



## JACKSONVILLE CITY COUNCIL

### **Critical Quality of Life Issues Special Committee: Access to Healthcare Working Group Meeting Minutes**

**October 6, 2022**

**1:30 pm**

**Lynwood Roberts Room**

**First Floor, City Hall**

**117 W. Duval Street**

**Topic:** Critical Quality of Life Issues Special Committee: Access to Healthcare Working Group

**Attendance:** Council President Freeman; Council Members Newby, Boylan, and Salem; Elizabeth Payne - Northeast Florida Regional Council; Dr. Charles Moreland - Mayor's Office; Trista Carraher - Council Auditor's Office; Colleen Hampsey - Council Research Division

**Subject Matter Experts:** Jennifer Ryan, CEO Volunteers in Medicine; Paul Sapia, Humana; Jenny O'Donnell, JaxCareConnect Administrator

**Convened:** 1:35 pm

Council Member Newby convened the meeting and called for introductions. CM Boylan welcomed the group and noted the inter-relation between the critical quality of life issues.

Jennifer Ryan, CEO Volunteers in Medicine, said that she sent out an email to the relevant parties with links to data previously mentioned in a meeting. Paul Sapia, Humana, welcomed the group and commented on the collective expertise in the room.

Dr. Charles Moreland, Mayor's Office, gave a presentation about the Curry Administration's history of funding for critical quality of life issues, specifically homelessness, healthcare and housing. He said that the Administration values strategic partnerships and that they approach policy through a community goals framework. In particular, critical quality of life funding choices are made by considering how to enhance neighborhoods by advancing revitalization strategies, ensuring public safety and supporting smart development; how to ensure healthy lives and well-being; and how to achieve food/nutrition security. Dr. Moreland listed some of the more than \$300 million in investments the Administration has made to address healthcare access over the past three years, such as UF Health Jacksonville indigent care, Agape Community Health, Volunteers in Medicine, Duval Health Department, JaxCareConnect, MHOP and the Blue Zone Initiative.

Jenny O'Donnell, JaxCareConnect Administrator, gave a presentation about their services. She said that the JaxCareConnect goal is that every resident of Duval County has access to high-quality, comprehensive healthcare regardless of insurance status or ability to pay. JaxCareConnect is a 3-year pilot program that collaborates with 73 clinics to connect uninsured Duval County residents aged 18-64 with primary care. The majority of JaxCareConnect clients live in zip codes 32209, 32210, 32218 and 32246; and 67 percent of the clients report income under 100 percent of federal poverty guidelines. Ms. O'Donnell reviewed the history of the organization, and she described the access to healthcare

landscape for those with insurance compared to those without it. She noted that Florida chose to not expand Medicaid, and she also talked about the gap in coverage for those who earn too much to be eligible for ACA coverage. Roughly 18 percent of Duval residents (114,000) are uninsured, and many of those utilize hospital emergency departments for primary care. A lack of insurance and access primary care can lead to inferior health outcomes and is more expensive for taxpayers. Ms. O'Donnell talked about barriers to healthcare, such as transportation, languages differences, insecure housing and trust. CVP Salem asked what JaxCareConnect could do if they had funding for 10 patient health advocates instead of 2. Ms. O'Donnell said that clinic capacity would have to be considered, but that with more advocates they could provide extended hours for services in the evenings and possibly place patient advocates in the ERs for a closer connection to clients. Dr. Moreland suggested a collaboration with JFRD, since they do the bulk of the transport to ERs.

There was a discussion and questions and answer session between the attendees and the panel. The following healthcare issues for consideration were discussed:

- How to build trust and engagement with clients (Ms. O'Donnell said that their cases are managed for 12 months of follow-up)
- Is the City's JaxCareConnect funding continuing or one-time? (not continuous)
- An upcoming presentation from UF Health
- Public awareness of resources
- What are other cities doing?
- Jessica Shepler, JTA, talked about transport options for healthcare needs and an overlay map with routes and clinic locations

Jennifer Ryan, CEO Volunteers in Medicine reviewed the goals for this working group and talked about the structure for the next meeting. Paul Sapia, Humana, spoke about some healthcare access strategies used in other cities, such as mobile food pantries and pharmacies, to be discussed at the fourth meeting.

The focus for the next meeting will be a SWOT (strengths, weaknesses, opportunities and threats) analysis of access to healthcare in Jacksonville, scheduled for October 13, 2022, at 1:00 pm.

**Adjourned:** 2:43 pm

Minutes: Colleen Hampsey, Council Research

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