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*Lane Community Health Council is the governing board of PacificSource Community Solutions - Lane

**Lane County Coordinated Care Organization Joint (CCO) Community Advisory Council (CAC)
Remote Meeting via Zoom**

January 22, 2024

12 p.m. – 2 p.m.

CAC Members: Co-Chair Tara DaVee (Trillium OHP Representative), Caity Hatteras (Trillium OHP Representative), Chris Hanson (Trillium Clinical Advisory Panel Liaison), Josephine Williams (PacificSource OHP Representative), Michelle Thurston (Trillium OHP Representative), Isis Barone (PacificSource OHP Representative), Silver Mogart (Trillium OHP Representative), Tannya Devorak (PacificSource OHP Representative), Todd Hamilton (Springfield Public Schools), Carla Tazumal (Lane County DDS), and Brian Johnson (Lane County Public Health).

Attendees Debi Farr (Trillium Community Health Plan), Jacqueline Moreno (Lane County Public Health), Kayla Watford (Lane County Public Health), Lee Bliven II (CAC Subcommittee member, Suicide Prevention of Coalition of Lane County), Leilani Brewer (PacificSource Community Solutions), Samantha Duncan (RAC member, Be Your Best Cottage Grove), Rhonda Busek (Lane Community Health Council), Suzy Kropf (Lane Community Health Council), Kristina Rogers (Trillium Community Health Plan), Kellie DeVore (PacificSource Community Solutions), Megan Romero (PacificSource Community Solutions), Lana Gee-Gott (Lane Community Health Council Clinical Advisory Panel), Mark Cokenour (OHA), Marissa Lovell (Lane County Public Health), Stephanie Griffin (PacificSource Community Solutions), John Ahlen (LTD), Dominique Lopez-Stickney (Trillium Community Health Plan), Hunter Nelms (Restored Connections), Genevieve Schaack (RAC member, Willamette Farm and Food Coalition), Jeanne Savage (Trillium Community Health Plan), Dustin Zimmerman (OHA), Nena Hayes (Lane County Public Health), Mark Buchholz (PacificSource Community Solutions), Lauriene Madrigal (Lane Community Health Council), Daisy Cruz (RAC member, Orchid Health), Sequoia Kantara (Training consultant), Diana Pamir Tisdale (Lane Council of Governments, Transcriptionist).

Facilitator: Caity Hatteras (CAC Member/Board Member)

Support Person: Nena Hayes (Lane County Public Health staff)

I. WELCOME & INTRODUCTIONS – 12:00 to 12:15 PM

- a. Co-Chair, **Caity Hatteras** opened the meeting at 12:02 p.m.
- b. **Eliza Loera** was introduced by **Caity Hatteras** as Lane County Prevention Staff and CAC notetaker, moving forward.
- c. **Caity Hatteras** welcomed Lane County Public Health Staff, Nena Hayes as a support person. Nena is available before, during, or after CAC meetings, please contact at (541) 239-7254.
 - Members introduced themselves and were prompted to answer if they thought there would be a shadow or not this year to signify changing seasons. **Caity Hatteras** asked, “Was this last week winter?” as an icebreaker question. The group was split with their answer, half wanting it to be Spring, and the other half wishing for a continued Winter.
 - **Tannya Devorak** lead everyone into a quick breathing exercise.
- d. **Public comment: Samantha Duncan** thanked Oregon Department of Human Services (ODHS), Lane County, and Red Cross for sending a truckload of 17 bundled firewood pallets for the Cottage Grove community during the Winter Storm. Samantha Duncan mentioned there is an OPB article that reported on the impact the severe weather had on the town ([Read or listen here](#)).

II. BREAKOUT SESSIONS: CAC Training Development – 12:15 to 1:10 PM

Consultant Sequoia (they/them) was invited to create a collaborative process with CAC members to uplift their CAC goals in 2024.

First Breakout with CAC OHP members, facilitated by Sequoia Kantara

Sequoia introduced themselves, and invited CAC members to express how they can be of support to the training development process. Sequoia is wanting to listen and find out what is going to be of service to the group. Because they were told that there are differences with the people who work in institutions and CAC members, who are full of rich lived experience(s).

Discussion

- Some trainings may not be beneficial to seasoned CAC members. Some CAC members are wanting new trainings. It can be difficult for the entire CAC to be on the same page with everyone’s varying experiences.
- Many members shared confusion about the conversation around CAC training.
- **Sequoia clarified:** “Kayla Watford asked me to do trainings on trauma informed care. What are the needs of this group? What do you want to see in this training? How can I help you and your process?”
- “I don’t know if this is the time or the place. A lot of us started joking around when we joined the meeting. A lot of us in this room are impoverished, and everyone else around

us isn't. A bunch of people's health is dependent upon their financial status. I think we're doing a lot of good things. I'd like to see a lot of my people in those higher positions. You can read a book and learn, but nothing relates to lived experience. During the winter storm I saw a lot of people complain about losing their power for a couple hours, but this is my normal – I can't always pay for my power."

