

Community Advisory Council (CAC) Meeting Attendance

Date: August 28, 2017

Location: Mid-Columbia Fire & Rescue
 Providence

	Aug 28	Jul 24 w/ Board	Jun 26	May 22	Apr 24	Mar 20	Feb 27	Jan 23	Dec 19	Nov 28 Mbr Only
VOTING MEMBERS										
Carol S. Olvera, Consumer	X	X	X	X	X	X	X	X	P	X
Connie Armour, Consumer			X		X					
Heather Thompson, Consumer	X	X	X	X	X	X	X	X	P	X
Jack Miller, Consumer	X	X	X	X	X	X	X	X	P	X
Joel Pelayo, Consumer	X	X	X		X	X	X	X	P	X
Karen Polehn, Consumer		X	X	X	X	X	X	X	P	X
Luz Oropeza, Consumer	X	X	X		X	X	X	X	P	
Mayra Ulloa, Consumer	X		X	X	X		X	X		X
Susan Lowe, Consumer	X	X	X	X	X		X	X	P	X
Barb Seatter, Mid-Columbia Center for Living		X		X	X	X			P	X
Christa Rude, Early Learning Hub		X			X		X			X
Ellen Larsen, Chair, HRC Health Department		X		X	X	X	X			X
Lori McCanna, DHS	X			X	X	X	X	X	P	X
LIAISONS										
Dustin Zimmerman, OHA	X	X	X	X	X	X	X	X	P	
Trish Elliott, CAP liaison		X	X	X	X	X	X	X		
Trudy Townsend, PacificSource	X	X		X	X	X	X	X	P	X
EXTENDED MEMBERS										
211Info, Lorena Herrera	X			X	X			X		
Advantage Dental, Ashley Danielson							X	X		
Aging in the Gorge Alliance	X		X	X	X	X	X		X	
CGHC, Coco Yackley	X	X	X	X	X	X	X	X	P	X
CGHC, Claire Ranit	X		X		X		X			
CGHC, Katy Williams	X	X	X	X	X	X	X	X		
CGHC, Suzanne Cross	X	X	X	X	X	X	X	X	X	X
Community Impact Specialist, Paul Lindberg	X		X	X	X		X	X		
Gorge Grown, Sarah Sullivan						X				
HAVEN, Becca Simmons	X	X	X		X	X	X			
HAVEN, Tara Koch									P	
HR Co. Prevention Dept., Belinda Ballah		X			X		X		P	
HR Co. Prevention Dept., Jane Palmer				X			X			
HR Shelter Services, Andy Wade			X	X	X					
Klickitat County, Megan Winn		X	X	X				X		
Klickitat Valley Health, Jeff Teal	X			X		X		X		

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MCEDD, Dan Hoyt			X			X	X			
Mid-Columbia Action Council, Jim Slusher						X		X	P	
Mid-Columbia Housing Authority, Joel Madsen		X			X	X	X		P	
Mid-Columbia Housing Authority, Karen Long	X		X	X				X		
NCPHD, Hayli Eisland						X				
NCPHD, Judy Bankman			X			X				
NCPHD, Shellie Campbell	X	X		X		X		X		
OCDC, Sandy Pulido					X	X	X			
One Community Health, Kristine Mier	X	X					X			
Oregon State Extension, Lauren Kraemer			X	X	X	X	X	X		
ORPRN, Emily Chirnside				X	X	X	X	X	X	
PacificSource, Elke Towey	X		X	X	X	X	X			
Providence, Mark W. Thomas	X		X	X	X	X	X	X	X	
Providence, Gladys Rivera	X		X	X	X		X	X	P	
Revell Coy Insurance, Shanon Saldivar		X		X		X		X		
Sherman Co. Commissioner, Tom McCoy				X				X		
Skyline Hospital, Debi Budnick		X		X	X	X	X			
The Next Door, April Abernethy		X	X		X	X	X			
The Next Door, Janet Hamada		X		X	X			X		
United Way, Jarrod Holmes	X		X	X						
YouthThink, Debby Jones	X							X	P	

