

# HEALTH CARE CONSUMER

Fall

Newsletter of the Champaign County Health Care Consumers

1990

## Hundreds Join October 3 Protests



Allison Locey was among nearly 100 persons attending a rally at Congressman Terry Bruce's office.

"We can't afford to stand on the sidelines anymore," exclaimed Champaign County Board member Susan McGrath. "The skyrocketing costs of health care are bankrupting families and placing us at a competitive disadvantage in international markets, while undermining our economy at home." McGrath was one of nearly a hundred people who gathered outside of Congressman Terry Bruce's office on October 3, as part of National Health Care Action Day.

Nationally, thousands of consumers took part in dozens of events that called attention to the growing health care crisis. Employees around the country wore stickers that called for a solution to the health care

crisis, and lunchtime demonstrations were staged at their worksites.

CCHCC sponsored several events locally, including the noon rally at Terry Bruce's office. The rally was held to demonstrate local support for national health care legislation. Several speakers at the rally offered their perspectives on the health care crisis.

Michael Pollack, co-owner of Record Service in Champaign, said "The escalating cost of health care has jeopardized our ability to provide this benefit to our employees." He added that, for a nation so rich in resources, our health care delivery is a disgrace.

Kathleen Jones, a local nurse, said "We are the backbone of the health care industry, and we deserve a voice in how health care is delivered." She added that nurses will continue to be leaders in the fight for national health care. Other speakers, like Ann Newbern, of the Illinois Center for Citizen Involvement, stressed the problems of low-income consumers. "We need a health care system that doesn't discriminate against those without money," she exclaimed. "We need a national health care system."

*Continued on page 7*

## HMO 'Stealth' Committees Criticized

On October 16, CCHCC blasted local HMOs at a news conference for violating the spirit of a state law that requires consumer input into HMO policies.

The Illinois law requires all HMOs in the state to establish "a mechanism to afford the enrollees the opportunity to participate in an advisory capacity in matters of policy and operation." To fulfill this legal requirement, both CarleCare HMO and PersonalCare HMO have established Consumer Advisory Committees in their corporate bylaws. Unfortunately, consumers have never been advised of these committees, and our local HMOs do not seem to be willing to change that fact.

In August, CCHCC's HMO Task

Force asked both CarleCare and PersonalCare to provide certain basic information about these Advisory Committees. Both local HMOs were asked to provide the names of Advisory Committee members, how they are appointed, when and where the Committee meets, and copies of committee meeting minutes for the last two years. In response, C. Cameron King, the Director of Health Alliance Medical Plans, which oversees CarleCare, assured CCHCC that CarleCare had an Advisory Committee, but that all information regarding the Committee and its operation was shielded by a policy of confidentiality. Mr. King stated, "[T]he Advisory Committee and management

*Continued on page 7*

### Coming Next Issue

- **Report: Insurance Industry Fuels Health Care Crisis**
- **Court Finds Midwifery Ban Unconstitutional**



# Phone-A-Thon Pledges Top \$16,000

CCHCC held its second annual Phone-A-Thon for eight nights in September, and raised over \$16,000 in the process. Over 75 volunteers manned the phones, encouraging members to participate in National Health Care Action Day on October 3, and to pledge their financial support to CCHCC.

More than 5450 members pledged \$16,336, and another 136 members pledged an unspecified amount. In addition, volunteers asked members to support National Health

Care Action Day by either attending a noon rally at Terry Bruce's office, being a worksite coordinator, or writing a letter to their Congressperson. Hundreds of members either sent a Band-Aid to Terry Bruce, asking for "No More Band-Aid Reforms," or participated in the rally.

