



Public Meeting Minutes
December 13, 2021
6:00 - 8:00 pm (Virtual Meeting)

Health Center Mission: Bringing services to individuals, families, and communities that improve health and wellness while advancing health equity and eliminating health disparities.

Board Members:

Harold Odhiambo – Chair
Fabiola Arreola – Vice Chair
Dave Aguayo – Treasurer
Aisha Hollands - Board Member

Pedro Sandoval Prieto – Secretary
Tamia Deary - Member-at-Large
Kerry Hoeschen – Member-at-Large

Darrell Wade – Board Member
Susana Mendoza – Board Member
Brandi Velasquez – Board Member

Adrienne Daniels - Interim Executive Director, Community Health Center (ICS)

Board Members Excused/Absent: Dave Aguayo

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
Call to Order / Welcome <ul style="list-style-type: none"> Chair, Harold Odhiambo 	<p>The Board Chair called the meeting to order at 6:05 PM</p> <p>A quorum was established.</p> <p>Joseph Leon and Lucia in attendance (Spanish interpretation)</p>	N/A	N/A	N/A
Minutes Review - VOTE REQUIRED <ul style="list-style-type: none"> Review November Public Meeting minutes for omissions/errors 	<p>Chair Odhiambo asked for approval or changes to the minutes.</p> <p>11/08/21 CHCB Meeting - Some members did not receive previous minutes in order to approve. Motion to postpone minutes review until next meeting</p>	<p>Motion to defer review to the January meeting:</p> <p>Tamia</p> <p>Second: Bee</p> <p>Yays: - 9 Nays: - 0 Abstain: -</p> <p>Decision: Approved</p>		
Conversation with Commissioner Lori Stegmann (Dist 4) <ul style="list-style-type: none"> Chair, Harold Odhiambo 	<p>The Commissioner discussed community needs and challenges that Dist 4 has been facing. A strong concentrate to be focused on is geographic areas that have yet to be invested in and more culturally specific areas in order to improve economic conditions for residents.</p> <p>The Commissioner spoke of the The Vance project which is aimed to have the</p>			

	<p>master plan developed by the beginning of 2022. The Vance project is based on Hawaii's concept of resilient hubs. Relisilent hubs are to provide resources to build more connected and prepared communities. A few key factors the Vance Project will provide are :</p> <ol style="list-style-type: none"> 1. Providing places for the community to go in extreme weather conditions 2. Providing a meeting place for communities or non-profit organizations when not in use 3. Providing a new space for Multnomah County Animal Services <p>The Commissioner expressed looking forward to partnering with the Board.</p> <p>Question was asked to Board members on what the Commissioner can do to support CHCB?</p> <p>Chair Odhiambo shared his own priorities</p> <ul style="list-style-type: none"> • Rebranding the Health Center so that we can increase our visibility and improve access to our valuable services. We have been working with the Multnomah County Chair's office on the rebranding project for over 3 years. • Increasing vaccine access to our most vulnerable communities. We have been very successful so far and we want to continue this work. <p>In partnership with the Chair Kafoury, the first phase of the Enterprise fund was successfully implemented.</p> <p>However, compliance is still an issue. The Health Center received several corrective actions from HRSA related to the County's mismanagement of the Health Center's funds. ICS Leadership and our Board have raised these concerns for many months with the County CFO, Chair Kafoury and Health Department leadership, the issues remain unresolved.</p> <p>The CHCB would like to partner with all Commissioners to swiftly address these issues.</p> <p>Franciscowas asked to schedule a follow up meeting with Commissioner Stegman for a discussion with CHCB about these issues.</p>			
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<p>Bylaws Addendum - Article XVII - VOTE REQUIRED</p> <ul style="list-style-type: none"> Chair, Harold Odhiambo 	<p>The Chair addressed difficulties to replace and recruit new Board members due to the pandemic. CHCB risks falling below the minimum requirement of 9 members to avoid noncompliance.</p> <p>The Chair proposed an addendum to the Bylaws Article XVII to allow current Board members that are willing to stay an additional 6 months while recruitment continues.</p> <p>There was a discussion as to whether the target of 15 members was too high. It was clarified that 15 is an ideal number, but even recruiting 5 new members to replace those currently terming-out or retiring would only bring us to 13. So if this addendum is approved, the board can then vote to allow Pedro to temporarily remain on the board for 12 months so we don't fall out of compliance. 15 is an ideal target.</p>	<p><i>Motion to vote as presented: Tamia</i> <i>Second: Darrell</i></p> <p>Yays: - 8 Nays: - Abstain: - 1</p> <p>Decision: Approved</p>		
<p>Invoke Addendum to Article XVII - VOTE REQUIRED</p>	<p>With the approval of the addendum for Article XVII, the Chair asked if there was a motion for a separate vote to invoke the addendum to allow Pedro to remain on the board for an additional 12 months.</p> <p>There was some confusion with some members thinking that they had just voted on that issue. No, the board just voted on giving any board member the ability to make the case for a temporary suspension of term limits, this vote is the application of the rule in regards to Pedro.</p> <p>(Pedro excluded from this vote)</p>	<p><i>Motion to vote as presented: Darrell</i> <i>Second: Aisha</i></p> <p>Yays: - 7 Nays: - Abstain: - 1</p> <p>Decision: Approved</p>		

