

<b>TITLE</b>	Trillium Community Health Plan (Trillium) Community Advisory Council (CAC)
<b>DATE CHARTERED</b>	<p>Authorizing Charter: July 9, 2012                  Revision/Approval: July 26, 2022                  Revision/Approval: April 24, 2023                  Revision/Approval: October 23, 2023                  Revision/Approval: May 28, 2024                  Revision/Approval: October 27, 2025                  Revision: February 23, 2026</p>
<b>TIMELINE</b>	<p>This is a standing/ongoing Council.</p> <p>The Charter will be reviewed annually by CAC members. Any updates will be brought to the Trillium Community Health Plan Governing Board for final approval.</p>
<b>MEETING FREQUENCY</b>	<p>The CAC meets monthly and must meet at least every three months.</p> <p>Members may participate remotely. Additional groups will meet as directed.</p>
<b>SPONSOR</b>	Trillium Community Health Plan Governing Board with staff contracted through Lane County Public Health
<b>PURPOSE</b>	Engage Trillium Oregon Health Plan (OHP) Members and the community to make sure Trillium is addressing the health care needs of the whole community.
<b>ROLES &amp; RESPONSIBILITIES</b>	<p>The CAC roles and responsibilities are to:</p> <ul style="list-style-type: none"> <li>• Find ways to make healthcare better</li> <li>• Guide health assessments and decide how money is spent for the community</li> <li>• Support practices that make sure people are treated fairly</li> <li>• Use lived experiences to improve community health and wellness</li> </ul> <p>Trillium's roles and responsibilities are to:</p> <ul style="list-style-type: none"> <li>- Collaborate with CAC to identify policies, projects, and programs that improve community health;</li> <li>- Support meaningful CAC member engagement in community spending;</li> <li>- Make sure Trillium staff receive training in trauma-informed care.</li> </ul>
<b>SCOPE</b>	<p>All communities served by Trillium in the Southwest region.                  *See Membership section.</p>
<b>OPERATING PRINCIPLES</b>	<p>Everyone adheres to team process and agreements</p> <p>CAC meetings are open to the public. See public comment guidelines <a href="#">here</a>.</p> <p>The CAC will clarify its decision-making model prior to all decisions</p> <p>The CAC has three standing committees: Rural Advisory, Health Equity and Member Engagement.; and two workgroups: Prevention and Outreach. These groups report to the CAC. These groups are open to all CAC members and may include other community members or content experts by invitation. The CAC may establish other committees or workgroups as needed and as capacity allows.</p> <p>Committee and Workgroup Purpose Statements:</p> <ul style="list-style-type: none"> <li>• Rural Advisory Committee: Makes sure CCOs think about and respond to rural and coastal communities and their health needs</li> <li>• Health Equity Committee: Makes sure CCOs are providing fair and unbiased health care to</li> </ul>

	<p>all CCO members</p> <ul style="list-style-type: none"> <li>• Member Engagement Committee: Strengthens positive communication and relationship between OHP members and their CCO</li> <li>• Prevention Workgroup: Creates and reviews health promotion and prevention plans</li> <li>• Outreach Workgroup: Supports the CAC’s ongoing connection with communities across the Trillium CCO service area and beyond</li> </ul> <p>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 Panel, or the Finance Committee, prior to making recommendations to the Trillium Board. Likewise, the CAC will provide input to other committees and workgroups regarding the impact on consumers and the community of proposals under consideration.</p> <p>Recommendations will be presented to the Trillium Board for final approval prior to implementation.</p> <p>Fifty-one (51)% of seated CAC members constitutes a quorum. A quorum can act.</p> <p>The CAC is staffed with appropriate Trillium staff representation.</p> <p>Attendance: Members are required to attend meetings at least quarterly. The attendance policy however, applies to all regularly scheduled meetings of the CAC, which are currently held monthly. Members who must miss a meeting must let the CAC Coordinator know with at least 24 hours notice to be excused. If a member is unable to notify 24 hours in advance, members are to let the CAC Coordinator know as soon as able. Members are unexcused if they fail to notify the CAC Coordinator prior to a scheduled meeting (see CAC attendance policy for more details). Note. An online and call-in option will be made available for all CAC meetings.</p> <p>Conflict resolution: If a member feels another member is not respecting agreements, a member may ask for clarification or approach the other member individually. If unable to resolve individually, members should bring the concern to the CAC coordinator for further support. Members may also request help from someone they trust to forward the concern to the CAC coordinator (see CAC conflict resolution policy for additional steps towards conflict resolution).</p>
<b>CO- CHAIRS</b>	<p>The CAC will review nominees for Co-Chairs. The Co-Chair positions will be filled by OHP consumer members. The Co-Chairs will hold their positions for a term agreed upon between staff and each participating member.</p> <p>Co-chairs may be nominated for reappointment for an additional term (up to two consecutive terms unless otherwise agreed upon by CAC).</p> <p>Lane County Public Health Staff provide support to the CAC and to the Co-Chairs. Co-Chair commitments include:</p> <ul style="list-style-type: none"> <li>• Attending CAC Planning meetings</li> <li>• Working with CAC staff to prioritize topics and approve meeting agendas</li> <li>• Co-facilitating meetings</li> <li>• Encouraging engagement of CAC members</li> <li>• Serving as a role model to CAC members</li> <li>• Communicating with the CAC about recommendations made by other groups</li> </ul>