Each evening of the event, volunteers would arrive at the CCHCC office and eat a meal, provided by a local restaurant, during a brief training session. Jan Wehmer, a volunteer,

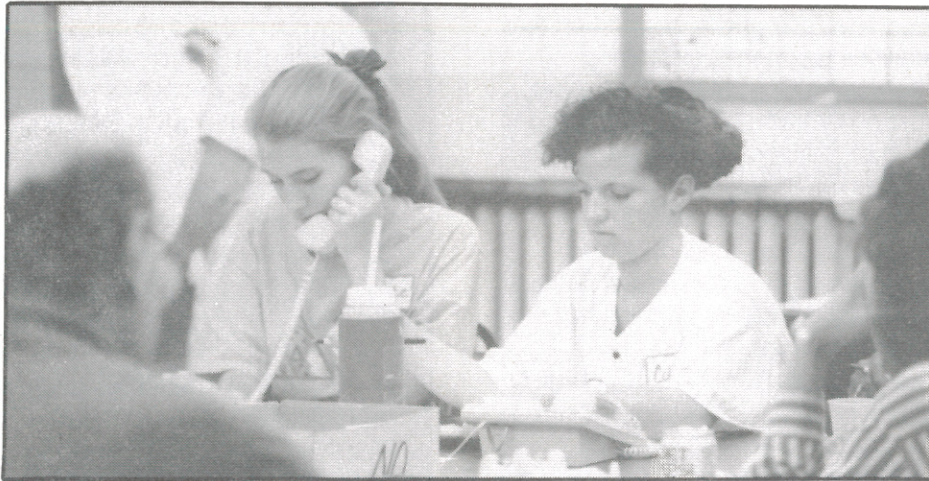
was pleased with the number of people who wanted to give to CCHCC. "I was thrilled and surprised to see that we reached our goal," she said. "I think it worked out really well."

Gift certificates were provided to everyone who participated as a token of thanks.

In addition, this year's Phone-A-Thon included volunteers from four fraternities and sororities at the University of Illinois. Sigma Alpha Phi, which raised the most money at \$3,535, will receive a \$100 donation to be awarded to the charity of their choice.

"We're thrilled with the support our members gave us this year. Pledges were up 60% over last year, and the volunteers seemed to have a good time," added CCHCC Volunteer Coordinator Lynn Wolff. "And the generosity of local businesses was very heartening."

CCHCC would like to thank all of our members who made pledges, as well as the volunteers and local businesses who made this year's Phone-A-Thon such a complete success. If you haven't mailed in your pledge yet, please do so today. Your support is crucial.



*Over 75 volunteers helped staff CCHCC's second annual Phone-A-Thon.*

## Christie Lawyers Seek Settlement

At the October meeting of the Champaign Human Relations Commission, Ernestine Jackson, the city's Human rights Officer, reported that Christie Clinic lawyers were drafting a response to the demands submitted by CCHCC and Medicaid recipients last summer. The demands were compiled in an attempt to resolve Medicaid discrimination complaints filed against Christie Clinic last April. The complaints charged Christie Clinic with denying care to pregnant women once they applied for financial help through Medicaid.

When the Commission voted last spring to conduct an investigation into the charges, Christie Clinic hired lawyers to negotiate a settlement with CCHCC. These lawyers requested a copy of the Civil Rights agreement

that Carle Foundation signed in 1987, after CCHCC filed a class action complaint against Carle for Medicaid discrimination. According to Ms. Jackson, Christie lawyers wished to use the Carle agreement as "a guide for putting together such an agreement between Champaign County Health Care Consumers and Christie Clinic."

Both the Civil Rights Agreement with Carle and the demands filed by the women who stepped forward with CCHCC call for full access to all health care services for Medicaid recipients, and an end to all quotas, limits, and separate waiting lists. Additionally, the demands also call for a settlement of the complaint filed by

Amber Adams, a volunteer at CCHCC, who was denied care by her Christie physician because she spoke about Medicaid discrimination at a news conference last December.

Despite the progress, frustration is building among community residents concerned with this problem. "It's been six months since the City voted to investigate the problem, and three months since our demands were submitted," explained CCHCC Task Force organizer Mary Kelly. "While Christie Clinic drags their feet, we continue to get calls from people who are being denied care. We want to be able to tell people that they will be protected in the future, because the City of Champaign is enforcing city codes which prohibit Medicaid discrimination."



