

Western Oregon Advanced Health, LLC
Community Advisory Committee (CAC)

Date: 4/07/16

ATTENDANCE:

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Community Advisory Committee	Consumer Members	Agency Representative Members				
	Betty Albertson, Chair CAC Member District Manager for Coos and Curry Counties - Newmark Center betty.albertson@state.or.us			Linda Morris, Consumer CAC Member Representative to the Board		Linda J. Furman Grile CAC Member Executive Director South Coast Hospice lfg@schospice.org
	Dane Smith, DDS PC, Vice Chair CAC Member Advantage Dental Agency Representative Member dane@epuerto.org			Jenny Prichard, Consumer CAC Member jenny_prichard@yahoo.com	X	David Geels, LPC CAC Member Behavioral Health Director Coos Health & Wellness David.Geels@chw.coos.or.us
X	John Sweet, Commissioner CAC Member Representative to the Board jsweet@co.coos.or.us	X		Anna-Marie Slate, Consumer CAC Member annamarie_singingcricket@yahoo.com		Kathy Laird, RN MN CAC Member CEO Waterfall Community Health Center klaird@wfall.org
	Melissa Cribbins, Commissioner CAC Member Representative to the Board mcribbins@co.coos.or.us	X		Ruby Phillips, Consumer CAC Member Boomerang61e@yahoo.com		Bob Lieberman CAC Member CEO, Kairos rlieberman@kairosnw.org
						Christy Shipman/Michael Marchant CAC Member District Manager Aging & People with Disabilities michael.m.marchant@state.or.us Christy.r.shipman@state.or.us
						Tracy Muday, MD CAC Member Medical Director, Western Oregon Advanced Health tracym@woahcco.com
					X	Florence Pourtal-Stevens CAC Member Public Health Administrator Coos Health & Wellness fpourtal-stevens@co.coos.or.us
						Corey Wampler CAC Member Health Coordinator, South Coast Head Start Cwampler.schs@orcca.us

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Guests

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	Christy Wright Guest Provider Services Representative Western Oregon Advanced Health christyw@woahcco.com		Renee Menkens, RN Guest OHSU renee.menkens@gmail.com	X Cindy Shirtcliff Guest South Coast Regional Manager, Advantage Dental cindys@advantagedental.com
X	Liz Bardon Guest Long Term Care Innovator Agent Senior and Disability Services lbardon@rvcog.org	X	Belle Shepherd Guest Innovator Agent, Oregon Health Authority Belle.shepherd@state.or.us	X Laura Williams Guest Director of Customer & Provider Services Western Oregon Advanced Health lauraw@woahcco.com
	Rosemary Bean, RN Guest Community Based Care Nurse rosemaryrn@frontier.com		Veronica Delmoral Guest Lead Customer Service Representative/Grievance Coordinator Western Oregon Advanced Health veronicad@woahcco.com	Anna Warner Guest Quality Improvement Coordinator Western Oregon Advanced Health annaw@woahcco.com
X	Shannon Durkee Prevention Services Coordinator Coos Health & Wellness sdurkee@co.coos.or.us		Colette Gillies Regional Outreach Coordinator Oregon Health Authority Colette.gillies@state.or.us	Phil Greenhill, CEO Guest Western Oregon Advanced Health philg@woahcco.com
	Ben Messner Guest Director of Medical Management & Quality Western Oregon Advanced Health benm@woahcco.com		Monica Alexander Guest Community Health Outreach Worker Coast Community Health Center monicaa@coastcommunityhealth.org	Erica Evans Guest Advantage Dental
	Shannon Hunter Guest APD		Caryn Mickelson, PharmD Guest Pharmacy Director Western Oregon Advanced Health carynm@woahcco.com	Eric Gleason Guest Chair, Suicide Prevention CHIP Subcommittee Coos Health & Wellness

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TOPIC	DISCUSSION/INFORMATION	ACTION REQUIRED	Person Responsible	By When
1.0 Call to Order	The meeting was called to order by Anna Marie Slate at 12:10 pm			
2.0 Past Meeting Minutes	The CAC meeting minutes of March 3, 2016 were reviewed. David Geels moved to approve them as written. John Sweet seconded and the motion passed unanimously.	Vote: Approved		
3.0 Follow up from March Meeting	<p><u>Recruitment Flyer:</u> Laura presented the updated recruitment flyer. Multiple copies were given to the CAC members to distribute to members who may be interested in joining. Suggestions were given to where to post the flyers; libraries, grocery stores, laundry mats.</p> <p>David asked that Laura take a look at voting members' attendance. We may need to adjust membership according to by-laws.</p>	<p>Provide flyers in your offices for WOAH members to pick up. Post flyers at local entities. Share flyers with WOAH members that you know and think would be interested in joining the WOAH CAC.</p>	CAC Members and Guests	5/05/16
	<p><u>CAC Member Orientation :</u> It was discussed on how to orientate the new CAC members. The OHA CAC 101(Introduction to Community Advisory Councils) material was shared and reviewed. It was suggested to adapt it to WOAH and a draft would be given in a future meeting. The overall goal would be to make it easy to read and visually appealing with only relevant information included.</p>	<p>Laura will review CAC membership attendance.</p>	Laura	6/02/16
		<p>Laura and Kelli will create WOAH CAC Orientation material and present at a future CAC meeting.</p>	Laura, Kelli	6/02/16
	<p><u>Trauma-informed Care:</u> Laura reported that we shared with the WOAH Ops Team that the Coos CAC would like to use some of the CCO Technical Assistance Hours (35 hrs provided by OHA this year) for help with strategic planning around Trauma-informed Care (TIC). Belle shared that Bob Lieberman is now a trainer for TIC and would be interested in talking to us about TIC planning. Cindy wondered if we would also consider including ACES training. David offered that he would like to see momentum created around having organizations be trauma-informed.</p> <p>Belle thought that consultation hours for Behavioral Health Integration (where TIC would fall under) are available from OHA in addition to the 35 technical assistance hours.</p>	<p>Continued discussion at WOAH regarding use of consultative hours</p>	Laura, Lisa, Dr. Muday	6/02/16

