

Baker County LCAC Meeting Minutes

Tuesday, September 7, 2021

Via Google Hangouts

Meeting called by	Haley Hueckman, LCAC Co-Chair
Called to order	12:01 PM (Noon)
Adjourned	1:22 PM
Note taker	Andi Walsh, Baker LCAC Coordinator, NDN Public Relations/Grants
Attendees	<p>X = In attendance</p> <p>X Haley Hueckman, NDN Prevention, Baker LCAC Co-Chair X Albert Rowley, E2E Member, Baker LCAC Co-Chair X Tracey Blood, EOCCO Field Staff for Baker County X Chris Barnes, EOCCO Children’s System of Care, Member Nancy Staten, Baker County Health Department Director, Member X Marci McMurphy, EOCCO/GOBHI Field Team, Regular Guest X Chris Evans, DHS, Regular Guest X Courtney Valenzuela, MODA, Guest X Jessica Steele, Advantage Dental, Member Lucy Cook, OHA Regional Outreach Coordinator, Guest X Holly Sorensen, NEON, Member X Kali Paine (617-69), MODA, Regular Guest X Kristina Gueli, E2E Member, Stone Soup Organizer X Joe Hayes, CCNO Director, Member X Jill Boyd, EOCCO, Regular Guest X RaeAnn Butler, Baker Relief Nursery, Regular Guest X Mandy Peterson, Baker County Health Department, Member Robin Maille, OSU Extension, Regular Guest 541-47 – Erin Watson E2E Member X 541-46- Ronald Thompson E2E Member X (541-64) Gael Grooms Classen, E2E Member Christine , new E2E Member X Elisha Schlett, St. Alphonsus, Member Debra Bell, Head Start, Member X Meghan Chancey, Eastern Oregon Healthy Living Alliance, Member Mark Bennett, Baker County Commissioner, Member X Tammy Pierce, Eastern Oregon Early Learning Hub, Regular Guest X Linda Watson, EOCCO/GOBHI, Guest Kathie Pointer, ST Alphonsus, Member Brandy McIntosh, Mayday Exec Director, Regular Guest X Kathy Ganung, CCNO Senior Services Manager, Guest X Nancy Avery, Manager of Operations, ODS Community Dental, Guest X Maurizio Valerio, Ford Family Foundation, LCAC Regular Guest X Angela Latin, Director, Baker Early Learning Council, LCAC Regular Guest X Andy Micka, Safe Families, LCAC Regular Guest X Jan Davis, Office Manager and Dental Assistant for Eastern Oregon Dental Group</p>

Welcome and Introduction

Minutes: of July 6, 2021

Motion made by Ron, and 2nd by Meghan to approve the July minutes with the following addition to the dental discussion: (where Kristina was talking about getting her root canal, Kristina wants the following addition): ‘I was not informed that I had to cover the cost of the crown when they did my root canal.’ Minutes were approved with the addition.

Discussion

EOCCO Updates-

Tracey: SHARE initiative: We did not receive applications at the Baker LCAC level. However, this will be an annual grant available for housing related funds for use in our community.

Kali Payne:

1. July 2021 EOCCO Quality Measures Report: Baker County is in line with overall EOCCO performance as a whole. Doing a little better than average, especially for the Children in DHS Custody metric and ED utilization. Still have 5 months to make up some of the other measures. Realize some measures difficult to reach due to COVID such as the SUD Initiation and Engagement metric - % that start and continue treatment.
2. New Metric: COVID Vaccine Emergency Outcome Tracking (EOT) Metric. Two million dollars are on the line at the EOCCO level to meet this metric. The target is 47.7% of those ages 16 and above get 1 dose by the end of the year. We were at 38.1% (EOCCO wide) last month. Requirement of members that have been enrolled for at least 4 months in OHP.
3. Tammy Pierce asked about the upcoming Social Emotional Health metric (for children). Wants to know if partners, such as the Early Learning Hub, can participate on upcoming calls in order to plan for next year. Kali will find out.

Discussion

Dental Discussion: Lead by Nancy Avery, ODS Community Dental

Nancy met with Dr. Peters and Jan Davids of Eastern Oregon Dental Group. Discussion is included in slide presentation (shared during this meeting). Current providers in Baker County are: Dr. Peters, Dr. Benson (who is returning in October), and Dr. John Wilson (dentures). There are a total of 5,358 OHP members in Baker County, of which 4,967 are assigned to Eastern Oregon Dental Group, who receives a capitation amount per member each month (note: Capitation payments are fixed payment amounts between insurers and medical providers as part of the capitation health care payment system. Providers get a payment each month, regardless of services rendered.)

