

**Community Advisory Council (CAC)**  
Monday, March 13, 2023, 12–2pm  
Jackson Care Connect, 33 N. Central #320,  
Medford, OR – Teleconference

**Minutes**

A meeting of the Jackson Care Connect (JCC) CAC was held on Monday, March 13, 2023, at Jackson Care Connect – Via Teleconference

**Committee Members Present:** Craig Newton (co-chair), Diana Alfaro-Soto, Jacquie Jaquette, John Curtis, Rich Rohde

**Committee Members Absent:** Autumn Chadbourne, Don Bruland

**Non-Committee Members Present:** Amanda – Interpreter, Belle Shepherd (OHA Innovator Agent), Victor - Interpreter

**Staff Present:** Cliff Juno, Edith Gonzalez, Janet Holland, Natalie Crow, Riki Rosenthal, Sam Watson

**Staff Absent:** Nancy McKinnis

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**Call to Order**

The meeting was called to order at 12:03pm with the welcome message by Sam, along with introductions.

**Approval of Minutes**

Committee members reviewed the minutes from the January meeting. CAC member moved to approve the minutes; CAC member seconded the motion to approve. Approved through vote.

**Word on the Street** – All

CAC members and attendees shared Word on the Street:

- Word on the street was not captured via meeting minutes due to a technical error.

**JCC Updates** – Sam Watson

Sam shared a presentation with the following updates, please see the attached with more information. The following areas were discussed:

- Traditional Health Worker contracting and review of the types of THWs
  - Housing initiatives as a focus for JCC in support of the community health improvement plan:
  - Jackson County Mental Health grant for housing development. Additional funds will be sought out for projects.
  - Options for Homeless Residents of Ashland: finalizing a contract for 2023 to support housing and navigation services.
- Leslie Ford will attend the June CAC meeting to provide a housing update.
- Language Access: Hearing Loop Project

- Naloxone: investing in awareness and education, and the purchase of naloxone kits
- SHARE – Supporting Health for All Through Reinvestment
  - 2023 investment: Oasis Center of the Rogue Valley, emergency housing for pregnant community members awaiting placement into residential treatment.
  - 2024 potential investment: Working with hospitals and Addictions Recovery Center to expand detox.
    - Submission to the OHA in May for early review and approval.
    - Combined with additional funding streams.
- Health Related Social Needs Benefit: rolling out in January 2024, will start with housing, climate related benefits in July 2024 and nutrition beginning January 2025. This will be for populations in transition, still being determined by the OHA and CareOregon.
  - More details to the CAC to come next month.
- Regulatory Submissions:
  - Transformational Quality Strategy
  - Health Information Technology Roadmap
  - Health Services Advisory Group (HSAG) audit

**Board of Directors (BOD) Update** – Craig Newton

- Now meeting bi-monthly.
- No meeting to report.

**OHA Update** – Belle Shepherd

Belle shared a presentation with the following updates, please see the attached with more information. The following areas were discussed:

- COVID Updates
  - Vaccine schedule varies depending on age.
  - The most current booster is the one released in the fall of 2022.
  - Not expecting new vaccination until this Fall, will likely start seeing vaccines each Fall.
  - Accessing the vaccine: traditional places are still best including pharmacies, physicians, etc.
  - Number of cases for Covid and the flu have decreased.
  - Mask mandated has been lifted as of April 3 due to decrease in all viruses.
- Redetermination/Public Health Emergency update and webinars
  - Monthly webinars, information on redetermination is available in 13 languages.
  - Available in 13 languages
  - Medicaid renewals will start Apr 1, 2023, and will take place over a 14-month period.
  - Redetermination will be rolled out by different populations including groups and families.
  - Folks will have 90 days to respond, with additional 30-day notices to come.
- **How OHP Members may be affected by redetermination:**
  - There are currently 1.4 million Oregonians enrolled on the Oregon Health Plan.
  - Most members will continue to be enrolled in OHP.
  - There may be up to 300,000 who will no longer be eligible.
  - Please update your contact information (address) as mailers will go out from the OHA. Watch for and open your mail.
- Emergency Food Benefits
  - February was the last month of the pandemic level emergency food benefits.
  - Other resources will be available for those still in need.

- Veteran Dental Program
  - Continues to have capacity for new enrollees.
  - Program has not filled up as fast as expected.
  - Link is available to see if you are eligible.
  - See links in presentation.
  - Belle and Deanna to discuss further for available benefits. Riki to send links if she has this information. Will have discussion off-line.
  - Belle did add slide deck on listening session on telehealth. Spanish and English Flyer. Telehealth was expanded during Covid and would like to continue these services.
  - Survey on gathering information re: changing designations and tying distance standards for networks. Could be expansion on how CCO's contract with different providers. Available video for detailed information. Reach out to Belle if you would like additional details.

### **Traditional Health Worker (THW) Contracting** – Cliff Juno

Cliff shared information on our current THW contracting strategy including the following:

- 4 types of THWs
- The team spent most of 2022 preparing CBOs for 2023 contracting. We are currently contracting for THW services and are currently contracting with Pathfinder Network, Rogue Retreat and Doulas and Company. We will be exploring contracts with YMCA and Unete.
  - Rogue Retreat – we are paying for their health-related services (housing, connection to resources). Biggest change is we are paying now through health-related services (part of our medical spend). More of an encounter base. We pay based on tiers.
  - Pathfinder Network – works with those with justice involved. Paying for a position that is to come shortly. (They are hired, being trained). Contract has been executed and signed. Will work with members who are justice involved, child protective services, snap benefits, etc. Family support will be on how to connect those with the proper services. Part of contracting process is for us to connect them to the Oregon Support Network. Will provide training, supervision, and support.
  - Doulas and Company – Doulas can already bill for services. There is an equity component/bilingual. We can pay extra for those culturally specific services.
- Currently working on environmental scan to identify organizations who have staff doing THW type work. Will take data and strategize to get folks on to registry as we build out our capacity. We are looking at increasing the number of THWs on the registry to 70 total. We have received 20% of responses so far.
- How are we finding recorded outcomes? – CHWs in primary care are lowering costs of provided care. 60 health workers on staff. Focus on social determinates of health. Cliff is incorporating them into the service delivery of health care. Too early to determine outcomes.
- Is there a way we can keep track of services and the help of those getting services from community health workers? – Mercy Flights is the closest we have used. We are gathering data and finding outcomes. Will do studies in 6 months to find out what has changed.
- Community health assessment – will they be involved? - They should be a part of disseminating it if it relates to them. Getting more Doulas in the network. Doulas has also started becoming a trainer and getting certifications and they have 2 additional bilingual/bicultural doulas recently.

### **2023 CHA/CHIP Update** – Sam

See presentation shared via email, unable to share the presentation due to the time constraints.

**Member Experience Dashboard** – Sam

See slide presentation for February’s member experience dashboard for more information. There was significant improvement in many areas, and satisfaction results were maintained. Additionally, the customer experience action plan was shared, and the plan for member outreach using text opt in process, the new mobile app, and for redetermination.

The next CAC meeting is scheduled for **Monday, April 10, 2023, from 12-2pm**. Meeting was adjourned at 1:59pm.

**Approval of Minutes:**

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Craig Newton (Co-Chair)

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