# Dental Care Update...

## ...Health District Improves Access

Although access to dental care remains a serious problem for low-income residents in Champaign County, recently released data from the Public Health District indicates some progress is being made.

When CCHCC's Low-Income Task Force kicked off its local campaign to increase access to dental care, one of its first targets was the Champaign-Urbana Public Health District. After receiving complaints about the District's dental program, Task Force research uncovered extremely low utilization rates. Disturbed that services were not being utilized when hundreds of low-income residents were going without needed dental care, the Task Force took their concerns to the District's board.

Concerned with what he heard, board Chairperson Ken Zeigler

pushed for a full investigation and evaluation of the program. By December, the board made several drastic policy changes to increase utilization of dental services. In just six months, there was tremendous improvement. In the annual report released in August, 1990, the total number of persons treated in the dental care program jumped to 3,806, up 38.7% over FY'89. More specifically, the number of patients who saw a dentist at the District increased 82% over the previous year, from 1,053 in FY'89 to 1,916 in FY'90.

"It's so nice to see the fruit of our labor. People have been suffering for so long, they were getting discouraged," explained Mr. Arthur Johnson, a Task Force member who testified before the District board. "It's good to know we got something done."

## ...State Amends Dental Contract

In response to continued pressure from CCHCC and legislators, the Illinois Department of Public Aid (IDPA) has revised its contract with Delta Dental of Illinois. The contract, which pays Delta \$28 million a year to provide dental care to Medicaid recipients, has been under fire since January, 1988, when CCHCC uncovered widespread waste, excess profits, and severe access problems.

The contract changes seek to stem growing criticism of the program. The amendments were finalized on July 31, the day Public Aid officials were to make a second appearance before the Legislative Audit Commission. The commission blasted IDPA officials at an April 23 hearing, following a highly critical audit by the Auditor General.

"They seem to be listening," commented Task Force member Margie Harris after a September 5 meeting with Public Aid Director Kathleen Kustra. "But it's because there was lots of pressure on them ... The real proof will be whether or not people get dental care."

IDPA's main strategy for improving access focused on



Margie Harris

encouraging more dentists to participate in the program. In that regard, the contract amendments: 1) eliminate a withhold fee that Delta subtracted from all

reimbursements, a policy questioned by the Auditor General; and 2) reduce the number of procedures requiring prior approval by 81%, addressing a major complaint of dentists.

The changes also seek to make Delta Dental more accountable for access problems by establishing 10 service areas, minimum dentist to client ratios for each area, and financial penalties if Delta Dental fails to meet access objectives.

In response to charges of excess profits, the contract now limits surplus funds available to Delta to 3% of premiums.

# CCHCC Briefs

## New Staff

CCHCC has added three new staff members to the organization over the summer. Lynn Wolff, a recent graduate of Northern Illinois University with a degree in operations management, will be filling a new position at CCHCC, that of Volunteer Coordinator. Michele Werda and Kathryn Danyluk, who come to CCHCC from Michigan State, will be assuming duties as Hotline Coordinator and Senior Task Force Organizer, respectively.

## Happy Hour - Nov. 21

CCHCC's fall Happy Hour will be held on Wednesday, November 21, starting at 4:30 pm at CCHCC's office, 44 Main Street, Suite 208, in Champaign. All members and friends are invited. Everyone is encouraged to take this opportunity to meet CCHCC's staff and board. We will be drawing the winning tickets for CCHCC's annual raffle, which raises money to support the Consumer Health Hotline. The grand prize is season tickets to Fighting Illini basketball games. The Happy Hour is pot-luck, so attendees are encouraged to bring a snack, dip, or beverage.

