

## Okanogan Coalition for Health Improvement

### MEETING NOTES

June 24th, 2018, 3:00PM to 5:00PM

#### 1) Introductions-**All**

Attendance- SEE SIGN IN SHEET

#### 2) FIMC Update- **Christal Eshelman**

- Purposed FIMC Transition in Okanogan County January 1, 2019
- June 2018- Developing consumer engagement plan
- Select Early Warning System Indicators
- Behavioral Health Provider IT Assessment
- Identify Technical Assistance needs
- Communication Timeline from 5/1/2017 to 1/1/2018
  - There are 5 goals on the client communications timeline
  - Send postcards
  - Send flyers
  - Update plan selection form
- Send Apple Health Integrated Managed Care booklet
- Send Apple Health Behavioral Health Services only booklet
- Update IVR plan choices for both FIMC and BHSO clients on MACSC phone lines
- Important news coming soon
  - Letter from Washington State Health Care Authority
  - Will go out in their primary language
  - Information on the changes to Washington Apple Health (Medicaid) in 2018
- Contact: [Christal Eshelman](#)
- Can you send it out to everyone from the CHI?
  - Yes, we can send it out and have hard copies
- **Proposed Action:**
  - Ask MCO's talk about their health plans at the August 2018 Okanogan CHI meeting.

#### 3) North Central Accountable Communities of Health (NCACH) Board Update-**Sahara Suval**

- Community Choice was appointed to serve as the Pathway Community HUB
- \$100,000 in Rapid-Cycle Opioid Funding awarded throughout the region
- New position at the NCACH-Capacity and Grants Specialist. Will be working with other organizations for funding and collaboration
- The NCACH will be sending the Semi-Annual Report to Health Care Authority
- WA Skillsource will be previewing at all 3 CHI's
- CHI stakeholder surveys-The goal of the outcomes of the surveys are for a Regional strategic plan for the Coalition of Health Improvements
- NCACH submits Medicaid Transformation
  - What will happen in the next 3 years
  - Workgroups
  - Pathways HUB

- Reporting to the State to make sure we are fulfilling the requirements

#### 4) **All Rapid Cycle Opioid Project Award Recipients**

[North Valley Hospital](#)

[Grant County Health District](#)

[Samaritan Healthcare](#)

[Methow Valley School District](#)

[Columbia Valley Community Health](#)

[Washington 2-1-1](#)

[Chelan Douglas Council](#)

[Center for Alcohol and Drug Treatment](#)

[Family Health Centers](#)

[Catholic Charities](#)

[Mid-Valley Clinic](#)

#### 5) **Presentation: Family Health Centers-Jesus Hernandez**

The goal is to help educate about trauma and resiliency in the School District. [Family Health Centers](#) will be partnering with the School Districts and Okanogan Behavioral HealthCare to help build capacity with parents. The Okanogan Coalition for Health Improvement can help by coordinating events, articulating the message and showing what trauma is and what it means. [Teresa Posakony](#) is helping to train on resilience. Nine School Districts are engaged within Okanogan County. Using a curriculum to teach parents and children about culture, making behavioral changes and have healthier families. Community Health Workers are working within the School Districts. They are struggling to connect with lower economic populations.

Whole person care and Social determinants of health is a way to connect and teach. At all of events there will be screening for health disparities. The goal will be to teach what health really is. Events will be happening and everyone is invited on July 28, 2018, August 15, 2018 and August 22, 2018.

September 22, 2018 a recovery event will be hosted by the Okanogan Behavioral HealthCare. There will be music and the event is family friendly.

#### 6) **Presentation: Washington 2-1-1-Tim Sullivan**

Large National group that is a connector to food banks, senior services, etc. Washington 2-1-1 ([WA2-1-1](#)) is working with different [Accountable Communities of Health \(ACH\)](#), Pathways HUB, [Community Choice](#), and [Department of Health](#). WA2-1-1 has a national text platform. WA2-1-1 now has a text platform for Opioid screening. The platform asks four questions. Once you opt-in, then you get supportive texts. On the 5th day the server will give a survey to see if it is successful. The system is built into a National database for providers to exchange information. The system is advanced with more capabilities and all automated. Okanogan is the only rural county that has this tool. The way that the Okanogan Coalition for Health Improvement can make this successful is to make sure that all resources are on WA2-1-1. Also, marketing for WA2-1-1, increase communication, and share resources. Get the word out about the resources, and see the gaps within the community. The way that organizations can do this is by calling WA2-1-1 and tell the service provider about the resource and organization.

**Next Steps:** Capture collaboration ideas and include in post meeting email

#### 7) **Washington 2-1-1-Tim Sullivan**

Washington 2-1-1 (WA211), Community Choice and People for People have had a 4 year partnership. The current inventory is around 294 organizations in the systems and over 600 services. It takes WA2-1-1 and organizations to work together to provide the services.

- Can any entity put information in?
  - Yes, it gets cleared to make sure it is viable.

WA2-1-1 checks in once a year to make sure the information for the organizations is current. 96-98% is up to date. Some organizations will update more than once a year. WA2-1-1 is like 911, instead of emergencies it connects to social services in the community. Coordinated volunteers and donations to help with non emergencies. Emergency Management and WA2-1-1 are connected.

- During an emergency could we text 211?
  - Yes, and if there is an area where phones are not responding then another call center in a different area can take calls. All of WA2-1-1 shares the same database. Any call center can give information since it is based on Zip Code.

Points of Access: Win211.org, text zipcode to 898211 or WIN211 Mobile APP.

- What happens once you contact 211?
  - A trained, certified information and referral specialist conducts an assessment of calls. There are 7 independent non-profit call centers (e.g., crisis call center).

Around 230,000 calls have been made to WA2-1-1 and over 500,000 referral services have been connected. Washington 2-1-1 is able to respond 24/7.

- How do you determine who gets a warm hand off?
  - If people seem to have barriers or emotional, specialists transfer to the crisis line.

#### 8)RoundTable- All

- People for People has a basic food outreach program.
- Okanogan Behavioral HealthCare started with collaboration with Family HealthCare.
- Workforce and Family Health Centers have collaborated to help people who are coming out of jail or prison. They are using education programs.
- Aero Methow is celebrating 50 years of service for EMS
- Community Choice is working on Pathways HUB
- Working on a new kiosk at North Central Hospital
- Worksource is putting together a health task force, to provide customer service classes and create trainings
- Room One is working on a new project and details will be coming
- Coordinated Care is working towards being fully-integrated Medicaid Contracting in Okanogan County has been developing a team in Okanogan County
- UW medical student working on a community health project and needs community partners in Tonasket
- 3 Rivers Hospital is working on the take back program. It is a Social Determinants of Health program with a Nursing aspect. WA2-1-1 will be an important part of the program.
- 10,000 Narcan kits have gone out, most to Law Enforcement There is partnership for Narcan Training. 1500 overdose reversals from the narcan.A problem within Okanogan County is that several infants had Opioid withdrawal symptoms. WA2-1-1 will help us in Okanogan County.
- NCACH has a new intern through the summer

- The Stakeholder survey is live for the Coalition of Health Improvement. Surveys will be accepted until July 31, 2018. Participants will be into a drawing for a gift card.
- Discussion about voting at CHI meetings will take place at the next Leadership Council meeting.

Meeting Adjourned

Next Okanogan CHI meeting is August 20th, 1:00 PM to 3:00 PM at Okanogan Behavioral HealthCare