

Council Members

- **Conor Carlsen**
Consumer Representative,
Interim Chair
- **Christie Rudder**
Consumer Representative,
Vice-Chair
- **Shelby Fisher**
Crook County Public Health
- **Jessica Jacks**
Deschutes County Health
Services
- **Linda Johnson**
Community Representative
- **Aimé Maxwell**
Consumer Representative
- **Theresa Nguyen**
Jefferson County Public Health
- **Lucia Orozco**
Consumer Representative
- **Brad Porterfield**
Consumer Representative
- **Mayra Tepáyotl-Alvarez**
Consumer Representative



COMMUNITY ADVISORY COUNCIL

January 15, 2026

ZOOM MEETING

Conference Line: 1.669.900.6833

Meeting ID: 885 4464 4531#

Passcode: 284252#

- 12:00-12:20** Welcome – **Conor Carlsen**
- Introductions
 - Land Acknowledgment – **CAC Volunteer**
 - Meeting Practices
 - Public Comment / Patient Story
 - Announcements & Updates
 - CAC Chair Update – **Ari Powell**
 - February Meeting Availability – **Kelley Adams**
 - Approval of Meeting Notes for December 18, 2025
- 12:20 – 12:30** Breakout Session: What’s one thing you’re looking forward to learning or trying this year?
- 12:30 – 12:50** MotivCare Mobile App – **PacificSource - Jodi Skrobecki & Gabriela Tanaka**
- 12:50 – 1:05** Providing Feedback to Your CCO – **Kristen Tobias**
- 1:05 – 1:25** CAC Outreach & Recruitment – **Camille Smith & Kelley Adams**
- 1:25 – 1:30** Closing: Recap & Next Steps – **Kelley Adams**

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

—COHC CAC Charter

The Central Oregon Health Council encourages persons with disabilities to participate in all programs and activities. This event/location is accessible to people with disabilities. If you need accommodations to make participation possible, please call (541) 306-3523.

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 prioritizing 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
December 18, 2025**

CAC Members Present:

Conor Carlsen, Chair, Consumer Representative
Christie Rudder, Vice Chair, Consumer Representative
Linda Johnson, Community Representative
Lucia Orozco, Consumer Representative
Aimé Maxwell – Consumer Representative
Brad Porterfield, Consumer Representative
Theresa Nguyen – Jefferson County Public Health

CAC Members Absent:

Mayra Tepáyotl-Alvarez, Consumer Representative
Jessica Jacks – Deschutes County Health Services

COHC Staff Present:

Kelley Adams, Central Oregon Health Council
Ari Powell, Central Oregon Health Council
Dawn Ann Hudson, Central Oregon Health Council
Miguel Herrada, Central Oregon Health Council

Support & Guests Present:

Kristen Tobias, PacificSource
Lupe Sims, PacificSource, Tribal Liaison
Mariah Miller, Oregon Health Authority

Introductions

- Conor Carlsen 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

- Conor Carlsen read the Land Acknowledgement (see the meeting packet for statement).

- Lupe Sims, PacificSource – Tribal Liaison, asked about the revisions she made to the land acknowledgement. Ari Powell is sharing it with the Board of Directors for approval and explained that it will be used in multiple COHC meetings.

Meeting Practices

- Conor Carlsen reviewed the Meeting Practices and how the CAC meetings are meant to be welcoming for all (see the meeting packet).

Public Comment/Patient Story

- Conor welcomed public comment.
- Kristen Tobias with PacificSource wanted to clear up any rumors about the Central Oregon Coordinated Care Organization (CCO). She reassured the CAC that PacificSource Community Solutions, the CCO in Central Oregon will continue in 2026.
- Mariah Miller from Oregon Health Authority (OHA) shared that OHA will now be covering some forms of birth control without a prescription for Oregon Health Plan (OHP) members.
 - Link to English FAQ: <https://www.oregon.gov/oha/HSD/OHP/Tools/Birth-Control-without-Prescription-EN.pdf>
 - •Enlace a las preguntas frecuentes en español: <https://www.oregon.gov/oha/HSD/OHP/Tools/Birth-Control-without-Prescription-ES.pdf>
- Christie Rudder shared that previously she has had a struggle with dual care and getting in touch with the appropriate department at PacificSource. Recently, the PacificSource Care Team has stepped in to help Christie, and she has had a positive experience getting her needs met and coordinating services. Christie expressed that the Care Team could benefit so many others if there were more staff in that department.

