



## Operations Council

October 26, 2023

11:30am-1:00pm

Virtual Meeting

<https://us02web.zoom.us/j/82062544065?pwd=ZHJvd2JuZUJyQ0wvQTNHaHczaVpYZz09>

1.669.900.6833

Meeting ID: 820 6254 4065

Passcode: 787646

11:30 - 11:45	Welcome, Introductions, Announcements
11:45 - 12:30	Regional Needs <ul style="list-style-type: none"><li>• Older Adults Aging in Place in Central Oregon – Jennifer Nehring</li></ul>
12:30 - 12:55	Information Sharing <ul style="list-style-type: none"><li>• Medicaid Redetermination – Tricia Wilder, PacificSource</li></ul>
12:55 - 1:00	Wrap-Up and Next Steps

# Operations Council

## Guiding Principles

### **Shared Focus**

We come together to improve the health and well-being of individuals living in various and diverse communities throughout Central Oregon region. We develop agreed-upon actions to solve the issues and keep the needs of our communities as the main focus.

### **Shared Metrics**

We measure progress, process, and outcomes through a shared lens. Success is defined by the issue, those most impacted, and those closest to the work.

### **Partner with Priority Populations**

The individuals living in our diverse Central Oregon communities are the center of our work. We make every effort to include people from every part of the region in our discussions, processes, and decisions.

### **Collaborate to Solve Complex Issues**

Inviting diverse perspectives from throughout the Central Oregon region deepens our shared understanding of complex issues and propels us toward better progress and outcomes. We practice frequent, structured, open communication to build trust, assure shared objectives, and create common motivation. We respect the privacy and sensitivity of information partners share.

### **Coordinate Collective Efforts**

We are made up of diverse partner organizations and individuals with unique strengths, skills, and resources. We coordinate our efforts and use our unique strengths and skills to meet our shared goals.

### **Learn and Adapt Together**

We embrace shared learning and a growth mindset. We create a space that allows for mistakes, failures, second chances, and a celebration of brave attempts. We adjust and apply our learnings to the complex and changing landscape of health and well-being in Central Oregon.



## **CHARTER: Central Oregon Health Council Operations Council**

The Central Oregon Health Council (COHC) was created to improve the well-being of all residents across Central Oregon.

The Operations Council serves as a place to coordinate collective efforts among the Central Oregon Health Council's community partners, committees, workgroups, community members and the Board of Directors.

The Operations Council will address and actively support:

- regional efforts advancing the shared mission and vision of the Central Oregon Health Council
- regional issues escalated from the committees, workgroups, and community partners
- broad, cross-sectoral, regional initiatives

Partners include:

- Organizational leaders who have delegated authority to make operational decisions
- Impacted community members and leaders who have influence to impact change

Partners Roles and Responsibilities:

- Communicate information within their organization, partner organizations and communities
- Provide individual, community and organizational support of agreed upon initiatives and workplans

### ***Definitions:***

#### **Partner, Community Partner, Partner Organization. Terms may be interchanged.**

Individuals and organizations who purposefully work together within the Central Oregon Health Council (COHC) structure to share information, resources, services and other types of support to understand and address the regional priorities identified by communities throughout the Central Oregon region.

**Community** can be defined by describing the social and political networks that link individuals, community organizations, and leaders. Some communities fall within geographically mapped physical

locations. Some communities are made of social groups or groups that interact in an organized way either in person or using technology. A community can be made up of people with shared qualities such as age, economics, gender, and beliefs.

There are multiple communities that may be important for any one person and include families, workplace, social, religious and political. People have their own sense of community and may feel belonging to multiple communities based on different parts of their identity. Their sense of membership to communities can change over time and impact their participation.

(Adapted from Principles of Community Engagement, second edition; CDC, 1997)

**Sector:** A sector is a grouping of organizations that share the same or related activity, program, or service.

**Multi-sector:** Two or more sectors coming together to leverage expertise, knowledge, skills, resources and reach through the combined input and strengths of participating partners working towards a shared goal (e.g. improving health outcomes) from problem identification, solution creation and decision making, implementation, assessment and adjustment cycle.