Specialty services in service area include: oral surgery, periodontics, pediatrics, and endodontics. Scheduling: If require a series, as in phases, might all get scheduled. But, do one appointment at a time. Do have a call list if cancellations.

To get members in for short notice appointments: Call in

Experiencing longer times between member appointments.

Eastern Oregon Dental Group shared thee challenges they are having with OHP clients: missed appointments cancelled appointments, a very high percentage. 50%

Appointments for pain relief vs. restorative treatment

Member responsibilities: To be on time for appointments made with providers and to call in advance either to cancel if unable to keep the appointment or if the client expects to be late.

(Specific concerns from Kristina to Nancy: I could not leave a voice mail with you – want to connect with you over the phone. Nancy will text Kristina to talk)

‘KL’: I had 2 teeth in pain that needed extraction. Took 2 months to get in. Refused any pain meds. Confidential. I don’t like Eastern Oregon Dental. What are other options? I was dismissed from their office.

Nancy said would like to talk with directly. Can call Nancy. Nancy's contact information entered into chat so individuals can call or email her: 503 708-3729

Nancy.avery@odscommunitydental.com

Go to ODS website to see all benefits: long list

Dental customer service line for grievance

Kathy Ganung: Who provides denture service in baker county? Answer: Denturist at Eastern Oregon Dental Group.

Kim from ODS: Need to look online for benefits read handbook, limitations. Only certain 'teeth' eligible for certain things.

Link to benefits and link to handbook are:

<https://www.odscommunitydental.com/members/benefits>

<https://www.odscommunitydental.com/-/media/ODSCommunityDental/PDFs/Member-resources/ODSCD-Member-Handbook-2020.pdf>

<https://www.odscommunitydental.com/-/media/ODSCommunityDental/PDFs/Member-resources/ODSCD-Member-Handbook-2020.pdf>

Kim with ODS: John Wilson provides the denture service at Wilson Dental Art.

OHA HERC defines benefits.

KL: I've had OHP for 5 years with the same benefits. Nothing has changed. Stainless steel crowns. But dentists won't put them in. No choice to get a crown. Won't do a root canal. Oral Surgeon in Boise. Denture guy in Baker, 2 months ago. 1 dentist. 1 hygienist. No students. No other dentists. Took me almost 3 months to get 2 teeth extracted. Diabetic. Appointments were 7 months apart.

Can we write letters as OHP members and plead for same benefits as private insurance? Need options.

If we, who have no money, can find \$100 to get a crown, we could save the tooth. Right now, tooth just gets pulled. No options for crowns.

Kristina: Urgent care does not happen in 24 to 28 hours. We're waiting months.

HERC needs to hear from the members!

Andy Micka: Up until this Feb. I worked in residential treatment for 6 years, never saw a single crown put on. Always extractions. Absolute misery and pain. Residents actually would leave residential treatment program because they couldn't find a dentist here to help them. And they would go back to being on the streets and using drugs. Could not receive care. Only a cleaning. I saw it firsthand. Over and over and over again. OHP coverage doesn't cover necessary services. Our dentist doesn't cover 'this' OHP.

Nancy: ODS has full team of care coordinators: if identify someone with this pain, etc. then advocate care for them. Dental Plan Navigation. Join forces to get members connected to dental plan, who can help etc.

Haley: I can get you the contact for the NDN residential facilities to get that info.

Residential treatment needs dental help!

Consensus: Still need further discussion regarding dental issues for Baker County OHP members.

Chris Evans: Thank you for presenting Nancy, I am certainly grateful for Eastern Oregon Dental too. I have a question. Is there any conversation about increasing dental services in Baker? I ask because it looks like Baker has been fairly below the EOCCO service metrics in the past.

Nancy: The metrics are looking pretty good to increase services.

Haley: I have Marji Lind's contact information for Nancy. Marji is the NDN residential treatment contact at this point in time.

Regional Community Health Partnership Meeting (formerly RCAC): Will continue this discussion in October at their October 13 meeting.

