

# Joint CCO Community Advisory Council Minutes

11-23-2020

12:00-2:00

Zoom

**Present:** Caitlynn Hateras, Carrie Copeland, Carla Tazumal, Char Reavis, Chris Parra, Cindy Williams, Drake Eubanks, Dron Jones, Linda Mann, Liz Stover, Michelle Hankes, Michelle Thurston, Rick Kincade, Roxie Mayfield, Silver Mogart, Tannya Coparte, Tara DaVee, Val Haynes

**Attended:** Rhonda Busek, Debi Farr, Leah Edelman, Amanda Cobb, Britney Dominguez, Robert Phillips, Adria Godon-Bynum, Brandy McLaughlin, Dustin Zimmerman, Jacqueline Moreno, Jeanne Savage, Lucy Zammerelli, Nat Jacobs, Tiana Wilkerson, Chris Eilers, Mark Bucholz

**Welcome and Introductions-** Caitlynn Hateras opened the meeting. The getting to know you question was “which of your 5 senses would you say is your strongest?”

There were two revisions to the agenda. CCO Updates were moved to after the Health Equity report back. Election of a co-chair was added after the Resiliency Tool kit discussion.

## **Committee Updates**

RAC – Char Reavis reported that the RAC had an in depth discussion about complaints and grievances. They discussed the particular concerns that rural members, with fewer provider choices, face.

Prevention – Tara DaVee and Jacqueline Moreno reported on the Prevention workgroup. The focus was on food security. Jennifer Webster presented County data and Carrie Copeland gave an overview of Food for Lane County programing and partnerships.

Lane Community Health Council CAP- Liz Stover reported that the CAP heard a presentation from Belle Shepherd on the REAL D data collection. They also reviewed the Resiliency Toolkit and discussed the Unite Us platform.

Trillium CAP- Rick Kincade reported that the CAP had an update on behavioral health needs related to the fires. They also heard a Pain Guidance Group report addressing a small uptick in overdoses this year. There was a legislative update addressing the impact of recently passed ballot measures.

## **CCO Health Equity Report Back**

Britney Dominguez presented the Trillium Health Equity Plan and the CAC demographic Report. Highlights from the Health Equity report include:

#### PROJECT FOCUS AREA 1: ASSESSING PROVIDER NETWORK

##### Improve provider CCO Knowledge

- Monthly provider newsflashes
- Member Infographic
- Reduce barriers for understanding CCO language & benefits
- Expand provider and member knowledge of community resources
- Updating the website in a timely manner

##### Develop a clear plan for members for understanding benefits & resources

- Acknowledging variety of dialects & languages for printed materials
- Acknowledging technical vs functional accuracy
- Promoting use of health navigators for ESL members

#### PROJECT FOCUS AREA 2: CCO STAFF TRAINING

##### Understanding Barriers

- Use of terms
- Disabilities
- Poverty Perspective

##### Ongoing Training

- Mandatory trainings
- Increased frequency
- Incorporated into professional development

#### PROJECT FOCUS AREA 3: CCO COMMUNICATION & ENGAGEMENT

- Improve social media and social networking
- Keep website current and relevant
- Increase number of listening sessions, especially in rural communities

### **CCO Updates**

Trillium- Debi Farr and Caitlynn Hateras reported from Trillium. The Trillium board unanimously approved the revised CAC charter. The Disaster Relief grant program has issued nearly \$500,000 in grants to contracted providers and is still accepting proposals. Grants have been issued to provider such as: White Bird, South Lane Mental Health, Kids

First, among others. There was a very interesting presentation on grievances and appeals and CAHHPS (patient/member satisfaction survey results)

Lane Community Health Council- Rhonda Busek reported for the LCHC. They are finishing up their housing grant which includes establishing community collaboration between the chosen agencies. The new Joint CAC charter was approved. The Board is starting the strategic planning process. Cindy Williams

**Co-Chair Election-** Michelle nominated Char Reavis to serve as Co-Chair for the CAC. Silverio Mogart seconded the nomination. The vote was unanimous. Char will start as co-chair for the December meeting.

### **Resiliency Tool Kit**

Lucy Zamarelli gave a presentation on the Community Resiliency Toolkits. The toolkits provide a variety of resources designed to aid community healing in response to COVID19. These tools will enhance resilience and promote recovery from stress caused by the pandemic and its economic consequences. The Toolkits are interactive, addresses specific populations and topics, and include materials to meet the needs of people and organizations during this challenging time. Lucy walked the group through several categories to demonstrate how to find resources. People were impressed and excited to use this new resource.

The toolkit can be found on the Lane County website.

[www.lanecounty.org/government/county\\_departments/health\\_and\\_human\\_services/lanecare/community\\_resilience\\_toolkit](http://www.lanecounty.org/government/county_departments/health_and_human_services/lanecare/community_resilience_toolkit)

**Complaint and Grievance Discussion** – This discussion was tabled until January due to lack of time.