

Meeting Minutes

Member Advisory Council and Whole Health Action Management

MAC/WHAM



Thursday, April 22, 2021, 1 p.m. – 2 p.m.

Virtual meeting

1. Welcome and introductions

Pierre Washington, Member Advisory Council (MAC) Chair, along with Corey Jeanlouis, Sharron Griggs, and Torland Garrison from the Whole Health Action Management (WHAM) group gave introductions to the group and thanked the group for joining the meeting. There were 14 members and two community partners on the call. Sandra Diaz-Martinez was also on the call to translate for Spanish-speaking members in attendance.

2. MAC input on Mission GED®, Pathway to Work, and Make Every Calorie Count programs

Pierre Washington asked the members for their input on the GED, Pathway to Work, and Make Every Calorie Count program. Below are responses from the members:

• Mission GED:

- Member: A good way to increase awareness of the program is to have someone who completed the program to be a spokesperson for the program.
- Member: AmeriHealth Caritas Louisiana should meet with the local housing authorities to try and market the program and/or leave informational materials to distribute to residents.
- Member: Can AmeriHealth Caritas Louisiana leave literature at local pop-up shop events?
- Member: I think AmeriHealth Caritas Louisiana should find a way to market the program to youth and social workers more. AmeriHealth Caritas Louisiana should try to work with the social workers' associations, and that may help.

• Pathway to Work:

- AmeriHealth Caritas Louisiana associate Torland Garrison: He has identified two members that are interested in the program. He will pass along the information to Pierre Washington.
- Member: Member requested more information about the program. Pierre and Shamekia Sauceberry will contact the member to provide informational materials.
- Member: AmeriHealth Caritas Louisiana should be more grassroots in getting out information about this program. Should visit local churches, hair salons and barber shops, and local businesses to give information about this program.
- Associate Torland Garrison: AmeriHealth Caritas Louisiana should work more with probation and parole officers to get members involved in this program.
- Member: This program needs to be marketed to men who would like to get into the industrial field. These men need the training and are ready to get back to work.
- Member: A good population to market this program to would be recently incarcerated and released members. They definitely need the job training and skills.

• Make Every Calorie Count:

- Member: I have diabetes, and I would like to be involved in this program. I think more members with diabetes would benefit from this program.



3. Vaccination survey of WHAM/MAC members

Spoken disclaimer to members: None of your answers to these questions will affect your benefits nor your Medicaid coverage as a member of the AmeriHealth Caritas Louisiana health plan.

Question 1: Have you received the COVID-19 vaccine?

Of the 14 members on the call, seven chose to answer, and seven chose not to answer. Of those who answered, four received the shot and three did not.

One member stated that he had other obligations, like work, that kept him from being able to get the vaccine, but now is going next week because he has time.

Question 2: If you have received the COVID-19 vaccine, are you also encouraging your family and friends to get the vaccine?

Member: I have received both shots, and I am encouraging my family members to go, and I am taking my family and friends to get the vaccine.

Member: I was afraid to get the vaccine, and didn't get it at first. But I knew it was a life or death situation, so I had to depend on my faith and get the shot. I'm glad I did.

Question 3: If you have not received the COVID-19 vaccine, do you need assistance in scheduling a time to get the vaccine?

Community Partner from Southeast Community Health Systems: There is a lot of education needed in the Hispanic community about the shot. There is a huge need for those who administer the vaccine to come to churches and other community places to talk to members, in Spanish, about getting the vaccine. Further, transportation to get the vaccine is a big issue in the Latino community, so if the vaccine could be given at churches or other places in the community instead of the larger sites, the people would feel more comfortable getting the vaccine.

Member: Could AmeriHealth Caritas Louisiana or the Louisiana Department of Health offer or advertise

more about free Uber rides to get the vaccine? This is being done in New Orleans, but not Jefferson Parish and not in most other places.

Question 4: If you have not received the vaccine and you're not comfortable with receiving the vaccine, what information do you need to make you more comfortable with receiving the vaccine?

Member: I'm very apprehensive about getting the vaccine because I'm a former drug addict, and I used to use needles. I would feel better if I could get the vaccine in another form. I'm scared to get the needle because it might trigger me to relapse. Could the vaccine be offered in another form?

Member: More education is needed on the actual vaccine. I don't know what is being put into my arm, and I wish I had more education about that.

Question 5: If the vaccine was being given at a place you trust, like your church, nail salon, barber shop, or community center, would you be more likely to receive the vaccine? If not one of these places, where would you be comfortable receiving the vaccine, and why?

Member: I received the vaccine while four months pregnant. I was scared at first, but I wanted to be safe for me and my baby. I just wanted a qualified person to give me the vaccine.

Member: I want the vaccine, but I only want a doctor to give it to me. I'll only trust a medical doctor to give me the vaccine, in the doctor's office.

Other feedback: All members said and agreed that they are depending on their faith and encouraging family and friends to depend on their faith and get the vaccine because it is a life or death situation.

4. Adjournment

Meeting adjourned at 2:15 p.m. The next meeting will be June 17, 2021, at 1 p.m.