

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

**Thursday, October 2nd, 2025**  
**10 – 11:30 AM**



**Attendance**

CAC Members Present: Brooklyn, Christine, Darren, Jeff, Maddox, McKenzie, Sharif, and Tom  
Trillium/OHA Staff: Angela, Ailed, Brit, Debi, Dominique, Kendra, Lamar, Mark, Salma, and Sheri

**Welcome and Instructions**

Sharif started the meeting at 10:01 AM with an icebreaker and introduced Tom as the newest Trillium member of the CAC.

**Announcements**

Sharif shared they completed their research on the benefits of physical activity, somatic therapy, and nature-based spirituality for individuals recovering from substance use disorder. This study highlights how connecting with nature can help people regulate their minds, bodies, and spirits. I believe the insights from this research could also be beneficial for others, like those who feel isolated. CAC members are welcome to share feedback:

[https://drive.google.com/file/d/1c4wbszyPkKIEQQM\\_TqY4PwXJ1qIntnTf/view?usp=drivesdk](https://drive.google.com/file/d/1c4wbszyPkKIEQQM_TqY4PwXJ1qIntnTf/view?usp=drivesdk)

Reminder: SNAP benefits are changing. If you or people you know receive SNAP, letters are being sent about changes to benefits. Make sure addresses are updated and respond to the letters. This website has updates & kept up to date: [Oregon Department of Human Services : Updates about Federal Changes : News : State of Oregon](#) Sheri will send CAC members copies of the talking points and FAQs. Members are welcome to share with their communities.

**Public Comment**

No public attendees

**Approvals**

Sharif announced the November 27<sup>th</sup> meeting is a federal holiday. We will launch a poll to vote to cancel or re-schedule. We will go with the choice that receives most votes.

Reminder: this is a member engagement meeting for the CAC and Sheri is lining up presenters and needs a final date. The topic will be supports and resources including discounts and services to help save money/cut costs. Decision to schedule Wednesday, November 19<sup>th</sup> 10 - 11:30 AM

Sharif requested CAC members review the September meeting notes on screen. Upon review there were no comments or edits. Sharif requested a motion to approve. Jeff made the motion and Maddox second the motion. Sharif requested a vote and the motion passed to approve September meeting notes.

**Trillium Board Report**

Jeff shared the board report from the September 11<sup>th</sup> meeting. Highlights included:

Discussion about why members disenroll; upcoming Medicaid budget issues and federal response. The Oregon Department of Administrative Services produce "[Estimated Impacts of HR1](#)" for Oregon. [Transition Projects](#), funded in part with a Trillium grant, shared services, and impact of the grant funds.

### **OHA Innovator Agent Update**

Mark shared an Oregon Health Authority update. Discussion included: CMS data request from OHA included data already provided to CMS. On September 9<sup>th</sup>, OHA released previously requested data to CMS. Note CMS is prohibited from using the data for immigration enforcement. For ongoing updates, visit what you need to know about the federal government's sharing of personal information" <https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le-1086100b.pdf>.

Oregon is part of the [West Coast Alliance](#) and released 2025 – 2026 immunization recommendations.

Monitoring federal changes, Oregon Health Plan (OHP or Medicaid) benefits have not changed. OHP members should keep appointments and continue to use medical benefits. Members can also use this link to track OHA Federal Changes <https://www.oregon.gov/oha/pages/federal-changes.aspx>

Scammers are targeting Oregonians with EBT skimmers. Link to press release: <https://www.doj.state.or.us/media-home/news-media-releases/attorney-general-rayfield-issues-consumer-alert-scammers-targeting-oregonians-with-ebt-skimmers/>

### **What EBT cardholders should do:**

- **Only use the official [ebtEDGE website](#) and mobile app to view and manage your EBT card.** ODHS cannot guarantee the safety of any other EBT management apps or websites.
- Change your PIN regularly. This can help protect your account if someone does gain access to your card number. Here are the ways you can change your PIN number:
  - Call 888-997-4447;
  - Log into the [ebtEDGE website](#);
  - Take your EBT card to the [closest ODHS benefits office](#).
- Check your account regularly for any unusual charges. If you see a charge you didn't make, [report it immediately](#), cancel your card and request a replacement. Here are the ways you can get a new card:
  - Call the EBT Replacement Line at 1-855-328-6715;
- Go to an [ODHS benefits office](#). Freeze your card between uses: When you're not using your EBT card, freeze it as an extra layer of protection. Simply unfreeze it when you are ready to make a purchase. To do this, visit the [ebtEDGE website](#) or use the mobile app and look for "Freeze Card" under "Account Services."

- Anyone who suspects they have been a victim of EBT skimming should also file a complaint with the Oregon Department of Justice Consumer Protection Division at [www.oregonconsumer.gov](http://www.oregonconsumer.gov) or 1-877-877-9392.

## **Presentations**

### Social Determinants of Health: Social Need Screening and Referral Practices

This presentation is an update on the SDOH presentation in 2024. Reviewed why Trillium is asking members about needs and how data is used to support members with needed resources to support health. Last year CAC members were asked about:

- Frequency & mode of screening – members do not want to do a screening every time they are called.
- Sharing needs with service partners
- Could members complete the survey and receive referrals through an app.
- Members want to know how their data are used.
- Trillium App – still working on the planning/development of an updated app.
  - CAC offered to review and provide user testing/feedback on the app.

Feedback:

- Two different Teledoc and Teladoc platforms?
- One member felt the calls were too many and should have been checking in with others that had more need.
- Member worked with a CHW and expressed they had to meet the member in public and felt they were offered support the member did not want.
- It can be inconvenient with multiple members in one household to complete multiple screenings. Need to balance what is important to them vs for them.
- OHP assisters have shared the app needs to contain the member's OHP card.

### Community Benefit Initiative: Portland Open Bible

Kendra presented a request for one year of funding for Portland Open Bible and reminded CAC members we have provided funding in the past for food pantry/food delivery, Community Table cooking classes and a new partnership with Doernbecher. A quorum is not present, and we will need to vote another way.

### Community Benefit Initiative: Ride Connection

Sheri presented a request for one year of funding for Ride Connection. This is a new ask and Trillium has provided sponsorship for the past two years. An overview of the request and organization was provided. A quorum is not present, and we will need to vote another way.

## **Open Table**

One member expressed frustration with Transportation provider and has given up on mileage reimbursement. Sheri will follow-up with the member.