<p>Executive Officer Elections - VOTE REQUIRED</p> <ul style="list-style-type: none"> Chair, Harold Odhiambo 	<p>The Board to vote on 3 open positions for 2022 with an effective date of start on January 1, 2022</p> <p>Board Chair, Board Secretary, and Member-at-Large</p> <p>Chair, Harold Odhiambo expressed interest in running again</p> <p>Tamia indicated that she would be willing to swap roles to run as Secretary, if compliance required.</p> <p>Since there were not self-nominations for Secretary and Member at Large, Nomination Committee Chair asked Kerry and Pedro would be willing to continue their current rolls? Both agreed.</p> <p>Prior to the vote, there was a discussion of Pedro's eligibility since he was technically timing out. Pedro was timing out from two consecutive 3 year board terms, and had served two terms as Secretary, however per Article XIV, section 3. Executive Committee members are able to serve until a successor is elected . It was also clarified that board members could vote for themselves in a ballot election.</p> <p>Votes were submitted to Francisco and announced by Nomination Committee Chair after the break</p>	<p>Voting results:</p> <p>Board Chair 8 votes for Harold Odhiambo 1 vote for Tamia Deary Harold to remain as Board Chair</p> <p>Board Secretary 8 votes for Pedro Sandoval-Prieto 1 Abstain Pedro agreed to stay on as Secretary</p> <p>Member-at-Large (position 1) 8 votes for Kerry Hoeschen 1 Abstain Kerry agreed to stay on as Member-at-Large</p>		
<p>10 Minute Break</p>				