(P) Partial attendance

EMAIL DISTRIBUTION ONLY

Jessy Rose, AOC; Cara Kangas, 211Info; Ashley Danielson, Advantage Dental; Molly Johnson, Advantage Dental; Tina Castanares, Aging in the Gorge Alliance; Bonnie New, Aging in the Gorge Alliance; Becki Rawson, Aging in the Gorge Alliance; Ana Williams, Aging in the Gorge Alliance; Aaron Patnode, Blue Zones Project Oregon; Dillon Melady, Blue Zones Project; James McCormack, Columbia Gorge Family Medicine; Kim Bangerter, MBA, COIPA; Kris Boler, GOBHI; Gale Arnold, Gorge Grown; Liz Oberhausen, Gorge Grown; Lindsay Miller, Gorge Owned; Gwen Paulson, HAVEN; Jenna Cohan, HAVEN; Stephanie Irving, Helping Hands Against Violence; Cassie Whitmire, Hood River County School District; Ilea Bouse, Hood River County Prevention Department; Jane Palmer, Hood River Prevention Department; Becca Sanders, PhD, Iteration Evaluation; Kevin Barry, Klickitat County Health Dept; Renee Wuollet, Klickitat County; Jim Daniel, Klickitat Valley Health; Leslie Hiebert, Klickitat Valley Health; Rita Pinchot, Klickitat County; Chelsea Ruder, Mid-Columbia Children’s Council; Crystal Ross, MCCOG; Julie Reynolds, MCCOG – Area Agency on the Aging; Amanda Hoey, MCEDD; Dave Lapof, Mid-Columbia Fire & Rescue; Blanca Flores; MCMC; Alida Raynor, MCMC; Celeste Hill-Thomas, MCMC; Stephanie Buell, NCPHD; Jeremy Hawkins, NCPHD; Teri Thalhofer, NCPHD; Shannon-Marie O’Brien, OCH; Meagan Schorr, OCADSV; Kim Brown, OHSU; Melinda Davis, OHSU; Robyn Pham, OHSU; Kitsy Stanley, OHSU; Kristine Mier, One Community Health; Brooke Nichols, One Community Health; Tracy Welker, One Community Health, Ben Zimmerman, One Community Health; Sarah Foster, Oregon Healthiest State; Heather Simmons, MPH, PacificSource; Kate Wells, PacificSource; Lindsey Hopper, JD, PacificSource; Anna Williams, Providence; Don O’Donoghue, Reliance HIE; Elizabeth Vaivoda, Skyline; Alison Church, United Way; Jarrod Holmes, United Way; Roelina Dempsey, Veggie Rx; Tyler Beane Kelly, Zion Lutheran Church

**Due to food sensitives, please remember no peanuts or peaches are allowed in the room. Other nuts can be in the room but should be clearly marked if they are for the group consumption.

Community Advisory Council (CAC) Meeting Minutes

Date: August 28, 2017

Location: Mid-Columbia Fire & Rescue
 Providence

Agenda Item	Duration, Presenter and CAC Actions
Welcome & Introductions	<p>CAC members and guests when around the room and introduced themselves.</p> <p>Guests included: Amanda Hoey, MCEDD; Stephanie Irving, Helping Hands Against Violence; Karen Joplin, Hood River City & Health Council; Dan O’Donoghue, Reliance; Laura Westmeyer, HR Shelter Services; Ana Williams, Aging in the Gorge Alliance</p>
Announcements	<p>The group briefly discussed the previous joint Board and CAC meeting. The group expressed it was enjoyed and appreciated.</p> <p>Paul Lindberg shared that our collaborative efforts around grant writing have led to July being the busiest month with \$1.5 million grants submitted from the community. He also shared that Senator Merkley’s office will be meeting with a number of partners tomorrow around some programs such as Bridges to Health, Veggie Rx, Housing.</p> <p>Amanda Hoey with MCEDD-Mid-Columbia Economic District shared about the work on cross river transportation scheduled to be started in the fall. She also promoted “Drive Less Connect,” a program encouraging the use of alternative modes of transportation and the ability to win prizes by participating.</p> <p>Anna Williams announced the upcoming Aging in the Gorge Alliance meeting on 8/29.</p>
Approve July CAC meeting minutes	<p>On a motion made and seconded the minutes were approved unanimously.</p>
Recent CGHC Board Meeting topics	<p>Ellen reviewed the agenda from the previous Board meeting and noted Dennis Knox, CEO from MCMC, talked about Urgent Care and Suzanne Cross spoke about Bridges to Health Pathways.</p> <p>Ellen mentioned the Board is in need of a Wasco County Community at Large representative.</p>
Robert Wood Johnson Foundation (RWJF): 1-pager in English & Spanish	<p>Coco Yackley shared the 1 page RWJF document in English and Spanish with the action areas from the CHIP.</p>
Member Communication Preferences	<p>Trudy Townsend reviewed a number of communication tools used by PacificSource Community Solutions to communicate with members. Trudy asked the group for feedback.</p> <p>General comments on communication:</p> <ul style="list-style-type: none"> • Use letters but follow up is important with communication mechanisms that work on cell phones (text, email or push notifications from the app). People who don’t have regular housing, use electronic methods and a letter.