Announcements & Updates

- Ari Powell announced that starting in January 2026, Kelley Adams will fill the role of CAC Coordinator.

Approval of May Meeting Notes

- Conor Carlsen asked the CAC members in attendance to vote on approving the notes from November 2025. There were no objections to the meeting notes, so they are approved.

CAC Member Small Group Breakout Session

- The topic for the November meeting was: What is a tradition or habit that helps you stay hopeful when times feel heavy?

COHC December Diabetes Event Follow Up

- Miguel Herrada, COHC Staff, provided a follow up to the Diabetes event on December 3. He shared the findings from a study on diabetes control among Medicaid members in Central Oregon and the participants explored how we can all inspire action and collaboration for better diabetes control in our region. The event was more than just

information. This was an opportunity to come together, exchange ideas, and create organic connections to spark meaningful initiatives for diabetes control.

- To view the report click this link:
<https://cohealthcouncil.org/wp/apps/uploads/2025/11/Diabetes-in-Central-Oregon-11.24-1.pdf>
- In the Spring of 2026, Jefferson County will be recognized for their success in Diabetes Control at an event that the Justice, Equity, Diversity, and Inclusion (JEDI) group is preparing.
- If you or someone you know would like to share a story of an experience with diabetes, you are welcome to fill out a form: <https://forms.gle/e4biKrrmqSvSH1mv7>
- CAC members are also invited to attend a JEDI meeting. The group meets via Zoom every first Wednesday of the month from 8:30am-10:00am. Contact Miguel Herrada for more information: Miguel.herrada@cohealthcouncil.org

CAC Chair Nomination Discussion & Election

- After the December meeting, Conor Carlsen will be stepping down as CAC Chair. Nominees for the new CAC Chair were Christie Rudder and Aime Maxwell. Christie declined the CAC chair nomination due to scheduling conflicts with state commission meetings. Aime declined due to her work schedule.
- After much discussion with the CAC and Ari, Connor will serve as interim CAC chair for up to 60 days while a permanent solution is found.
- Ari Powell will bring this issue to the Board of Directors and Governance Committee to discuss a solution to the CAC chair with the Board.

2026 CAC Planning: Priorities & Strategies

- The group brainstormed ideas for the CAC's role in 2026, including patient story focus, addressing unmet needs, and building relationships with the board as well as the importance of recruitment, retention, and outreach to increase CAC representation and community engagement. Some ideas brought forward were:
 - Inviting tribal members to have a voice on the CAC. Lupe Sims emphasized the importance of including tribal voices in CAC discussions.
 - Communicating through social media and news outlets could increase CAC visibility.
 - Need for a procedure to gather consumer feedback beyond grievances. Suggestions of some type of hotline for consumers to report issues was brought up.
 - Explore the ways that OHA gathers feedback after implementing changes.
- The group agrees to continue the discussion on outreach and recruitment in future meetings.

Next Steps & Action Items

- Ari Powell will discuss with the Board of Directors and Governance Committee the situation of the CAC Chair position.
- Ari Powell will share the revised Land Acknowledgement with the Board of Directors for approval.

- Kelley Adams will send the CAC the link to review the Regional Health Improvement Plan (RHIP) as a refresh on the community's health priorities for the 2025-2029 cycle.
- Kelley will reach out to Kristen at PacificSource regarding consumer feedback.
- Kelley will work with Camille Smith, COHC Communications Manager on ways to reach the Central Oregon communities to increase CAC visibility.

KELLEY ADAMS, COHC CAC COORDINATOR

Kelley.adams@cohealthcouncil.org

Call or Text: 615-584-2368

VIEW THE RECORDING OF THE DECEMBER 18, 2025 CAC MEETING

<https://youtu.be/VaCbgNUhJR0>



AROUND THE BEND FARMS

1/8/2026

Dear *Central Oregon Health Council*,

We are sincerely grateful for the \$168,600 grant award made by the Central Oregon Health Council. This contribution is going directly to our Farm-to-Warm Springs Project, and will enable us to efficiently grow and distribute fresh produce for the Warm Springs community over the entire 2026 - 2028 growing seasons. Our project is providing a means for community members to consume and prepare healthy food, and build connections with our organization as we strive to help improve healthy food access.