<p>Primary Care - Change in Hours - VOTE REQUIRED</p> <ul style="list-style-type: none"> Bernadette Thomas, Chief Clinical Officer 	<p>Proposal to have HC to resume evening hours</p> <ul style="list-style-type: none"> Staffing and recruitment have made resuming hours challenging since the start of the pandemic This would only impact medical and pharmacy Short by 5 hours hope to get back to normal by spring 2022 <p>Questions?</p> <ul style="list-style-type: none"> The slide indicates different hours for medical and dental. What will make staff until closing? <ul style="list-style-type: none"> ICS Pharmacy has been competitive with retail pharmacy. We feel there is a need to have as many hours as possible. Pharmacy patients have other work and patients that come into pickup prescriptions after their working hours. We are looking at and moving toward PC and Pharmacy hours in the future. 	<p>Motion to vote as presented: Kerry Second: Tamia</p> <p>Yays: -9 Nays: - Abstain: -</p> <p>Decision: Approved</p>		
<p>Grant Opportunity - Roots and Wings - VOTE REQUIRED</p> <ul style="list-style-type: none"> Adrienne Daniels - Interim Executive Director, ICS 	<p>Roots and Wings is a nonprofit based in Wisconsin that provides funding to support their mission and goals contributing to low income children and families.</p> <p>Funding would be used to support our work in child healthcare at HC clinics.</p> <p>Roots and Wings reached out directly to our HC with funding opportunity</p> <p>HC would gain \$70-\$80k in funding</p> <p>Questions?</p> <ul style="list-style-type: none"> Are these funds to be used for current programs or anticipation for new programs to meet the metrics R&W are looking for? <ul style="list-style-type: none"> Not enough funding to create new services. The funds to be used for our current work in Youth and Behavior Health Support, SHC or Pediatric work in our Dental and HC programs Would the funds provide youth activities? Or school based? <ul style="list-style-type: none"> Our SHC's would be excellent for support to provide the programming to meet R&W metrics and goals 	<p>Motion to vote as presented: Darrell Second: Kerry</p> <p>Yays: - 9 Nays: - Abstain: -</p> <p>Decision: Approved</p>		

<p>PAC Update</p> <ul style="list-style-type: none"> • Tony Gaines- Operations Innovation & Process Improvement Manager 	<p>PAC is the central point of access to our services. With staff shifting to telework it has caused some delay in patient access, by longer wait times or call abandonment rate.</p> <ul style="list-style-type: none"> • Goal abandonment rate 10% or less • Goal answer 90% of calls or more <p>The PAC dashboard is a high level overview that lets us know when calls come in and how should we plan to have staff on the phone</p> <p>The dashboard reflects the majority of patients called in between 730am and 930am. Heavy weight times are shown to be 11:30am and 1pm.</p> <p>There is a slight gap in data from May 2020 to July 2020 due to not having a system to obtain data</p> <p>Calls offered 249,621 calls during first quarter 2021 which less than 2020. About the same amount of calls but less answered calls. The numbers speak to the pandemic</p> <p>A survey to be developed to hear feedback from patients and better serve them. Tony to come back and present more on the PAC redesign after listening and receiving patient feedback.</p> <p>Questions?</p> <ul style="list-style-type: none"> • Telework did or did not support an increase in call wait times and caller abandonment? <ul style="list-style-type: none"> ◦ Telework did not have the intended effect as we planned. Longer wait times which resulted in decreased access to needs for patient care. • Is there a system in place where if a patient call drops, staff can call the patient back? <ul style="list-style-type: none"> ◦ Yes, with PAC redesign we are looking at new ways to meet our goals and metrics. Phone trees to leave a message. We also are looking into working with WELL, which would allow patients to text for appointments or cancellations. 			
<p>Incidents and Complaints</p> <ul style="list-style-type: none"> • Kimmy Hicks, Project Manager, Quality Program (ICS) 	<p>Scheduling is shown to be the #1 complaint</p> <ul style="list-style-type: none"> • Appointments being canceled • Times not available or accessible to the patient need <p>Mid county has had issues and incidents around the parking lot. Some go</p>			

