

CareOregon Community Advisory Board

Thursday, December 19th, 2019

12PM-3PM

315 S.W. 5th Avenue,
Portland, Oregon 97204
Gathering Room 1st Floor

COCAB Members:

Gary Cobb
Tom McConnell
Annette Parker
Judy Kent
Kay Dickerson
Rebecca Green
Victoria Rieth

CareOregon Staff:

Anna Lynch
Caroline Pope

Guests: Erin Vogeltanz

Absent:

Nancy Romero

Introductions and Announcements:

Erin Vogeltanz from Cascadia Behavioral Health attended and would like to come to the next meeting. Annette requested that we shift the meeting hours earlier in the day for the winter months, perhaps 11am-2pm.

Agenda and Minutes Approved

Co-Chair Election:

Gary Cobb was elected to a second term as COCAB Co-Chair, representing a community-based organization. Election was done secret ballot style. Need to review bylaws and update any info on voting methods.

Reflections on 2019 goals and visions for 2020:

Review notes from 2019 COCAB retreat and Wordle.

Visions for 2020

- COCAB recruitment, circulate more cards.
- COCAB lobby day for 2020 legislative session
- Add COCAB info to member portal
- Get more visibility of COCAB within CareOregon

- Review member data with COCAB
- Review grievances with COCAB
- Are members getting their needs met at their PCP home?
- Continue to enhance marketing materials
- Do Providers know the extent of CareOregon benefits?
- Advocacy Training
- Leadership Training
- Gary Cobbs Storytelling workshop
- How to help members self-advocate
- Who is missing from the COCAB table?
- Look to Housing...Outside In/Streetroots/ Rose Haven/ TPI/ Reach/ IRCO/ SEI/ Virginia Garcia
- CareOregon parents of members-youth and teenagers
- Outreach to the Provider Network
- How do we educate members on what they are entitled to?
- Document process of goal making and follow through. How do we address accountability?
- COCAB presentation for provider network
- How does Customer Service work?

Updates to COCAB Web page:

- Facebook?
- COCAB member bios and stories, make it more personal
- Easy link to apply
- Phone number?
- How to increase/invite drop-ins?

Listening Session: What/Where/When

- April 16th?
- Smaller venues, more intentional
- Capacity 50-100
- Washington o Clackamas counties
- Trimet accessible
- Listening session for providers?
- Jeopardy

Member Portal:

Anna shared the member portal that is now live. We watched the informational video.

Comments:

- Music too distraction
- Font too small
- Encourage Providers to promote.
- Promote member portal at the Listening Session

Marketing Materials:

Jen was not able to join. WE circulated the newest Easy guide and the Connect to Care one pager for feedback.

Connect to Care

- Small font is too small
- Link to website and phone number
- Turn paragraph into bullet points

Easy Guide

- Condense
- Less is more
- More images
- Add info on Trans healthcare
- A magnet or sticker with main points- basics of what the benefit covers?
- Updating all provider materials with inclusive language.

Requests for topics next meeting:

Work on 2020 visions

Update Bylaws

Listening session agenda

Shawn and Jen

Daniel to discuss COCAB FB page

Next Meeting January 16th, 2020