



Community Advisory Council Meeting Minutes

March 8, 2023

Virtual Meeting

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[Join by phone](#)

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Attendees:

EOCCO CAC Member Roll Call

Wheeler County: Ellie Bray, Matt Davis, **Wallowa County:** Johna Alford, **Union County:** Diana Elledge, *Winnie Andrews*, **Umatilla County:** Morgan Linder, **Confederate Tribe of the Umatilla Indian Reservation (CTUIR): Malheur County:** Oceana Gonzalez, Sarah Poe **Morrow County:** Yvonne Morter **Sherman County:** **Lake County:** Commissioner James Williams, **Harney County:** Jennifer Williams, Vera Williams, **Grant County:** , **Gilliam County:**, **Baker County:** Albert Rowley, Kristina Gueli,

EOCCO: Ari Basil-Wagner, Lourdes Reyna, Britney Garcia, Rosalie Kelly, Christian Muñoz, Julian Gutierrez, Karen Wheeler, Summer Prantl, Courtney (Val) Valenzuela, Kathryn Hart, Rae Mikel, Kali Paine, KayLynne Todd, Kerry Plunkett

Guests: Carolyn Black - Senior Outreach & Education Coordinator, Oregon Health Insurance Marketplace, OHA. Aimee Dimock, Umatilla County Public Health. Tressa Dutcher. Rosa Armenta, Regional Outreach Coordinator, Community Partner Outreach Program. Yami Gonzalez OHA innovator Agent supporting EOCCO. Kimberly Adams Community OHP member.
 Joined by phone: +1 509-***-**07, +1 541-***-**57, +1 541-***-**82, +1 541-***-**88, +1 617-***-**69

TOPIC	DISCUSSION	ACTION ITEM
Welcome Roll Call and Introductions	Ari and Lourdes opened the meeting, welcoming everyone. CAC Chair Diana Elledge asked everyone to put their name and county in the chat. 11:36 AM Sarah Poe, LCAC Vice Chair, Malheur County Health Department Kathryn Hart 11:36 AM Hi all, Kathryn Hart, EOCCO THW Liaison.	

Eliane "Ellie" Bray
11:36 AM
Eliane Bray - Wheeler County
Morgan Linder
11:36 AM
Morgan Linder, Umatilla County Health Department
KayLynne Todd
11:37 AM
KayLynne Todd, Supervisor of Community Care for Eastern Oregon, Advantage Dental
Albert Rowley
11:37 AM
This is Albert from Baker County. I am a part of the LCHP in this county.
Christian Muñoz
11:37 AM
Christian Munoz GOBHI, Office Admin
Morrow County Public Health TeleMed
11:37 AM
Yvonne Morter Morrow County
Johna Alford
11:37 AM
Johna Alford, Wallowa Valley Center for Wellness, Wallowa County
Ari Wagner
11:37 AM
Ari Basil-Wagner EOCCO / GOBHI
Kimberley
11:37 AM
Kimberley Adams. Baker city. Community OHP guest.
Yami Gonzalez, OHA
11:37 AM
Hi all! Yami Gonzalez OHA innovator Agent supporting EOCCO.
Carolyn Black
11:37 AM
Carolyn Black, Senior Outreach & Education Coordinator, Oregon Health Insurance Marketplace, OHA.
Oceana Gonzales Banuelos
11:37 AM
Oceana Gonzales-Banuelos Malheur County-Community in Action-ISRS Worker
Tressia Dutcher
11:37 AM
Tressia Dutcher Malheur county EOCCO
Jennifer Williams
11:37 AM
vera williams harney countyOHP member

	<p>Karen Wheeler 11:37 AM Karen Wheeler, GOBHI/EOCCO. I'll be on for about a half hour and then need to travel :) Jennifer Williams 11:38 AM Jennifer Williams Harney county OHP member rep Aimee Dimock 11:38 AM Aimee Dimock, Umatilla County Public Health</p>	
<p>Approval of the 1/11/2023 Minutes</p>	<p>Diana asked if anyone had any changes or additions to the meeting minutes from January 11, 2023. When no one did, she asked for a motion to approve the minutes.</p>	<p>Motion: Poe/Rowley to approve the meeting minutes for January 11, 2023. Motion passed.</p>
<p>Group Discussion</p>	<p>What is working well in your community?</p> <p>Kimberley: I live in Baker City. There are dental issues that are ongoing and she sees the need for better dental coverage.</p> <p>Jennifer: Commented about having access to a chiropractor for tuneups to help keep pain levels down are not covered. This has a huge impact on a member's life. It is a change to coverage that has put up barriers for the members getting the help they need.</p> <p>Sarah noted that Malheur County: Public health has changed so much over time and the services that we provide. We used to do a lot of services, but because of the Medicaid expansion, it means that more people are insured. It is a success that EOCCO is now providing services. It is hard to remember what it was like in the early '90s. The number of people who are getting care is so much better than it used to be.</p> <p>Carolyn: Do you have resources for people who aren't eligible for OHP? To access coverage at a lower cost?</p> <p>Ari: Will bring this topic to the larger group and follow up.</p>	<p>Lourdes will follow up with Kimberly regarding dental care in Baker City.</p> <p>Lourdes will follow up with Jennifer regarding chiropractic coverage.</p>

Summer: In Oregon, that is one of the toughest and most challenging things. The gap where they don't qualify for OHP but are under insured. Talk to your insurance agents, depending on your area, of course. A local agent because they are familiar and informed. Folks who are in the 150% federal poverty level will have a bridge plan. [Bridge Plan](#)

Carolyn: With the redetermination, she wanted to find out about resources.