	<p>unreported and reminder to staff to fill out incident reports to obtain better data. We have increased security.</p> <ul style="list-style-type: none"> Found higher incidents when vaccination incentives were offered <p>Immunization Error from the data reported was addressed</p> <ul style="list-style-type: none"> For context - that 6k vaccines were just COVID vaccines during Q3. The total vaccines for the quarter was 42,348. <p>Questions:</p> <ul style="list-style-type: none"> Incident report numbers presented vs. what The Board members received are different? Which is correct and why? <ul style="list-style-type: none"> Clinical care increased by 1 is the difference. Looking at the report before the weekend and noticed the one off. We asked data to re-run the report and it was too late to send out the new presentation. The presentation presented is correct with raw data. Can the complaints report type data be broken down by site? <ul style="list-style-type: none"> Yes, we can request that data and bring it to the next meeting. <p>Comments :</p> <ul style="list-style-type: none"> Increase font size for next presentation as it was difficult to see. Add Covid Vaccination and Immunization data by site 			
<p>Monthly Budget Report</p> <ul style="list-style-type: none"> Jeff Perry, HC Chief-Financial-Officer 	<p>\$1.3M deficit YTD date which is a result revenue shortfall but not because of spending access</p> <p>Careoregon checks came in late and will show in next period</p> <p>Dental and SHC show the largest shortfall in our target revenue</p> <p>Primary Care and Pharmacy are in good shape</p> <p>CareOregon is our predominant clients while we show a slight decrease in Trillium clients</p> <p>Questions?</p> <ul style="list-style-type: none"> How are you preparing for the upcoming budget? <ul style="list-style-type: none"> The County has released the budget kick-off to be on Wednesday December 15, 2021. December 23, 2021 the HD to to start working through Bud Tool Training and will continue through the month. December 28, 2021 Budget materials and 			

	<p>data are released to programs. January 06, 2022 Bud Tools are due to ICS and will have better overview and training with the Board to answer. Budget is due to the County Chair January 19 through January 28, 2022. The final budget is submitted February 14 through February 18, 2022.</p>			
<p>Strategic Updates</p> <ul style="list-style-type: none"> Adrienne Daniels - Interim Executive Director, ICS 	<p>Nick Tipton to present on World AIDS Day starting on December 1st. World AIDS Day highlights the importance of ensuring equitable access to quality, HIV prevention and treatment services and that the voices of all who are living with or affected by HIV are heard and valued in the AIDS response.</p> <p>McCoy will display a World AIDS day quilt through Jan 07, 2022 to provide members of the community an opportunity to celebrate and commemorate 40 years.</p> <p>Encouragement to community and Board members to come to view the quilt as these are the largest pieces of folk art in the world.</p> <p>Health Center partnership with Lutheran Community Services Northwest in a new apprenticeship program. This program will provide in-clinic training and job shadowing that is by and for our refugees and immigrants community. This program will provide 2-3 apprenticeships at a time</p> <p>Budget season kicks off Wednesday. HC is working with the County specifically as well as with CHCB finance board to discuss ideas and gain input to bring back to the County.</p> <p>We hit 25K vaccinations, which was our largest goal milestone and now have surpassed 26K</p> <p>Maintain and exceeding patient diversity exceeding</p> <p>Questions?</p> <ul style="list-style-type: none"> Are booster access clinics planned? <ul style="list-style-type: none"> No offsite booster clinics at this time. We have weekly vaccinations options for all HC patients. Sign up is easily accessible to our patients through our website access walk in and special hours at the HC clinic are also offered Is not offering off site clinic boosters due to funding? <ul style="list-style-type: none"> There are a few factors that our environment made sense to switch: <ul style="list-style-type: none"> 1) Decrease for off site service and increase with 			

	<p>vaccinations available from other providers.</p> <ul style="list-style-type: none"> ■ 2) Staff that may need to provide more in depth conversations with patients was easier at a PC / Dental visit vs. Direct outreach. <ul style="list-style-type: none"> ● How are the Student Health Center challenges in reference to in-person care being addressed and what plans to change what you are doing now based on feedback? <ul style="list-style-type: none"> ○ We have had 2 Incident reports where the police were called due to our patients being upset. We will look into deescalation training and not calling policing training. This will be reported back on what HC plans or options are. 			
<p>Council Business</p> <ul style="list-style-type: none"> ● Chair, Harold Odhiambo 	<p>Challenging year as we are still battling covid, but we have made significant progress and The Chair wanted to end the year by sharing success updates.</p> <p>Successes shared :</p> <ul style="list-style-type: none"> ● ICS creates more access for our most vulnerable community members to get covid tested and vaccinated. Thank you ICS leadership and staff. ● ICS HRSA funds to assist with covid ● CHCB welcomed 3 new members, Dr. Aisha Hollands, Darrell Wade and Bee Velasquez. ● OPCA Excellent award nominations for Tamia and Harold ● We are proposing to begin hybrid meetings in Jan 2022 that will be voluntary to attend in-person ● CHCB became and incorporated board <p>As you may recall, the County leadership took offense to the CHCB becoming incorporated. In response to this, the County attorney submitted an email cautioning us about the risks of fundraising and using County staff/resources for support, stressing that as an incorporated entity we have no formal relationship with the County, and that being the case, his office also may not be in a position to provide any advice or support going forward.</p> <p>We are a volunteer Board with minimal resources, the implication that we may be at risk of losing access to County staff and resources if we continue to pursue our goals of incorporation, is alarming.</p> <p>In response to the attorney's email, at the November Board meeting the CHCB voted and approved pursuing the next steps to retain our own attorney</p>			

