

**MINUTES OF COMMUNITY ADVISORY COUNCIL MEETING**  
Wednesday August 19, 2020

**Called to Order**

**Attendees:**

Pamala Dame (Co-Chair), Rebecca Adams, Burl Baker, Amy Boivin, Nora Foster, Amber Kramer, Jennifer Little, Raquel Mendoza, Melissa Pisan, Craig Schuhmann, Sonya Stanley, Tina Young

Not Present: Rebecca Adams-Unexcused; Craig Schuhmann-Unexcused

**Other Attendees:** Maggie Polson, Maria Ramirez, Belle Shepherd, Taylor Flemming, Kim Walls, Chris Koski, Susan Boldt

**1. Introduction:**

**2. Review and Approval of Minutes**

**Burl Baker:** Motion to approve

**Amy Boivin:** Second

**Motion Carried**

**3. Public Comment/Member Feedback**

KHP is currently underway with mobile COVID-19 testing. Testing is being implemented at long-term care facilities, agriculture sites, outlying areas of Klamath County, as well as at Veteran's Park in Downtown Klamath Falls.

A few questions were asked:

- Is the testing still the q-tip going into the back of the skull? Yes.

KBBH is still function with some team members in the office, some team members are out in the community, and some are still working from home.

**4. SDOH-Screening Feedback**

Taylor presented on the SDOH survey results. The presentation is included in the attachments.

**5. CHA's Member Services Training**

Kim presented on CHA's Appeals, Grievances, Hearings, and Member Services requirements.

**6. CHA Website Review**

Maria reviewed the CHA website and showed highlights like, the Searchable Provider Directory, Member Resources, Complaint form, Feedback form, and promotional areas.

**7. OHA Update**

Maggie reviewed Belle's OHA updated. Links below were shared.

- <https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le3222.pdf>
- <https://www.oregon.gov/oha/HSD/OHP/DataReportsDocs/snapshot061520.pdf>
- <https://www.oregon.gov/oha/HPA/ANALYTICS/MetricsScoringMeetingDocuments/4.-CCO-Metrics-High-Level-Performance%20through%202019.pdf>

The full update is included in the appendix.

8. **Healthy Klamath Connect**

Maria presented on Healthy Klamath Connect: [www.healthyklamathconnect.com](http://www.healthyklamathconnect.com)

Next meeting is set for September 16, 2020.