

**Trillium Community Health Plan**  
**North Community Advisory Council (CAC)**  
**Meeting Minutes**

**Thursday, July 3, 2025**  
**10 – 11:30 AM**



**Attendance**

CAC Members Present: Aidee, Blanchette, Brooklyn, Darren, Jeff, Maddox, McKenzie, Nina, Naomi and Sharif

Trillium/OHA Staff: Debi, Kendra, Ailed, Dominique, Jeanne, Lamar, Mark, Salma, and Sheri

**Welcome and Introductions**

Sharif called the meeting to order at 10:03 AM.

Introduced Aidee as a new CAC member.

**Announcements**

From Brooklyn, a reminder to keep receipts for payments, including rent

Naomi shared the [Washington County Center for Addiction and Triage & Treatment](#)– CATT is opening on Elam Young Pkwy

Sharif thanked members for completing CAC Demographic Survey. Sheri is working to submit this deliverable in the next few weeks.

June meeting follow-up:

- CAC members expressed they do not know which questions are for OHA & which are for Trillium when attending OHA Office Hours with Mark. Would CAC members be OK with emailing questions to Sheri and Mark and they will work on sorting & routing to the correct experts (if needed)?
- Questions for Juntos NW SHARE presentation. Note they are added to the meeting notes we will review shortly.

**Public Comment**

No public comment

**Approvals**

June Meeting Minutes: Sharif requested attendees review meeting minutes on screen and requested a motion to approve minutes. Jeff made a motion, Brooklyn second the motion. All voted to adopt June minutes. All voting members approved.

**Trillium Board Report**

Jeff shared the report from the June 12<sup>th</sup> board meeting. Review slides. Jeff shared:

- Still keeping an eye on federal reconciliation
- Trillium survey of vendors showed non-emergency medical transportation (NEMT) was a top grievance for years, less than 10 grievances filed per 1,000 claims. Transportation is the top issue.

- Urgent cares providing hours after 5 PM in Trillium network do not meet adequacy for after hours and urgent after-hours care.
- When members have an issue, they do not file a grievance (missing data) members tend to resolve issues by changing provider (or plan).

### **OHA Innovator Agent Update**

Mark shared the following:

- A lot happening at the federal level
- Filing grievances and [OHA Ombuds Program](#) making changes to better track data, monitor and implement changes.
- Grievances to OHA are aggregated, so OHA is not looking at hot spots for issues by location, area of service, etc. They are creating a system for ombuds and OHA feedback team to be able to see grievance & complaint data (de-identified) across all areas that OHA supports - multiple OHA divisions. Will be able to sort by CCO, region, care area. Will launch in August.
- Jeff – Is the data representative? Brooklyn said 99% of people do not report, out of fear, etc. Is it a realistic timeline. Do members know this will take time. It is isolating to be the champion to make things better. If there was a place to share the number of grievances or type of grievances and report on outcomes? It is tough to be a “whistle blower”.
- Maybe we extend the time for office hours. Per Jeff

### **Presentations**

#### SHARE Presentation – [Oregon Community Health Worker Association \(ORCHWA\)](#)

Lamar presented the slides that were sent ahead of the meeting for CAC members to review, per CAC request.

Reminded CAC voting members their role is to review funding proposals for SHARE and make a motion to approve or not approve. The projects should align with our Community Health Improvement Plan, Trillium & OHA priorities and the priorities the CAC approved in March.

*Comments and questions:*

- None shared

Sharif asked if the CAC was ready for a motion to approve the ORCHWA proposal. Jeff made a motion, Brooklyn second and all voting members approved.

#### SHARE Presentation - [Latino Network](#)

Sheri presented the slides that were sent ahead of the meeting for CAC members to review, per CAC request.

Reminded CAC voting members their role is to review funding proposals for SHARE and make a motion to approve or not approve. The projects should align with our Community Health Improvement Plan, Trillium & OHA priorities and the priorities the CAC approved in March.

*Comments and questions:*

- None shared

Sharif asked if the CAC was ready for a motion to approve the Latino Network proposal. Brooklyn made a motion, Maddox second and all voting members approved.

### **Next Meeting Reminder**

- Thursday, July 24<sup>th</sup>: CAC Member Engagement Housing – [Transition Projects](#)