**Consumer Stakeholder Representatives**

***General Statement of Duties:*** Consumer Stakeholder Representatives of the Columbia Pacific Coordinated Care Organization Community Advisory Councils have unique and valued perspectives, knowledge of the health care and social safety net systems. This advisory council member is enrolled in the Oregon Health Plan or has a family member who has Oregon Health Plan as their health insurance. They share relevant lived experiences and personal insights regarding the strengths and challenges of the system of health care, the social determinants of health, and health disparities related to accessing services in physical dental and behavioral health care. Consumer Stakeholder Representatives of the Columbia Pacific CCO advisory council work to learn about, understand and advise on the different components of the Columbia Pacific CCO health insurance plan benefits, such as: non-emergency medical transportation, primary and specialty health care services, behavioral health care, dental health services and any other relevant services related to health care.

Additionally, Consumer Stakeholder Representatives of the advisory council help to ensure that Community Health Assessments and Community Health Improvement Plans and annual updates are completed and submitted to the Oregon Health Authority. While participating in the Community Advisory Council they work to identify and advocate for population health and preventive care promotion, practices and investments made by Columbia Pacific CCO. To that end, they participate in formal and informal learning processes that help them to make informed decisions about addressing prioritized health issues in their communities.

***Essential Functions:***Consumer Stakeholder Representative as part of their membership on the community advisory council agrees to:

1. Attend monthly meetings and participate in discussion;
2. Actively participate in learning about the Columbia Pacific CCO health plan benefits and associated health care services;
3. Advocate for the health of the communities served by the Columbia Pacific CCO;
4. Understand the components of the Columbia Pacific CCO Transformation and Quality Strategies, Community Health Improvement Plan, Performance Improvement Projects and Advisory Council Incentive Fund Projects;
5. Work collaboratively with CCO staff and Community Stakeholder Representatives to identify and advocate for preventive care practices and investments that address community health improvement to be utilized by the Columbia Pacific CCO;
6. Read and respond to as needed to: meeting minutes, agendas and voting requests;
7. Serve on committees and attend committee meetings, when appointed;
8. Help to identify and develop Incentive Fund Projects;
9. Review and rate Community Wellness Investment Fund projects;
10. Advise the CCO from the health plan member, consumer perspective, regarding the strengths and challenges of the health care system and community support services;
11. Support the process of feedback and bi-directional communication to and from the CCO.

**Community Partner Stakeholder Representative**

***General statement of duties***: Community Partner Stakeholder Representatives of Columbia Pacific Coordinated Care Organizations (CPCCO) Community Advisory Council have knowledge of the systems of health care and/or experience providing services to individuals who access social safety net services and the health care system. They share relevant workforce and academic expertise and personal insights including but not limited to the social determinants of health, health disparities, mental health, addiction, wellness promotion, education, housing, senior’s health services, culturally specific health services and workforce, youth health services, corrections and public safety, and disability health services.

Additionally, Community Partner Stakeholder Representatives of the advisory council help to ensure that Community Health Assessments and Community Health Improvement plans and annual updates are completed and submitted to the Oregon Health Authority. While participating in the Community Advisory Council they work to identify and advocate for population health and preventive care promotion, practices and investments made by Columbia Pacific CCO. To that end, they participate in formal and informal learning processes that help them to make informed decisions about addressing prioritized health issues in their communities.

***Essential Functions****:* Each Community Stakeholder Representative as part of their membership on the community advisory council agrees to:

1. At a minimum attend a meeting quarterly and participate in discussion;
2. Advocate for the health of the communities served by the Columbia Pacific CCO, not just the organization or group or community the Community Partner Stakeholder represents;
3. Understand the components of the Columbia Pacific CCO Transformation and Quality Strategies, Community Health Improvement Plan, Performance Improvement Projects and Advisory Council Incentive Measure Projects;
4. Identify and advocate for preventive care practices and investments that address community health improvement that can be utilized by the Columbia Pacific CCO;
5. Work collaboratively with CCO Staff and Consumer Stakeholder Representatives to identify and advocate for preventative care practices and investments that address community health improvement to be utilized by the Columbia Pacific CCO;
6. Read and respond as needed to meeting minutes, agendas and voting requests;
7. Help to identify and develop advisory council Incentive Fund Projects;
8. Review and rate Community Wellness Investment Fund Projects;
9. Advise the CCO from the community stakeholder or health care provider perspective regarding the strengths and challenges of the health care system and community support services;
10. Support CCO participation in community initiatives and community health improvement projects;

