



Community Advisory Council (CAC) Meeting
Meeting Minutes

October 3, 2024, 12 pm – 1:30

Time	Agenda Item	Action	Discussion Leader
5:30 pm	Welcome		David
5 Min.	<p>Council Business</p> <ul style="list-style-type: none"> • Roll call <p>In Attendance: David Rupkalvis, Katie Gonzalez, Lisa DeSalvio, Robert Hall, Brenda Hall, Avery Horton, Jeanifer Imbruglia, Matthew Lehman, Coreen Lee, Katrinka McReynolds, Trudy Simpson, Sara Stephens (Charolette Carver), Kristy Martindale</p> <p>Guests: Tim Lynch, Amanda McCarthy, Anna Marie-Slate, Sam Baugh, Matthew Vorderstrasse, Christy Lauby, Daphne Sprinkle, Brandy Hille, Doris Kiragu, Jayden Ruff, Zaria, Jess, Jerry O’Sullivan, Kera Hood, Lisa Frischkorn, Naomi Brazille, Nina, Renee Menkins, Sara Swanson, Danita Tracy-Carter</p> <ul style="list-style-type: none"> ○ New CAC member Matt Lehman <p>Matt has been in the area for 8-9 years. He is a consumer, a veteran and the program manager for Advantage working solutions.</p> <ul style="list-style-type: none"> • September 2024 minutes <p>One edit. Motion to approve by Lisa Desalvio second by Kristi Martindale. None opposed all in favor motion carries.</p> <ul style="list-style-type: none"> • Approve Agenda <p>Motion made by Katrinka seconded by Katy. All in favor none opposed motion carries.</p> <ul style="list-style-type: none"> • Suggestion Box https://forms.office.com/r/B9NTwd9Mte <p>No updates currently.</p> <ul style="list-style-type: none"> • Recommendations tracker. <p>No updates currently.</p>	Approval	David
10 Min	<p>Open Floor/feedback loop voting CAC Representatives-</p> <ul style="list-style-type: none"> • Consumer Representatives <ul style="list-style-type: none"> ○ Problems and Areas/Opportunities for Improvement ○ Things that are going well. 	Discussion / Action	

Consumer shares that her two-month-old had a well visit today. She goes to the bay clinic and could not get her routine vaccinations because they are out of stock. This is concerning. Dr Lynch shared that they have vaccinations, and they are available and CHW is not currently out of stock.

Consumer inquires HRSN housing starting Nov 1st is going to be huge for a lot of our local members will there be advertisement.

Amanda McCarthy – We are working with providers that are going to participate and we will be working with member services to make sure our members are aware it exists.

Consumer shares that he is providing care for another consumer and this person needs to go to the dentist and is wheelchair bound. There is no one at the dentist that can assist with transport from the wheelchair to the dental chair. How are we providing this service if there is no one on staff that can help with this?

Discussion in room with OHA sharing options to talk with Allcare and be able to find assistance for this issue.

Shannon Hunter – Recommends reaching out to the case manager for this individual to be sure that they have an individual service plan to make sure these things are covered. There are times that we may determine that they're in home caretaker may need to escort them to these kinds of appointments to provide this type of assistance.

Consumer shares that customer service told her to circle back to her pediatrician regarding the vaccines. Discussion in room agrees that customer service could do a better job of what to do next and this answer is not helpful.

Dr Lynch shares that this is too hard to track and that you should continue to look for pharmacies that may have what you need in stock.