It fills our hearts with joy that the Central Oregon Health Council stands behind our mission to create all-inclusive access to locally grown food. You are a valuable part of our success. We believe that our communities in Central Oregon benefit immensely from local organizations working together to foster a healthy community and enhance quality of life.

With Sincere Gratitude,

Ben Marsh (CEO)

&

Our Team at Around The Bend Farms



**Central Oregon
Community Advisory Council
NEMT Modivcare Member App. – 01.15.2026**



PacificSource Community Solutions (PCS)

PCS currently has multiple Non-Emergent Medical Transport (NEMT) quality improvement projects including the following:

- Conducting training on TripCare, Modivcare's community-based organization and provider-facing scheduling app.
- Participating in OHA's Transport Network Companies (TNCs) Pilot program to determine if TNCs like Uber and Lyft can help reduce last minute cancelled rides and reduce costs.
- Developing a NEMT FAQs for members and providers.
- Implementing a PCS member education campaign on ModivCare's Member Application.



ModivCare Member App Education Campaign

How Members Are Scheduling Their NEMT Rides			
Application Name	2025 Q1	2025 Q2	2025 Q3
MARA (Modivcare Automated Reservation Assistant)	8,879	8,918	10,178
Modivcare Live Agent	105,890	98,679	90,244
Member Services Website A web portal version that allows a member to schedule trips from their computer	510	769	1,198
Member App ModivCare's Smartphone Member Scheduling Application	7,549	8,451	9,171
TripCare ModivCare's web-based app that allows providers, caregivers, or community-based organizations to schedule rides for members	22,672	23,330	25,470

What Is the Modivcare Member App?

