



FamilyCare's Community Advisory Council (CAC)

Notes from Meeting on 2.5.20213

CAC Members:

Present:

Jan Tesch-board representative-Present

Carol Burgdorf-Lackes-facilitator-present

Barbara Lombard-consumer present

Laura O-Neill-community & consumer partner-present

Beth Welty-community partner-present

Chris Murphy-Multnomah county partner-Present

Sara Westbrook-community partner-present

Paul Lewis-Clackamas County participant-present - Paul will attend to represent Clackamas Co. since Marti's retirement Dana is coming on board as Marti's replacement

Absent:

John Perkins-consumer-Absent

Duane Westfall-consumer absent

Deborah Westfall-Consumer absent

Kristin Burke-Washington Co. partner-Absent

Eric Owens-Community partner-absent

FamilyCare Present:

Dayna Steringer-Director of Government Affairs and presenter

Darin Brink - Quality and Care Management Manager

Marcia Hille- AMH Manager

Guests and Presenters:

Richard Whitley-Real Life Training Group

Kevin Priestley - Center for Social Ecology and Public Policy

Welcome/Introductions and Lunch. We are still looking for consumer participants.

**PLEASE NOTE: Next Meeting: March 12<sup>TH</sup> at 12:00 pm/Liberty Center 650 NE Holladay, Portland OR 97232/Basement Conference Room.**

In consideration of the amount of work to get done I asked if we could meet once a month for two hours. I also want to include a stipend to offer some compensation of the time commitment



of the CAC members. These were discussed at the end of the meeting and all present agreed. We will need to amend the Charter for appropriate changes.

**Chris Murphy** from Multnomah County gave a presentation of county services. She provided us a handout with a series of slides that described Multnomah County facts with web links and important phone numbers. Other slides outlined community input and planning and listed advisory boards and committees. The Health Department Slide listed Community Health and Primary Health Clinic services. Other slides outlined Mental Health & Addiction Services, Aging and Disability Services, Developmental Disabilities, Domestic Violence, Community Services and SUN Schools. (Printed handouts available for those members absent.)

**Marcia Hille**, FamilyCare Addictions and Mental Health (AMH) Manager gave an overview of FamilyCare AMH services. Marcia discussed FamilyCare's integrated and comprehensive system of community based mental health and addiction services. Marcia described FamilyCare's child and adolescent outpatient services, the array of Children's Intensive Services, Adult Outpatient Services, and Addictions and Substance abuse Services. (Printed handout available for those members absent.)

Dayna Stringer presented slides describing Osteopathic Medicine and FamilyCare's Osteopathic foundation. Osteopathic medicine was founded on the philosophy that the human is a dynamic unit of function and that all structures and functions are inter-related. Health and Humanity regarded as a holistic notion. FamilyCare was founded over 28 years ago by our CEO and three Osteopathic physicians with the mission of Creating Healthy Individuals through Innovative Systems. (Printed Handouts available for those members absent.)

Dayna's presentation led into the presentation by Real Life Training Group and the Center for Social Ecology and Public Policy and their Discovery Process Presentation for proposed Qualitative Community Health Needs Assessment.

Before introducing Rich Whitley and Kevin Preister I informed the group that FamilyCare is participating in the Four County Community Health Needs Assessment (FCCHNA) which is a quantitative assessment of the entire community. Rich & Kevin presented their way of doing a qualitative community Health Assessment that would largely be focused on the needs of our consumers. Their system of embedding their team in the community allows them to create partners, blend systems, and identify informal networks. They do not interview so much as hang out in the community and as they learn they ask who else they should be talking to. Their Discovery Process allows them to see connections one would not normally see. Admitting there are lots of ways to collect information for example surveys; however, it is more difficult to get folks to participate in surveys. It is our objective to align the qualitative with the quantitative to fully present to the CAC a community health needs assessment in order to produce a community health improvement plan.

I have attached the presentation for your review. The CAC members present agreed to support this Community Health Needs Assessment. Some feedback was given by the CAC of possible areas of focus. Laura discussed corporate sponsorships and asked if we are tapping into the commercial world. Looking at Loaves and Fishes geo area might be helpful. Laura can get some contacts in Hillsboro. Discussed the Rockwood area will need someone who is part of the community as there is a lot of gang activity. It was decided we probably would not start with such a complex area. Gladstone School District was mentioned as we have some natural contacts there. If the CAC and FamilyCare agree they would like to begin work and have some



preliminary reporting to present at the next CAC. Rich and Kevin are counting on the CAC 's active participation. The CAC members agreed to proceed and Family Care will review the proposal.

#### General Questions and Discussions

Question: Laura asked about transformation plan and 8 elements of transformation

Answer: Dayna responded we will bring it to the group to review and discuss. She discussed the difference between the contractual and the narrative. We will send out before next CAC.

Question: Laura asked if we had been given a provisional CCO certification.

Answer: Dayna confirmed we were fully certified effective 8/1/2012 and that all our county MOUs are in place and we are actively working with them. Just an addition: We were the first certified CCO in Tri-County area and certification runs through 2017.

Question: Laura asked if our members know what services and resources are available that our Service Coordinators offer.

Answer: Probably not as much as they should know. Explore ways to inform the membership proactively.

#### Action Items Outstanding:

- Service Coordinator FAQ

- Acronym List

- CAC Membership contact list

- Website - CAC Members, Meeting Dates, and Agendas...updated website for CAC

- Information on FamilyCare's membership