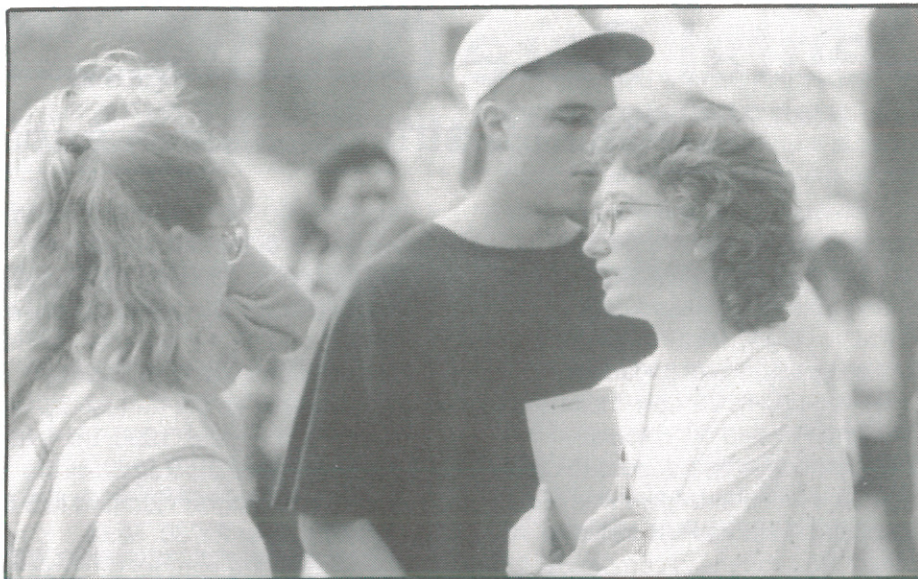
## Women and Health

Women and Health has been selected as the theme for this year's annual conference and awards dinner. The conference is scheduled for March 16 at Jumer's Castle Lodge. In an effort to broaden participation, this year's conference will be co-sponsored by a broad cross-section of organizations. Organizations interested in co-sponsoring and helping plan the event are welcome. If you would like to get involved, please call Nancy at 352-6533.



# Calling All Volunteers:

Why should you volunteer with Champaign County Health Care Consumers? Because we offer an opportunity to improve the community, stay active and involved, change the status quo, meet people with similar interests and values, utilize untapped skills, help others ... the list goes on and on. As CCHCC continues to grow, the support and participation of volunteers is essential. To make this easier, we have established a formal volunteer program, including an orientation manual, job descriptions, benefits, and recognition tools. We offer group and individual opportunities, as well as a chance to work in the evening or at home. Below is a brief description of each of our numerous opportunities. Please take a moment to find out how you can help. If interested, contact Lynn Wolff at 352-6533.



*CCHCC Volunteer Coordinator Lynn Wolff (right) talks to University of Illinois students about volunteering with CCHCC at Quad Day last August.*

## **PHOTOGRAPHY:**

Improve the professionalism of CCHCC's quarterly newsletter. Experienced photographer needed to photograph special meetings and events. Camera required. Positions available: 2

## **CHILD CARE:**

Responsible individuals needed to care for children during organizational events and meetings. Experience and references necessary. Positions available: 1 Coordinator, 5 Caretakers

## **NEWS CLIPPING:**

Clip health care articles to be used in resource file for consumer advocacy. Subscription or access to local and/or national periodicals required. Can be done at home. Positions available: 4

## **BULK MAILINGS:**

We need lots of hands to work on bulk mailing projects. Involves 3-4 hours of work once a month. Mailings are done at CCHCC office. Positions available: 4 Coordinators, 20-25 Bulk Mailers

## **Senior Task Force Membership Meeting**

Champaign County Health Care Consumers invites you to attend an informational meeting for the Senior Task Force, on November 15 at 2:30 PM, in the Auditorium of the Champaign Public Library. The meeting will offer you an opportunity to get acquainted with the roles and accomplishments of the

Senior Task Force. Our agenda will include a video, titled "Medigap Insurance: How Do You Choose?" Come join us for an informative, yet social afternoon. Refreshments will be provided. To ensure adequate seating, interested individuals should contact Kathryn Danyluk at 352-6533.



