

World Forestry Center  
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Portland, Oregon  
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## Plenary Speakers...



### **Where Trauma-informed Care, Cultural Responsiveness, and Care Coordination Intersect: What all Care Managers Need to Know**

Dr. Mandy Davis, Associate Professor of Practice, PSU School of Social Work, LCSW, and Director, Trauma Informed Oregon. Speakers will address systems and processes that work against engagement and identify strategies that foster non-judgmental and respectful environments. She will address how care coordinators can inform and educate other team members around these issues.

### **Care Coordination and Lived Experience**

O'Nesha Cochran, BSW, CRM, Program Manager, Bridges to Change. Ms. Cochran will talk about the promise and the hope of cross-system care coordination in terms of her own lived experience of trauma, homelessness, and recovery.



### **Cross-System Inter-professional Care Coordination Now and in the Future**

Dr. Gerri Lamb, PhD, RN, FAAN, will close out our conference with a strong message about why cross-system, inter-professional, person-centered care coordination is so important, what kind of difference it makes to the population we serve, and inspiring us to continue this work.

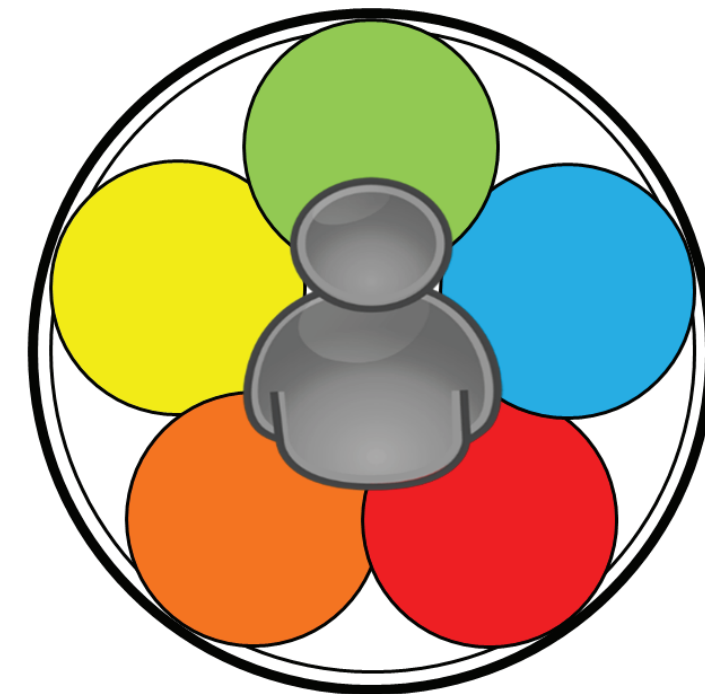
## Poster Session...

### **Care Coordination Takes Teamwork**

Presented by Jan McManus, LMSW, Tri-County LTSS Innovator Agent, Multnomah County Aging and Disability Services Division and Tamara Solem, MNE, RN, ENCC, Kaiser Permanente.  
Miller Hall

# Chaos or Coordination 2.0

Presented by the Regional Council for Cross-System Coordination and the Regional Older Adult Behavioral Health Intervention Team



## In Partnership With:



World Forestry Center | Portland, OR | January 31, 2019

A full day conference for professionals, para-professionals and peers who provide care coordination for seniors and adults with disabilities in Medicaid long term care.

# Follow a learning track...

## Skill Buidling Track

If you are new to care coordination, or just want to take this opportunity to focus on the basics, make sure to attend these discussions and workgroups. This track features speakers from a wide range of companies who are at the forefront of care coordination across the Portland Metro Area.

### Inter-disciplinary Teams in Action 1

Panel discussion with Amanda Hernandez MSW, CSWA, CADC1, MH Practitioner, IHART Team, Central City Concern Community Engagement Program & D’Anne O’Neill, MSW, LCSW, Social Work Supervisor, Providence ElderPlace. Discussion topics include a person-centered and culturally responsive care with example cases.

### Shaping Meaningful Care Coordination for the Limited English Proficiency Population

An interactive workshop with Toc Soneou-lay-Gillespie, MSW, Population Health Social Services Manager at CareOregon. Facilitator will use a participatory approach to explore how providers and interpreters, together, impact power, privilege, and access to communication and information.

