



eooco

EASTERN OREGON
COORDINATED CARE
ORGANIZATION

Harney County November 12, 2019 1:00-3:00 PM, Oregon DHS Office Burns	
Number of Attendees	31
List of Invitees	The Harney County Local Community Advisory distribution list and identified community partners were invited. Additional invites were distributed by LCAC members and community partners upon request by EOCCO.
Summary of Outreach Efforts	<p>EOCCO staff and LCAC partners implemented strategic communications efforts specifically developed to share information and drive community engagement regarding the CCO 2.0 community presentation series.</p> <p>Regional Meeting: EOCCO held a preview presentation and discussion regarding the community meeting series at the Region Community Advisory Council meeting in Baker City on September 25, 2019. Attendance at the RCAC was approximately 50 and included not only LCAC representation but also education partners including Early Learning Hubs and Head Start. Informational handouts in English and Spanish were distributed to attendees.</p> <p>Invites/Flyers:</p> <ul style="list-style-type: none">• Invites and informational materials were sent to LCAC and community partner contacts. EOCCO sent digital copies of informational materials, including an invite flyer, a frequently asked questions document, and a poster.• Flyers were distributed in the community. <p>Website/Social Media:</p> <ul style="list-style-type: none">• A news article about the meeting — including an event registration link — was posted on www.eocco.com on September 26, 2019.• EOCCO website specialists developed meeting registration webpages for each meeting in the 12-county CCO service



eoocco

EASTERN OREGON
COORDINATED CARE
ORGANIZATION

	<p>area. The link to this registration tool was included in outreach materials and was shared with invitees.</p> <ul style="list-style-type: none">• An article and registration link were shared in the social media community. <p>News media:</p> <ul style="list-style-type: none">• EOCCO submitted news releases to outlets throughout the region. Locally, EOCCO submitted press releases to Burns Times Herald and local radio.
<p>Summary of Public Input</p>	<p>Presenters: Paul McGinnis, Kevin Campbell, Jolene Cawlfeld FNP, and Summer Prantel</p> <p>EOCCO representatives opened the floor for input and public discussion. The following questions and comments were covered:</p> <p>Questions/comments:</p> <p>Each of the LCACs was asked about particular items to address. One item came into focus: How do we get OHP plan members to use their benefits?</p> <p>Kevin- 1) How we onboard our members- what are the expectations and what are the benefits. 1) Agree upfront that the member will make an appointment; 2) Accountability- Primary Care needs to be aware of who has been assigned so that they can reach out to the individuals; 3) Stigma attached to some of the benefits- Behavioral Health- normalize these services. Example: changing Sports Physicals to Adolescent Well Care checks.</p> <p>Summer- We (EOCCO) are positioned in a great place to move forward. Regional Health Equity- People do not really understand</p>



eoocco

EASTERN OREGON
COORDINATED CARE
ORGANIZATION

their benefits. EOCCO in the process of creating “Age Banded Flyers”. Online as well as flyers for questions for: people 65 and older; 17 turning 18, what do I need to know; I have a child what do I need to watch for developmentally; etc.

Courtney- Three types of available funding: 1) LCAC funds, 2) Transformation Grant funding- Adolescent Well-Care events- any organization can apply but then must work with schools, 3) New ideas/Innovative approaches. Utilization- is a 3 pronged approach: 1) Primary Care being given list of patients not accessing services, 2) Updating clients assignments, 3) Data Collection- having correct phone numbers/addresses. If not accurate information then very difficult to get ahold of individuals.

Question- How do we do this for Homeless families? Usually have phone numbers, however, we do not have a lot of information on these families. It is very difficult to follow up with them.

Question- Does EOCCO current conduct Health Assessment surveys?

Paul- Required to conduct assessments. Community Health Assessments along with Community Health Plan are on website.

Follow up Question- How do the families know about these surveys?

LCAC's worked to get people involved

Consumer Assessment of Health Plans and System (CAHPS) survey provided by the State.

Harney Health Department/Harney Health District conducted a community wide survey not just OHP members.

Question: School system is in a unique position because most of our health issues are within the schools. Schools do not always have funds for intervention programs. Where do the schools fit into this plan and where do they get funds for this? Ie. School prevention programs, meeting with parents. How does EOCCO help with this?



eoocco

EASTERN OREGON
COORDINATED CARE
ORGANIZATION

Kevin- Behavioral Health Integration- no single set of agencies have the funds to solve an issue. Look at making an agreement with schools to say, "let's address this together": 1/3 Behavioral Health, 1/3 Schools, 1/3 County input. Continue to breakdown silos between organizations. Care Coordinators- working with families to ensure attendance. It is in everyone's best interest to work together and integrate services. Focus on prevention-early intervention AND work on intensive care coordination. Important to share the savings.

Behavioral Health Plan and Health Equity Plan- these plans will be used and not just set on the shelf.

Kevin Follow up to previous- How do we share successes and risk in different ways? Kindergarten readiness should mean the same across the board. Among the healthcare metrics will include: graduation rates, reading levels. It is important for us to collaborate on this. Reward through public awareness about what is being done (a sign outside of town indicating this is the healthiest place to raise kids).

Question: Is this the right platform to ask about Health Coverage for immigrants?

Yes. Cover All Kids or Oregon Now Covers Me- covers undocumented children with basic health benefits. Began approximately 2 years ago.

Comment- Individual is a legal immigrant, who has gone through all the hoops, yet she cannot receive OHP coverage for 5 years, yet illegal immigrants receive coverage immediately.

Full benefit for children only. At State level not at EOCCO. Cover All Kids is State money.

Question: Family in trauma can lead to complex medical care. Horse therapy is good for this. Would EOCCO consider covering this type of service?

GOBHI has covered- must be pre-authorized and must be provided by an accredited provider.



eoocco

EASTERN OREGON
COORDINATED CARE
ORGANIZATION

	<p>Follow up- Name of program: Cross Roads Ranch of Eastern Oregon- want to install a music therapy room as well. Would like to chat about possibilities.</p> <p>Question: Concerned about homeless people. Addresses being told to local law enforcement and were run out of town. This is concerning.</p> <p>Kevin- Summer was talking about OHP- absence of an address. We are not telling anyone about addresses. If phone # or email addresses. EOCCO respects people's anonymity.</p>
--	---

Please submit the final meeting agenda with this document.