

Lane County CCO Community Advisory Council Charter



TITLE	Joint CCO Community Advisory Council (CAC)
DATE CHARTERED	Authorizing Charter: July 9, 2012 Revision/Approval: July 26, 2022 Revision/Approval: April 24, 2023
TIMELINE	This is a standing/ongoing Council. The Charter will be reviewed annually by the CAC members. Any amendments will be brought to the CCO Governing Boards for final approval.
MEETING FREQUENCY	The CAC meets monthly, and must meet at minimum every three months. When necessary, members may participate remotely. Standing sub-committees or ad hoc work groups will meet as directed.
SPONSOR	Trillium Community Health Plan Governing Board and Lane Community Health Council* Board (serving as governing body for PacificSource Community Solutions CCO - Lane).
PURPOSE	Engage CCO Plan Members and the community to advise the CCO Governing Boards on the strategic direction of the CCOs, ensure that the CCOs remain responsive to consumer and community health needs, and provide recommendations related to the priorities of CCOs with a focus on health equity.
ROLES & RESPONSIBILITIES	The CAC roles and responsibilities are to: <ul style="list-style-type: none"> • Identify and advocate for preventive care practices to be utilized by CCOs • Oversee a collaborative Community Health Assessment • Adopt a Community Health Improvement Plan, including an annual review of progress • Participate in an annual CAC demographic report to make sure CAC membership reflects the diversity of members served in Lane County • Have a role in reviewing Trillium Community Health Plan, PacificSource Community Solutions – Lane, and Lane Community Health Council spending on the social determinants of health and equity, including but not limited to: <ul style="list-style-type: none"> Health-related Services community benefit initiative (CBI) spending; Supporting Health for All Through Reinvestment (SHARE) Initiative spending; and Lane County CAC Health Promotion & Prevention spending plan
SCOPE	All communities served by Lane County's CCOs.
OPERATING PRINCIPLES	All members adhere to established team agreements/ground rules CAC meetings are open to the public The CAC will clarify its decision-making model prior to all decisions In order to gain a broad scope of perspective on the issues it is considering, the CAC will seek input from other supportive committees, such as the Clinical Advisory Panels, or the Finance Committees, prior to making recommendations to the CCO Boards. Likewise, the CAC will provide input to other committees regarding the impact on consumers and the community of proposals under consideration. Recommendations will be presented to the Trillium Community Health Plan Board and Lane Community Health Council Board for final approval prior to implementation. Fifty-one (51)% of seated CAC members constitutes a quorum. A quorum can act. All CAC members are voting members.

**Lane Community Health Council is an independent nonprofit that works in partnership with PacificSource Community Solutions CCO – Lane. As the governing body, Lane Community Health Council works to guide the design, development, and implementation of strategic initiatives in support of the CCO.*

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	<p>The CAC has four standing committees: Rural Advisory, Prevention, Health Equity and Member Engagement. These committees report to the CAC. The committees are open to all CAC members and may include other community members or content experts at the invitation of the committee. The CAC may establish other committees or workgroups as needed.</p> <p>The CAC is staffed with appropriate CCO representation.</p> <p>When conflicts arise, the members will discuss and resolve the conflict with the CAC Co-Chairs, with the support of staff. If unable to resolve, the CCO's will resolve the difference in the best interests of the CAC and CCOs.</p>
CO- CHAIRS	<p>The CAC will review nominees for Co-Chairs, from which it will select a Chair from each CCO to make sure that both CCOs are represented in leadership. The Co-Chair positions will be filled by OHP consumer members. The Co-Chairs will hold their positions for a 2-year term, unless otherwise agreed upon.</p> <p>Co-chairs may be nominated for reappointment for an additional term.</p> <p>Lane County Public Health's CCO Prevention Staff provide support to the CAC and to the Co-Chairs. Co-Chairs commitments include:</p> <ul style="list-style-type: none"> • Attending CAC Planning meetings • Working with CAC staff to prioritize topics and approve meeting agendas • Convening and co-facilitating meetings • Encouraging engagement of CAC members • Serving as a role model to CAC members • Communicating with the CAC about recommendations made by other groups
CAC REPRESENTATIVES TO THE CCO BOARD	<p>Each CCO shall select two CAC members to represent the CAC on the CCO's Board of Directors. Each CCO must select at least one consumer member of the CAC to serve on the Board of Directors. The second CAC member may be, but is not required to be, a consumer.</p> <p>These representatives shall be full voting members of the CCOs' Board of Directors, and are responsible for ensuring good two-way communication between the CAC and the CCOs regarding CAC activities and recommendations, as well as assisting the CCOs in their work to communicate with the larger Lane County community.</p>
MEMBER ACCOUNTABILITY	<p>Each CAC member is responsible for fully and actively participating on the team in order to achieve the goals of the team as described in this Charter—accepting their responsibilities diligently and carrying their share of the team's work</p> <ul style="list-style-type: none"> • The members should define and advocate for innovation • The members should act as a liaison for the community and for their individual groups • The members should look for avenues to transform care • The members should have commitment to the community and the CCO <p>See CAC Meetings Process and Agreements in appendix.</p>

