

# MINUTES OF COMMUNITY ADVISORY COUNCIL MEETING

Wednesday October 20, 2021

**Called to Order:** 12:24 noon (due to technical challenges).

**Attendees:** Pamala Dame; Raquel Mendoza; Jennifer Little, Nora Foster; Amy Boivin; Burl Baker; Craig Schuhmann; Rebecca Adams, Cheryl Newell.

**Other Attendees:** Princess Osita-Oleribe, Bevin Ankrom, Michael Donarski, Christopher Koski, Jaime Nino; Cailin Osborne.

**Apologies:** Melissa Pisan; Amber Kramer.

**Absentees:** Wendy Vazquez; Dr Gerald Hill.

## Meeting Agenda:

**1. Introductions and Call to order:** The meeting was called to order by Pamala Dame.

**2. Review and Approval of the minutes of September 15, 2021.**

Nora Foster moved to adopt the minutes. Burl Baker seconded. The motion was carried.

**3. Public Comment/Member Feedback**

There was no public comment or member feedback during this meeting.

**4. Word on the Street**

**LCS:** LCS, KCC, Klamath County Public Health Department and others are organizing a health fair at Klamath Community College on 10.30.21. Nora Foster shared the flier for this event (in English and Spanish languages). There will be COVID testing, COVID vaccine and Flu vaccine among other things in the fair. The phone number for registration with the Mexican consulate will be released in the week of the event to ensure that just Klamath residents are the primary beneficiaries. The fliers will be included in the mail of this meeting minutes.

**KBBH:** Amy Boivin shared that the soft opening of the Link Access center was on September 1<sup>st</sup> – walk in services, sobering services (for individuals dealing with alcohol intoxication). This was published on the mainstream media and social media. Through this center, KBBH is expanding access behavioral health services for people. The hold facility arm of this center will be opened by November 1<sup>st</sup>, hopefully. It will be room for individuals coming out of emergency room in hospitals – those who are pending commitment investigation process and are going to court to determine their capacity to take care of themselves when experiencing acute episodes with their mental health issues. In all, the center is receiving a lot of traffic and doing well.

**5. OHA Ombuds Presentation**

Cailin Osborne and Jaime Nino of the Ombuds program, External Relations Division of OHA made this presentation to the CAC. Ombudsman is recognized as one who identifies and responds to systemic issues with the programs offered by the government. According to the 2020 census, there are 4.3 million Oregonians. 1.3

million of these are enrolled in the OHP. OHA Ombuds program is focused on the state Medicaid program. The Ombuds program responds to the complaints, concerns, and questions of OHP members, Providers and CCOs when they call OHA directly. The response time is about 3 business days. It redirects OHP members to their CCOs and other systems of their care. Member experience is the tool for OHA to assess the effects of its policies and procedures. More details about this presentation are included in the appendix.

**Suggestions/Questions and responses included:** Jennifer Little would like to share the slides with the county Public Health Department staffers. She also asked if the OHA Ombuds addresses the Adults and Persons with Disabilities (APD) issues or if that is for the DHS Ombuds program (Office of Human Services Ombudsman or formerly known as the Governor's Advocacy Office).

Jaime explained that the OHA Ombuds program only helps with the Medicaid issues, other programs of the DHS program is handled by the DHS Ombuds program. There is a third Ombuds program – Long Term Care Ombuds program that takes care of individuals receiving this care. All the Ombuds programs work collaboratively.

## **6. OHA Update**

Community Engagement sessions: Migrant and seasonal worker call 10/27/21 10-11am (Spanish and English).

COVID 19 Community Partner Call on 11/1/21 1-2pm (English) and 11/3/21 2:30-3:30pm (Spanish).

Bevin Ankrom reported that she notified her OHA colleagues of the complaints about the timings of these events for community members and she is hopeful that they will be made available at other time slots.

Resources: Campaigns to protect Oregonians from vaccine scams.

Children's COVID access to vaccines (5-11 years): Initial supply may be constrained, even though equitable distribution is the aim. The packaging, storage and management has been significantly improved.

Rules Advisory Committee will be meeting about masking and vaccination requirements in schools. The public is welcome to listen in and make contributions. Details will be included in the email of this meeting minutes.

COVID vaccination data: Overall increased uptake of the vaccines. Booster or 3<sup>rd</sup> dose for the Pfizer vaccines is prioritized to those immune-compromised, seniors 65+ years, public servants.

### **Other Suggestions/Questions and responses included:**

**Jennifer Little:** The roll out takes time after if it has been approved from the state. Patience is encouraged.

**Princess Osita-Oleribe:** Has the COVID vaccination mandate gone into effect in the state?

**Response:** Bevin confirmed that it has, and the health care system has held up so far. There have been some engagements with worker unions. There are options for paid/unpaid leave for those yet to complete their second vaccine dose but no option for testing for unvaccinated personnel. There is no clear definition for an acceptable religious exemption, but the medical exemption is well detailed and has guidance note from the CDC for this.

**Princess Osita-Oleribe:** observed that the COVID incidences are on down train as opposed to the death rates.

**Response:** Bevin explained that this is the effect of the surge, which has left people in ICU for extended time and some of whom have unfortunately passed at these later times after the surge has declined. Generally, the state is outcomes are improving significantly in line with the model provided by OHSU.

#### **7. CCO COVID-19 incentive Metric**

Bevin explained that the overall pool of funds dedicated to this was decreased from 2% to 0.05% of the quality metrics in response to CCOs' feedback. The age ranges were expanded to children less than 12 years old as of 01/01. It is complicated and has other criteria that will be sent out to those interested in these details. This metric has made it possible for CCOs to determine the appropriate incentives for their vaccination programs.

#### **Other Suggestions/Questions and responses included:**

**Jennifer Little:** Are the incentive dollars earmarked to be used in a certain way? Would the CCOs be able to re-invest in community partners whose programs have supported the vaccine outreaches? If yes, would this CAC recommend to CHA board to invest in the relevant community partners?

**Response:** Bevin said it would be the decision of the CCO board to determine how the payments are distributed but she expected that CCOs that meet the incentive criteria will be gracious to community partners that supported their efforts. Michael Donarski agreed to the idea of CHA supporting community partners as such.

**Jennifer Little:** What are the current COVID vaccination efforts of CHA?

**Response:** Princess said that there is pending collaboration with some of CHA providers to target vaccination for children. Michael also added that CHA has developed flyer of its vaccine incentives program to be distributed along with CHA's new member handbooks in its provider facilities. This is both in English and Spanish and will be available for members as they walk into the facilities.

Amy Boivin agreed with Jennifer that the CAC need to be more active in garnering more member input and support CHA board to serve the community better.

#### **8. CHA Updates: Oregon Health Authority (OHA) Medicaid Waiver: Presentation for CAC members on the "Focused Equity Investment" concept paper**

Princess Osita-Oleribe notified the CAC of the OHA CAC member training on 11/17/21. The details of this will be attached to the email of this meetings minutes.

#### **9. AOB: Non-Emergent Medical Transport (NEMT) support for OHP members**

Raquel Mendoza inquired about Flex transport for OHP members and about getting contradictory feedbacks.

#### **Other Suggestions/Questions and responses included:**

**Burl Baker:** said he will find out what the update from TransLink on this program is in a meeting next month.

**Princess & Michael:** CHA has a new coordinator for the NEMT program and if this is a CHA member, CHA will take of this service. They also promised to connect Raquel to the said coordinator in CHA.

**Meeting was ended by the CAC Co-chair at 1:36 pm.**

**Next meeting November 17, 2021. 12:00-1:30pm.**