and purchase the necessary insurance for the protection of the Board.

After weeks of trying to navigate the County's process for approval to use our funds to hire an attorney and pay for the insurance, the County finally shared their process with Adrienne. The real question is "When will we finally secure an attorney and why does the County continue to delay the process? We will review the questions at our December Executive team meeting to determine the best response.

As the governing Board for the Community Health Center, we have a responsibility to operate in compliance with HRSA requirements. The most troubling and ongoing concerns have been related to financial mismanagement. The CHCB and ICS leadership have communicated these concerns for almost 2 years. Although they have implemented some changes, the County and Health Department leadership have failed to adequately address these serious issues. Examples are:

- Over \$1.5 million in checks were "lost".
- \$6M was hidden in a separate account and the only people who knew about this account was the County and the Health Department leadership.
- \$20M owed to the ICS by the State.
- If you recall, the discussion about the Enterprise Fund started in 2017, over 4 years ago.
- The County didn't pay vendors on time and patient care suffered.
- The County CFO shared with CHCB that he is conducting an audit about the Health Department's mismanagement and lack of proper protocols when handling our funds. We haven't received a response yet.
- The Health Department Director stated she was implementing a CQI process in response to the Health Department mismanagement of our funds. We haven't received a response yet. This is very common practice.

There are also unaddressed quality and compliance issues. The CHCB asked for a security assessment regarding a HIPAA breach that occurred in October last year. It's been a year and while the County is now responding by scheduling meetings, there is no resolution that has been determined, vetted or approved by the CHCB.

In order for the Health Center to be successful, there must be a trusted, collaborative relationship between the CHCB and Board of County Commissioners. It saddens me that we have really tried to build a relationship with the County and Health Department Leadership but there isn't any interest

	<p>from the County for the CHCB to be an effective, functioning, governing Board. Their intimidation and bullying tactics have increased significantly since we incorporated and they have created a hostile working relationship. I am encouraging them to attend a future Board meeting for further discussion about these issues.</p> <p>I am proud of each one of you for standing strong in the face of adversity. We must ensure compliance for the Health Center and all Board members have the right to know and understand these requirements.</p> <p>For those reasons, I would like to allocate an hour of our December Executive Meeting for an emergency meeting. Please invite Ann, the HRSA representative, to share HRSA's expectations and requirements with the CHCB. As I stated it's been a long year, we have been successful but we still have mountains to climb. I am glad that I will climb those mountains in partnership with each one of you.</p> <p>Lastly, thank you to Tasha, Adrienne and the Health Center leadership and staff for your commitment to quality, affordable services to our community...especially during the pandemic.</p>			
Meeting Adjourns	<p>The Board Chair adjourned the meeting at 8:34 PM.</p> <p>The next public meeting will be on January 10, 2022 (Hybrid).</p>			

Signed: _____ Date: _____
Pedro Prieto Sandoval, Secretary

Signed: _____ Date: _____
Harold Odhiambo, Board Chair

Scribe taker name/email: Crystal Cook crystal.cook@multco.us