Multiple Plan Support

Member & Caregiver-for-Member Support

Book and Manage Trips

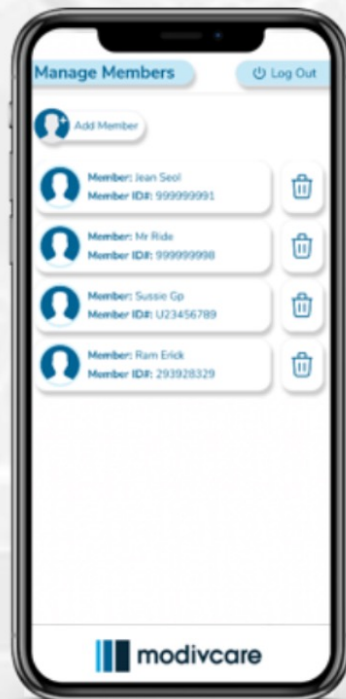
Live Trip Tracking

Mileage Reimbursement

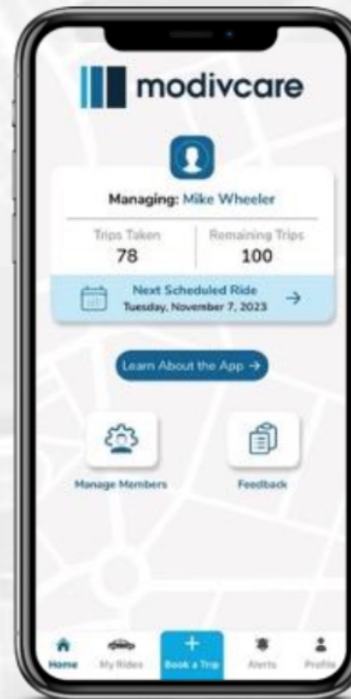
Multiple Plan Support



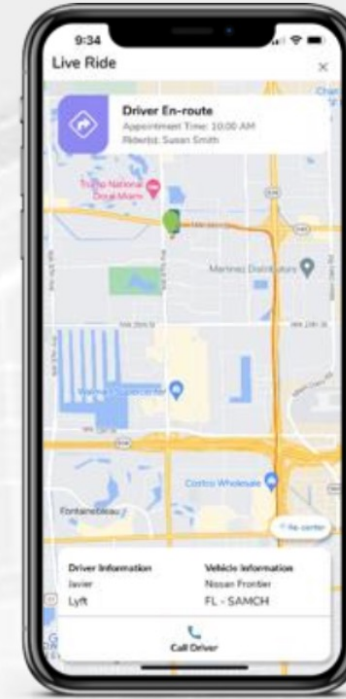
Member & Caregiver-for-Member Support



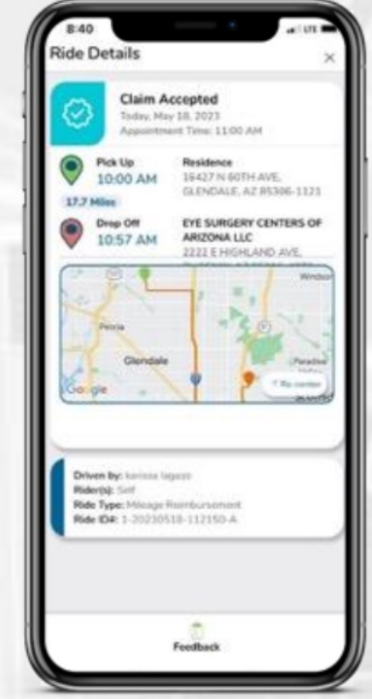
Book and Manage Trips



Live Trip Tracking



Mileage Reimbursement



*All names & profile information is fictitious for training purposes

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Why focus on the Member App?

ModivCare Member App Education Campaign

Data gathered from national usage of the Modivcare Member App indicates:

- Fewer Missed Trips - *35.4% Reduction*
- Fewer Complaints - *36.3% Decrease*
- Faster and Easier Mileage Reimbursement



PacificSource Community Solutions' NEMT Member-Facing Documents

Update Current Documents to Promote the Modivcare Member App

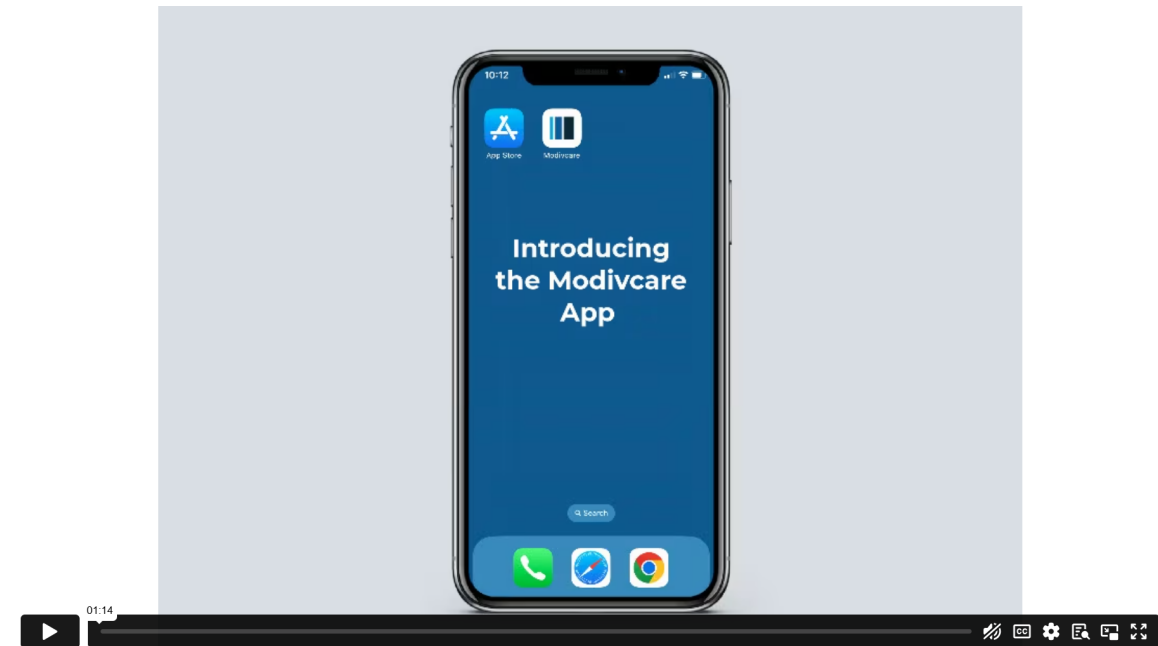
- The NEMT Quick Reference Wallet Card
- The NEMT Riders Guide
- Get a Ride Flyer
- Get a Ride NEMT informational webpage.