## COHC Operations Council

Held Virtually via Zoom

August 24, 2023 • 11:30 am–1:00 pm

### Members Present

Adam Dickey, Central Oregon Behavioral Health Council  
Andrea Ketelhut, BestCare Treatment Services  
Colleen Sinsky, FUSE  
Jeff Davis, PacificSource  
Jennifer Eales, SriPonya  
Katie Plumb, Crook County Health Dept.  
Kecia Kubota, Camp Fire Central Oregon  
Laurie Hill, COPA  
Mandee Seeley, Community Representative  
Marie Manes, La Pine Community Health Center  
Mary Ann Wren, Advantage Dental  
Missy King, ODS Community Dental  
Misty Boughton, Caldera Family Medicine  
Rick Treleaven, BestCare Treatment Services  
Sarah Mahnke, Thrive Central Oregon  
Tricia Wilder, PacificSource

### COHC Staff

Carmen Madrid, Executive Director  
Gwen Jones, Project Manager  
MaCayla Arsenault, Project Manager  
Camille Smith, Executive Assistant  
Carol Martin, Administrative Assistant

### Guest

Cassie Regimbal, Central Oregon Council on Aging

## Introductions & Context Setting

MaCayla Arsenault welcomed the group and facilitated introductions.

### Regional Needs – The State of Older Adults in Central Oregon

Cassie Regimbal gave an overview of Central Oregon Council on Aging (CoA). CoA was founded in 1974 under the Older Americans Act (OAA), it is 1 of 600 area agencies nationwide, the main office is in Bend and supports Deschutes, Crook, Jefferson, and North Klamath counties, there are \$3M+ investments per year, with 30 employees and 450+ volunteers. Their funding sources come from: 53% federal, 25% state, and 22% from foundations, local governments, individuals. Most funds are tightly restricted to specific programs. The federal government expects CoA to raise community funds to supplement funding.

Council on Aging helps connect older adults and their loved ones to information and services that support their changing needs as they age so that they can age well in a place of their choosing. The main service areas are: food and nutrition (Meals on Wheels), information and referrals, options counseling (person centered meeting to map out plan), caregiver support (respite care), Medicare counseling, Oregon Project Independence (state funded in home care program), engagement programs.

As a community, we need to support the growing aging population in Central Oregon. More than 40,000 residents in Central Oregon are over 65 and the average poverty rate for 65+ in the region is 8.4%. 93.5% live at home, 27% live alone, there is a lack of transportation options, and lack of knowledge of technology in this population.

Top issues for older adults:

- affordable and appropriate housing
- isolation, loneliness and fear
- affordable and appropriate transportation options
- not enough food
- information on programs and services – specifically health promotion and fall prevention

Where are the gaps and how can you help?

- isolation, loneliness and fear
  - How do we collaborate to reach more people?
  - What other organizations are also working on addressing social isolation of older people?
  - How do we share best practices?
  - How do we assess the impact of the work being done?
- not enough food
  - How do we bring additional funds into the community specifically for nutrition?
  - What collaboration can be done between local organizations to ensure all communities have accessible nutrition options?
  - How do we get the food to the people that need it?
- access to health promotion and fall prevention classes.
  - What other organizations are also working on the promotion of well-being?

- What are the barriers to accessing these types of opportunities?
- How do we best access and utilize funds to bring these options to the community?

Some ideas and issues include: age friendly lens – keep older adults in mind when developing programs, opportunities for inter-generational work, reaching older houseless population, expanding resources in rural areas, looking into the need for oral health care.

Please reach out to Cassie with any questions, support, or willing to collaborate:

[cregimbal@councilonaging.org](mailto:cregimbal@councilonaging.org)

Gwen Jones asked to please let COHC staff know if you would like to explore this topic more.

### **Initial Operations Development - Agenda Setting Guidance Structure**

Gwen Jones reviewed the past work on agenda setting structure for the Operations Council. In this month's meeting packet, there was draft of roles for the Agenda Setting Guidance Group.

To access the draft: [https://docs.google.com/document/d/1YO-HXI0GytKHIBXNVHyl43aTcc4Vg\\_RKbzm-SNpHgv4/edit?usp=sharing](https://docs.google.com/document/d/1YO-HXI0GytKHIBXNVHyl43aTcc4Vg_RKbzm-SNpHgv4/edit?usp=sharing)

The consensus is that this is a good place to start and to expect changes as the group works through the next few months. Gwen would like to know who would like to participate in this group? Please let COHC staff know in the chat, email, call or text.

### **Wrap-Up and Next Steps**

Gwen Jones thanked everyone for their participation. The next meeting will be on September 28, 2023 at 11:30am (fourth Thursday of the month). See you then!