*Board Member Esther Patt calls supporters during CCHCC's 2nd annual Phone-A-Thon.*



# A Special Thanks...

...to the following individuals, who contributed time and energy to our second annual Phone-A-Thon. We greatly appreciate your help in making the event a tremendous success!

George Brackemyer  
Eddie Lee Carter  
Lloyd Carter  
Jenifer Cartwright  
Anna Clayton  
Lonnie Coffey  
Laura Colbert  
Dave Collier  
Mable Coombs  
Mark Cowan  
Maurice Darling  
Willa Mae Dibbrell  
Brenda Eheart  
Jack Green  
Janell Hartley  
Thelma Hasler  
Hazel Hasty  
Vicky Hinton  
Janice Hume  
Jan Kalmar  
Deborah Kearn  
Duane Kimme  
Dave King  
Robert Long  
Shirley Lux  
Tim McClarren  
Bill McGrath  
Barbara Metcalf  
Garnett Morris  
Mary Muhlenhaupt  
Carol Neely  
Esther Patt  
Chris Pawlicki  
Carol Rebeiz  
Cora Reid  
Judith Sattazahn  
Renee Schloupt  
Elizabeth Scholebo  
Doris Smith  
Sara Stevenson  
Dorothy Utley  
Jim Vail  
Michael Vanmatre  
Janus Wehmer  
Jean Weir  
Leonard Wirges  
Kay Zech

## **ALPHA SIGMA PHI:**

Scott Drewno  
Greg Godkel  
David Meneely  
Eric Plummer  
Matt Starks  
Lito Tarjeta  
Greg Taylor  
Joe Vasich  
Kevin Wayer

## **ALPHA XI DELTA:**

Jackie Atallah  
Michelle Brandon  
Michelle Eads  
Cassandra Ecker  
Beth Holmgren  
Kim Johnson  
Karen Mills  
Elaine Scott  
Tammi Trebs

## **DELTA GAMMA:**

Lisa Aldrich  
Robin Sager  
Kate Tutoky  
Colleen Umbdenstock

## **KAPPA DELTA:**

Molly Breen  
Genny Maher  
Vicki Miceli  
Kerry Nelson

## **...to local businesses:**

The following local businesses were kind enough to donate meals and/or gifts for the volunteers in CCHCC's second annual Phone-A-Thon. We appreciate their support in helping us make the Phone-A-Thon an enjoyable experience for all!

AUNT SONYA'S  
BURGER KING  
CATFISH PLACE  
COUNTY MARKET  
DALLAS & CO  
DENNY'S RESTAURANT  
DIANA FOODS  
ELITE DINER  
GARCIA'S PIZZA IN A PAN  
GRANDY'S RESTAURANT  
HARDEE'S  
ILLINI WORLD  
JEWEL FOOD STORES  
KARMELKORN SHOPPE  
KINKO'S COPIES  
KIRBY FOODS INC  
LI'L PORGY'S BAR-B-QUE  
LITTLE CAESAR'S PIZZA  
MINNECI'S RISTORANTE

ORIGINAL PANCAKE  
HOUSE  
PAPA DEL'S PIZZA  
PIZZA HUT  
POPEYE'S  
ROGARDS OFFICE  
PRODUCTS  
SAM'S CAFE  
SCHOONERS  
SHOWBIZ PIZZA PLACE  
STEAK N SHAKE  
SUBWAY SANDWICHES &  
SALADS  
TACO BELL  
TRITO'S  
VILLAGE INN PIZZA  
PARLOR  
WEISKAMP SCREEN  
PRINTING



# Unions Join Fight for National Health Care

*This is the second in a series of articles about the politics surrounding the growing momentum for a universal health care plan. This article looks at why labor unions are mobilizing around national health care.*

"National Health Care -- The Time is Now." This message is the closing line in a series of commercials being broadcast into millions of homes each night during prime time TV shows.