- One member emphasized that in trainings not everyone relates to where we are at. It's difficult for newbies to understand or get up to speed because some of us have been on CAC forever.
- One member shared they would love to understand better what we are discussing. Part of them in this role as a non-profit leader is being a voice for their people. Doctors can be aware of the struggles like food insecurity, but have they experienced that themselves? They don't have any problem speaking up because we all want to advocate and support our community.
- "I keep hearing we're all on the same page, but we're not. We don't always have respectfulness for each other's opinions."
- **Sequoia clarified:** Do you mean in this CAC or public? *Among ourselves, but both.*
- **Sequoia asked:** Is there respect in this breakout room or is there a gap in solidarity/understanding in this organization?
- "I think we are strong. I think we could be stronger if we were more open-minded. I noticed that during the winter storm a lot of people were inconvenienced for 4 or 5 days of being snowed in because they couldn't go anywhere. But this is my daily life being confined to a wheelchair."
- "We need to be more uncomfortable to make progress. Able-bodied people can pick and choose, but not disabled people. There will always be needs with all, but there isn't a comparison with abled bodied and disabled people."
- **Sequoia shared:** My collaboration with you is the most important in this process.

First Breakout with CAC systems partners, facilitated by Kayla Watford

Kayla Watford shared a new resource for all members to accompany the ongoing role of the CAC support person called the Window of Affect Tolerance. The resource was developed by Human Impact Partners and is intended to help ease racial tensions and traumatic feelings often occurring within inter-racial groups. Kayla Watford noted that CAC members had been great leaders in fostering safe and inclusive spaces for Oregon Health Plan members.

The Window of Affect Tolerance outlined different forms of trauma that thrived in situations where people were not given space to feel and express themselves. Human Impact Partners used the term, "You have to feel to heal and deal." The Window of Affect Tolerance was a resource to help to work through emotional situations occurring in a group setting. Kayla said

by being comfortable with sharing feelings in the CAC meeting space, a culture shift relating to normal procedures and existing expectations could occur. This effort was intended to set the stage for a future CAC training/practice which encourages CAC members to express themselves when they are outside their window of tolerance during meetings.

The group was in favor of utilizing the Window of Affect Tolerance as a core resource.

SECOND BREAKOUT SESSIONS w/CAC systems partners

Sequoia shared that they were invited by Kayla to support implicit bias, intent vs impact, and trauma informed care. Sequoia asked the group to share what education/resources they have had access to related to this. One of their goals is to connect people in organizations with community members with lived experience.

Questions to Group: How can they do that? What would be supportive to you around these topics? What would be helpful? In what places would you like support?

Discussion

- “As an individual, it’d be great if we can clone Kayla, because she is such an authentic and compassionate facilitator/Group Leader. I think identifying her facilitation style is a good idea.”
- **Sequoia asked:** What are those? *Build skills for the collective.*
- **Sequoia asked:** Please raise your hand if you’ve participated in some sort of Trauma Informed Care training. About half of the group had participated.
- **Sequoia asked:** “What have you learned?”
 - Orchid Health has a TIC subcommittee that tackles different TIC topics for providers every week for at least half an hour. They placed a trauma informed care lens in their morning huddles, weekly at the clinic. They also implanted TIC ice breakers in their larger meetings.
 - Trillium has a TIC subcommittee where they talk about trainings, and ensure they care for staff and Trillium members.
- **Sequoia asked:** What is the structure like for this committee? Does it feel rushed with the agenda or is there enough time?
 - “Lane County has an interesting structure – CCO, OHA, Lane County, and TIC requirements so the CAC can deepen their work in a tangible and sustainable environment.”
 - “We do take time for the Breathing Exercise. We also have 4 CAC subcommittees, so adding a TIC space in CAC is a great thing. There is a report sent to the CAC about the written updates of the subcommittees.”
- **Sequoia asked:** When do subcommittees meet? *Usually monthly.*

- **Sequoia asked:** “How is communication between this group and the CAC members. Is there a way we can build skills to help?”
 - I think it’s hard to participate and engage deeply online.
 - One member seconded this. Having in-person would be nice.
 - **Additional questions to consider:** How can we make space for conversations that may be triggering for CAC members? How can we make sure everyone is given the opportunity to speak up without hurting someone else? Maybe Sequoia can help us with that since there is a gap in relationship with the CAC that is why there has been difficult in communication amongst each other.
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Second Breakout with CAC OHP Members, facilitated by Kayla Watford

Kayla Watford shared the Window of Affect Tolerance as listed above. She asked members if they had any questions and if the group would like to use the resource to talk through the previous breakout.

