

WHO	Community Partner Workgroup	DATE	Thursday March 9, 2023 3-5pm		
FACILITATOR	Yamileth Gonzalez Perez Sarah Dobra	STAFF SUPPORT	Lilly Bork (notetaker) Yami Gonzalez (share slides)		
WORKGROUP ATTENDEES	<input checked="" type="checkbox"/> Beth Englander <input type="checkbox"/> Jill Andrews <input type="checkbox"/> Natalia Anand <input checked="" type="checkbox"/> Sheila Anders	<input checked="" type="checkbox"/> Thomas Browne <input type="checkbox"/> Tara Gray <input type="checkbox"/> Jackie Leung <input type="checkbox"/> Stephanie Castano	<input checked="" type="checkbox"/> Erin Fair Taylor <input checked="" type="checkbox"/> Lavinia Goto <input checked="" type="checkbox"/> Rosetta Minthorn <input checked="" type="checkbox"/> Gladys Boutwell	<input type="checkbox"/> Lourdes Alcala <input checked="" type="checkbox"/> Anji Djubenski	
OHA & ODHS ATTENDEES	<input checked="" type="checkbox"/> Yami Gonzalez <input type="checkbox"/> Jillian Johnson <input checked="" type="checkbox"/> Miranda Amstutz	<input checked="" type="checkbox"/> Sarah Dobra <input type="checkbox"/> Christy Sinatra <input checked="" type="checkbox"/> Hilde Hinkel	<input type="checkbox"/> Megan Auclair <input type="checkbox"/> Vivian Levy <input checked="" type="checkbox"/> Lilly Bork	<input checked="" type="checkbox"/> Micheil Wallace <input type="checkbox"/> Emily Burnett	
Guests					
Meeting Link	<p>Microsoft Teams meeting Join on your computer or mobile app Click here to join the meeting < https://teams.microsoft.com/l/meetup-join/19%3ameeting_NDg3ODQxZjktYWNkOS00OGZiLWE3ZDctNWRmYWlyYzY2M2Yx%40thread.v2/0?context=%7b%22Tid%22%3a%22658e63e8-8d39-499c-8f48-13adc9452f4c%22%2c%22Oid%22%3a%2207b69f57-e102-4442-a97b-3cb305598cea%22%7d></p> <p>Or join by entering a meeting ID Meeting ID: 258 365 443 021 Passcode: byEqjh Or call in (audio only) +1 971-277-2343,,134405578#<tel:+19712772343,,134405578#> United States, Portland Phone Conference ID: 134 405 578#</p>				

Meeting Goals

1. Discuss recommendations and values as well as next steps for CPWG members and OHA | ODHS.
2. Discuss ways to stay connected to this work.
3. Learn about the PHE Unwinding Feedback Team's work and how you can help.
4. Debrief with CPWG members.

Agenda

TOPIC	TIME	SPEAKERS / FACILITATORS	PURPOSE
1. Welcome and Introductions	3:00-3:15 (15 min)	Yami G	<ul style="list-style-type: none"> • Welcome • Name, pronouns, and any access needs to fully participate

Community Partner Workgroup

2. Guiding Values and Updates	3:15-3:35 (20 min)	Sarah D	<ul style="list-style-type: none"> • Guiding values and recommendations • CPWG next steps and actions • OHA next steps and actions
3. Ways to Stay Connected	3:35-3:40 (5 min)	Sarah D	<ul style="list-style-type: none"> • Review multiple avenues to stay connected to the PHE Unwinding work
4. PHE Unwinding Feedback Team presentation	3:40-4:00 (20 min)	Jolene M	<ul style="list-style-type: none"> • Present the PHE Unwinding feedback system
5. STRETCH BREAK	4:00-4:05 (5 min)		
6. Workgroup Feedback and Debrief	4:05-4:55 (50 min)	Jon M	<ul style="list-style-type: none"> • Solicit member feedback for future workgroups. What worked well and how we can improve
7. Wrap-up	4:55-5:00 (5 min)	Sarah D	<ul style="list-style-type: none"> • Discuss other ways to keep in touch

Notes

Guiding Values:

- Half of workgroup members responded to the email we sent last week on recommendations that agencies should prioritize moving forward.
- OHA team wants to make sure our approach is accessible.
- Members appreciated the document and seeing all the recommendations together. Provided a refresh on all that the workgroup has done.
- OHA team's message to leadership is that CPWG work is just beginning: Now we have the recommendations and need to implement.
- We will continue to track and share the recommendations that are moving forward, and for recommendations that we won't be able to implement, we will explain why.
- **ACTION ITEM:** Update broad overall value to lower the reading level.
- **ACTION ITEM:** Update Navigating Insurance Transitions Guiding Value to "Individuals in high priority populations"

Discussion

- **Member Input:** Our clinic does not require people to buy other insurance. Plan is to invite local marketplace worker from the county to host a table for people and talk to them and answer questions. Overall, like how the guiding value is written.
- **Member Question:** Raised this in the MAC, the main thing is to make sure people don't lose coverage during the transition. When you drop one benefit and replace with another, there might be a temporary loss of coverage. Not sure the guiding values reflect that efforts should ensure there is no loss or delay in services during transition.