Modivcare Training Materials Available

Step-by-Step Videos

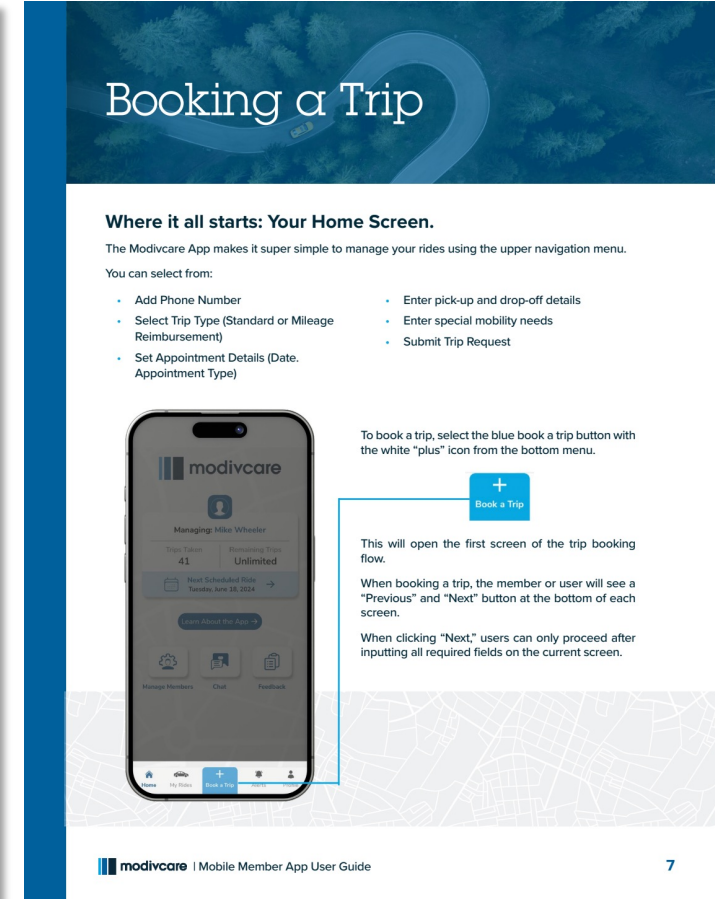
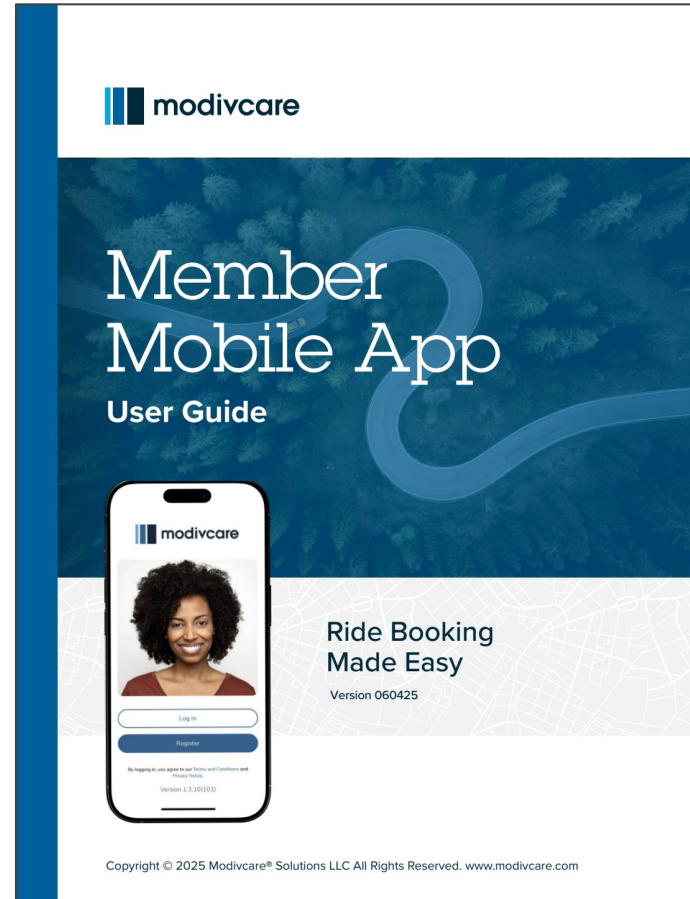
- Videos are available in English and Spanish
- Close captioning available for:
 - Mandarin
 - Cantonese
 - Russian
 - Polish
 - English



