

Council Members

- Brad Porterfield, Chair
Consumer Representative,
Latino Community Association
- Elizabeth Schmitt, Vice-Chair
Consumer Representative
- Mayra Benitez
Consumer Representative
- Conor Carlsen
Consumer Representative
- Karen Correa Vazquez
Jefferson County Public Health
- Miranda Hill
Klamath County
Representative
- Linda Johnson
Community Representative
- Elaine Knobbs-Seasholtz
Mosaic Medical
- Tom Kuhn
Deschutes County Health
Services
- Mandee Seeley
Consumer Representative
- Stacy Shaw
Consumer Representative,
Crook County Health Strategist



COMMUNITY ADVISORY COUNCIL

May 18, 2023

VIRTUAL

Video Conference Link In Calendar Invite

Conference Line: 1.669.900.6833

Meeting ID: 852 966 546#

Passcode: 400494#

- | | |
|--------------------|---|
| 12:00-12:20 | Welcome – Brad Porterfield (CAC) <ul style="list-style-type: none">• Land Acknowledgement• Meeting Practices• Introductions• Public Comment / Patient Story• Approval of Meeting Notes – April |
| 12:20-1:00 | Informing COHC Community Engagement Plan – Miguel Herrada (COHC) |
| 1:00-1:30 | Community Health Projects – MaCayla Arsenault (COHC) |

Five Finger Voting:

0: No go! Serious concerns

1: Serious reservations, prefer to resolve concerns before supporting it

2: Some concerns but will go along with it

3: Support the idea

4: Strong support but will not champion it

5: Absolutely! Best idea ever, willing to champion it

“The overarching purpose of the CAC is to ensure the COHC remains responsive to consumer and community health needs.”—COHC CAC Charter

Land Acknowledgement

We recognize and acknowledge the indigenous land on which we live, work, learn, play, and grow. This is the land of the Warm Springs, Wasco, Northern Paiute, Tenino, Klamath, Molalla, and Yahooskin. We acknowledge them as the past, present, and future caretakers of this land. It is on their traditional land where we partner to improve the health and well-being of Central Oregonians. We aspire to be good guests honoring the concept in the Warm Springs culture: "This land is for you to know and live upon and pass on to the children."



Community Advisory Council (CAC) Meeting Changes: What to Expect

We want the CAC to be a warm and welcoming place for all. We want to ensure all CAC members feel comfortable to fully participate and contribute. To do this we are making some adjustments to how our CAC meetings are run. These changes are:

- Making the meetings less institutional and formal to create a warmer and more welcoming atmosphere. Examples are using more plain language, having more conversations and less presentations, and simpler voting instead of motioning.
- Renaming each attendee in Zoom with their role; either a CAC Member, Support Staff, or Guest. This will help easily identify who's who in the virtual space especially for guests and those members who are new.
- Asking all supporting staff from COHC, PacificSource, and the OHA to share why they are attending and what their role is in supporting the Community Advisory Council.
- Inviting all CAC members in attendance to share input during discussions and before decisions are made. We want to prioritize Consumer Representatives and make sure all voices are heard. Guests in attendance are invited to contribute to the conversation when requested by the CAC Chair or Vice Chair.
- Building relationships between CAC members. We will be setting aside time at each meeting for CAC members to go into a virtual break out room, answer icebreaker questions or chat about anything they'd like.



**COHC Community Advisory Council
Held virtually via Zoom
April 20, 2023**

CAC Members Present:

Brad Porterfield, Chair, Consumer Representative
Elizabeth Schmitt, Vice Chair, Consumer Representative
Conor Carlsen, Consumer Representative
Karen Correa Vazquez, Jefferson County Health
Mayra Benitez, Consumer Representative
Miranda Hill, Klamath County Public Health
Stacy Shaw, Consumer Representative, Crook County Health Strategist
Tom Kuhn, Deschutes County Health Services

CAC Members Absent:

Elaine Knobbs-Seasholtz, Mosaic Community Health
Linda Johnson, Community Representative
Mandee Seeley, Consumer Representative

COHC Staff Present:

MaCayla Arsenault, Central Oregon Health Council
Gwen Jones, Central Oregon Health Council
Kelley Adams, Central Oregon Health Council
Carmen Madrid, Central Oregon Health Council
Camille Smith, Central Oregon Health Council
Whitney Schumacher, Central Oregon Health Council
Miguel Herrada, Central Oregon Health Council

Support & Guests Present:

Kristen Tobias, PacificSource
Dustin Zimmerman, Oregon Health Authority
Carolyn Black, Oregon Health Insurance Marketplace
Martha Edwards, PacificSource

Introductions

- Brad Porterfield welcomed all attendees. To save time at the meetings, only CAC members and those who are new, changed roles, or guests will verbally introduce themselves. Everyone else will use the Chat to enter their name and role.

