

# CCO Community Advisory Council Meeting

Monday, October 28, 2013

12:00 - 2:00 pm

Lane County Youth Services, Carmichael Room

## Minutes

**Attended:** David Parker, L.M. Reese, Tara Davee, Dawn Helwig, Marcela Mendoza, Colt Gill, Marianne Malott, Rick Kincade, Val Haynes, Susanna Sammis, John Radich, Lezlee Craven, Eric Van Houten, Char Teavis, Tony Biglan, Roxie Mayfield, Leah Edelman

**Guests:** Lucy Zamarelli – Trillium Behavioral Health Supervisor and Health Equity Officer, Debi Farr – Trillium PR Specialist, Jennie Carlone – Community Advisory Council for Umpqua Health Alliance, Fayette Gordon would like to get involved in the CAC, Shannon Conley.

**Absent:** Jessica Rice, Andrea Muzikant, Renae Freeman

1. **Call Meeting to Order** – Meeting opened by Chair, David Parker.
2. **Public Comment** – Roseburg CCO Representative. Their CCO is just getting ready to write their CHIP and would like to get ideas from the Lane CCO and how they designed their CHIP. Leah will get the representatives email address and send her information on our CHIP.
3. **Introductions and Welcome**
  - a. Introductions – Introductions were made around the table.
  - b. “Get to Know You” activity – Tara. Committee members were asked to pick their favorite comedian.
4. **CAC Business/Announcements**
  - a. Approval of minutes – Eric Van Houten moved and Susanna Sammis seconded to approve the minutes. Motion passed and the minutes stand approved as written.
  - b. Announcements – Introduction of guests. New party date is scheduled for December 14, 2013, from 4-6:30 pm at the Olive Plaza, 1135 Olive Street, in the dining room. Parking will be available at Musgrove Mortuary. Instead of using a catering service we are going to get some trays of Hors d'oeuvres. Menu of Hors d'oeuvres and desserts were passed around for members to check off their choices for the party. There will be games and door prizes. Email or talk to Tara Davee if you want to help her plan the games and door prizes.

## 5. Liaison / Workgroup Reports

Governing Board and Trillium Report – Report by Colt – Discussed the possibility of having Lane County representation on the Oregon Health Policy Board. It was suggested that Dr. Meyers and Dr. Luedke be the Lane County representatives on the Board.

The board spent a great deal of time discussing the dental integration with the CCO. The deadline to integrate oral health is July 1 and would like to begin earlier than that. Some plans are being developed with two of the four local dental providers: Advantage, Willamette, ODS, and Capital.

Trillium has received 19 applications for the transformation funds. They will decide who will receive the funding. There are about a million dollars to award. Most of the applications were based on mental health. We are trying to dovetail these funds with the state transformation funds. The board uses a scoring tool when looking at the applications.

Trillium has the opportunity to become PEB – Public Employee Benefit Board. All CCO's have the opportunity to apply for PEB membership so that they can become providers of services.

On Friday at Trillium University is hosting a Tools for Success training for non-clinical and behavioral health staff. There are sixty people registered but there are still openings available. Dr. Thomas Payne, Director of Clinical Research and Associate Director of the ACT Center, the University of Mississippi Medical Center's Tobacco Treatment, Education and Research Center, will present on "the 5 A's" -medication, counseling and treatment strategies for nicotine dependents. On Wednesday, Dr. Harold Miller, an economics expert, will be talking about finance models for behavioral health and primary care integration and how different kinds of financing can support a care model. He will be talking with providers in the morning and have an open public forum from 3-4 in the afternoon. Presentation will be held at Hilton Garden Inn off of Gateway in Springfield.

a. Trillium Report – Report by Shannon – Integration for mental health was ready to start on January 1 but now has been delayed until July. They want to make sure that when that transition occurs that there aren't any disruptions in services.

In October, 260,000 letters went out to folks that are eligible for food stamps to allow them to enroll in OHP. About 60,000 have come back and those are considered a fast track enrollment. We are expecting an expansion of 27,000 enrollees for Lane County and 60,000 state-wide. The exchange startup has been a little slower than anticipated due to systems work to make sure everything things are working properly. Cover Oregon can accept enrollments up to December 15 for starting eligibility beginning January 1. There has been discussion at the federal level for putting off the penalty mandate until the end of March because of the issues they have had for individual enrollment. Shannon will give an update next month on how things are going.