### Practice Cross-system Care Coordination

Small groups will address care coordination needs/challenges in case vignettes to answer questions such as: who takes the lead when working accross systems, how to determine who needs to be a part of the care team and what is the relationship between the individual/patient and the different care coordinators on the team.

### Inter-disciplinary Teams in Action 2

Amie Christie, QMHA, Providence St. Vincent, ED Outreach Specialist, Better Outcomes through Bridges Program; Melissa Yasson, RN, ENCC, Kaiser Dual Eligible Team; Fawn Hakert, TC 911 Peer Mentor. Panelists will describe their teams structure and provide a case example that pushed them to broaden their concept of what inter-disciplinary, team-based care really means.

## Change Management Track

This track focuses on the concepts driving the need for care coordination and ways to address them.

### Culturally-Responsive & Trauma Informed Systems: How they are evolving locally

Panel discussion with Amy Penkin, MSW, LCSW, Program Supervisor, Oregon Health Sciences University Medical Center, Transgender Health Program and Maria Loreda, B.A.,Virginia Garcia Memorial Health Center, Chief Operating Officer. Panelists will be asked to address how their organizations are practicing culturally and trauma-informed sensitivity in their settings with an emphasis on how service recipients experience this sensitivity at their level.

### Personally Addressing Cultural Responsiveness in Your Every Day Work

Talk by James Mason, PhD, Founder and CEO of OCCAT – Organizational Cultural Competence Consulting and Training.

### How local Social Service and Community Based Programs have partnered with Health Systems to Reduce Costs and Improve the Care Experience

Panel discussion with Bethany Chamberlin, PhD, Care Transitions and EBHP Program Coordination, ADVSD, Christine Lau, COO Asian Health & Service Center and Ally Linfoot, Peer Services Coordinator, Clackamas County Behavioral Health. Discussion topics will highlight their programs and desired/observed outcomes.

### How local Health Systems are Partnering with Community Agencies to Address Social Determinants of Health

Panel discussion with Christine Sanders, Housing Navigator, Wallace Medical Concern; Nicole Friedman, MS, Department Administrator, Continuum, Complex, and Community Care, National Operations Lead, Kaiser Permanente; and Kristian Van Doorn-Logan, LPN, Food Access Coordinator, CareOregon. Discussion topics include examples of in-house or partnership programs they have implemented to address social determinants of health.

	Miller Hall	Mt. Hood	David Douglas	Cheatham Hall
7:00 AM	Registration & Breakfast			
8:00 AM	Opening Remarks			
8:30 AM	Mandy Davis, PhD: Where Trauma-informed Care, Cultural Responsiveness & Care Coordination Intersect			
9:30 AM	Break			
9:45 AM	James Mason, PhD: Personally Addressing Cultural Responsiveness in Your Every Day Work	Inter-disciplinary Teams in Action 1	Shaping Meaningful Care Coordination for Limited English Proficient Population	Culturally-Responsive and Trauma Informed Care Systems
10:35 AM	Break			
10:45AM	James Mason, PhD: Personally Addressing Cultural Responsiveness in Your Every Day Work	Inter-disciplinary Teams in Action 1	Shaping Meaningful Care Coordination for Limited English Proficient Population	Culturally-Responsive and Trauma Informed Care Systems
11:30 AM	Lunch & Networking			
12:15 PM	O'Nesha Cochran, BSW, CRM: Care Coordination and Lived Experience			
12:45 PM	Break			
1:00 PM	Local Social Services Partnerships with Health Systems to Reduce Costs & Improve the Care Experience	How Local Health Systems are Partnering with Community Agencies to Address Social Determinants of Health	Inter-disciplinary Teams in Action 2	Practice Cross -System Care Coordination (small groups)
1:50 PM	Break			
2:00 PM	Local Social Services Partnerships with Health Systems to Reduce Costs & Improve the Care Experience	How Local Health Systems are Partnering with Community Agencies to Address Social Determinants of Health	Inter-disciplinary Teams in Action 2	Practice Cross -System Care Coordination (small groups)
3:00 PM	Break			
3:15 PM	Gerri Lamb, PhD, RN: Cross-System Interprofessional Care Coordination, Now and in the Future			
4:00 PM	Closing Remarks			