



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

**Lane County (LC) Coordinated Care Organization (CCO) Community Advisory Council (CAC)**

**Hybrid Meeting via Zoom**

September 23, 2024

**CAC Members Present:** Antonio Huerta (RISE/TransPonder), Caity Hatteras (Trillium OHP Representative), Chris Hanson (Trillium Clinical Advisory Panel Liaison), Darci Standefer, Trillium OHP Representative), Denise Bunnell, (PacificSource OHP Representative), Drake Ewbank (PacificSource OHP Representative), Jessi Preston (PacificSource OHP Representative), Josephine Williams (PacificSource OHP Representative), Ivy Medow ((PacificSource OHP Representative), Lana Gee Gott (Lane Community Health Council Clinical Advisory Panel Liaison), Lee Bliven II (Trillium OHP Representative), Michelle Thurston (Trillium OHP Representative), Nick Ridge (PacificSource OHP Representative), Nissa Newton (PacificSource OHP Representative), Shannah Putney (PacificSource OHP Representative), Sheila Wegener (Oregon Department of Human Services), Silver Mogart (Trillium OHP Representative), Tannya Devorak (PacificSource OHP Representative), Tara DaVee (Trillium OHP Representative), Todd Hamilton (Springfield Public Schools),

**Other Attendees:** Megan Romero (PacificSource Community Solutions), Demond Hawkins (Trillium), Dustin Zimmerman (Oregon Health Authority), Suzy Kropf (Lane Community Health Council), Genevieve Schaack (CAC Rural Advisory Committee member), Lauriene Madrigal (Lane Community Health Council), Leilani Brewer (Lane County Health & Human Services), Mark Buchholz (PacificSource Associate Medical Director), Mark Cokenour (Oregon Health Authority), Martha Edwards (PacificSource), Olatorera Adeniji (Lane County Public Health), Pam Berrian, (Minutes Recorder), Sadie Baratta (Lane County Public Health), Samantha Duncan (CAC Rural Advisory Committee member), Teresa Roark (Lane County Public Health), Val Hayes (Head Start), Virginia Shea (Trillium Community Health Plan), Kayla Watford (Lane County Public Health), and Nena Hayes (Lane County Pubic Health)

Agenda facilitated by Caitlynn Hatteras (back-up support: Kayla Watford)

**I. Welcome & Introductions**

Co-Chair Hatteras started the meeting at 12:10 p.m. and announced the meeting was recorded. She welcomed new CAC members and the OHA Innovator Agents: Mark Cokenour (working with Trillium) and Dustin Zimmerman (working with PacificSource). Attendees introduced themselves and participated in a group exercise.

Caity stated that Nena Hayes would provide a presentation about heart and head integration and an overview of *Window of Affect Tolerance resource*. Nena described the elements of *Window of Affect Tolerance*, which she said is intended to assist with maintaining emotional balance when discussing difficult topics. She explained that in CAC spaces, members may feel

comfortable sharing where they are in their window of affect tolerance through conversations, where helpful, and feel supported if they need to leave and re-enter conversations.

Tannya encouraged everyone to practice self-awareness, and to recognize how they felt about any given topic of conversation.

Two CAC members provided a role play example of the use of the *window of affect tolerance* to understand and respond to feelings of stress.

Nena included her contact information in the chat box and referenced the resources attached in the agenda packet. She said that hard copy handouts were also available in the meeting room.

Tannya led a beathing exercise.

#### a. Public Comment

There were no requests for public comment.

### **II. Member Approvals**

a. Caity demonstrated a practice motion/discussion/approval for new members and added that if the majority opposed a position, there would not be a vote, and explained vote abstentions.

#### b. July Minutes

**MOTION:** Michelle Thurston moved, seconded by Denise Bunnell to approve the July 22, 2024 meeting minutes. The motion passed unanimously with one abstention (Nissa Newton).

#### c. Co-Chair Position, Representing Trillium Community Health Plan

Chair Hatteras left the room.

Kayla stated that Co-Chair positions are staggered and terms are decided with each interested member. She said that Caity's Co-Chair position was up for renewal, and she was interested in extending her role for another nine-month term through June 2025.

**MOTION:** Chris Hanson moved, seconded by Michelle Thurston to approve the extension of Caity Hatteras' Co-Chair role for a 9-month term (through June 2025). The motion passed unanimously.

Co-Chair Hatteras returned to the room.

### **III. Break**

The CAC took a break from 12:45 to 12:55 p.m.

#### **IV. CCO Presentation & Discussion: Culturally & Linguistically Appropriate Services (CLAS)**

Virginia Shea introduced herself as a nurse employed by Trillium and provided a presentation to illustrate national and state standards related to Culturally and Linguistically Appropriate Services (CLAS). She said the standards are established by the Federal Department of Health and Human Services, and the National Committee for Quality Assurance (NCQA) and that Trillium was the first health services agency in Oregon to attain CLAS certification. She described Trillium's *Health Equity* strategy, and its projects, metrics and deliverables. She said that the program is resulting in new enrollment additional data regarding race ethnicity and language and that Trillium is meeting the Meaningful Language Access measures set up by the NCQA. She added that Trillium established Health Equity work groups aimed at reducing barriers for the filing of complaints.

