

LHIC Access to Care Work Group Meeting
6.25.15 – 9:00 a.m.
Minutes

Members present:

Bob Anantua, Build Haiti Foundation
Liddy Garcia-Buñuel, Healthy Howard
Kate Harton, Healthy Howard
Brian Mattingly, Healthy Howard
Patricia Omaña, Healthy Howard
Sandee Eisel, Chase Brexton

Rosimar Melendez, Horizon Foundation
Marsha Dawson, HC Off. of Children's Services
Linda Zumbrun, Dept. of Social Services
Kate Schulz, United Way of Central MD
Audra Nixon, AA Comm. Roundtable of HC

Also Present

Alvaro Ortiz, LHIC Program Manager

Introductions

Liddy opened the meeting at 9:05 a.m., asked members to introduce themselves and to share the reasons they were interested in access to care.

Approval of Minutes

Following introductions, Liddy asked members if they had any questions on the minutes. There were no questions so Patricia made a motion to approve the minutes. The motion was seconded by Linda and the minutes were approved.

Break-up into Action Groups

Following the approval of minutes, Liddy gave a brief summary of the action groups and pointed out the goals and strategies in the action plan. Liddy encouraged new members to join whichever action group they preferred.

Members broke into the three action groups at 9:20 a.m.

Action Groups Reports

Members resumed the meeting at 10:00 a.m. and proceeded to provide their action groups reports.

Language Barrier

Patricia reported on behalf of her group. The group discussed ideas for the awareness of the CLAS (Culturally and Linguistically Appropriate Services) standards, and how they could help organizations in the county meet these standards. Patricia will talk to Dr. Moira Lawson from DHMH, Office of Minority Health and Health Disparities, to further discuss the subject and report back to the group.

Rosi provided an update on MARTTI (My Accessible Real-Time Trusted Interpreter). In partnership with Language Access Network, Horizon is considering the possibility of opening a call center here in Howard County to provide interpreting services. Horizon is actively looking at different real estate options and hoping to move forward within the next 6 to 8 months. She also mentioned that Howard Community College could become a partner and provide training possibilities. Sandee brought up the issue of illiteracy. She mentioned that many Chase Brexton clients cannot read or write and inquired of any resources in the county. Patricia offered to look for available resources and provide them to Sandee.

Access to Care

Kate Schulz reported on behalf on her group. She reported that her group spent a big portion of the meeting summarizing what has happened in the past months. In addition, they talked about some of the

resources in the county for accessing care and the barriers that people still have accessing services even after learning about these resources.

The group will have a conference call to further discuss the issues and will report back at the next meeting. Audra asked about actions in the action plan. She was concerned that some of the goals were too ambitious. Liddy commented that the action plan was a working document and that actions/goals can be changed.

Health Insurance Access and Facilitation

Liddy reported on behalf of her group. She reported that the group has decided to create a resource list that will be distributed to partners and the community. The group will have a draft of the resource list by the next meeting (July 23, 2015). They hope that members can provide feedback and that the resource list becomes a great tool for those enrolling in health insurance and accessing care.

The group also hopes to invite University of Maryland Extension to the next meeting, so they can do a demonstration of their “Smart Choice” training to all members. Brian Mattingly will reach out to UMD Extension and schedule the presentation.

Lastly, Liddy noted that the group will continue to analyze data in an effort to identify people who are still uninsured or dropping out of insurance due to inability to pay. The group also continues to work on identifying resources for dental care.

Discussion of 211

Kate Schulz shared with the group data on some of the metrics - wait time, who is calling, etc. - of the 211 phone system. She brought information from the first quarter of CY 2015 and distributed copies to the group.

She explained that there are 9 staff members who are in charge of handling all incoming calls. 211 continues to actively work on educating people about their services. However, they recognize the need to balance the number of calls and the staff members available. Members will review the data that Kate provided and will discuss at next month’s meeting.

Review Action Items:

- Patricia will look into resources on literacy classes and send findings to Sandee.
- The Access to Care work group will coordinate a conference call and report on their progress at the next meeting.
- The Health Insurance Access and Facilitation work group will have a draft of their resource list to present to the group at the next meeting.
- Brian Mattingly will contact UMD Extension and coordinate a presentation for the next meeting.
- Members will review data sheet provided by Kate Schulz and discuss any questions at the next meeting.

The meeting was adjourned at 10:32 a.m.

Next meeting will be July 23, 2015, following the full LHIC meeting.

Respectfully submitted,
Alvaro Ortiz
LHIC Program Manager