

Community Advisory Council (CAC)
Monday, June 13, 2022, 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, June 13, 2022, at Jackson Care Connect – Via Teleconference

Committee Members Present: Autumn Chadbourne, Brenda Borchman, Craig Newton (co-chair), Donald Bruland, Edith Gonzalez, George Adams, Jacquie Jaquette, John Curtis, Melinda Sprague, Rich Rohde

Committee Members Absent:

Non-Committee Members Present: Yessenia Baltazar

Staff Present: Edith Gonzalez, Jamie Trudeau, Janet Holland, Jennifer Lind, Nancy McKinnis, Belle Shepherd, Sam Watson, San Sunowen, Shellie Holk, Yelena Vuznyuk, Shellie Holk

Call to Order:

The meeting was called to order by Michael Klein at 12:04pm. The Welcome Message and Introductions followed.

Approval of Minutes:

Committee members reviewed the minutes from the May meeting. CAC member moved to approve the minutes, CAC member seconded the motion to approved.

Word on the Street – All

CAC members and attendees shared Word on the Street:

- A reminder for partners that Cow Creek Band of Umpqua Tribe of Indians has PPE available to them free of charge. There have been agencies contacting recently requesting masks and gloves, two in Jackson County, and they want to ensure folks are aware of this resource.
- Feedback from a community member, hoping that CCOs can train people on how to use COVID-19 testing kits. We don't have a training available, but there are videos that we can look at posting on the website. John specifically noted the challenges surrounding the Deaf Community, and perhaps outreach to OHA for this information. Link was provided for a how to on home testing:
<https://m.youtube.com/watch>
- CAC member shared there is a need for additional information on member benefits around eye care, and who accepts JCC insurance. We do have our provider directory that outlines our providers.
- Health and Human Services is hiring, please see the link for open positions.
<https://www.governmentjobs.com/careers/jacksoncountyor?sort=PostingDate%7CDescending>
- CAC member would like to give a shout out to JCC and AllCare Health who co-sponsored the hearing loop presentation that was given last week. The event was successful with meaningful participation from attendees.

Square One Villages Housing Model– George Adams

George shared information on the Square One Villages Housing Model, please see website for more

information: www.squareonevillages.org/peace

- Peace Village Co-op: goals are to create a successful pathway to ownership for low-income households in Lane County, permanent affordability, and long-term sustainability.
- Shared ownership structure: housing co-op and land trust

OHA Update – Belle Shepherd

See PowerPoint presentation for detailed OHA update

- COVID-19:
 - Additional COVID test kits can be ordered, and expiration date may have been extended, please check this website for expiration on your home tests: <https://www.fda.gov/medic>.
 - Boosters approved for 5–11-year-olds
 - Testing is still available locally, please check website for testing sites
- SNAP benefits: increased benefits will continue in June and July; the extra benefits are expected to end when the public health emergency ends (October is the current end date). No action needs to be taken to receive these benefits. The Oregon Public Health Emergency has ended, but the Federal Public Health Emergency is continuing, and SNAP is a federally funded benefit.
- OHP Benefits will continue through the emergency, and there will be year long process for renewal after the end of the emergency. Requested all folks make sure their address is updated so they receive information on renewal.
- Universal Health Care Listening Sessions: provided virtually for regions across the state to identify opportunities and gaps to make health care more affordable across the state. There is one for Southern Oregon on June 18 from 10:30am-12:30pm. Link: shorturl.at/pvxRX
 - There is a one-time-only Spanish event on June 28 from 5:30pm-7:30pm, with a stipend available for participants. To register, call 971-333-0564, or e-mail opinion@laramedia.com

Board of Directors (BOD) Update – Jennifer Lind/John Curtis/Craig Newton

- Jennifer shared BOD updates, meeting took place on 6/9/22. BOD was asked to make a recommendation from our finance committee regarding how we share the OHA required reserves, allowing flexibility through the end of 2022 and into the start of 2023, for when we transfer funds into our restricted reserves. The rest of the time was spent on discussion around JCC updates, including status of success indicators for 1st quarter, most are either green or grey, either on target or we haven't yet collected the data. Planning for continued work on the waiver and CCO 3.0, which will be the focus for October's meeting. Jennifer will be on sabbatical; this is available to staff who have been with JCC for at least five years. Michael will remain the main point of contact for anything related to JCC.
- John shared about the presentation given by Jonathan Weedman, CareOregon VP for Population Health Partnerships; the CAC may be interested in receiving the presentation.