	<p>Tracey: Thank you to Nancy, thank you to all members who shared experience. We want to continue this discussion, and figure out how we can help support members to get the care they need. Some of the work to be done is at the OHA level and some at the local level. Example: Can't afford copays. Perhaps as LCAC we can help fill those gaps, via a special project? Need funds for eye glasses too. Kristina: Should we have a focus group? Next steps: Focus Group via E2E. Kathy G: Reviewing the handbook for OHP: It really omits senior care. Also with OHP on medical. Maybe OHP needs to broaden their horizon and cover birth to death. Need to look at that. Linda: Thank you Nancy, great follow up to last meeting. Appreciate all OHP members who stepped up. Oct. 13 is regional meeting. Probably has to be virtual. But, question to all, focus group, if can get members concerns by October 13 it would be very important to bring to regional meeting. I will offer my help with the focus group!!!</p>
Discussion	<p>CBIR Grant Updates: Kelly's report for Contingency Management (incentives to NDN clients to reduce no-shows): Andi shared Kelly's report. Haley: Med lock boxes. Have not ordered them. 200. Need space. For last 2 weeks Ben and I have been finding different spaces. We can now order them. Kind and size being determined. Ordering by end of today or tomorrow am. Jenny – Report for Sharing Pantry's (via Haley): Created a subcommittee. Have 3 community members that have agreed to have sharing pantries: BELC, Blue Mountain Christian Church across from High School, and asking Baker Motel in South Baker (waiting to hear back). Hick-up: We thought it would be good to contact BTI – students doing carpentry skills. Never heard back from them! Need the pantry's to be 'created' or manufactured. Lot of community support for the site locations. On our way... Chris Barnes: Celebratory Funds: So far, 17 youth and their families have been served. Getting number of actual individuals. Have used funds for anything under 50 dollars – gas in cars for doing things that are not covered by other means – variety of different things. Build a lot of rapport with youth and family members. Tracey reported on E2E PPE Kits: Christine who recently joined E2E and has been here for several sent in her report. Several bags are put together and ready to go. Members of E2E will hand out to friends to encourage membership. Goal is for member engagement, increase E2E members and LCAC membership. Other member engagement group at NDN will also use them. Kristina: no big stone soup update. Some hick-ups, again due to COVID. Holding raffles for those that post their own garden photos. Hopefully next year will be better!!! One of the main goals (Tracey) is about gathering, which has been hard due to COVID. The ability to really do this work to engage, has been crippled by COVID which also causes frustration to get work crews, anything that involves labor. We have learned through the project. However, a whole lot of plant starts were handed out! A lot of people engaged... different views. Yes work to do but still successful. Applaud Kristina for persevering through this. Overall for CBIR at the county level: Did submit our 2nd progress report. Sent in! 2nd set of funds have been received!</p>
Discussion:	<p>CBIR Grant Application Process: Timeline changes are currently being discussed. This should be beneficial for future projects.</p>
Discussion	<p>Announcements- All Kathy Ganung: Dental CBIR Grant for CCNO: We did not have any luck reaching out to local dentists. Sent a letter to all dentists in county announcing our project but no response. Need confirmation from oral providers to help those on the waiting list: 1/3 OHP, 2/3 Medicare. Want</p>

	<p>oral providers to provide care. Troy Stewart, a Denturist, was the only one that reached out. 12 people are on our dental waiting list. Our next step is to see who the dentists are for those on the list, to see if we can get a response from their own dentists (established client needs care). Grant Expectations of provider: Do an exam, give estimate of what insurance will not cover, and the grant would cover the gap.</p> <p>Haley: Prevention hosting suicide awareness walk this Friday. Would like big turnout/support. Outside. 5:30pm. Starting at Geiser Pollman park. Haley will be making signs to carry. Wear blue and teal – colors for suicide awareness. Event is posted on Baker County Safe Communities' FB page.</p> <p>Mandy: Nancy wanted to share that we had 80 positive COVID cases last week and 14 cases last 2 days, even with limited testing. Wo we know these is a large amount of community spread right now. Did do a town hall last week via Zoom. Panel included the Hospital, Dr. Lamb, Nancy, and Commissioner Mark Bennet. Discussion was on hospital capacity. Will be posted to FB soon.</p> <p>Angela: Celebration to share. We have Community Health Workers at BELC. WIC is coming too! Building healthy families will be the connection to get resources to families. Andi checked in with Angela regarding an emergency funding ask that was submitted last Friday on behalf of BELC from St. Alphonsus to the LCAC. Purpose is to help families that are currently quarantined with COVID. Angela will work with Kathie Pointer and follow-up on the request for emergency funding.</p> <p>Dental Focus Group: Tracey asking for volunteers to help. Haley, Elisha and Linda all offered to help.</p>
	<p>Upcoming Events/Dates: Oct. 5: Next Baker LCAC Meeting Oct 13: RCAC Meeting: Dental Discussion on Agenda TBD: LCAC member selection committee meeting</p>

Chat Conversation:

Baker County LCAC Chat Notes 09/07/2021

You (Marci McMurphy, EOCCO/GOBHI)
12:05 PM

Welcome to the Baker County Local Community Advisory Council. Please remember to keep yourself on mute when not talking. If you are having trouble with your sound, try signing off and back in, sometimes that fixes the issue. Also, if you are having trouble with band-width, try "muting" your video... that may help. If you would like, you are welcome to write your question or comment here in the chat and it will be read as soon as possible.