Virginia presented a sample intake form for increasing language equity developed to determine the preferred language, and explained how Trillium provides workforce training and healthcare interpreters. In response to two questions, she stated the information in the slide presentation was related to activities in all Trillium service areas not just Lane County, and that enrollment information regarding interpreter needs include sign language.

Martha Edwards, PacificSource, described their Quality Assurance Translator project and stated their work is similar to that of Trillium. She said PacificSource's intent was to improve the readability of their forms. She added that PacificSource utilized a cultural reviewer to provide feedback about the success of employee and vendor interpreters and a current project is the development of a glossary of terms for translation.

Caity invited questions and comments from CAC members.

Antonio asked if the number of interpreters in Lane County was sufficient. Martha responded yes, and OHA certified interpreters, but more interpreters are needed In the Lane County area. She said a flyer would be distributed to CAC members about PacificSource's Interpretation Certification Programs.

Tannya asked if Trillium and PacificSource hired translators as employees. Martha replied no, both agencies work with certified interpreters who are external vendors.

Shannah asked how information was being collected, for example paper surveys or interviews. Virginia responded both are used, that they ask members to indicate if they need services or used services and interviewed providers who needed services. She said in addition, if any services are declined, Trillium would follow-up on the reason for declining the service.

Tannya commented that interpretation services may be declined due to privacy issues and cultural comfort issues during a health visit. She said she appreciated Trillium and PacificSource discussing this work with the CAC because they can gain useful knowledge from diverse groups like the CAC and test out strategies, in addition to the use of surveys.

Caity shared that when feedback is being solicited from both medical professionals and consumers, the solicitation of feedback needs to be separate and anonymous as users may not want to say anything that might lead them to lose their physician. Denise agreed.

## **V. 2024 Community Health Assessment (CHA)**

### **a. Overview of the CAC's role in CHA/CHP**

Kayla presented a slide illustrating the CAC role in the Community Health Assessment (CHA) and Community Health Improvement Plan (CHP).

### **b. Updates on CHA progress**

Olatorera (Ola) Adeniji, Lane County Public Health Community Partnerships Program, described the work of the Community Health Assessment Design Team (CHADT). She said a Partnership Survey was distributed last month, and CAC partners were encouraged to complete it. Lane County provided a \$50 gift card for reimbursement of their time. She added the results of the Partnership Survey would be shared at the October 22<sup>nd</sup> Fall Ball, at the Eugene Garden Club from 5:00 to 7:00 p.m., and CAC members were encouraged to attend to hear about the results and network with health partners.

Caity invited questions and comments from CAC members.

Caity and Tannya advised staff to ensure the Eugene Garden Club building was accessible and the doors worked properly.

Genevieve and Ivy asked staff for clarity about the purpose of the Fall Ball. Ola replied that the purpose was to share the results of the Community Health Assessment team's work, focusing on community partnerships and leveraging assets of community partners.

Ivy asked if transitional housing agencies were related to the aims of the community health assessment. Ola replied, yes, and asked CAC members to encourage other-agency completion of the survey and to attend the event. She added that those who complete the survey will be invited to the Fall Ball as well.

Genevieve said she appreciated the outreach for CAC member participation.

Ivy asked if respite caregivers were related to the aims of the community health assessment? Ola replied, yes.

Teresa Roark, Lane County Public Health, discussed a call for volunteers to assist in a *Built Environment Assessment*. She provided a presentation to illustrate the assessment tool and described a "built environment" as "human-made surroundings that influence overall community health, including the individual behaviors that drive health".

She described the current plan and related opportunities for participation which included:

1. A transportation forum and possible focus group discussion

2. The Sept 30-Oct 4 National Week Without Driving events in Lane County focused on building awareness about people who do not or cannot drive.

3. The Neighborhood Built Environment Tool. She said a draft tool exists for persons to spend time in their own neighborhoods and share impressions about what aspects of that neighborhood impacts health, positively or negatively. She said there was a paper version of the tool and an online version. She added she is interested in forming a subcommittee to complete three neighborhood assessments county-wide between October 7th and November 17th.

Caity invited comments and questions from CAC members.

Denise asked if Lane County needed to complete the tool in the urban, metro, or rural areas and whether Lane County was looking for areas needing repair or barriers to travel. Teresa replied that the tool included a checklist of suggestions, but other issues can include aspects of the built environment that positively or negatively affect health such as the availability of education and business sites.

Tannya commented that a walkabout can be time-intensive and the \$50.00 gift card for completion of the survey was appreciated, and hoped there would be a broad range of responses, especially from non-English speaking communities. Teresa replied that responses can also be prepared using Google Earth or Google Maps to view portions of the community, as helpful.

Jessi asked if Lane County was concerned about any duplication in the reviewed areas. Teresa replied that staff are not planning to assign specific areas, though it could be explored. She recommended that persons not cover more than a mile.

Jessi asked if issues such as smog, water quality, and haze could be noted. Teresa replied, yes.

Genevieve complimented the job of the CHA developers under tight timelines, and the outreach to a wide array of organizations such as tenant groups and LRAPA. She also shared concerns about attempting to bring in tribal assessments given tight timelines may result in limited participation and thus arriving at the same assessment Lane County had five years ago.

Caity announced that the meeting had overrun its time and asked that information relating to the remaining agenda items including Tribal Connection Updates and CCO Governing Boards Q&A be distributed to CAC members by email.

## **VI. Adjournment**

Caity adjourned the meeting at 2:05 p.m.