The message is being paid for by the AFL-CIO. It is one of several initiatives by labor unions to build support for a national health care program, and another sign of the growing concern about health care.

Medical care inflation in the 1980s substantially increased the cost of health care benefits for employers. Health benefit costs are escalating more rapidly than any other corporate expense, reducing the average company's profits by 25%.

During this period, employers increased their contributions for health benefits 89.4%, but employees saw their contributions for health benefits jump 226.9%.

Historically, labor has been one of the leading advocates for national health care. However, the lack of political support for national health care over the past twenty years has forced labor to address health care issues at the bargaining table.

Although unions have experienced some success, and union members have seen their out of pocket expenses increase less than non-union members, unabated health care inflation has undermined the feasibility of this approach.

In a publication calling for national health care, the Service Employees International Union (SEIU) explains the problem. "Concern over the cost of employer provided benefits is not new. In the early 1980s, employers and unions faced double

"But today, health insurance premiums are rising faster than ever. Unions and management are facing their toughest challenges on health costs and preserving coverage. Bargaining affordable family health coverage for workers in low wage industries has become a difficult task. But cost trends since 1986 are challenging the ability of union negotiators even to maintain affordable coverage.

"The national health inflation crisis can't be solved at the bargaining table. Business and labor are increasingly recognizing this fact."

Unable to solve health care inflation at the bargaining table, employers and employees have locked horns on this issue. In 1986, 17% of the workers on strike were there because of a dispute over health benefits. By 1989, health care benefits were the dominant issue for 78% of the workers on strike.

Several strikes merited national attention. In Pittston, West Virginia earlier this year, UMW members were on strike and walking the picket lines for months over health benefits. When the Communications Workers of America struck against AT&T, their strike ended with a resolution between the union and company calling for a national health care system. It is now AFL-CIO policy to include such resolutions in contract agreements.

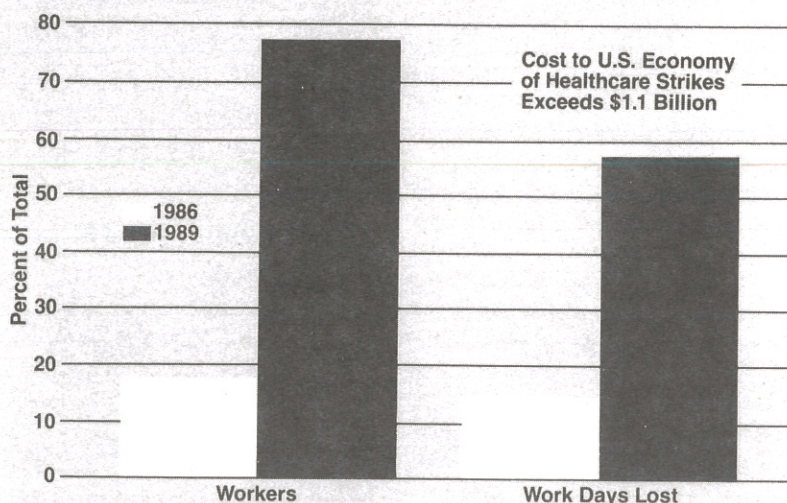
In Champaign, union workers at Clifford-Jacobs are striking over health care cost-shifting. Steven Woods, union president, says that the company's offer to raise wages instead of paying full health care costs will ultimately cost the workers.

The strikes over cost shifting have failed to provide a permanent solution. According to SEIU, "in our view, unless we can solve the health inflation problem, private employment-based health insurance will no longer be viable as the major vehicle of providing health coverage ...

"The most effective way to control both the spiraling cost of health care and assure the quality of that care is through a single financing mechanism. Now is the time to turn the growing consensus for national reform into a plan of action."

