



Umatilla County – Milton-Freewater

October 18, 2019

8:30 – 10:30 AM, Oregon Child Development Coalition

Number of Attendees	16
List of Invitees	<p>The Umatilla County Local Community Advisory distribution list and identified community partners were invited.</p> <p>Additional invites were distributed by LCAC members and community partners upon request by EOCCO.</p>
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 Regional 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:</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.• Posters in English and Spanish with local-specific designs were placed in public sites in Umatilla County. <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



**EASTERN OREGON
COORDINATED CARE
ORGANIZATION**

September 26, 2019.

- EOCCO website specialists developed meeting registration webpages for each meeting in the 12-county CCO service area. The link to this registration tool was included in outreach materials and was shared with invitees.
- An article and registration link were shared in the social media community, including Facebook pages representing EOCCO and community partners (e.g., GOBHI, Lifeways, etc.).
- This information was also circulated on the social media platform LinkedIn.

News media:

- EOCCO submitted news releases to outlets throughout the region. Locally, EOCCO submitted press releases to the East Oregonian, Hermiston Herald, Northeast Oregon Now, Elkhorn Media Group, and KOHU/KQFM radio.
- Northeast Oregon Now published an article as its lead online story on October 8, 2019:
<https://northeastoregonnow.com/eocco-to-seek-input-from-public-on-future-of-local-health-care/>
- The East Oregonian/EO Media published notice of the Milton-Freewater meeting in its October 17, 2019 edition. This information was published online and in print.



The screenshot shows a computer screen displaying the East Oregonian newspaper's website. The main content area is filled with various classified ads, including sections for real estate, jobs, and services. At the top of the page, there is a navigation bar with links for "Home", "Local", "Sports", "Opinion", "Obituaries", "Classifieds", and "Events". Below the navigation, there is a search bar and a link to "Log In". The classifieds section is organized into several columns, with headlines like "Artist hoses creativity with pumpkin art", "ECHO CORN MAZE", "CRAFTERSHOON", "YARN CLUB", "EASTERN OREGON COORDINATED CARE ORGANIZATION COMMUNITY MEETING", "HARVEST DAY FESTIVAL", and "FREE FRIDAY LUNCH". To the right of the classifieds, there is a sidebar with information about the "PEABODY ST. MILTON-FREEWATER" event, which includes details about a community-driven health improvement effort and a free meal on wheels. Further down the page, there are more sections for "ARTICLES", "OPINION", and "OBITUARIES". The overall layout is typical of a local newspaper's website design.



Summary of Public Input	<p>Presenters: Troy Soenen, Catie Brenamen, Noah Pietz, Kevin Campbell, Sean Jessup.</p> <p>Does NEMT provide long distance services?</p> <p>Kevin Campbell, EOCCO, explained that such rides are provided. Former Department of Human Services volunteers have joined GOBHI, which now has 30 volunteer drivers.</p> <p>Will you get a pain clinic in this area?</p> <p>Campbell explained there have been conversations about it. The online pain clinic has been good, but an in-person group is more effective. Sean Jessup, EOCCO, stated some services for pain are no longer being covered, so these facilities are not willing to see patients anymore. That is a challenge.</p> <p>Reinvestments:</p> <p>Jim Setzer spoke about how CCO's reinvestments are benefitting everybody, not just Oregon Health Plan members.</p> <p>The Medical Loan Closet in Umatilla County is an example of an LCAC project funded by EOCCO.</p> <p>A health worker stated she utilizes this program frequently in regards to individuals who need shower chairs or other supplies to be safe. This is one of many LCAC projects funded by EOCCO. It is available at zero cost and patients get to utilize the item for two months, plus renewals. Another meeting attendee received comments about how well-maintained the items are.</p> <p>Access to healthcare is an issue, especially with a single provider available.</p> <p>A health worker noted some people have had bad experiences at the local mental health provider and do not have any other options.</p>
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Campbell said the mental health provider has made serious efforts to be a better provider and work with community partners like public safety, schools, and primary care. EOCCO needs the help of the community to integrate the fabric of care so there is no wrong door. The CCO is creating a common payment methodology and quality measures to incentivize collaboration like never before.

Care Management:

A participant noted the telephonic care management at GOBHI has been a great resource. This is being integrated with EOCCO as whole-person care.

One challenge we have been hearing is with mental health services that are geared toward young children and the older population.

This region is struggling with a shortage of specialists. Culturally representative professionals are needed too. Few speak Spanish. Campbell stated we must knock down silos. A small percentage of members are costing the most. Preventive and trauma-informed practices are the key. The Adverse Childhood Experiences (ACEs) discussions must become part of the community fabric.

Provider assignments and access are challenging.

Part of the speaker's job is to educate Oregon Health Plan members in services. She stated: I have been working on dental assignments. Some Hermiston families are assigned to Walla Walla. Families are not accessing that care. Changing a provider is time-consuming. There are burdensome waitlists.

Sean Jessup, EOCCO, spoke about the available dental plans. Decisions are made based upon the primary care provider. Noah Pietz, EOCCO, explained the assignment process and offered his contact information. Long phone calls should not be necessary.

Pioneer Relief Nursery:



	<p>A new model is being implemented at the relief nursery in Pendleton involving parent education. The nursery earned a half-grant to implement it at the nursery. This is a first foray that could grow based on need.</p> <p>Transportation:</p> <p>Traveling to other cities for service is difficult. Even traveling from Milton-Freewater to Walla Walla is challenging for many families. These are common themes heard in the community meetings.</p>
Presentation changes to consider/improve	<ul style="list-style-type: none">• Public Health Department support should be on the community engagement slide.• Correction: A presenter referred to the Yellowhawk Tribe. The name of the facility is not the same name as the tribes: the Confederated Tribes of the Umatilla Indian Reservation.

Please submit the final meeting agenda with this document.