



Community Advisory Council Minutes

August 19 2014 at 12:00 p.m.

FamilyCare 700 Building, 3rd Floor Conference Room

825 NE Multnomah

Portland, OR 97232

Members Present: Jan Tesch, Carmen Cordis, Deborah Westfall, Duane Westfall, Eric Owens, Neal Rotman, Laura (O'Neill) Yanez, Chonitia Smith, Alicia Atall-Mei.

Members Absent: Amber Fay, Paul Lewis, Nick Ocon

Staff Present: Bill Murray, Brett Hamilton, Marcia Kester

Guests/Other: Dustin Zimmerman (Oregon Health Authority)

Welcome/ Introduction: Chair Jan Tesch welcomed The Council members and called the meeting to order at 12:14pm

Approval of minutes:

Motion to approve minutes from July 15, 2014 by Nick Ocon, seconded by Duane Westfall.

ABSTAIN: 2

Motion carried.

Update: Community Health Improvement Plan (CHIP): Bill Murray reporting –

The CHIP was adopted by the Board of Directors and sent to the State. As of yesterday (August 18th), the State has approved CHIP. In anticipation of work forthcoming for this CHIP, we've been talking about resources needed, individuals, staffing to achieve this plan. The plan talks about measurements. We are in the process of updating our systems to better track outcomes. These systems are well underway to being implemented. Great Job!! Plan has been APPROVED. Some of the items talked about us getting information out to the community. We will look to this group to help make sure we have properly identified those groups/individuals that will help us get the word out to TAY.

Dustin Zimmerman: Working with Office of Equity and Inclusions was an issue that came up for all of the CHIPS submitted. Something that came up was the individual reporting multi-ethnicity....how does the system pull that out of the information. As it stands, only one ethnicity is recognized.

Laura O'Neil -- Will everyone be able to see the other CHIPS? CHIPS are considered public documents. Updated annually.

Alicia Atalla-Mei: What is the timeline for implementing all of this? June 30th is the next date this update is due. How is this going to be measured and what are the "due dates"? Not sure, per Dustin. This is a moving target, constant assessment, change course, course correct.

Completion Exercise:

Duane Westfall: How do you keep the consistency moving along when members are termed after 2 years? How do you find people who have time to volunteer?

Brett Hamilton: One of the greatest challenges of my job is recruiting for this committee. I welcome any ideas for new members, how to keep people engaged. The original concept was to generally have membership staggered to promote consistency.

Bill Murray: The term limit is two years. It doesn't say you have to go way but it was instituted to encourage fresh ideas and new eyes.

Duane Westfall: What about changing name to a Trustee after you've been a member for 2 years?

Laura O'Neill: Beyond CAC, we need to seek new ways to reach out to the community. i.e., WA county has a large population of migrant workers. Focus outside of the box. Possibly a rolling membership...oldest member comes off the committee when a new person comes on board.

Chonita Smith: I would like to see more diversity. Someone from the Native American community.

Brett: FamilyCare would like to make our table as open and welcoming as possible.

Atalla-Mei: How do we make people to feel empowered to be on this committee? It's difficult to have someone on board who did not put together this huge CHIP document to understand what it is. What about a mentorship?

Smith: mentorship, being ushered in, somehow to teach them everything up to this point.

Mrs. Westfall: Possibly seek out individuals in section 8 housing as members.

Duane: Reiterated from last month about splitting the time of these meetings; an evening meeting every other month. Possibly having meetings in the communities.

Hamilton: We are required to have a Board Member, a rep from every county we are in. To balance out we need 5 consumers. Also we need to have providers.

Murray: Passing the baton is difficult. As new members are brought on, it might be good to have a learning session and have the leaving member speak with their heart. FamilyCare understand the importance of hearing from the community. FamilyCare really does listen to the voice of the community. FamilyCare is planning and has done listening sessions of the community. We do reach out by phone to each member. FamilyCare is working is continual developing ways to get out into the

community and listen not only rely on The Council for community input.

Atalla-Mei: How do we implement CHIP and remain the voice?

Murray: The Council guides the implementation and assessment, and FamilyCare is the doer of the CHIP. The Council brings back guidance and suggestions for the implementation of the Plan.

Carmen Cordis: For people in her age group, there seems to be interest in engaging and talking to FamilyCare. But there's no follow through by her co-horts. She wishes we could have more people with a broader variety of experiences on the Council. She wishes there could be some sort of business card or number they can call to talk to someone at FamilyCare to make it easier to share their experiences.

Tesch: Regarding the meeting in September...What about the people who developed the CHIP to meet quarterly to help mentor the new people.

September 16th is the next meeting...the Public Meeting.

Duane Westfall: How do I know if the ideas brought up are implemented in the future? How does this live on?

O'Neill: I will volunteer to do some mentoring work. Happy to go out for coffee and talk about history of the CHIP with new Council members.

Duane Westfall: What do you want the retiring members to do? Come back? Go away?

Murray: Terms of one year, renewal of one year is the way the charters were written. What we don't want to do is lose the energy and continuity of this group. We want to encourage all of you to continue to participate.

Duane Westfall: Make the retired members Trustee.

O'Neill: Give new members option of 18 or 24 months.

Whatever the change, this needs to be presented to the Board. Other CCO's are going through this as well.

O'Neill: Thinks it is good that some are coming off in order to make room for new voices.

Neil Rotman: Staggering is a great idea. Would be more than happy to see original members stay longer.

Who wants to do another 6 months: Laura, Duane, Other Guy.

Rotman: Great idea to get out into the community with meetings.

O'Neill: Get out to Washington County. So much diversity. This monthly meeting isn't working. Getting out into the community for smaller forums would be a good

idea.

Hamilton: What are we doing well?

Laura: Very good job with recruitment and well diversified group.

Cordis: Thank the CEO for answering question about transgender youth.

Smith: I can go further into the recruitment process. Is there a limit? No...Brett says more is good.

Laura: Listened at the meetings and proactive on what you have heard. Cultural Competency...within a month or two there is a solution to the issue presented.

Mrs. Westfall: I think you've all listened more than they we thought you did. You took it back and implemented.

Duane Westfall: More of the dinners like the one with the Board last month. It was refreshing to hear and see.

Eric Owens: it was great to see the folks from the 30K level come down to the ground level to see what was going on.

Meeting Adjourned at 2:04

Motion to adjourn...by Laura O'Neill

Seconded by Eric Owens