Modivcare Training Materials Available

Modivcare - Member Mobile App User Guide

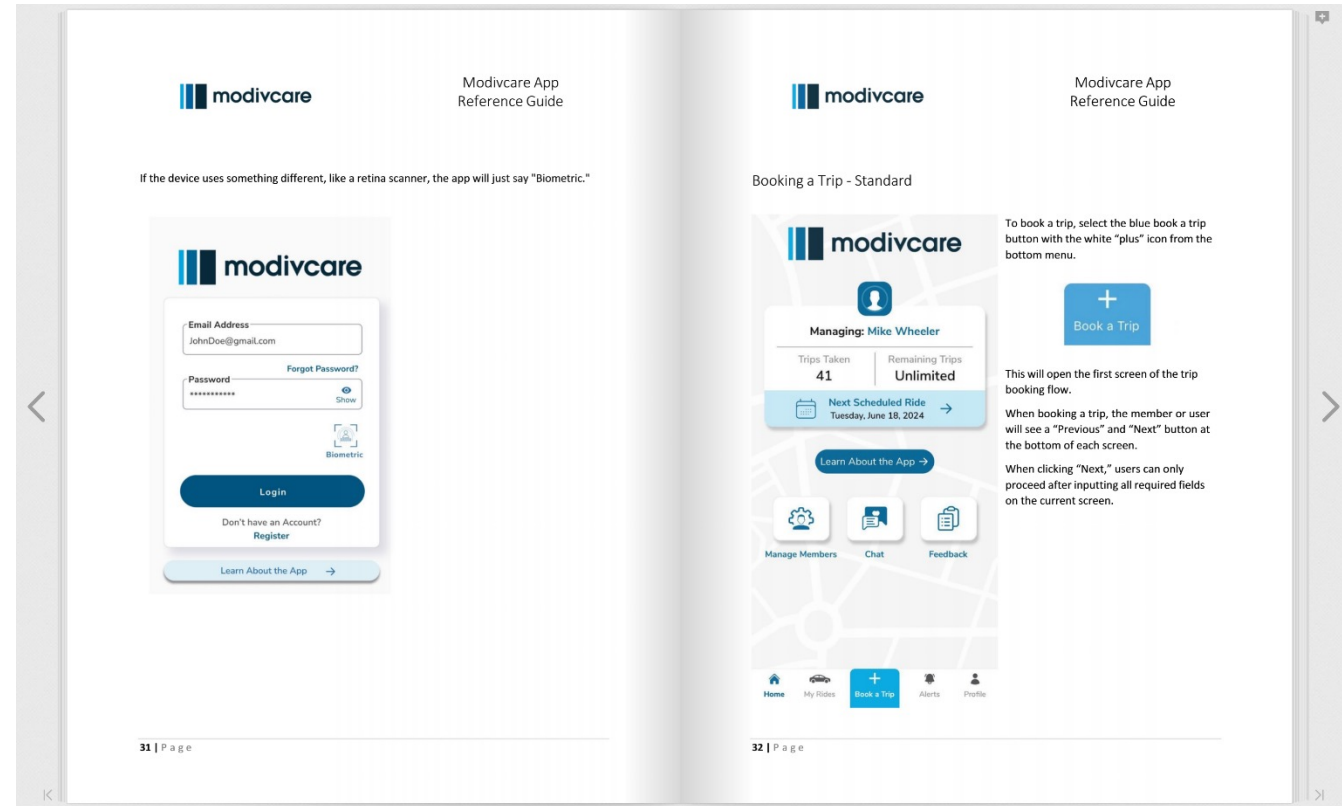
- Developed by Modivcare
- Instructions are brief
 - *Booking a standard trip: 1 page*
- 7th Grade Reading Level



Modivcare Training Materials Available

Modivcare- Mobile App Reference Guide

- In-depth step-by-step guide
- Instructions are lengthy
 - *Booking a standard trip: 18 pgs.*
- More appropriate for providers and caregivers
- Provides excellent graphics and descriptions.