Summer: We would love to reach out. We are working from the perspective of our members, and those that don't qualify for the bridge plan. We are working on getting resources from the marketplace, and how to help them.

Carolyn: She is from Oregon Healthcare, and spoke about the marketplace side.

Summer will set up some time with her group offline. She put her contact in the chat.

Karen Wheeler

11:48 AM

There is a "super siting" bill in the works this legislative session and it aims to address the housing issues Kimberly mentioned. GOBHI testified in support!

11:52 AM

I heard / saw Tina Kotek speaking about new bills and programs for housing. So that's hopeful. I didn't vote for her but will be supportive if she pushes this. She mentioned a lot of issues she plans to change towards the homeless.

Ari: We want to make sure we have time to discuss at each meeting. What do you think of this? Is it a good use of our time?

Kristina: I like them. We'll need this time to have better conversations.

thank you Yami

Karen Wheeler

11:57 AM

Yes Kimberly - Governor Kotek is VERY knowledgeable about the housing issues facing Oregon and supportive of solutions to generate more affordable housing.

Karen Wheeler

11:59 AM

That was rough! I was at the state during the pause and it was absolutely heart breaking

Carolyn Black

11:59 AM

	<p>I'm here to listen today. I don't personally live out in Eastern Oregon, but just learned about the CAC meeting in one of my LCHP meetings. I shared it with my colleague who covers Eastern Oregon, but she had a conflict today.</p> <p>Carolyn Black 12:08 PM</p> <p>carolyn.black@oha.oregon.gov Kerry Plunkett (she/her) 12:09 PM</p> <p>I came late to this conversation so this may be unrelated: I know registered resources on this website (211 info) are hard to find but on an individual level this may help people identify services in their area: https://www.211info.org/ I used it a lot for outreach in Portland and worked with their navigators on a research study a year ago (A very different landscape, I know) but people can dial 211 for one-on-one conversations. There is insurance counseling resources and orgs on there as well.</p> <p>Karen Wheeler 12:09 PM</p> <p>Bye everyone! Nice hair style Summer! Summer Prant! 12:10 PM</p> <p>Thanks, Karen! So done with my covid hair!! Cut off about 18 inches! Carolyn Black 12:11 PM</p> <p>The Marketplace team is here to help you prepare to help these people transition to the Marketplace with two live webinars. Topics will include:</p> <ul style="list-style-type: none"> • Notices individuals should expect to receive • Unwinding special enrollment period (SEP) details • Transitioning during open enrollment <p>Webinar details:</p> <ul style="list-style-type: none"> • English: Wednesday, March 22 from 10 to 11 a.m. Register at https://orhim.info/OHIMtransition • Spanish: Wednesday, March 29 from 10 to 11 a.m. Register at https://orhim.info/OHIMTransitionSp <p>The webinars are not for the general public.</p>	
	<p>Break out rooms</p>	

The group broke up into breakout rooms. Each group had a facilitator. They were given two questions to discuss.

1. What are you most proud of?
2. What do you see as the biggest area of improvement?

Overview from each of the breakout rooms:

Ari spoke about the main room with both CAC members and guests. Overarching with the work that is being done in EOCCO is giving access to more people. Having more access to care. Difficulties are access to dental care. The mobile dental van, we are not sure that is continuing. Impact of loss of chiropractic care, and the impact of housing access.

Lourdes spoke about the breakout group that contained members from Malheur, Union, Lake & Wallowa counties. In Wallowa, it is going well, with an emphasis on the importance of good health overall. In Lake County, transportation is going well. People there are educating themselves about health. In Wallowa, everyone knows each other. It is helpful that all services are in the Winding Waters Health Center. Meeting together to help solve issues. Wallowa is focusing on getting help for males. Malheur is using a trauma informed care (TIC) bias for serving clients. In Lake County, people don't have a place to go when there is a behavioral health crisis, and have to go to jail. They are working on coordination of services that are available and improving communication from the groups in the counties.

Britney facilitated the group from Umatilla County. They are proud of everyone in the community and how they are working together. They see improvement in people getting the help they need and access to services.

Christian's breakout group was from Baker and Wheeler counties. In Wheeler County, they have a really great dental facility and they have a dentist that comes once or twice a month. They finally have a permanent dentist. Baker County has a program helping with utilities in the winter. Housing is getting better in Baker County. They received a grant to obtain a complex for shelter, which is being worked on. Some issues in Wheeler are they have zero home care.