## More Strikes Over Health Benefits

*Health Benefits: the Number One Strike Issue in 1989*



Strikes Over Health Benefits, as Measured by Number of Workers and Number of Work Days Lost

Source: SEIU Public Policy Department, BLS

Businesses responded to rising health insurance costs by cutting benefits or shifting the cost to employees. A 1989 survey found that 51% of employers asked employees to pay higher premiums; 41% reportedly raised deductibles.

While employers paid more from 1980 to 1987, they passed most of the rising medical costs on to employees.

digit increases in insurance premiums. Where labor and management worked together to control costs without increasing the financial burden of workers, a variety of innovative cost containment programs were introduced that temporarily held premium rates steady.



# National Health Care Action Day

from page 1

In addition to the rally, employees at 65 worksites throughout Champaign County participated in National Health Care Action Day at work.

"Rising health care costs are the number one cause of strikes," explained Steven Woods, president of the International Brotherhood of Boilermakers, Iron Shipbuilders, Blacksmiths, Forgers, and Helpers Local 1626, which was on strike against Clifford Jacoby in Champaign at the time of the rally. "Employers are trying to pass the cost of rising health care costs on to their employees. We just can't afford it. Rather than passing the buck, we need to tackle this problem as a nation."

Lu Snyder, who was a worksite coordinator at Parkland College, said that she was pleased at how many people showed concern over this issue. "Well, I certainly



Workers, labor leaders, government officials, and health care activists participate in the lunchtime rally outside Congressman Terry Bruce's office on National Health Care Action Day (October 3).

underestimated the interest," she added.

At each worksite, employees wore buttons that said "I'll be there for National Health Care," and sent Band-Aids to their congressional representatives with the message, "No More Band-Aid Reforms." The Band-Aids were included with a postcard to their congressperson.

These public events attempted to

show that "people at the grassroots level feel strongly enough to come out and demonstrate their support" for national health care, said CCHCC Executive Director Mike Doyle.

A statement released by Terry Bruce's office said that he supports "affordable, quality health care available to everyone," and will work on solutions as a member of the health subcommittee in the House.

## Stealth from page 1

of Health Alliance believe this policy allows committee members to be more effective in the discharge of their duties." Not everyone agrees. "What CarleCare has is a 'Stealth Advisory Committee.' We can not see it and we can not hear it, but they assure us it is there, protecting our interests," explained CCHCC organizer Jason Gascoyne.

PersonalCare failed to respond to our initial request for information, but did reply to a second request. In an

angry response, Personal Care President Alan Mytty stated, "[T]he business operations of PersonalCare are not...accountable to you or your organization" and that PersonalCare was not required to establish a Consumer Advisory Board. Mr. Mytty failed to comment on the fact that PersonalCare's bylaws state that "[T]he Advisory Committee shall be the mechanism through which HMO enrollees/members are afforded the opportunity to participate".

Unfortunately, both local HMOs have put up roadblocks to prevent

HMO members from exercising their right to be involved in the decision making process. Calling the failure of HMOs to provide this information a sham, CCHCC Director Mike Doyle announced the beginning of a petition drive to open up the process. The goal is to collect signatures from 1000 local HMO members to demonstrate that HMO members are angry, and they want to exercise their right of participation.

Also present at the news conference was Tom O'Rourke, PhD, a member of the Illinois Department of Public Health HMO Advisory Board, which oversees the implementation of the state regulations. O'Rourke indicated he would ask that the state look into the issue of consumer involvement in the HMO decision making process, saying he would ask the Department to consider rules that would require HMOs to: a) provide all HMO members with the names of Advisory Board members; b) fill Advisory Board positions with enrollees who have no financial interest in the HMO; and c) have the Advisory Board selected by the members, not by HMO administrators.

### CCHCC MEMBERSHIP FORM

(Please clip out and return with your membership dues.)

☐ Enclosed is my check for \$\_\_\_\_\_.

☐ Please bill my credit card.

Membership Levels:

\$50 - Friends of CCHCC

\$36 - Family Membership/Adopt-A-Senior

\$25 - Individual Membership

\$15 - Senior Citizens/Students/Fixed Income

Check one: ☐ VISA ☐ MasterCard Expiration Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Account number: \_\_\_\_\_

Contributions to CCHCC are tax deductible.

