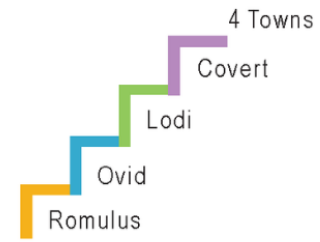




STEPS

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Seneca Towns Engaging People for Solutions

Personal Health & Wellness Working Group

Monday June 2nd, 10:30 am-11:30 am

Ovid Library and by Zoom

ATTENDEES: Emily Hoffman, Lynne Doyle, Phyllis Motill, AJ VanCurren, Mickie Sanders-Jauquet, Milagros Melton, Deborah Puntteney, Tom Bouchard, Donna Andersen, Linda Pacelli Dixon, Libby Baker, Karen Burcoff, Theresa Lahr, Sarah Strichartz

➤ **Welcome & Introductions**

➤ **Presentation from Milagros Melton, Director of Health Center Operations, Ovid Community Health Center**

- Linda started the meeting by bringing up the concern about the difficulty in getting an appointment. Millie mentioned the patient portal has a lot of resources and the ability to book an appt. Linda is having trouble using it. They will meet offline about this. Millie mentioned the biggest struggle right now is finding staff. They have multiple offices and are struggling to fully staff all of them. They are working towards getting more hours available for patients at the Ovid office.
- Phyllis asked Millie what they are doing to increase providers. Millie stated that because they are a FQHC they have limited resources for salary. They can participate in the student loan forgiveness program; however, some providers leave after completing the program. Many providers do not want to work in a rural area due to the lack of resources and activities.
- Deborah mentioned connecting the providers with community members so they feel more connected and get involved in their community. It is called “social prescribing”.

- Phyllis mentioned the Health Center could create a “Community Liaison” to connect the providers with community members and organizations. Millie will look into this idea.
- Phyllis asked what data the Health Center collects. Millie stated that because they are a Federally Qualified Health Center (FQHC) they are required to collect and report a lot of data including population size, vulnerability, culture, ACES (adverse childhood events) etc. They use this data to ensure they are meeting patients where they are at and adapting their services to meet the specific needs of the population.
- Phyllis also asked what the Health Center does when a patient does not return for services. Millie stated that the office reaches out to them and they try to figure out why and see how they can help.
- Karen mentioned that maybe the Ovid Library could help patients who do not know how to use the portal since they have helped with telehealth and other e-services before.
- Karen also mentioned the United Way is going to be softening up the telehealth space at the Ovid 5 Star Bank. That way patients feel more comfortable and hopefully use the space more.
- **Presentation from Deborah Putney on Asset Based Community Development (ABCD)**
 - Slides Attached.
- **Upcoming/ Ongoing Community and PH&W Events**
 - Wellness Corner and 5K at Strawberry Fest – Wellness Corner has 19 organizations tabling. 5K has about 32 people signed up so far.
 - Old Home Days – Fireworks on Friday, parade and events on Saturday.
- **OPEN FORUM**
- **Next Meeting: July 7th, 2025 - 10:30am-11:30am**