Community Partner Workgroup

- **Subject Matter Expert:** Topics around transition will also be covered during future partner webinars

Other Updates

- We've posted materials online that workgroup members have requested, including the [CMS report](#) and the [HB4035 report](#).
- Members also requested a preview of ONE System notices. We have a team working on this request and will follow up with more information on posting the notices on the PHE Unwinding public website.

Keeping in Touch

- The Feedback Team has an email where workgroup members and other partners can share concerns, issues, questions, requests, etc.: feedback@odhsoha.oregon.gov
- Extend invite to members to attend the Audience Engagement Meeting. Please email Hilde at janet.h.hinkel@oha.oregon.gov to be added to the meetings.
- The [End of Public Health Emergency](#) website houses all CPWG meeting materials and other key PHE Unwinding materials.
- Sign up for the [Keep Covered newsletter](#) to get weekly updates. The intended audiences for this newsletter are partners who are impacted by or working with people impacted by changes in coverage and benefits as a result of the unwinding.

Feedback Team: PHE Unwinding feedback system

- The Feedback Team tracked and responded to COVID-19-related feedback during the last 3 years for an equity- and people-centered feedback process.
- We believe in the power of feedback to improve processes by gathering and acting on partner insights.
- Goal is to get back to inquiries within 3-5 days.
- We track and report data to leadership and escalate trends and issues to leadership to drive change.
- We always follow up with people to address issues/provide answers.
- The types of feedback we look for include accessibility, communications, coverage, eligibility, and operations, and we focus particularly on equity and emergent issues.
- Since July, we've received 188 total cases, of which 34% are equity related and 24% are systems issues.
- Feedback received so far has come from CPWG, Medicaid Advisory Committee meetings, ODHS and OHA partners and providers, Oregon Health Policy Board meetings, and referrals from OHA and ODHS staff.
- We are seeing questions about when and how targeted outreach will go to houseless populations and non-MAGI populations. We are also receiving concerns around caseload and training, returned mail, etc.
- Workgroup members can reach out to the Feedback Team for these reports.
- Please send questions, feedback, issues and concerns around the PHE Unwinding to feedback@odhsoha.oregon.gov

Debrief & Feedback

- What went well:
 - Taking and sharing meeting notes.
 - Inviting different agencies and subject matter experts to share information with workgroup members.
 - The work that the OHA staff did that went into the workgroup. Can tell how much work went into this.
 - Impressed with representatives of this workgroup (different agencies represented and workgroup members). Was able to learn so much from other members and their different perspectives.

Community Partner Workgroup

- Effort to make sure we hear from all different voices and reminders when someone is not represented and have them come forward.
- Appreciate the very existence of this group and the work that has been put into it. It reflects how much the agency cares about this work through actions and commitments.
- Members were respectful of each other's input and expertise during discussions and the workgroup was solution oriented.
- Gentle reminders on action items were very helpful.
- A lot of feedback was implemented quickly/immediately. It shows that questions and recommendations are taken seriously and are followed through.
- Follow-up emails with key links, notes, meeting deck, etc. that members can easily share with others who need information.
- What can be improved:
 - Gap in representation: consumers (although recognize that this setting and time commitment may be hard for consumers). When we want to hear feedback, think about how people can do it via text or email or recording. Some people might be giving up their time without compensation.
 - Need to be mindful that some of the workgroups are not fully accessible to everyone (time commitment, access to technology, language, etc.).
 - Many people are more comfortable with texting but need to be able to respond to people who are sharing feedback via text. Members need acknowledgement.
 - Representatives from the youth populations and foster care system are important to connect with.
 - Make sure people who speak languages other than English can attend these meeting.
 - Have the CPWG continue but in a different format and invite more people. Can be monthly. Half of the meeting for OHA to ask questions and the other half can be for sharing what's on their minds/feedback.
 - More thoughtful on frequency and length of meetings when possible.
 - Be mindful of language accessibility.
 - At the start of this group, a workgroup member was not paid by employer but by this group. Only saw her a few times, so it would be great to follow up with her and others who had missed meetings for their feedback. State reached out to those members when they could not attend to make sure we are getting their feedback outside of workgroup meetings. State could follow up when members missed more than one meeting in a row to find out how they can support.
 - Suggested paying for people's time through gift cards.
 - More time was added to the workgroup and some members could be overwhelmed since the extension overlapped with busy work season when they were expecting the workgroup was going to end earlier. Fourth quarters are busy for insurance brokers – try to avoid engagement during this time.
 - Wish we had more time for input from the members through their perspective and the work they are doing now.
 - Going forward, OHA could send information to workgroup members a few days before the meeting so members can ask around their communities for timely feedback and collect more timely/fresh information.
 - OHA could share more details during presentations instead of giving members broad stroke understanding. Ex: what sources of data OHA looks at for ex parte renewals. It's hard to make a recommendations without that deeper understanding.

Community Partner Workgroup

- Ran out of time for special speakers a couple of times. Could frontload guests and talk through other topics after.
- At time, members could be directly shepherded to priority topics to be moved along instead of affirmations.

Wrap Up

- OHA will send a survey to collect additional feedback on workgroup member's experiences and ideas.
- OHA team will be creating an agency manual for future workgroups, including onboarding process, recruitment, etc. and will include lessons learned from this workgroup.