- **Community Partner Representatives**

A guest advocate was approached by a transwoman patient that has been having difficulty getting her female care covered

	<p>post-surgery. She is trying to see a women’s healthcare specialist and the billing is being rejected because the patient was not born female. Apparently, this has only been a problem with Advanced Health and does not see the same billing issues.</p> <p>OHSU: Big thanks to Coos Health Initiatives for attending the Community Partnership Program in Corvallis, OR. Still enrolling dental providers interested in a free continuing education opportunity.</p> <p>We are currently offering CHW trainings that can be facilitated in your area. We are also developing a liver cancer communication, and all of these are free.</p> <p>NB city coos housing authorities: Tomorrow the NB housing project goes in front of the council with the recommendation of approval for phase 1 of 105 (Old Banger School) units to begin construction in 2025.</p> <p>South Coast Equity: We have plan b and other products available here in our office. Flier for event will be attached to minutes where all these items will also be available for distribution.</p>		
	<p>CHIP Grant votes and discussion</p> <p>CHIP grant committee met and have made the following recommendations. Sam shared the master sheet on screen share for discussion and shared each project name and objective.</p> <p>Chair shared the work that happened inside of the work group as well as the discussion around which projects to fund.</p> <p>Consumer inquires to be sure these are falling within our CHIP priorities and wondering if they meet more than one?</p> <p>Feedback is that each grant does fall within at least one priority and some fall within more.</p>		<p>Sam</p>

	<p>Consumer shares concern that there are so many projects going in so many directions and they are not focused on our priorities.</p> <p>These CHIP applications were based on the last CHIP and not the current CHIP that is being written.</p> <p>Feedback from guest that this is a large piece of information, and it would be helpful if it was sent out prior to meeting to allow time for review and feedback. Also requested those being denied are shared.</p> <p>Sam screen shared and went over each project that the committee chose not to support.</p> <p>CHIP grant committee member shared that last year we offered for the applicants to come in and have questions answered but there was a very low response so this year we did not follow that same format. The most common barrier is that the budgets included are not always project specific.</p> <p>Consumer shares concern of the steps to verify that these are valid organizations with valid mailing addresses.</p> <p>Advanced Health shares that these are community partners we are familiar with, and a business license number is required for the application.</p> <p>Approve \$119,465 in grants. Moved by Katrinka Seconded by Lisa DeSalvio. All in favor none opposed motion carries.</p>		
	<p>OHA Updates Attached to minutes</p>		<p>Bevin</p>
	<p>Customer Service Website survey – Website reviewed by screen share. Flex fund form location was reviewed. Input from consumer is that it a quick link that would allow access to the forms it would be helpful. Also shared that the board of directors is out of date.</p> <p>Lisa shared that the Board of directors information will be updated within the next few days.</p> <p>Consumer shared that the website is helpful and has a lot of information.</p>		<p>Lisa Frischkorn</p>

	<p>BCB driver screening</p> <p>Nina shared that in the OAR's there are some very specific things that BCB must follow that are state regulated. If you go to the OHA secure site and you look up the OAR for an EMT there is a lot of information. We have policies and a handbook for the drivers and their sub-contractors. We also have requirements for vehicles. It is a goal for us to have clean tobacco free cars for consumers to ride in. If you come across something that does not meet these standards, please utilize advanced health's grievance process or reach out to Nina directly.</p> <p>Consumer shared experience. Nina shared that contracts do include acceptable personal hygiene and environment for drivers to maintain. Nina expressed that both her and Advanced Health wants to hear your concerns if you have a bad experience so that we can escalate the situation and make sure that it gets handled properly.</p> <p>You have a right to request a specific driver or a male or female driver and you have a right to resist a ride from a specific driver as well. You can also request for the driver to put a mask on.</p> <p>South coast equity shared that some of their clients have shared complaints regarding BCB that they lodged complaints and did not see any follow up or not a clear direction on any options for resolution. There is concern of being harmed and some discrimination that has occurred. We need accessibility to make the complaint and what the follow up looks like.</p> <p>Consumer shares the concern about us not having consideration for those that may not be capable of filling out a form or following a grievance or go to a website. Everyone has access to patient portal where you can get same day reimbursement and request rides.</p> <p>support@bca-ride.com or nina.corrie@baycitiesambulance.com</p>		<p>Nina Corrie</p>
	<p>Open Floor – Public comment None</p>		<p>David</p>

	Adjourn Meeting adjourned at 1:31PM	Action	David
Next Meeting	Thursday, November 7, 2024, 12:00 pm		