



*Lane Community Health Council is the governing body for PacificSource Community Solutions - Lane.

Joint CCO Community Advisory Council Meeting
9-23-2024
12:00 – 2:00 PM
Hybrid Meeting

In person option:

555 International Way, Aster Rooms 3 & 4
Springfield, OR 97477

Join Zoom Meeting

<https://us06web.zoom.us/j/88903902818?pwd=eW8rbk9HQZTZnM0emRtUlI5S2JsZz09>

Meeting ID: 889 0390 2818

Passcode: CACLANE

One tap mobile

+12063379723,,88903902818# US (Seattle)

+12532158782,,88903902818# US (Tacoma)

Agenda – Facilitated by Caitlynn Hatteras

Member Support – Nena Hayes: 541-239-7254

- I. Welcome & Introductions – 12:00 to 12:30 PM**
 - a. Get to know you question: *What's your go-to road trip snack?*
 - b. Resources:
 - i. Meeting Agreements (attached)
 - ii. [Window of Affect Tolerance](#)
 - c. Breathing exercise
 - d. **Public comment**

- II. Member Approvals– 12:30 to 12:45 PM**
 - a. July Minutes
 - b. Co-Chair Position, Representing Trillium Community Health Plan

- III. Break – 12:45 to 12:55 PM**

- IV. CCO Presentation & Discussion: Culturally & Linguistically Appropriate Services – 12:55 to 1:20 PM**

- V. 2024 Community Health Assessment – 1:20 to 1:50 PM**

- VI. Updates & Announcements – 1:50 to 2:00 PM**
 - a. Tribal connection updates and opportunities
 - b. CCO Governing Boards – Q&A on written reports

Lane County CCO Community Advisory Council Meeting Process & Agreements

2024 – UNDER REVISIONS

Meeting process:

- Agendas:
 - Members are encouraged to share agenda topics of interest with CAC Co-Chairs and staff as they come up.
 - 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 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.
 - Honor info: intentionally 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.

Meeting agreements:

- We encourage attendance and check in with members when absent.
- We share our names when we speak so people can easily identify us.
- We are engaged: we put away phones/electronics or turn them down, limiting multitasking.
- We support the Chairperson/facilitators to stay on agenda.
- We help make sure all members can participate fully. Members are encouraged to reach out to staff if additional support is wanted or needed.
- We create a positive, open, and respectful space for all to learn and feel heard.
- We hold courage to speak our truths and use our voices in this space.
- We accept that we all are doing the best we can (positive intent).
- We give and receive grace.
- We are kind and respectful to all those who engage with us.
- We let people finish talking and listen with an open mind.
- We respect others time, opinions, and styles of communication.
- We support each other in our newness; all input is a valuable learning opportunity.
- We honor info: absorb and reflect on information instead of reacting.
- We work to build awareness around differences in beliefs.
- We assume GREAT intentions and ask for clarification when needed; we do not take things personally.
- We honor your need to exit for a moment to take care of yourself at any time throughout the meeting.
- We honor confidentiality – Individual stories stay in this space, and lessons leave with us to inform our work.
- We address our impacts – It is okay to make mistakes, but we must also make repair.
- We expect guests to bring a collaborative spirit and to follow CAC member expectations as defined in this document.
- For online participants:
 - We encourage you to speak up during the meeting and use the chat box. Appropriate uses of the chat are to answer questions from facilitators, ask questions about meeting content, and share information relevant to the meeting.
 - We recommend using your Zoom camera if possible. If not possible, consider adding a professional background photo that can help members identify you.

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