<p><b>CAC REPRESENTATIVES TO THE CCO BOARD</b></p>	<p>Trillium shall select two CAC members to represent the CAC on the CCO Board of Directors. Trillium 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 CCO Board of Directors, and are responsible for ensuring good two-way communication between the CAC and Trillium regarding CAC activities and recommendations, as well as assisting Trillium in their work to communicate with the larger community.</p>
<p><b>MEMBER &amp; Staff ACCOUNTABILITY</b></p>	<p>Each CAC member is responsible for fully and actively participating 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. The members should:</p> <ul style="list-style-type: none"> <li>• define and advocate for innovation</li> <li>• act as liaisons for the community and for their individual groups</li> <li>• look for avenues to transform care</li> <li>• support the community and Trillium</li> </ul> <p>See CAC Meetings Process and Agreements in appendix.</p> <p><u>CAC staff accountability</u></p> <p>Each CAC Staff Member is responsible for supporting the full and active participation of CAC members to achieve the goals as described in this Charter.</p> <p>CAC staff members will:</p> <ul style="list-style-type: none"> <li>- Honor and respect the lived experiences, identities and perspectives of CAC members</li> <li>- Support communicating member requests, feedback, and innovative ideas to Trillium, and provide follow-up to members on their communications;</li> <li>- Identify opportunities to collaborate with members to transform care</li> <li>- Provide opportunities to hear consumer voice within Trillium and the healthcare systems</li> <li>- Actively work to remove/reduce barriers for CAC members to participate fully and equitably</li> <li>- Regularly request feedback from members on how staff can improve their support of CAC priorities</li> <li>- Engage in regular learning and training opportunities pertaining to health equity, cultural responsiveness, and trauma-informed care.</li> </ul>
<p><b>CAC MEMBERSHIP</b></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 OHP members as defined by the statute, at time of appointment to the CAC. The Trillium CAC will have between 20 and 30 members.</p> <p>The CAC will seek participation from members that most closely represent the diversity of OHP membership served by Trillium. This includes prioritizing people from systematically oppressed communities informed by Live Healthy Lane's Community Health Assessment and the CAC's outreach efforts. Outreach efforts will include:</p> <ul style="list-style-type: none"> <li>• At-large OHP Members, including parents, guardians, or primary caregivers of individuals who are consumer members of Trillium</li> <li>• Individuals with intellectual and developmental disabilities</li> <li>• Rural and coastal OHP Members</li> <li>• American Indian and Alaska Native community members</li> <li>• Tribal representatives from each of the Tribes present in Lane County, chosen by the Tribe*</li> <li>• Individuals who identify as youth, young people, and young adults (defined as 16 years or older for CAC participation)</li> <li>• Advocates for youth, young people, and young adults</li> <li>• Individuals involved in the foster care system</li> </ul>

	<ul style="list-style-type: none"> <li>• Linn and Douglas County Health and Human Services divisions (Counties can opt out as needed based on staff capacity)</li> <li>• Other health and human services system partners</li> <li>• Community leaders from outside the healthcare system</li> <li>• Representatives appointed by the Trillium Clinical Advisory Panel</li> <li>• Representatives of the Regional Health Equity Coalition of Lane and Douglas Counties.</li> </ul> <p>*Note: There is a legal requirement imposed by the State of Oregon for CCOs to at minimum reach out to Federally Recognized Tribes in their service areas to identify if they would like to appoint a CAC member representing their Tribe. In 2020, the five Federally Recognized Tribes located in the Lane County CCO service area were invited to participate in the Lane County CAC. Invitations went to the Confederated Tribes of Coos, Lower Umpqua and Siuslaw Indians, Confederated Tribes of Grand Ronde, Confederated Tribes of Siletz Indians, Coquille Indian Tribe, and Cow Creek Band of Umpqua Tribe of Indians.</p> <p>Separate from this requirement, the CAC welcomes voices and perspectives of OHP members from all lives. This means individuals may serve on the CAC who identify as American Indian or Alaska Native that are not representing or appointed by their Tribe.</p>
<p><b>SELECTION PROCESS</b></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 Trillium Board will work with CAC staff to:</p> <ul style="list-style-type: none"> <li>• Understand the composition of the CAC to ensure that membership is reflective of the communities served in Trillium’s service area, meets OHA requirements and, reflects the current Community Health Improvement Plan (CHP)</li> <li>• Interview all applicants</li> <li>• Recommend individuals to serve on the CAC</li> </ul> <p>Recommended candidates will be proposed to the CAC and the Trillium Board. The Trillium Board will make final approval.</p> <p>Consumer Representatives will be interviewed by a Selection Committee with equal representation from Lane County and the Trillium Governing Board.</p>
<p><b>TERMS</b></p>	<p>All CAC members will serve a two-year term. At the completion of their term, CAC members may agree to serve another two-year term (up to two consecutive terms). After two consecutive terms, members may reapply and interview for continued membership. Interview will be waived if no additional members apply. All members will be required to complete a cohort orientation at the start of each new term.</p> <p><u>Bi-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 June and July, with new member recommendations presented to the Trillium Governing Board. New members effective start date is September 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, Trillium shall initiate a recruitment to promptly replace the empty seat within 120 days of the CAC seat becoming open (replacement needed only if 51% OHP membership will no longer be sustained).</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 Trillium expands to provide services in service areas not previously served by Trillium, a request will be submitted to OHA for an extension of time up to three months 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 120 day deadline, Trillium 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>If a member is no longer eligible for OHP coverage, members should notify the CAC Coordinator within 30 days to explore options.</p>
<p><b>MONITORING EFFECTIVENESS</b></p>	<p>The CAC will submit monthly written and/or oral reports to the Trillium Board of Directors related to the CAC's work plan, progress and recommendations. Annually, the CAC will engage in a report and/or presentation regarding the CHP and progress in meeting the goals outlined in the plan.</p>

