Consumer and Family Advisory Committee
Alliance Health

Monday, October 05, 2026

Alliance Health All CFAC Meeting
Hybrid

APPOINTED MEMBERS PRESENT: ☒Afrika Williams (W), ☒Alan McDonald (M), ☒Albert Dixon (J),☐Angie McCants (W), ☐ Anne Armand (W), ☒Beverly Corpening (M), ☒Dana Stanley (J), ☒Deborah McQueary (J), ☒Jason Phipps (J), ☐ Johnnie Thomas (W), ☒ Kate Shipman (O), ☐ Kathy Dozier (M), ☒ Leanna George (J), ☐ Linda Campbell (M), ☒ Linda Shipman (O), ☐ Lois Stickell (M), ☐Lynn Williams (W), ☐ Melinda Baldera (M), ☐ Monica Medina (M), ☒ Rasheedah McCormick* (W), ☒ Regina Mays (D), ☐Shameka McClean (W), ☒ Sharon Nixon-Crenshaw (M), ☒ Stanely Cotton (O), ☒ Steve Furman (O), ☒ Trula Miles (W), ☒ Wanda Faye Griffin (W) , ☐ Vandna Munshi (D)

GUEST(S): ☒ Patrick Ignacio, Heart to Home Meals, ☒ Erica Ashbury, DHHS, ☒ Moe Ebson, DHHS, ☒ Ebony Dill, Quality Improvement, Alliance Health, ☒ Jacqueline Burris, Quality Improvement, Alliance Health, Michelle Viccaro
STAFF PRESENT: ☐ Lori Caviness, Sr. Director, Community Health Strategy and Social Impact, ☒ Ramona Branch, Manager, Community and Member Liaisons ☒ Laurie Graham, Community and Member Liaison,☒ Charline Mangum, Community and Member Liaison, ☒ Matt Schmidt, Community and Member Liaison, ☐ Gladys Blakeman, Community and Member Liaison

1. **WELCOME, INTRODUCTIONS, ROLL CALL** – the meeting was called to order at 6:33 p.m.
2. **REVIEW OF THE MINUTES –** The minutes from the September 8, 2026, meeting was reviewed; a motion was made by Jason Phipps and seconded by Alan McDonald to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:

3. Guest Speaker	Heart to Home Meals Patrick Ignacio
	• Licensed pharmacist and first Heart to Home Meals franchise in the US (opened 2025)
	  ○ Parent company Apetito originated Meals on Wheels concept post-WWII
	• Serves Seniors, independent adults, caregivers, and those on tailored plans
	• Differentiator: hand-delivery, meals places in fridge, microwave instructions provided
	  ○ Delivery staff trained to notice and report welfare concerns to care managers
	• Currently serving Wake, Johnston, Harnett, Durham counties; Mecklenburg coming soon
	  ○ Also covers Trillium counties (eastern NC)
	• Recently vetted and as an Alliance provider
	  ○ Patrick is still learning Alliance referral procedures; care managers are the access point		

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	○ Members should check with their care manager to see if it is eligible as value-added service		
4. State Updates – 5 Min.	• NC Summit on reducing overdose.: statewide gathering, March 2027, registration is open. • New reentry guides from NC Technical Assistance Center. ○ Guides published to assist providers navigate legal, policy, and practical barriers. Slides sent with links to view guides. ○ Wake County cited as ahead of the rest on reentry work • National Disabilities Employment Awareness month (October) ○ Highlights Inclusion Works and DHHS (Department of Health and Human Services) programs for competitive integrated employment ○ Harris Teeter and Whole Foods names as employers doing this well • NC Medicaid changes effective October 1st ○ Members urged to verify Department of Social Services (DSS) has correct address and phone number. • Key steps shared: ○ Visit medicaidnc.gov/changes or your local Department of Social Services (DSS) ○ Respond to any letters immediately ○ Save case records, school records, volunteer logs, medical records ○ Create and ePASS account to upload proof of work, school, or volunteer activities. • Recommended keeping three copies of documents: hard copy, scanned digital and offsite backup • Office Depot / Staples can scan documents if no home scanner is available. • Work requirements coming for standard Medicaid and Medicaid Direct (tailored plan members likely exempt) • Applicants will need 80 hours/month of work, school, or volunteering prior to application, with proof		

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	• CAP-C AND CAP-D recipients expect to be auto-exempt due to medical fragility
	• Mental health, SUD, and TBI cases are more complex; definitions still being finalized by the state
	• DSS already shorthanded; 5-6 open positions in Johnson County alone
	• HR1 discussion at State CFAC tomorrow at 11a.m.; Fireside Chat also covering it tonight
	• Upcoming trainings:
	  ○ Brain injury two-part series (Molina Hastings and Madeleine Adelaid, Brain Injury Association of NC: October 8 & 15, free, registration required
	  ○ NC Traumatic Brain Injury Provider Collaborative kickoff: Oct. 28, 12:00-1:00
	  ○ Strengthening Carolines Mental Health and Substance Use workforce webinar: Oct 12, 2:00-3:00
	• Grievance vs. Complaint Clarification
	  ○ Grievance: filed with the tailored plan (MCO) for service issues, response time, or rude treatment
	  ○ DHSR (Department of Health Service Regulation- snow ticket): when a tailored plan or Alliance staff are unresponsive after escalation
	  ▪ Entities must respond within 48 hours once a ticket is filed
	  ▪ Provides neutral documentation on both sides
	• QRC provided to connect with Hot Topics
	• Monthly meetings:
	  ○ Brain Injury Advisory Council meeting – Thursday, Nov 12 – 9:00 – 1:00
	  ○ SCFAC – Wednesday, Oct. 14 – 9:00 – 3:00
	  ○ State to Local CFAC – Wednesday, September 23 – 6:00 – 7:30
	  ○ Mental Health Block Grant planning and advisory Council – Friday, Oct. 2 – 10:00-3:00		

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5. Chair Update	Rasheeda McAllister
	• HR1 toolkit live on Alliance website (banners on homepage); will be a major topic at town halls
	• DSP wage increase; NC Senate Bill 257 allocated a 30 cent per 15-minute unit add-on to Innovation services reimbursement, effect October 1, 2026
	• WakeMed contract: lapsed but resumed as of September 29, 2026
	  ○ WakeMed Specialist Group and WakeMed Specialty Physicians back in network
	  ○ 90-day transition period ensured no lapse in member coverage		

6. Subcommittee Updates	Wake – No updates Mecklenburg Durham/Orange Cumberland/Johnston/Harnett		
7. Town Hall Planning Updates	• Town Hall Schedule – fliers provided to CFAC members to help with distribution • All events will take place from 5:30 – 7:00 p.m. Thursday, October 29 Mecklenburg - Meck Alliance Office Wednesday, November 4 - Virtual Tuesday, November 10 - Wake/Durham/Orange Morrisville Home Office Tuesday, December 8 Johnston/Harnett/Cumberland Johnston Alliance Office		
8. Public Comments	• None		
9. Announcements			

10. ADJOURNMENT: the meeting adjourned at 6:30pm ; the next meeting will be November 2, 2026, from 5:30 p.m. to 6:30 p.m.