You
12:10 PM

Remember that *6 unmutes you if you are on the phone.
Now: review and approval of minutes. Need motion and second.

Linda Watson
12:13 PM

May want to capitalize Baker (residents) following, second paragraph, Dental Discussion

You
12:14 PM

Now: EOCCO Updates- Kali Payne

You

12:29 PM

Now: Continuation of Dental Access Discussion- Nancy Avery

We are recording the meeting.

Haley Hueckman

12:38 PM

Feel free to put questions for Nancy here in the chat.

Andi Walsh

12:42 PM

Someone does have their hand raised

Kitty lover

12:43 PM

I had 2 teeth in pain .need extraction. Tooth 2 months to get in. He refused any pain meds. Dont say my name

Nancy Avery

12:44 PM

503-708-3729

Kitty lover

12:45 PM

Yes. I'm on call. Yes need to contact you

Nancy Avery

12:45 PM

nancy.avery@odscommunitydental.com

Kitty lover

12:45 PM

Great. Confidence. Thanks

I don't like eastern Oregon. What are other options?

I was dismissed from their office

Awesome thanks

Nancy Avery

12:48 PM

<https://www.odscommunitydental.com/members/benefits>

Nancy Avery

12:49 PM

Member handbook <https://www.odscommunitydental.com/-/media/ODSCommunityDental/PDFs/Member-resources/ODSCD-Member-Handbook-2020.pdf>

Haley Hueckman

12:50 PM

If you have a question go ahead and put it in the chat

Kitty lover

12:51 PM

I've had OHP 4 years same benefits. No root

Nancy Avery

12:51 PM

OHA HERC

<https://www.oregon.gov/oha/HPA/DSI-HERC/Pages/About.aspx>

Kristina Gueli

12:52 PM

Urgent care does not happen in 24 to 48 hours. We're waiting months

Kitty lover

12:52 PM

I can't type fast enough. Nothing new. Yes. Kristina.

Kristina Gueli

12:54 PM

I wish some more of our E2E members would share their experiences too

Kristina Gueli

12:57 PM

What about an OHP focus group on dental for our area?

Andi Walsh

12:59 PM

This was NDN residential treatment programs

Elisha Schlett

1:00 PM

I would love that information as well for Saint Al's

Andi Walsh

1:01 PM

Can't hear you!

Chris Evans

1:01 PM

Thank you for presenting Nancy, I am certainly grateful for Eastern Oregon Dental too. I have a question. Is there any conversation about increasing dental services in Baker? I ask because it looks like Baker has been fairly below the EOCCO service metrics in the past.

Haley Hueckman

1:04 PM

Current residential contact at New Directions

Marji Lind, mlind@ndninc.org

Tammy Pierce

1:08 PM

Great discussion, sorry I have to jump off.

Kitty lover

1:09 PM

Great ideas. For eye care. I'd love to be involved in group out of meeting. I need glasses

Yes. Agreed. I'm 57 and disability. So feel I'm very left out

Kitty lover

1:11 PM

Great idea. Yes we should have member concerned to regional meet. Thanks!!!! I can help organize info.

You

1:12 PM

Now: CBIR Grant Updates- Tracey Blood

Nancy Avery

1:12 PM

Thank you for inviting me to your meeting today, I am going to jump off now

Haley Hueckman

1:12 PM

Thank you Nancy!

Jill Boyd

1:17 PM

I need to hop of-thanks everyone!

Andi Walsh

1:22 PM

Yes!!! Great work!!!

Haley Hueckman

1:22 PM

Great work Kristina!

Andi Walsh

1:24 PM

Kristina! Love your shirt!

Kristina Gueli

1:25 PM

Thank you!

Kathy Ganung

1:30 PM

Haley may please have your e-mail address

Haley Hueckman

1:30 PM

hhueckman@ndninc.org

Kathy Ganung

1:30 PM

awesome!

Elisha Schlett

1:31 PM

yay!! so happy to a part of the BELC

Holly Sorensen

1:32 PM

I'm switching meetings. It was great to see you all!

Meghan Chancey

1:33 PM

Thank you all! Tracey, if you need assistance, I am happy to help out with E2E meeting.

Elisha Schlett

1:34 PM

Tracey you can add me too I would love to a part of that discussion