



## Consumer Advisory Committee

### Meeting Summary, May 8<sup>th</sup>, 2018

---

**Support and Backbone Staff:** Rene Hilderbrand – *CHOICE*, Megan Moore – *CHOICE*, Jennifer Brackeen - *CHOICE*

**Attendance:** Kevin Houghton, Doug Levitt, Christina Garcia, Luanne Serrafin, Kurt Hoines-Brumback, Michelle Richburg, Heather Ristow, Gary Paul Sweet

#### I. Welcome and Introductions

Rene Hilderbrand welcomed committee members and facilitated introductions. She then reviewed the desired meeting outcomes:

- Welcome and Introductions
- CPAA Updates
- Communication
- Review of by-laws
- Guest Speaker: Karen Parkhurst

#### II. CPAA Updates

Rene wanted to share some of her goals for her new role as the Community and Tribal Liaison. She stressed the importance of this committee to CPAA and would like this committee chair to work with additional committees, she will continue building tribal relationships, and training is offered within the CPAA Programs such as Advancing Integrated Mental Health Solutions (AIMs) for community based organizations.

#### III. Communications Piece

Rene shared that Carol, CPAA Communications Specialist, is wanting to build a consumer based website. The current website, [www.cpaawa.org](http://www.cpaawa.org), is more for people who are already involved in CPAA work, so Carol was hoping to gain some insight from the Consumer Advisory Committee on what type of information they would like to see. Rene asked the following questions:

- What information would you find most helpful?
  - One pagers on each program and updates/links
  - Recruitment link to join consumer committee
  - General information on the triple aim and its purpose
  - The group approved of their names being released on the website
  - Must be simple
  - Links to find different resources
  - Clear FAQs and answers
  - Link for the Navigator program
  - Dentist Link from Arcora
  - Access in general, link other tools that are out there that are consumer focused



- How do you access your care?
  - Kaiser has a portal online
  - Caregivers have no access to their clients' health information
  - Some are somewhat familiar
- If you have access, how do you think that is working between physical and behavioral health
  - Behavioral health information is not available, only physical health information
  - Best communication is when the physical health provider and behavioral health specialist know each other
  - Minimal connection between physical health provider and behavioral health
    - Part of this problem is staff retention

#### **IV. Review of By-Laws**

Rene wanted to clear up any confusion on bringing in new committee members. All guests are welcome and CPAA will provide lunch. However, if someone wants to join the Consumer Advisory Group, there is a process in place. Each person must fill out an application and, if approved, they must fill out a W9 and a contract agreement before they are officially part of the Consumer Advisory Committee. Rene is also currently working on recruiting new members from other counties as well.

Rene asked the group: What else could we potentially do to alleviate some other barriers for our members?

- Email out a flyer to help with recruitment
- Meet half way between spots and shift meeting locations
- Try and do one meeting in other Counties for example Pacific County

Rene then reviewed the committee charter, found [here](#). Rene wants the committee to elect a committee chair so that person can start leading the meeting as stated in the charter, and CPAA will continue to help facilitate. The group recommended that they wait until the next meeting so they have more people to hold a vote. They also recommended electing a chair and co-chair.

#### **V. Feedback on Previous Meeting:**

The group liked the presentation from Carlos on Molina and their services.

- Brought lots of goodies, kites were popular
- Good discussion on Molina ideology, what do other programs offer?
- Less participation by the group that meeting, so more balance between conversation and presentation
- More table talk to gather other people's input, discussion time
- Carlos was encouraging the group that they have the power to make a change
  - How can this group really make a difference?
  - Bringing in elected officials
  - How can we use our voice?

Dr. David Meyers presentation

- Some of the pictures were a bit graphic, but others felt it drove his point



- Good connection on how oral health can affect a person's overall health and why it should be integrated into primary care
- Relieving to hear that it is valid concern that people are in need of oral health, so now what are we going to do about it?
- Dr. Meyers had some resources available
  - Still have a high need for dentists

## **VI. Karen Parkhurst: Thurston Regional Planning Council**

Karen Parkhurst from the Thurston Regional Planning Council presented on transportation in Thurston County, found [here](#). The council is currently working on developing a new plan update that looks at gaps and challenges of transportation. The previous plan did not have resources like Uber and Lyft. Also, the population is aging so the new plan will focus on eliminating transportation barriers that make it harder for the Thurston community.

The four types of transportation in the new plan:

**Intercity transit** - includes vanpools, retired vanpool vehicles are made available to community organizations

**RuralTRANSIT** – serves rural parts of Thurston county, operates on weekdays between 6am-6pm, starting in June it will add more midday trips, and will provide veteran trips to veteran's center in Centralia, costs 1\$ for participants

**Here to There** – Provides local and airport transportation

**Special Services** – veterans have some special services that offer transportation

Some of the identified gaps in transportation are special programs that have restrictions but no communication or coordination, not enough shared trips, limited access to after school programs, limited operating hours from 8am-5pm, and limited funding.

## **VII. Karen Parkhurst: Here to There Presentation:**

Karen then had a presentation on Here to There, found [here](#). It was created from an Environmental Protection Agency (EPA) energy grant; it now focuses on worksite commutes. The goal is to reduce greenhouse gasses and be more environmentally friendly. It has links that show people the best routes for commuting, available carpools, and bus options. Right now it is focused on local commute trips but is looking at broadening out through outreach and mobility management.

Karen asked the group what they feel needs to be added to this website to improve it. Currently, the site includes transit links, safe school routes, rail information, and air travel.

**Group feedback:**

- Potential training for drivers on trauma-informed care
  - Program called pass training currently in use, but will look into adding sensitivity
- Training for volunteer drivers
  - Community transit organization north west – provides training
- 

### **VIII. Agenda Suggestions for the Next Meeting:**

- Really wanting to keep a health equity lens; we would want training opportunities for this group on being an advocate for change
- Bring in someone from the council?
- Chair and co-chair discussion/vote if possible
- One-month notice for Doug to present on Peace of Mind
- Want to see programmatic budget that was approved by board
- Look at bringing in project managers to update on CPAA projects/programs, etc.
  - Kyle will present July
- How some of the new administration policies on different things are going to affect programs long term with funding
  - Opioids, etc.
- Access to mental health within CPAA
  - Substance use disorders, behavioral health
  - Has there been any progress in integration?
  - Challenge in filling prescriptions from behavioral health to primary doctor
    - Part of the problem is the turnover in providers
- CPAA updates, board, and council
- Other Health Insurance providers present such as Amerigroup

### **Lunch Ideas:**

- Mexican tostadas salad
- Meconi's
- Fruit, veggie, and protein tray

### **Summary and Next Steps**

- CAC June 11<sup>th</sup>, 2018 12:00pm- 2:00pm
  - Cascade Mental Health
- Megan will email out the transportation survey from Karen
- Look into a solidified timeline for the committee