**Community Advisory Council Coordinator**

***General Statement of Duties:***The Community Advisory Council Coordinator is responsible for helping to recruit and maintain the membership of the advisory councils and to coordinate the monthly meetings of the council. They serve as the primary point person for council members and provide needed support members may need to actively engage in council meetings and activities. They are responsible for maintaining positive and respectful communication within the council.

***Essential Functions:*** As part of their role supporting advisory councils, the Community Advisory Council Coordinator agrees to:

1. Work to ensure Council members are trained, supported and developed to help fulfill the requirements related to membership of Community Advisory Councils;
2. Actively engage in on-going advisory council member recruitment and outreach in the community;
3. Maintain all documents related to Community Advisory Council work (Charter, minutes, rosters, meeting and training materials);
4. Work with Council Chair and/or Co-Chair to develop monthly agendas;
5. Support the Council Chair to facilitate advisory council meeting as per the Chair/Co-Chair job descriptions;
6. Coordinate outside speakers or educational opportunities for advisory council meetings;
7. Compile minutes, identify action items and coordinate follow up activities;
8. Coordinate efforts to identify and improve the effectiveness of Council member participation;
9. Help to mentor council members for leadership positions within the

1. Respond to Council member requests for information and help facilitate bi-directional communication from Council members with the Columbia Pacific Board of Directors;
2. Work closely with the Community Health Improvement Coordinator, Oregon Health Authority Innovator Agent and the Community Health Partnership Manager to meet the goals of the Community Advisory Council, plan agendas and related advisory council activities.

**Community Health Improvement Coordinator**

***General Statement of Duties****:* This position coordinates with the Community Advisory Council to complete projects that meet the goals of the Columbia Pacific Community Health Improvement Plan, and Incentive Fund projects. The Community Health Improvement Coordinator assists with the development of projects, associated goals, and monitors, evaluates progress and quality of outcomes, ensuring delivery of results. They are responsible for maintaining positive and respectful communication within the council.

***Essential Functions****:*  As part of their role in supporting the work of the Community Advisory Councils, the Community Health Improvement Coordinator agrees to:

1. Assist in the development, coordination and evaluation of advisory council supported projects that address the goals of the community health improvement plan, the CCO Incentive Fund or Performance Improvement Projects.
2. Work collaboratively with advisory council members, related community organizations, and supports available through the coordinated care organization to develop each community advisory council supported project.
3. Work with Community Advisory Council members to assure optimal outcomes for advisory council supported projects.
4. Coordinate and work with all involved parties of Incentive Fund projects to review and modify plans as necessary to deliver outcomes.
5. Coordinate and communicate the status of each CAC supported project to ensure progress toward completion and within agreed upon timelines, budget, etc.
6. Analyze, collect, prepare and distribute appropriate evaluation materials and communicate to key stakeholders.
7. Maintain appropriate records, information, documentation and reports.
8. Make formal and informal presentations and reports providing updates and other relevant information on the status of CAC supported projects.
9. Work closely with the Community Advisory Council Coordinator, Oregon Health Authority Innovator Agent and the Community Health Partnership Manager to meet the goals of the Community Advisory Council, plan agendas and related advisory council activities.

**Community Health Partnerships Manager**

***General Statement of Duties:*** The Community Health Partnership Manager is responsible for directing, managing and overseeing activities to assure that the goals and strategies of Columbia Pacific CCO’s regional Community Health Improvement Plans are met. This person supports the staff of the three local advisory councils to develop and implement consumer engagement best practices and coordinates, with the support of CCO staff, the work of the Regional Advisory Council. This person supports the bi-directional communication between the councils and the Columbia Pacific CCO Board of Directors. They are responsible for maintaining positive and respectful communication within the council.

