

Early Learning Hub of Linn, Benton & Lincoln Counties Health Care Integration Work Group Meeting Minutes

MEETING COMMENCED	9:30 am, January 14, 2025 Online Via Zoom
MEETING CALLED BY	LeAnne Trask
PRESENTERS	MacKenzie Saunders & Michelle Helbling, Charlie Health
WORKGROUP MEMBERS PRESENT	Amy Bliege, Carolyn Black, Monica Boylan, Misha Mayers, Paul Smith, Miranda Tasker, Candace Tawiah, Karen Weiner,
STAFF MEMBERS PRESENT	Connie Adams, Antonia Huerta, Sam Rounsavell, Carmen Santacruz, Kelly Schell, Leanne Trask
RECORDED	Yes

Agenda Topics

Discussion Item	Welcome and Introductions
Workgroup members introduced themselves.	

Special Presentation	Charlie Health
<p>LeAnne introduced Mackenzie Saunders and Michelle Helbling from Charlie Health. Mackenzie is the Regional Director for Oregon and Idaho. Michelle is an outreach coordinator. Kelly Frazier has transitioned within the organization, so Michelle will be our new point of contact.</p> <p>Mackenzie shared information about Charlie Health. Charlie Health fills a key gap in the behavioral health continuum of care with trauma-informed, person-centered treatment. They accept most commercial health plans and Medicaid where covered. OHP members associated with a CCO are eligible for Charlie Health in Oregon.</p> <p>They offer a 360-degree treatment ecosystem:</p> <p>Programming includes:</p> <ul style="list-style-type: none"> • Facilitated Groups • Individual therapy • Family Therapy • Psychiatry & Medication <p>Wrap-Around Care includes:</p> <ul style="list-style-type: none"> • 24/7 Crisis Line • Care Coaches • Family Support Groups 	

- Charlie Cares

Charlie Health offers personalized and specific care for clients and includes 9 hours of supported groups, 1 hour of individual therapy, and 1 hour of family therapy each week, among other services.

Their multivariate treatment mapping model looks at the following:

- Condition (e.g., major depression, PTSD, panic disorder, chronic suicidal ideation, etc.)
- Age (adolescents; young adults)
- Modality (e.g., CBT, DBT skills TF-CBT, etc.)
- Lived experiences (e.g., LGBTQIA+, neurodivergent, military, postpartum, etc.)

This model curates groups for clients to meet their unique needs and experiences.

All services, including group and family sessions, are now available in Spanish.

Clients are matched with a clinical team based on primary condition, age, and best modality. The clinical team includes:

- Psychiatrist or psych NP
- Primary therapist (LCSW, LPC, LMFT)
- Experiential therapists (art, music, dance, movement)
- Specialized group therapists.

The Services team is available for all clients whenever, wherever and includes:

- Care Experience Specialist (case manager/concierge)
- Care Coach (peer advisor)
- Alumni Coordinator (alumni services are available for life)
- 24/7 Crisis Care

Mackenzie reviewed the outcomes of the Charlie Health Program.

Charlie Health works with a uniquely acute population. 43% of patients have been admitted to inpatient or residential treatment in their lifetime. 49% of patients have attempted suicide at least once in their lifetime. 43% of patients engaged in self-harm in the 30 days leading up to Charlie Health.

Their clinical outcomes are driven by data. Completing treatment at Charlie Health reduces admissions rates to a higher level of care by 80%.

Charlie Health's patient and family satisfaction scores are very high.

Services are available across much of the United States.

The workgroup asked about wait times for care. There is no waitlist. Clients are contacted within hours and scheduled for care the same day or within a few days.

The workgroup asked about staffing. Charlie Health employees are a mix of permanent and contracted employees.

The workgroup asked how Charlie Health is licensed and accredited, what the corporate structure is, and, in general, what the payment method is. All staff is cross-licensed and credentialed, and the contracting and compliance team supports our clinicians in being cross-licensed and credentialed across their states when they come into employment at Charlie Health. Mackenzie said she would research the details behind the scenes and contact us later with a more complete answer.

The workgroup asked about teenage clients and the need for parental consent. Mackenzie replied that Charlie Health does involve family if the family wants to be involved. However, the age of consent for treatment in Oregon is 14, and sometimes they receive referrals, perhaps from a school social worker who knows that the student doesn't necessarily want family involved, and they handle those cases very delicately.

The workgroup asked if Charlie Health is in Unite Us. They are. Michelle also shared their referral link: <https://outreach.charliehealth.com/regions/pacific-northwest> and admissions phone: (866) 491-5196 and Admissions fax: (406) 720-7793

Discussion Item	Project Updates
<p>Connie gave an Asset Mapping Update. Upcoming sessions include:</p> <ul style="list-style-type: none">• Waldport - January 31, with Waldport Public Library• Scio - February/TBD, with Scio Co-Op Preschool• Monroe - March/TBD, with Monroe Relief Nursery	
<p>We are planning sessions in Brownsville, Depoe Bay, Halsey, Newport Siletz, Sweet Home, and Toledo soon.</p>	
<p>Connie shared an update on the OHA's State Health Improvement Plan (SHIP) Grant. Funding awards are up to \$15,000 for 10 organizations statewide. Pollywog has applied, and a response is expected by 1/31. This project aligns well with our Asset Mapping project.</p>	

Discussion Item	Pollywog Update
<p>Sam shared about the January 2025 Pollywog parent newsletter. It is an overview of the ten home visiting programs in our region. She also discussed future newsletter topics for this year.</p>	
<p>The Resource page on the Pollywog website has been updated. There is clearer organization and new resources.</p>	
<p>LeAnne gave an HRSN Update. Sam has received the Community Health Worker certification, and LeAnne has begun the class. All the required Federal, State, and Medicaid licenses have been received. We're just waiting for our final approvals from the IHN-CCO. We are especially hoping to receive marketing materials so we can begin educating local families about HRSN benefits.</p>	

Next Meeting	9:30 am, February 11, 2025 Online Via Zoom
Meeting Adjourned	10:20 am