## **Lane County Community Advisory Council Meeting Process & Agreements**

The Lane County Community Advisory Council (CAC) is committed to creating a positive, open, and respectful space for all to learn and feel heard. To create this safe space, we must honor each other's time, opinions, and communication styles. All input is a valuable learning opportunity, and we encourage curiosity in our conversations.

The CAC Meeting Process and Agreements help us hold ourselves and each other accountable for showing up in ways that support our shared work. Thank you for reviewing this resource carefully as you enter CAC spaces.

### **Meeting process:**

- **Agendas:**
  - Members are encouraged to share agenda topics with CAC Co-Chairs and staff.
  - Members can call or email the CAC coordinator to request an agenda item. The CAC coordinator will work with the Co-Chairs to decide the best space to bring the agenda item and will work with the requesting member on next steps.
  - Meetings will begin with a 1-minute breathing exercise.
  
- **Our Support Person:**
  - Opens meetings with an intentional reminder of agreements.
  - Assists members with pausing, asking for clarification, and seeking understanding when needed.
  - Offers support and resources to members when needed/requested.
  
- **Our Co-Chairs:**
  - Facilitate meetings and strive to build in time to get to know each other.
  - Make space to hear from members who are on the phone and/or those who do not have access to the chat.
  - Build in time when possible, for reflection on information, and invite participants to share their thoughts during and after the meeting.

- **Reminder:** the CAC works to address system problems rather than individual problems. If members have an individual problem to discuss, they can contact the CAC coordinator and/or their CCO customer service department.

## **Lane County Community Advisory Council Meeting Process & Agreements**

- ❖ **Attendance:** We encourage attendance and check in on absent members.
- ❖ **Introductions:** We share our name and pronouns to help everyone identify who is speaking, as we feel safe to do so.
- ❖ **Focus:** We reduce distractions by putting away electronics and limiting multitasking.
- ❖ **Support the Facilitator:** We help the facilitators stay on agenda. We work together to balance business with space for member sharing.
- ❖ **Participation:** We encourage all members to participate and reach out to staff for support when needed.
- ❖ **Respectful Space:** We create a positive, open environment where everyone feels heard.
- ❖ **Courage to Share:** We strive to share our truths and use our voices in this space.
- ❖ **Positive Intent:** We accept that everyone is doing their best and ask for clarification when needed.
- ❖ **Grace:** Give and receive grace, both to ourselves and others.
- ❖ **Kindness and Respect:** We treat everyone with kindness, knowing that respect can mean different things to different people.
- ❖ **Listen Actively:** We let others finish speaking and listen with an open mind.
- ❖ **Time and Communications:** We honor each other's time, differing opinions, and styles of communication.
- ❖ **Support Growth:** We value all input as a learning opportunity and support each other's growth.
- ❖ **Mindful Responses:** We absorb and reflect on information carefully before responding.
- ❖ **Awareness of Differences:** We work to build awareness around differences in beliefs.
- ❖ **Self-Care:** We honor the need to exit to take care of ourselves during meetings.
- ❖ **Confidentiality:** We keep individual stories private and share lessons learned.

- ❖ **Acknowledge Impacts:** We give grace for mistakes, acknowledge our impacts, and make repair when possible.
- ❖ **Online Participation:** We speak up during meetings and use the chat for relevant questions or comments. If possible, we use our camera or a professional background.
- ❖ **CAC Spirit:** We all agree to contribute positively and follow member agreements – members, staff, and guests included.

**Together, we support each other in this important work.**

**Questions can be sent to the CAC coordinator: [kayla.gray@lanecountyor.gov](mailto:kayla.gray@lanecountyor.gov)**