Discussion

- **Clarifying question:** when did we meet with Sequoia Kantara at a previous CAC meeting? *Sequoia attended one of the final CAC meetings of 2023.*
- One member shared that this initiative felt a bit forced upon the CAC.
- **Kayla shared how member feedback was collected:** there was a CAC survey conducted in 2023, there was not a lot of participation. Based on the feedback that was received, CAC Co-Chairs and staff met to develop the draft training plan. She noted that Sequoia was a contracted consultant of Lane County, and the intention to partner with them was because they were a solo contractor, as opposed to an organization.
- One member shared that this presentation threw them off and felt that it threw off other members as well. They did not understand what the point of this training was.
- **Clarifying question:** what is the goal of the training and what could be learned from it? *This is up to the group to decide. Kayla Watford noted that more discussion about the plan should have occurred last year with the entire group.*
- One member wondered why training was necessary. Policies were being made that effected large portions of their community, the Hispanic community, many of which lived in poverty and dealt with food and housing insecurities. It was not a matter of needing to discuss feelings about racial inequities, but rather a matter of providing the opportunity for Hispanic CAC members to have a seat at the policy-making table.
- **Kayla** shared the CAC would have the opportunity to work on ways to break down the barriers that keep CAC members from having a seat at the decision-making table.
- One member shared it may be helpful to conduct the survey again, since there was such little participation last time, to determine if those who were in favor of this training were still active members.

- One member said the CAC member’s voices were continually overridden regarding decisions made by the CCO. It was not like that about seven years ago.
 - **Kayla** shared that the intention of having an outside contractor would be helpful to facilitate training opportunities so everyone could be an active participant.
 - One member shared that Sequoia said the CAC was evaluated at a previous meeting and it was determined that the group was dysfunctional yet functional. Those were assumptions made by a person who did not know much about CAC members, and it made them feel uncomfortable.
 - Multiple members expressed concern moving forward with a vote today. Further discussion was needed as a full CAC to get clarity on the group’s needs and interests.
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LARGER GROUP

- Multiple members shared confusion about the training development process. Some stayed quiet to give others space to talk.
- It was acknowledged that there was not enough preparation as a full CAC for the breakout conversations.
- There was agreement to hold on approving the current draft training plan. Next steps include offering a few options for providing feedback: a follow-up survey and an opportunity for CAC members to meet and share what they would like.
 “Looking at Prevention as a standpoint. How can folks move up in leadership levels within the CAC? How can we create and implement a structure where folks can have upward mobility in their lives?”

III. Break – 1:10 to 1:20 PM

IV. Member Approvals – 1:20 to 1:35 PM

a. November Minutes

Michelle Thurston moved to approve the November CAC minutes. **Silver Mogart** seconded the motion, and the motion passed.

b. Quarterly Summary

Tara DaVee made a motion to approve the CAC Quarterly Summary (October – December 2023). The motion was seconded and passed.

V. Updates and Announcements – 1:35 to 1:45 PM

a. Trillium is partnered officially with PeaceHealth. Now it’s better for network reasons for Trillium patients.

b. **Isis Barone, Lane Community Health Council:**

- i. PacificSource CAC members had an hour to share thoughts and ideas with the Lane Community Health Council Board at their January meeting. A summary will be shared with the CAC once available. Isis encouraged others to join in future board discussions so we can have the CAC voices heard at those meetings.
 - ii. Kayla and Nena added the CCO governing board information to the monthly calendar if anyone wants to join sometime. All are welcome.
 - c. **Tara DaVee, Trillium Board of Directors:**
 - i. Quality Metrics: Looking at the same set of measures in 2024. Both CCOs are very communicative with working together and we're lucky to have that.
 - ii. Tara, Kayla, Jacqueline presented an overview of the CAC and explored opportunities to deepen engagement with the Clinical Advisory Panel (CAP). Highlighted CAC handout of the unique partnership with CAC members, Lane County, Lane Community Health Council, and CCOs (Mailed out to be included in CAC handbooks).
 - There was a request to have an overview of what the CAP is and what it is doing, especially for newer CAC members. Caity will take this back to Trillium's CAP.
 - iii. Nominating committee announced that the Board is recruiting for new members. If anyone is interested in joining the Board or would like to learn more about their efforts, contact Tara and Caity to learn more.
 - iv. If CAC is interested, there is an opportunity for Courtney Johnston at Trillium to give a summary of the legislative session in March. PowerPoint slides with legislative updates from January will be sent out in the follow-up.

VI. 2024 CAC Member Goals & Opportunities

- a. **Caity Hatteras** shared that in the next couple weeks her and Tannya will be reaching out to ask members: "What is your goal being on the CAC?" and "What do you want to see us accomplish?". Responses will help shape our work for the year.

VII. Next CAC Meeting: Second Monday of the month on Zoom, from noon to 2:00pm.

Meeting adjourned at 2:00pm.