- b. CAP Report – Report by Rick – CAP Advisory Panel met on October 10 and went through the reports on the focus areas of behavioral health, the integration proposal and community health workers. The community health workers are being incorporated into the care coordination team. Their scope is still in discussion. The function as a navigator, social worker, and a peer helping people get to appointments. Right now the Care Coordination Team is placing the workers where they can be strategically used where they can be of the most benefit. The panel looked at the program in retrospect to review what they learned from the experience and how successful the program was. The panel agreed it was very successful and they were able to train and retain 8 of the 10 workers which Trillium and other sites have employed in the community. We also looked at the Spine Center RSP and how to effectively provide care for people with back pain in our community. We are looking at having a team of providers consisting of physical therapy, podiatrists, neurology, behavioral health, and neuro surgery who would evaluate people with spinal pain and design a plan to help them. The patient would receive a comprehensive evaluation and treatment plan in one location. Also talked about the five million dollars for Incentive measures for quality performance.
  
- c. RAC Report – Report by Char - Char presented at the state wide conference on the RAC. No one is really doing a RAC. They have CACs but not RACs. We seem to be a few steps ahead of most CACs. There is a website where we can communicate with other CACs. Mary Gaddis, a residential supervisor talked to them about affordable housing and the issues some people face. She also talked about how one residential facility became a no smoke facility and how they implemented it.
  
- d. CHIP – Report by Leah – CHIP workgroups are continuing to meet and by the end of the year they hope to have their charter completed. CHIP Governing Meeting will be meeting in November.
  
- e. Health Disparities Committee – The committee met on October 10. Focusing on childhood obesity. There is a disparity with Latino children and the low income children that Trillium serves. We had hoped to do focus groups but due to the approval process for funding, the focus groups can't meet until January depending on approval. In the meantime we are doing brainstorming sessions and on the October 10 we met around the root causes of the disparity such as availability of providers who speak Spanish, availability of healthy culturally relevant foods, safe places to be active, cultural perceptions of healthy weight (perception that a child has to be chubby to be healthy).

- f. Membership Engagement Committee – Report by Tara – Looking for ways to engage members outside the doctor’s office. The committee has been meeting with some of the housing groups that provide housing for people with low-incomes or disabilities. They are asking questions and trying to find out why people are going to ER when not necessary, giving them information on what OHP covers and the resources available such as cancer screenings and mammograms. We want to encourage them to be a voice, and to advocate for changes in the system.

**6. Medical Home Presentation – Eric Van Houten.** See attached PowerPoint presentation handout. Most people don’t have a real understanding of what a medical home really means.

**7. 211 Info – Emily Berndt, Agency Relations Coordinator, 211 Info –** (see attached 211 Information packet) 211 is a three digit phone number and a web interface that you can dial/log on to for community resources. Call center located in Portland that takes calls for the whole state of Oregon. They receive calls from people looking rental assistance, energy assistance, food, health insurance, and shelter. The call center has up-to-date information on shelter bed space, how many families that there may be room for in a DV shelter, if this program has energy assistances funds this week, and what agencies have rental assistance. The benefit of the call center is that the staff will spend more time with the caller to let them know what their needs are and help them to navigate through services. Each person calling is asked a series of demographic questions to find out if they qualify for certain services. The staff is trained on compassion, empathy, and crisis management to help them work with clients. The 211 program works closely with Aging Disabilities Resource Center, mental health, aging disabilities resource centers, mental health and domestic violence crisis lines. They also send out weekly email blogs specific to each region in the state. In partnership with United Way and Birth to Three they have a parenting information line where parents can call in and talk to parent educator.

We have MCH specialist with the state where a person who is pregnant can find information on TANF, WIC, etc. More and more programs are using 211 as a front door referral resource. 211 Call Center is available Monday through Friday, 8 – 6. A new way to contact 211 is by texting to 898211 and put zip code in subject line. A 211 representative will text the caller back and ask them how they can help them. The texting feature is available Monday – Friday, 8 -5:30. Starting November 1, calls to the call center increase dramatically for people looking for holiday assistance for food baskets and families looking for help with getting their children gifts for Christmas. One of the biggest barriers for 211 is when the agencies don’t give real time information. Another unmet need is people needing help with burial services.

**8. Adjourned**