	<ul style="list-style-type: none"> • Education-type communication (a new benefit, etc.): Both mobile communication and flyers are important. Community partners are a vital aspect of communication to our members as well. • Communication to conduct business: There is a desire to use the website but many have found it isn't always up-to-date. It's important to provide options to communicate with a real person. • Enrollment assistors and community partners are unable to assist clients with some of the most frequent questions yet simple questions such as "When can I/children renew?". Strong interest by enrollment assistors and community partners to have access to some of the same look-up systems used by PacificSource Customer Service. This would avoid a call into the customer service team and allow for a more streamlined experience for the clients. • Frequent feedback is that the preference with digital communication is with the mobile community. Members should be able to choose which they prefer. • Anna suggested providing explanation videos or communication tools that do not require written literacy (e.g. the IKEA assembly instructions).
<p>PacificSource Mobile App</p>	<p>Trudy asked for feedback on the PS App. Suggested additions/changes to the app:</p> <ul style="list-style-type: none"> • Make 24-hr. nurse line more prominent • Enrollment dates, expiration dates and related information regarding enrollment/re-enrollment • A Spanish-version would also be helpful • "How do I use this App?" section • Information about Explanation of Benefits • Ability for the member to inform PacificSource about a Change of Address
<p>PacificSource Newsletter</p>	<p>Trudy then discussed the PacificSource newsletter. She showed examples of the newsletter and flyers and asked for feedback.</p> <p>Feedback on newsletter:</p> <ul style="list-style-type: none"> • It is very Central Oregon-oriented. A Gorge-specific newsletter was suggested. • Add links on how to get to some of the events. • Photos are only of white people who are fit and healthy looking. • It is also a bit heavy on text but there was a good use of white space. • Asking members during the wellness call for feedback would be helpful. • Joel suggested adding more health prevention information and where to go for resources.
<p>Questions on Community Grant Process</p>	<p>Coco shared about the Q&A sessions for the Community Grant process. She reviewed the forms and process and shared that the website will be able take applications beginning Sept 1st. She also shared CAC Voting Members will be able to vote as well as CAC Extended Members that have attended more than 50% of the CAC meetings from July 16-July 17. The CAC will be making decisions on grants under \$10K and amounts over \$10k will be a recommendation to the CGHC Board.</p>

