

FamilyCare Community Advisory Council (Council)

Frequently Asked Questions

What is the Community Advisory Council (Council)?

When FamilyCare became a Coordinated Care Organization (CCO) in August of 2012, we were required to create a CAC that includes volunteer members of the community. Council members share information that helps us better understand issues and concerns people face when receiving health care and when they cannot get health care. The Oregon Health Authority, which created the CCOs, wanted health care consumers and those providing care to work together, share information and find solutions that will result in the best possible delivery of health care services.

Do I need special experience or training to be on the Council?

Members of the Council bring a wide variety of experience and background to the work of the Council. The majority of the members are consumers who receive health services or who may have barriers to receiving health care. Other members are people who work at service organizations or government agencies that provide services. We also have partner seats in which consumers and representatives of community social service organization can serve together.

We want a range of voices on the Council representing people who receive physical, mental health, dental and social services. We put high importance on finding Council members who represent the following groups: People who are ethnic and cultural minorities, and people who can't get healthcare or who have barriers to getting healthcare.

Can I get help in order to participate as a Council member?

Yes, FamilyCare CCO wants to make sure we provide help needed for community members to participate in the Council. We can provide materials in different languages and formats, and we will make sure that our meeting space is accessible to all who would like to participate. You can contact our Community Engagement staff if you have questions or need assistance.

The Council is a volunteer organization. Consumers will get financial assistance to pay for transportation and childcare so they can be at Council meetings or other Council activities. Consumers can also get a stipend for their participation.

What kind of work does the Council talk about and do?

The Council seeks out the opinions of the community and makes recommendations to FamilyCare CCO about new services or programs we should create or put in place to help improve the delivery of healthcare services and experiences of people receiving care. The Council has the role of overseeing FamilyCare CCO's Community Health Needs Assessment (CHNA) and creating a Community Health Improvement Project (CHIP).

What is the CHNA?

The CHNA is a study of the communities FamilyCare CCO serves. Its purpose is to find out where healthcare services can be improved. The study also tells us when specific populations like ethnic and cultural minorities have bigger barriers to getting services because of discrimination or lack of understanding for their needs.

FamilyCare CCO is a partner of Healthy Columbia Willamette, which is doing a study of Clackamas, Clark, Washington and Multnomah Counties. The area hospitals, public health departments and CCOs are partnering in this big study so we can come together in fixing services that could be working better or create new ways and services to make sure that our communities are getting help to keep them strong and healthy.

FamilyCare CCO is also doing smaller studies that are community specific. For example, we hired the Real Life Training Group to ask people in the City of Gladstone what they felt were barriers to getting health services. Real Life Training Group's staff went to natural community gathering places like coffee shops, restaurants and outdoor activity areas and asked people what they thought about health care and what they would want to make health care better.

What is the CHIP?

After information has been gathered through Healthy Columbia Willamette and the smaller studies that FamilyCare CCO will do in individual communities; we will put together a plan on how we want to fix the problems that were found during the study. The Council will give us feedback and make suggestions on what they think should go into our plan. The Council will make sure that we are following our plan and that we can show that we are making positive changes to health services in the communities we serve.

The Council will get data, statistics and reports about the programs and initiatives FamilyCare CCO creates as part of this. This will help the Council when they give us suggestions on how we can keep on improving health services.

Where do I sign up?

We encourage anyone who is thinking about becoming a member of the Council to attend one of our meetings. This will give you the chance to meet other members and



learn how you can become part of a group of people working to improve healthcare services. If you are interested, you can fill out an application at the meeting. You will have the opportunity to ask questions and committee members may want to learn more about you as well. You can also get the application from the FamilyCare website or ask if one can be emailed or mailed to you, FamilyCare staff can help you fill out the application if you want them to.

For more information contact:

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