Land Acknowledgement

- Mayra Benitez read the Land Acknowledgement (see April packet for statement).

Meeting Practices

- Brad Porterfield reviewed the Meeting Practices and how the CAC meetings are meant to be welcoming for all (see April packet).

Public Comment/Patient Story

- Brad welcomed public comment.
- Mayra Benitez shared a positive experience at a clinic when getting her daughter a sports physical. The Doctor was extremely nice and made her daughter feel very comfortable talking about family history and the importance of staying healthy and active.
- Mayra and Brad shared their experience at a Madras Spanish speaking community meeting. The community members shared their diverse experiences accessing health care in Madras. A new family to the area had a great experience with accessing health care but then there were other experiences that were very challenging. There were Older Adult community members who have Medicare and Oregon Health Plan and found it confusing on which plan covers certain services.

Approval of November Meeting Notes

- Brad Porterfield asked the CAC members in attendance to vote on approving the notes from March. There were no objections to the meeting notes, so they are approved.

Announcements

- MaCayla Arsenault shared the following announcements:
 - The combined Board/CAC meeting and social event have been postponed. More details to come.
 - Theresa Olander has stepped away from the CAC. We thank her for her commitment to improving health in our region.
 - MaCayla is trying to schedule the next sub-group meeting to discuss the Community Health Projects. If interested, check your emails for a Doodle Poll.
 - There are 2 open Request for Proposals (RFP) from the Regional Health Improvement Plan (RHIP) workgroups. More information can be found on the COHC website.

CAC Member Small Group Breakout Session

- The topic for the April meeting was: As a CAC Member, what does community engagement mean to you?
- After discussing this topic in small groups, the members reported back. Feedback from the group included:
 - Community engagement means to go out into communities and being a part of them with other community partners.
 - Engaging members and getting them involved in the managing their own care.
 - Building trust and deepening relationships.
 - Being equitable.
 - Engaging the community where they are at.
 - Hearing about what is working and what is not.
 - Bring back to CAC to help address issues.

Emerging Issues Update - NEMT

- Kristen Tobias from PacificSource brought answers to the questions the CAC had about Non-Emergent Medical Transportation (NEMT). NEMT is a benefit of Oregon Health Plan CCO members that provides transportation to and from medical appointments.
 - **ACTION ITEM:** Kristen wrote out the follow-up to the questions and they will be forwarded to the CAC members via email.
- Kristen shared that the NEMT flyer from PacificSource is being updated and should be released in 2023 in English and Spanish.
 - **ACTION ITEM:** Kristen to forward the current versions of the NEMT flyers to Kelley who will then forward to the CAC members.
- PacificSource Transformation Quality Strategy (TQS) is focused on NEMT and oral health integration. A TQS team member can come to a future meeting to discuss in more detail.
- 😊 Stacy suggested having a game at the social about acronyms. 😊

Oregon Health Authority Update

- Dustin Zimmerman, Innovator Agent, Oregon Health Authority (OHA) shared information and updates for programs.
 - Pandemic EBT Food Benefits for Children – available to children under 6 that received Supplemental Nutrition Assistance Program (SNAP) in summer 2022.
 - Medicaid Program Updates – webinars that are recorded (available in English and Spanish) – Learn more about the OHP 1115 Medicaid Waiver for 2022-2027
 - Community Health Assessment/Community Health Improvement Plan - CHA/CHIP Learning Collaborative Update
 - Recorded webinar on Tribal Engagement for CACs
 - Upcoming CHA/CHIP Learning Collaborative Sessions
 - Ombuds Program Report for 2022

- Ombudsperson is defined as “an official appointed investigator to review complaints against administration - holding public officers accountable.”
- What to expect when you call 988
- Affordable Connectivity Program for Broadband
- REMINDER: Medicaid Redetermination is Coming