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<p>4.0 CAC Recruitment & Engagement Event</p>	<p>OHA is holding a one-day event focused on CAC member recruitment and engagement on May 24, 2016 in Eugene. Space is limited. OHA is inviting CAC Coordinators, a CCO staff person, and CAC Chairs. Laura asked if Anna-Marie would be interested in attending. Anna-Marie indicated that she would. Laura, Kelli, Anna-Marie, and Kaitlyn Coleman (Curry CAC Coordinator) will plan to attend and share material with the CACs at future meetings.</p>			
<p>5.0 WOA Member Handbook Review</p>	<p>It's time to update the WOA Member Handbook. A draft of the handbook was handed out for review. Cindy Shirtcliff said that some of Dental addresses needed to be updated (she will provide us information). Lisa indicated the HIPAA privacy information should be updated. Cecilee asked that the document be emailed to her electronically. David asked why all of the mental health providers needed to be listed. Laura explained that Acumentra is requiring that WOA lists all contracted individual providers in our Provider Directory. Last year's Acumentra audit resulted in a Corrective Action Plan requiring we list all individual mental health and substance use treatment providers.</p>	<p>Review the Member Handbook and provide Laura or Kelli with edits.</p>	<p>All members</p>	<p>6/02/16</p>
<p>6.0 Update from Oregon Health Authority</p>	<p>Belle shared that OHA's Eligibility ONE System is in its 2nd stage, expanding users to community partners. OHA now meets monthly with OHP providers and weekly with Application Assisters.</p> <p>OHA has hired 107 new people to take calls. The wait time is now 20 minutes.</p> <p>Belle indicated that she will be sending out a survey regarding social service needs related to House Bill 2219. A workgroup will be created.</p> <p>Belle wondered how counties are using OPAL K (Oregon Adolescent Psychiatric Line). It's free for all providers. Belle will send out information.</p> <p>Also expect Public Health data from Belle and the new report has been published.</p>			

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<p>7.0 Transportation</p>	<p>David asked for a transportation update from WOA. Laura stated that WOA integrated Non-Emergent Medical Transportation (NEMT) services into our CCO contract October 1, 2105. As the CAC is aware, WOA contracts with Translink as the Transportation Brokerage. John asked how Translink worked and if they had any local providers. Laura stated that both Bay Cities Ambulance and Yellow Cab are long-standing providers of Translink. Laura shared that we now have 6 months of financial data to look at to see if we are able to expand benefits to cover rides to such services as smoking cessation classes, WIC, DME pick up, etc. We currently provide our Care Management Team authority to approve transportation traditionally not covered for members in our Care Management Program who have special considerations. WOA customer service and care management staff meet with Translink staff weekly to address issues as they come up. It's been a seamless transition for our members as Translink was their contact prior to the CCO integrating NEMT.</p> <p>David wondered about ways that providers could go to the member's home. Florence indicated that home visits were typically the role of a Community Health Worker. Lisa shared that SWOCC currently does not have a certification program for Community Health Workers. Local people need to either go to Eugene or Medford for training. Lisa is in discussions with SWOCC about this.</p>			
<p>8.0 Consumer Input & Public Comment</p>	<p>Cecilee shared that Linda Maxon will be more available to attend CAC meetings.</p> <p>David let everyone know they have been working with Kairos to develop a Pediatric Crisis Mobile Response Team which starts 7/1/16. This team will help children and their family members stay at home if there is a crisis. David shared that CHW is preparing for their new building.</p> <p>Florence shared that their public health report is completed and on Coos Health and Wellness' website.</p>			

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	Anna-Marie shared that she was a recipient of the Coos County Friends of Public Health Super Star Award for 2016. Congratulations to Anna-Marie.			
9.0 Next Meeting	<p>Date: May 5, 2016 Location: Oregon Coast Community Action Building 1855 Thomas St. Room 215 Coos Bay, OR 97420 Time: 12:00-1:30pm</p> <p>Since we will be reviewing the CHIP Annual Progress Report at our next meeting, Florence will invite the CHIP Sub-committee Chairs to attend.</p>	Invite CHIP sub-committee Chairs to attend next CAC meeting	Florence	4/30/16
10.0 Meeting Adjournment	The meeting was adjourned at 1:30pm.			

Kelli Piburn
CAC Coordinator
4/08/16