Please return to: CCHCC, 44 E. Main, Suite 208, Champaign, IL 61820



## Report: 6,892 Questionable Doctors

On June 28, the Public Citizen Health Research Group (HRG) made public a nationwide roster of doctors disciplined by states and the federal government, giving consumers direct access to a compendium of doctors whose care is questionable.

The report, "6892 Questionable Doctors," lists 9,500 disciplinary actions against 6,055 physicians and 837 dentists, chiropractors, and podiatrists. The actions were taken by 41 states and the District of Columbia, as well as the federal Department of Health and Human Services, the Medicare Peer Review Organizations (PROs), and the Drug Enforcement Administration (DEA).

"If your doctor is among the 6,892 on this list, you ought at least to question the quality of his or her care," said Dr. Sidney M. Wolfe, director of the HRG. "At the very minimum, you should find out why."

Most states are doing a grossly inadequate job in protecting the public from medical incompetence, misconduct, and abuse, the report found. While more than 100,000 Americans are killed or injured each year as a result of medical negligence, the report says, only 2,600 formal disciplinary actions are taken by states annually against doctors, and fewer than one-half of 1% of the nation's doctors face any state sanctions each year.

"Far too often, despite their clear duty to protect the public, state medical boards see their primary responsibility as protecting so-called 'impaired physicians' from public exposure," said Nicole Simmons, a Public Citizen staff researcher.

Years often go by before a consumer complaint results in a doctor being sanctioned, according to Simmons, and the sanction too often is a mere slap on the wrist.

The report makes several recommendations, and is available for review at CCHCC's offices.

## Parents Win Rural Immunization Clinic

Parents in southeast Champaign County achieved a significant victory this past summer when they organized a successful campaign to have free immunization clinics for their children held in their communities. Concerned residents of Broadlands began contacting their neighbors and friends throughout nearby rural communities when the Regional Office of Education for Champaign and Ford Counties refused to extend services to the area, citing a lack of need.



*Donna Peterson (left) and Cindy Bante led the drive for an immunization clinic in rural Champaign County.*

Two women in Broadlands, Donna Peterson and Cindy Bante, set out to demonstrate that there was a need by passing a petition to concerned residents. "We knew that there was a problem here, and we

wanted it to change. I had called the immunization clinic many times, but each time was told they wouldn't bring a clinic here because there wasn't a need. We knew there was a need. We were driving 45 minutes away to get the shots to make sure our kids could go to school. I wanted to do something," explained Donna.

The parents began working with CCHCC when one of our door-to-door canvassers knocked on their doors. After hearing their concerns, their names were passed on to CCHCC organizers, who began meeting with them to design a strategy that could win the extension of services to their area. The plan was to get copies of the petition to key people in every nearby town. With over 1,000 children in the area, Donna and her neighbors knew that there were plenty of families concerned about access to school immunizations.

When the Office of Education realized that the parents were serious, plans were made to rotate a free immunization clinic to the area every two months. The first clinic was held in Sidney on September 11. After taking one of her children to the clinic that was held in Sidney, Cindy Baute, the other woman who began to mobilize people to sign the petitions, stated, "If nothing had been done, there wouldn't have been a clinic. Individual phone calls didn't bring the clinics, but by working together through petitions and building community support, we were able to have an impact."

Champaign County  
Health Care Consumers  
44 East Main, Suite 208  
Champaign, IL 61820

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# WE NEED YOU

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THE CHAMPAIGN COUNTY HEALTH CARE CONSUMERS  
ARE LOOKING FOR **VOLUNTEERS** FOR THE

## **CONSUMER HEALTH HOTLINE**



The Health Hotline assists Consumers with  
Health Care complaints, referrals, & questions.

**NEXT TRAINING SESSION:**

**Monday, November 12, 6 PM**

For more information call Michele at:

**352-6533**