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<p>CAC MEMBERSHIP</p>	<p>The CAC will be appointed in accordance with ORS 414.575, including the requirement that a majority of CAC members be consumers. This means that 51% of the CAC members must be Oregon Health Plan (OHP) members as defined by the statute, at time of appointment to the CAC. The Joint CCO CAC will have between 20 and 25 members.</p> <p>The CAC will seek representatives including the following:</p> <ul style="list-style-type: none"> • Rural OHP Members (West Lane, South Lane, and East Lane) • At-large OHP Members, including parents, guardians, or primary caregivers of individuals who are consumer members of Trillium Community Health Plan CCO or PacificSource Community Solutions CCO • Tribal representatives from each of the Tribes present in Lane County, chosen by the Tribe • OHP Members representing other community advisory groups and commissions • Lane County representatives of Health & Human Services divisions linked to healthcare transformation • Other health and human services system partners • Community leaders from outside the healthcare system • Representatives appointed by each Clinical Advisory Panel.
<p>SELECTION PROCESS</p>	<p>The CAC and staff will work together to publicly announce vacancies, and solicit applications for CAC membership. A Selection Committee with equal representation from Lane County and from the CCO Boards will work with CAC staff to:</p> <ul style="list-style-type: none"> • Analyze the composition of the CAC to ensure that membership is reflective of the communities demographics, and meets OHA requirements and reflects the current CHP • Recruit new members and interview all applicants • Interview applicants and recommend individuals to serve on the CAC <p>Recommended candidates will be proposed to the CAC and the CCO Boards. The CCO Boards will make final approval.</p> <p>Consumer Representatives will be interviewed by a Selection Committee with equal representation from Lane County and from the CCO in which the consumer is affiliated.</p>
<p>TERMS</p>	<p>All CAC members will serve a two-year term. At the completion of their term, CAC members may reapply for membership.</p> <p><u>Annual Recruitment</u> The CAC Co-Chairs are responsible for ensuring CAC member vacancies are announced in April. The nominating and selection process takes place in May, with new member recommendations presented to the Governing Boards in June. The selection process is concluded in June to ensure new members effective start date is July 1.</p> <p><u>Special Circumstances</u> In the event a CAC member resigns, is asked to resign, or is otherwise unable to serve on the CAC, the CCOs shall initiate a recruitment to promptly replace the empty seat within ninety (90) days of the CAC seat becoming open.</p> <p>In the event that a CAC member representing a community organization resigns in good standing, the organization may identify a new staff member to apply to serve in the vacant position for the duration of the CAC term.</p> <p>In the event that the CCOs expand to provide services in service areas not previously served by the CCOs, a request will be submitted to OHA for an extension of time up to three months</p>

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	<p>to complete its initial selection of CAC members.</p> <p>In the event the selection committee is unable to replace a CAC member who resigns, is asked to resign, or is otherwise unable to serve on the CAC, within the required ninety (90) day deadline, or the six month deadline in the instance of a Consumer Representative, the CCOs may request from OHA an extension via Administrative Notice for one additional month to complete its replacement of the open CAC seat(s).</p>
<p>MONITORING EFFECTIVENESS</p>	<p>The CAC will submit monthly written and/or oral reports to the CCOs' Board of Directors related to the CAC's work plan, progress and recommendations. Annually, the CAC will engage in a report regarding the Community Health Improvement Plan and progress in meeting the goals outlined in the plan.</p>

See Appendix on the next page.

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Lane County CCO Community Advisory Council Meeting Agreements

Updated April 2024

Meeting process:

- Call or email the CAC Coordinator 48-hours before a meeting to put an item on the agenda.
- Open meetings with an intentional reminder of agreements.
- Build in time to get to know each other.
- Assign someone to assist members with pausing, asking for clarification, and seeking understanding when needed.
- Close meetings with a 1-minute breathing exercise.
- Reminder: the CAC works to address system problems rather than individual problems. If you have an individual problem to discuss, please contact your CAC Coordinator and/or CCO customer service department.

Meeting agreements:

- For online meetings:
 - Facilitators will make space to hear from members who are on the phone and/or those who do not have access to the chat box.
 - Share your name when you speak.
 - Respectfully use chat box to answer questions from facilitator, ask questions about meeting content, and/or share information relevant to the meeting.
 - Remain on camera if possible. If not possible, consider adding a professional background photo that can help members identify you.
- Silence your phone and limit side conversations.
- Respect the Chairperson/facilitator and stay on agenda.
- Respect accommodations to ensure all members can participate fully. Reach out to staff if additional support is wanted or needed.
- Create a positive, open, and respectful space for all to learn and feel heard.
- Hold courage to speak your truth and use your voice in this space.
- Assume we are all doing the best we can (positive intent). Give and receive grace.
- Be kind and respectful to all those who attend the meeting.
- Please do not interrupt; one voice at a time.
- Respect others time, opinions, and styles of communication.
- Support each other in our newness; all input is a valuable learning opportunity.
- It is okay to step out for a moment to tend to your needs.
- Respect and continuously build awareness around differences in beliefs.

“We are all here to support each other and do this important work together.”