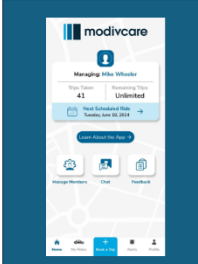


PCS Training Materials in Development


ModivCare Member App Education Campaign

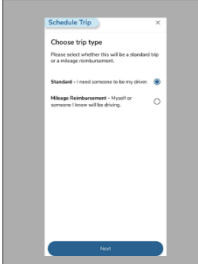
Abbreviated written training guides with instructions on:

- How to schedule a ride
- How to cancel/revise a ride
- How to request mileage reimbursement
- How to use Live Trip Tracking




Start a new booking

- On the home screen, tap on 



• Tap the circle next to **Standard Trip**

- Tap  at the bottom of the screen

• A new screen will appear that will ask you to **Choose Route Type**

- Tap the circle next to your Route Type


Choose route type

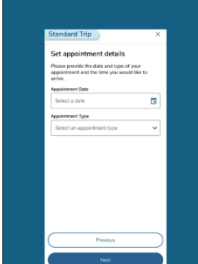
Please select the type of route you need.

One Way

Round Trip

Multi Stop

- Tap  at the bottom of the screen



• Tap on the **Appointment Date** field.

- A small calendar will appear. Select the date of your ride.

• Tap on the **Appointment Type** field

- A new window will appear. Scroll to find your appointment type. Tap the circle next to your appointment type.

Appointment Type

Type to Search


Adult Dental Consult

Alcohol Abuse Evaluation to Enter Treatment

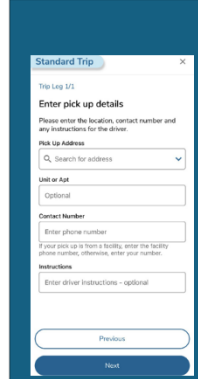
Alcohol Rehabilitation

Allergy (Injector, Vials, Testing and Injections)

Behavioral Health Therapy

- Tap  at the bottom of the screen

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Set pickup

- Tap on the **pickup address** field
 - A new window will appear that will let you search for your pickup address.

Add new favorite

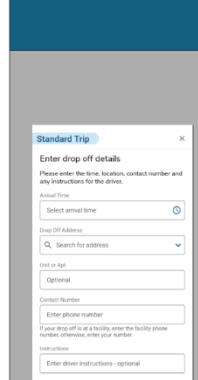
Search for a location to add it to your favorites list.

555 site

555 International Way
Springfield, OR

555 Interstate 35 North Frontage
Road
Round Rock, TX


- Tap **Add** when the address appears below the search bar

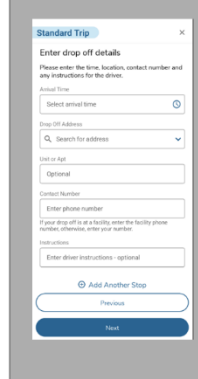


• Enter the **Contact Number**. This will be either your phone number or your Provider's phone number

• The **Instructions** field is where you will write any information you would like the driver to know. Such as:

- *Call when you get here*
- *I only speak Spanish*

• Tap  at the bottom of the screen



Set drop-off

- Tap on the **Arrival Time** field.
 - A small clock will appear. Drag the clock hand to select the correct **hour**.
 - Then tap on the **minute** field then drag the clock hand to select the correct minute.
 - Then Tap on **AM** or **PM**

4:33 AM

11 12 1 2 3 4 5 6 7 8 9 10

CANCEL OK

- Tap on the **Drop Off Address** field.
 - A new window will appear that will let you search for your pickup address.
- Tap **Add** when the address appears below the search bar

Add new favorite

Search for a location to add it to your favorites list.


555 site

555 International Way
Springfield, OR

555 Interstate 35 North Frontage
Road
Round Rock, TX

• The **Instructions** field is where you will write any information you would like the driver to know. Such as:

- *Call when you get here*
- *I only speak Spanish or I am deaf or hearing impaired*

• Tap  at the bottom of the screen

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We Value Your Feedback

- Discuss the **draft** instruction guide on *How to Schedule a Ride*
- Value your suggestions and feedback
- Follow up NEMT Survey