Grievance and Appeals Training and Feedback Discussion – Shellie Holk

Shellie shared information about the Grievance and Appeals, see presentation for more detailed information. Presentation included member demographics, grievances filed per month, YTD 2022, including the most common grievances filed, appeals per month for 2022. including the most common service type appealed. The current process for filing a grievance is by calling customer service, and we have developed a grievance form for members to increase access to the grievance filing process. This can be filled out by the member, by CCO staff, or with a community-based organization partner. Rich would like to see data broken up to show Behavioral Health grievance and appeals data; Shellie will update the data with those pieces of information and can bring a more detailed report at a later date.

- Feedback provided by CAC members:
 - Form was open ended and didn't ask for a lot of specific information, felt it was a trauma-informed approach.
 - Liked the format, requested there be complaints by provider, for example: dental services. Would like to see the information on the number of people with a disability who have filed complaints. Shellie shared it is not currently a data field, but it is in the OHA's larger plan. If there are multiple complaints for a single provider, a site visit will be conducted, and corrective action may follow. Also discussed efforts to inform individuals of their right to file grievances.
 - This information is very informative and aligns with the CAC. How do these numbers compare to past years? Might the CAC assist you in your work to lessen grievances and appeals? Shellie shared we want to keep hearing about how things are going out in the community through grievances so we can improve services. There has been a steady decline in the amount of grievances coming in since 2018, and this does not correlate with the growth of our membership. Lessening appeals is critically important, this meaning we are doing a better job on the front end of things. We have a higher number of grievances in Jackson County compared to other places around the state, which is a good thing in terms of receiving feedback from our community.
 - Have given good perspective, seeing how this compares over time, and compared with other organizations. Discussion held around the types of grievances that could be filed based on the dissatisfaction of a members' experience.
 - With recent political things happening with the Tribes in different counties, they find that some members don't want to identify as American Indian/Alaska Native, providers have made comments like "you don't look very Native." There is a lack of understanding, there has been a recent tumultuous political environment and there are so many micro-aggressions that take place that folks may not want to file a grievance about these instances. The form will be shared with CAC members. Appreciates the option for the form to be filled out on someone's behalf.

Tribal Representative Updates –Brenda Borchman and Melinda Sprague

- Coquille Indian Tribe Purchased and Referred Care- Brenda shared that the Coquille Wellness center was opened last June (they accept OHP). They are also opening a center in Eugene, also taking OHP. There are a lot of things developing, although no community updates. Brenda shared an overview of purchased and referred care, including who is insured. Coquille works out of five counties, including Coos, Curry, Douglas, Jackson and Lane. A question was asked regarding the pronunciation of the tribe, Coquille Indian Tribe is phonetically pronounced Co-qwell
- Cow Creek Band of Umpqua Tribe of Indians – Melinda was not in attendance, no update

OHA Deliverables – Michael Klein

Michael shared an update on upcoming OHA deliverables, including the Health Equity Plan Progress Report, the CAC Demographic Report, and the Community Health Improvement Plan (CHIP) Report. Michael shared the requirements out for each report, and when reports are completed, they will be shared out with the CAC. Nancy shared out information on the Health Equity Plan Progress Report and the type of information that will be shared with the OHA.

General JCC Updates – Sam Watson

Sam shared general JCC updates, including the following:

- Return to office – JCC returned to the office in May with a soft start, with full return to the office by

September. With the rise in COVID cases, masking is now required in the office and in any community partner meetings.

- Outreach: we have ramped up outreach these last few months, both virtually and in person, with a focus on rural populations. We are hosting monthly virtual member meetings, (beginning May), these are open to any JCC members and community members/partners to learn more about their benefits.
- JCC, in collaboration with partners, conducted a Substance Use Disorder Summit and a Housing Summit; information will be shared out for the outcomes.
- JCC is creating a member experience dashboard and will bring a draft to the CAC in September.

Adjourn – There being no further business to discuss, the meeting was adjourned by Michael at 2:01pm. The next CAC meeting is scheduled for **Monday, July 11, 2022 from 12-2pm.**

Approval of Minutes:

Craig Newton (Co-Chair)

To Dos:

- Michael to send out an e-mail and cc: Belle and Yessenia on it about how to apply for OHP. I don't recall the exact ask around this one.
- Jennifer to send success indicators performance status with Michael to share out with CAC.
- Michael to check in about the presentation given to the BOD by Jonathan Weedman to see if it may be of interest to the CAC.
- Melinda would like a copy of the grievance form to share with members. (This will need to be approved by OHA prior to sharing out).