	<p>They can't get assistance, no physical help, or nursing facilities. There are lots of barriers that prevent them from getting help unless they are hospitalized for a couple of days. In Baker County, they lack dental care. There are long wait times and only one or two dentists that cover the entire area. Sometimes they struggle so much to get appointments they go to Boise. Getting reproductive care in the area is also an enormous struggle.</p> <p>Lourdes: We want to know what is going well in the communities, and where we can improve to be a part of our conversations. We will continue to have breakout rooms.</p> <p>Ari: Hope this is helpful to our members and guests. Please let us know if there is anything else you'd like to see in the breakout rooms.</p>	
<p>SHARE Funds</p>	<p>Kerry Plunkett presented an update on the EOCCO SHARE funds. Applications are due on April 14. Kerry and Martha have been presenting at the LCHPs. This is separate from the LCHP Share funds. They work at OHSU, but contract with EOCCO. In May, the CAC will receive the applications and a summary to review. On May 10, they will go to the CAC meeting to review and vote on these. Kerry & Martha will provide a summary and package them. They are happy to help with the review. Then they go to OHA for approval in July.</p> <p>Kerry reviewed the scoring rubric.</p>	
<p>EOCCO Metrics</p>	<p>Kali presented an overview of EOCCO metrics.</p> <p>Kari. When you are done, I have 3 questions. About incentive and info in your presentation. If this isn't the appropriate area for answers, can we chat later?</p> <p>Kimberly: I have questions about the incentives. It sounds like we're giving doctors incentives for doing their jobs. Some things on the list, it seems like the same stuff all the time. Immunizations, health assessments, diabetes, dental, maybe these are the top issues. When the doctors are evaluated, are they coming from patients? She hears on Facebook about people who are unhappy. There is room for improvement. Do we have an advocate? We don't have other places to go.</p> <p>Regarding immunizations for adolescents, are they getting all the information on them?</p>	

Kimberley, we welcome your opinion, but we need to be careful about spreading misinformation about vaccines.

Kali: In terms of information about complaints, that isn't tied to the incentive measures. Moda, and GOBHI have a department that follows up on complaints.

For immunizations, it is up to the providers and health departments to provide information on vaccines before they are administered. For adolescent immunizations, the target is around 30%. We know that not everyone is going to get immunizations.

Diana: She understands and does her best to share all the complaints and concerns. Ari & Lourdes are great at listening. They take the concerns very seriously. We are trying to address a lot of your concerns. As CAC chair she has as many of the same concerns that you do.

Summer: Appreciate the courage it takes to talk about the things that are happening. The incentive measures are one part of the overall OHA program. It is one way to measure quality, and it is a requirement. There are other avenues - appeals and grievances that measure at the state level. We hear you and would love to hear more. We don't just want to hear the good stuff.

Ari: Asking about member input, Kali addresses complaints and how that happens. We also plan on collecting more input than ever before. She will present more at the next meeting. Your questions about incentives, we can answer those in more detail at the next meeting.

Vaccines.

James Williams

12:56 PM

In the interest of time, I would love to talk about the incentive measures offline with a few folks. Just had a few questions, and then maybe later we could revisit this. Thank you

Chucks Mom

12:56 PM

me too James.

Lourdes Reyna

12:57 PM

Hi James, yes, of course. I'll send you a follow up email to gather everyone and have a discussion.

<p>OHA Updates</p>	<p>OHA updates will be given at the LCHPs. If you have presentation questions, please let us know.</p> <p>Kimberley 12:58 PM</p> <p>Yami. I have an OHA question. Will email you.</p> <p>Kali Paine 12:59 PM</p> <p>I have to go to another meeting unfortunately, but feel free to reach out to me at kali.paine@modahealth.com with further incentive measure questions or concerns. Thanks all!</p> <p>Yami Gonzalez, OHA 12:59 PM</p> <p>Yes, Kimberly, reach out at any time! yamileth.gonzalez-perez@dhsoba.state.or.us</p> <p>Kimberley 12:59 PM</p> <p>Oh, good info. Ya. I'm not a member. So I see that differently. Thanks for explaining.</p>	
<p>CAC Member Comment & Feedback</p>	<p>Sarah: There are two ways to share. 1. First as a CAC member making a comment, or providing a comment on behalf of a consumer. Anyone who is not a member can make a comment during the public comment time.</p> <p>Sarah asked if there are any CAC member comments. There were none.</p> <p>In the future, we may ask people to hold comments for this time if the meeting is going long.</p>	
<p>Public comment</p>	<p>Public comment: none</p> <p>Diana: 1:01 PM</p> <p>Ari and Lourdes can we have another chat, Please</p> <p>Rosa Armenta 1:01 PM</p> <p>I have to hop off the call. Thank you for the great conversation and updates.</p> <p>Carolyn Black</p>	

	1:01 PM I have to jump off. For Marketplace related questions please reach out! carolyn.black@oha.oregon.gov	
Next Meeting	May 10, 2023	
Adjourn	Meeting minutes submitted by Rosalie Kelly	