Next CAC Meetings	<p>September 25, 2017 @ Mid-Columbia Fire & Rescue, 3 – 5pm</p> <p>Agenda:</p> <ul style="list-style-type: none"> • Raices – Share Information.
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Acronyms	
<p>A1C. Specific test for monitoring diabetes</p> <p>ACA. Affordable Care Act</p> <p>ACE. Adverse Childhood Experience</p> <p>ADHD. Attention Deficit Hyperactivity Disorder</p> <p>AGA, Aging in the Gorge Alliance</p> <p>AOC. Association of Oregon Counties</p> <p>APD. Adults & Peoples with Disabilities</p> <p>AWCV. Adolescent Well Child Visit</p> <p>BMI. Body Mass Index</p> <p>CAHPS. Consumer Assessment of Healthcare Providers and Systems</p> <p>CAWEM, Citizen Alien Waived Emergent Medical</p> <p>CCO. Coordinated Care Organization</p> <p>CGFM. Columbia Gorge Family Medicine</p> <p>CGHC. Columbia Gorge Health Council</p> <p>CHA. Community Health Assessment</p> <p>CHARA. Community Health Advocacy & Research Alliance</p> <p>CHIP. Children’s Health Insurance Programs</p> <p>CHIP. Community Health Improvement Plan</p> <p>CME. Continuing Medical Education</p> <p>CMS. Center of Medicaid Services</p> <p>COIPA. Central Oregon Independent Practice Assoc.</p> <p>CRAFFT. (Adolescent Screening Technique) Car, Relax, Alone, Forget, Friends, Trouble</p> <p>CRC. Colorectal Cancer</p> <p>DCO. Dental Care Organization</p> <p>DHS. Department of Human Services</p> <p>DNR. Do Not Resuscitate</p> <p>DTAP. Vaccine for Diphtheria, Tetanus and Pertussis</p> <p>eCQM. Electronic Clinical Quality Measure</p> <p>ECHO. Extension for Community Healthcare Outcomes</p> <p>ECU. Effective Contraceptive Use</p> <p>ED. Emergency Department</p> <p>EHR. Electronic Health Record</p> <p>EMR. Electronic Medical Record</p> <p>EOB. Explanation of Benefits</p> <p>FIT. Fecal Immunochemical Test</p> <p>GGFN. Gorge Grown Food Network</p> <p>GOBHI. Greater Oregon Behavioral Health Inc.</p> <p>HERC. Health Evidence Review Committee</p> <p>HIE. Health Information Exchange</p>	<p>HIT. Health Information Technology</p> <p>HRCHD. Hood River County Health Department</p> <p>HRCPD. Hood River County Prevention Department</p> <p>HTN. Hypertension</p> <p>IIS. Immunization Information System</p> <p>IMMS. Immunizations</p> <p>LARC. Long-acting Reversible Contraceptive</p> <p>MA. Medical Assistant</p> <p>MARC. Mobilizing Action for Resilient Communities</p> <p>MCCFL. Mid-Columbia Center For Living</p> <p>MCEDD. Mid-Columbia Economic Development District</p> <p>MCHA. Mid-Columbia Housing Authority</p> <p>MLR. Medical Loss Ratio</p> <p>NCPHD. North Central Public Health District</p> <p>NEMT. Non-Emergency Medical Transportation</p> <p>NICH. Novel Interventions in Children’s Healthcare</p> <p>OCADSV. Oregon Coalition Against Domestic & Sexual Violence</p> <p>OCDC. Oregon Child Development Coalition</p> <p>OCH. One Community Health</p> <p>OHA. Oregon Health Authority</p> <p>OHP. Oregon Health Plan</p> <p>OHPB. Oregon Health Policy Board</p> <p>OHSU. Oregon Health and Science University</p> <p>OKQ. One Key Question</p> <p>ONE. Oregon Eligibility</p> <p>ORPRN. Oregon Rural Practice-Based Research Network</p> <p>OSAA. Oregon School Activities Association</p> <p>PCP. Primary Care Provider</p> <p>PCPCH. Patient-Centered Primary Care Home</p> <p>PDMP. Prescription Drug Monitoring Program</p> <p>POLST. Physician Orders for Life-Sustaining Treatment</p> <p>POTA. Pain and Opiate Treatment Advisory</p> <p>QHOC. Quality & Health Outcome Committee</p> <p>QIM. Quality Incentive Measure</p> <p>RWJF. Robert Wood Johnson Foundation</p> <p>SBHC. School-based Health Center</p> <p>SBIRT. Screening, Brief Intervention and Referral for Treatment</p> <p>SBST. STarT Back Screening Tool</p> <p>SNAP. Supplemental Nutrition Assistance Program</p> <p>TANF. Temporary Assistance for Needy Families</p>