



## **CCO Advisory Councils Report to the Governing Board April 2016**

### **Community Advisory Council (CAC):**

The Community Advisory Council met on April 25<sup>th</sup>. Public comment was a reminder about Mind Your Mind Month. The getting-to-know you question was “what is your favorite ice cream flavor?”

Shannon Conley and Debi Farr gave the Trillium report, including a report on the Trillium University on Pain Management. Jennifer gave a report on the Prevention programs Q-TIP, Family Check-Up and Mental Health Coaching for Home Visitors (see attached handouts.)

Tara DaVee reported that the Member Engagement committee is taking on a project to try to determine the reasons adult Trillium members don't go to see their PCPs. The committee is working with Trillium to use the Technical Assistance hours offered by the Transformation Center to develop a survey and plan. Char Reavis reported on the RAC.

Two representatives from LTD were present to talk about RideSource and answer questions. CAC members expressed both their appreciation of the service and their frustration with certain aspects of the program. Kris Lyon explained that RideSource has over 400 vehicles and works with 350 taxi drivers. They also have a call back service to keep people from waiting a long time on the phone. They offer a monthly pass, but have to call each month to get a pass. Ticket to Ride books will be coming out soon for people who have only 1-2 appointments a month.

Members expressed concerns about the competency of drivers, the attitude or lack of helpfulness from staff, wait times, scheduling issue – especially for urgent or unplanned appointments, lack of information about services. It was suggested that staff get cultural competency training as well as more training around transporting people who use wheelchairs. Kris explained that the call center calls are now recorded and supervisors can troubleshoot more effectively. Several members said that they thought they had seen an improvement since the Call center started to record calls.

The biggest issue was a lack of consistent information. It was recommended that RideSource, Trillium and some members of the CAC work together to develop new brochures/info packets with clear up to date information. This information should be disseminated to healthcare providers, DHS, Senior and Disabled Services etc., as most Trillium members get their information from case workers and healthcare providers.