddox, McKenzie, Tom

Trillium/OHA Staff: Brit, Virginia, Lamar, Mark, Salma, and Sheri

**Welcome and Introductions**

Sharif called the meeting to order at 10:01 AM. Attendees shared introductions and an ice breaker. Sharif shared a homemade tea recipe:

2/4 tsp of passion flower	Two teaspoons of lion's mane
1 and 1/2 teaspoons of skull cap	1 tsp of meadow sweet
1 and 1/2 teaspoons of moringa	1 tsp of chickweed
2/4 teaspoons of brami	1 tsp of peppermint
Two and a fourth teaspoons of gotu kola	3 tsp of licorice
Two teaspoons of Guayusa	Half a teaspoon of black caraway seeds or Roman coriander, also known as Nigella
Two teaspoons of ashwagandha	

**Announcements**

Sharif shared a reminder to members to be sure to look at your mail. Keep information up to date. Remind friends & neighbors. SNAP recertification is happening. If members move or change phone numbers, they need to update this with the Trillium and ODHS. ODHS needs updated contact information for contacting you when there are changes to benefits or re-enrollment. Take make updates to ODHS ONE:

- **Report by phone**  
Call **800-699-9075** (Monday to Friday from 7 a.m. to 6 p.m. Pacific Time).  
You can also call your [local ODHS office](#). Relay calls are welcome.
- **Report in person**  
You can visit your [local ODHS office](#).  
Staff can help you fill out a form or answer questions.
- **Report by mail**  
You can mail paperwork to your local ODHS office. Use the mailing address shown on your SNAP notices.

Brooklyn shared Habitat for Humanity house; increased household income to \$60,000.

<https://habitatportlandregion.org/>;

<https://habitatportlandregion.org/programs/homeownership/>. Sharif shared the link for the state: <https://habitatoregon.org/local/>

### **Public Comment**

No guests or public comment.

### **Approvals**

Sharif asked CAC members to review the February meeting minutes on screen and asked for any edits. No edits were made and Sharif requested a motion to approve. Aidee made the motion and Jeff second the motion. Sharif requested a vote and the motion passed to approve February meeting notes.

### **Update on CAC Co-Chair Opportunity**

Sharif provided an update and asked if anyone there were any questions. There were no questions about the co-chair role, so Sharif invited any interested CAC members to join in a meeting on the afternoon of April 2<sup>nd</sup> to begin the process of onboarding Brooklyn and Tom as co-chairs. In this meeting Sharif will walk through the CAC meeting agenda setting process. Sharif also offered to meet one-on-one with anyone that may be interested in learning more.

Sheri had 1:1 meeting with interested CAC members to go over the details and answer questions.

Sharif reviewed the plan to have one or two people in process of learning to try it out while Sharif is still here; hope to have incoming co-chairs shadow Sharif for April or May meetings.

### **Update on CAC Member Engagement**

Sheri reported work to get presenters scheduled. Capitol Dental is presenting in May. Working on Work source and the Ombuds. March presentation may be referrals for Trillium or Worksource. Waiting to hear back from organizations. Sheri will update the meeting invitations and let CAC members know who presenters are for Member Engagement meetings once they are confirmed.

Sharif shared a link to the shared document the CAC has made with the resources we want to share with all CAC members. Any CAC member can add to this document and make updates.

[https://drive.google.com/file/d/1XHfYUpi6MwoX\\_zKSPwp6GfSuWYA8pX7y/view?usp=drivesdk](https://drive.google.com/file/d/1XHfYUpi6MwoX_zKSPwp6GfSuWYA8pX7y/view?usp=drivesdk)

## **Presentations**

Virginia shared a presentation on Trillium's Culturally and Linguistically Appropriate Services (CLAS) Program including the program description, work plan and program evaluation. Virginia shared recent CLAS activities and asked for CAC feedback including discussion on this question:

*What helps build trust between members & providers?*

- What happens when things go wrong, what is done after an error? Patients want to know what was done and how improvements will be made next time.
- What is the make-up of your staff? Hire people from the community.
- Have report outs on the number of patients needing reimbursement for the service. Can Trillium provide information on what claims and if/when they are being paid? Percent of paid bills for language services. Provider pays the interpreter service; add it to the claim. Some are paid and some are not. Provider wants to know how often they are paid for providing language services.
- IRCO received a grant to train CHWs to speak different languages. Sharif could not get community members connected to access the CHW training. Trillium needs to close the loop on letting the CAC know next steps to get the information to the community.
- Katie shared it would be useful to have providers who know how to engage patients in conversations around topics that may be stigmatized in their culture. In terms of improving communication, engaging diverse organizations who already have the trust of community members and working with them to inform how communications are framed and sharing it out broadly on different platforms they have a presence on, including WhatsApp, Facebook, etc.
- Is video remote interpretation being used?
- Katie heard from her team; Feedback around language access/services is that the reporting requirements to attest to meaningful language access is a noteworthy heavy list, tends to put the emphasis on the reporting and less on getting the access.

## **Presentations**

### Trillium Board Report

Jeff shared the board report from the March board meeting. It contained a legislative update that had a lot of information. Sheri will look for a good summary of this recent legislative session and share it with the CAC.

Jeff asked members what things are of interest to the CAC so he can best report and ask questions on behalf of the CAC.

### OHA Innovator Agent Update

Sheri will send Mark's slides after the call.

## **Open Table**

No open table discussion.