***Essential Functions:***As part of their role in managing the regional work and priorities of Columbia Pacific CCO’s advisory councils this person agrees to:

1. Support Columbia Pacific CCO staff and Community Advisory Council members to meet the deliverables set by the council and the CCO Board of Directors.
2. Work with Columbia Pacific CCO health plan members, Columbia Pacific CCO leadership, partner organizations, consultants, community leaders, local public health and mental health advisors and other stakeholders to ensure the development and influence of the local Community Advisory Councils to address health disparities and inequities
3. Design and manage local Community Advisory Councils, including the process of developing and implementing best practice recommendations for member recruitment, outreach and engagement, agenda planning, meeting and group facilitation, and related meeting frameworks.
4. Assure that the goals and strategies of the Community Health Improvement priorities are translated into financially sustainable actions leading to improved health outcomes in the communities that Columbia Pacific CCO serves. This includes managing the Community Wellness Investment Fund grants.
5. Work closely with the Community Advisory Council Coordinator, Oregon Health Authority Innovator Agent and the Community Health Partnership Manager to meet the goals of the Community Advisory Council, plan agendas and related advisory council activities.
6. Supervise and work closely with the Community Advisory Council Coordinators and Community Health Improvement Coordinators to assure they have the tools and supports needed to complete their job responsibilities

**Oregon Health Authority Innovator Agent**

*General Statement of Duties:* The Innovator Agent position is defined in Oregon’s 1115(a) Waiver with CMS and Senate Bill (SB) 1580 that created Coordinated Care Organizations. Each CCO shall have an assigned Innovator Agent who works to link the needs of Oregon Health Authority, the community and Columbia Pacific CCO, provides input to Community Health Assessments and Community Health Improvement Plans, works with the Community Advisory Councils, participates in the collaborative development and sharing of learning experiences across the state. The innovator Agent is required to be an active participant in Community Advisory Council meetings.

*Essential Functions:* As part of their role in supporting the work of the Community Advisory Councils, the Oregon Health Authority Innovator Agent agrees to:

1. Attend monthly advisory council meetings in each county of the Columbia Pacific CCO service area, Regional Advisory Council meetings, and other advisory council or community-related workgroups or events to the degree practicable.
2. Provide a monthly written county /advisory council -specific Innovator Agent Update for each meeting. The Innovator Agent Update will contain current information related to topics of interest to advisory council members as well as Oregon Health Authority updates and resources intended to inform advisory council members knowledge and understanding of issues related to the health care system or the social determinates of health. Local events will be highlighted in the Innovator Agent Update when information is available or provided by local partners. The Innovator Agent will provide the monthly update to the Advisory Council Coordinators in advance of the meeting so copies can be provided to the advisory councils and will distribute it electronically to each advisory council distribution list in conjunction with the monthly meeting.
3. Be provided a brief standing agenda time at each council meeting to draw attention to items on the Innovator Agent Update or to other important developments related to Oregon Health Authority or Columbia Pacific CCO.
4. Support Consumer Stakeholder Representative recruitment and engagement in each community and help to create a welcoming environment for advisory council member attendance and participation in meetings. Support the growth, self-advocacy and leadership skills of advisory council members as they serve as the voice of their experiences and their community needs.
5. Serve to collaboratively connect the work of Columbia Pacific CCO and their Advisory Councils to other community agencies and partners and state systems (i.e. Early Learning Hub, APD/NSWDS, Education, PH, etc.).
6. Act as an individual resource for advisory council member questions and/or health plan member issues. Respond to advisory council requests for information related to health plan enrollment, CCO assignment and access and quality of care concerns. Provide information on OHP member rights and obligations as requested.

1. Serve as a liaison between the local and regional advisory councils and the Oregon Health Authority to request data that support the goals and activities of advisory council members. *Highlight specific health disparities affecting Columbia Pacific CCO members (where data is available) for further advisory council discussion and response.*
2. Support Columbia Pacific CCO leadership to set the course for their Community Advisory Councils by participation and engagement in strategic planning, developing topics and agendas for meetings, and identifying available resources and subject-matter experts based on the needs of Columbia Pacific CCO and their Community Advisory Councils.
3. Work to connect Columbia Pacific CCO local and Regional Community Advisory Council members to other Coordinated Care Organizations advisory council leaders and members and link them to the efforts of the Transformation Center to create a strong state-wide system of local advocacy to improve care and quality of life at the community level.