



Thursday, September 02, 2021

AREA BOARD REGULAR MEETING

(virtual meeting via videoconference)
4:00-6:00 p.m.

MEMBERS PRESENT: Glenn Adams, Cumberland County Commissioner, JD (entered at 5:18 pm); Heidi Carter, Durham County Commissioner, MPH, MS; Maria Cervania, Wake County Commissioner, MPH; Carol Council, MSPH; David Curro, BS; Lodies Gloston, MA; Ted Godwin, Johnston County Commissioner; David Hancock, MBA, MPAff; D. Lee Jackson, BA; John Lesica, MD; Lynne Nelson, Chair, BS; Gino Pazzaglini, MSW LFACHE; Pam Silberman, JD, DrPH; and Samruddhi Thaker, PhD

APPOINTED MEMBERS ABSENT: Angela Diaz, MBA; Vicki Evans; Donald McDonald, MSW; McKinley Wooten, Jr., JD; vacancy representing Durham County; and vacancy representing Wake County

GUEST(S) PRESENT: Yvonne French, NC DHHS/DMH (Department of Health and Human Services/Division of Mental Health, Intellectual Disability, and Substance Abuse Services) Mary Hutchings, Wake County Finance Department; Jason Phipps, Alliance CFAC; and Pamela Wade

ALLIANCE STAFF PRESENT: Brandon Alexander, Communications and Marketing Specialist II; Joey Dorsett, Senior Vice-President/Chief Information Officer; Angel Felton-Edwards, Senior Vice-President/Population Health and Care Management; Cheala Garland-Downey, Executive Vice-President/Chief Human Resources Officer; Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Veronica Ingram, Executive Assistant II; Wes Knepper, Senior Vice-President/Quality Management; Joshua Knight, Director of Internal Audit; Brian Perkins, Senior Vice-President/Strategy and Government Relations; Mehul Mankad, Chief Medical Officer; Monica Portugal, Chief Compliance Officer; Robert Robinson, Chief Executive Officer; Matthew Ruppel, Senior Director of Program Integrity; Ashley Snyder, Director of Accounting and Finance; Jennifer Stoltz, Administrative Assistant II; Tammy Thomas, Senior Vice-President/Business Evolution; Carol Wolff, General Counsel; Doug Wright, Director of Community and Member Engagement; and Ginger Yarbrough, NCQA Accreditation Manager

1. CALL TO ORDER: Board Chair Lynne Nelson called the meeting to order at 4:04 p.m. She welcomed new Board member, Ted Godwin.

| AGENDA ITEMS: | DISCUSSION: |
|-----------------------|--|
| 2. Agenda Adjustments | Chair Nelson shared one adjustment to the agenda: Finance Committee Report will be pulled from consent agenda and addressed under item 7B. |
| 3. Public Comment | There were no public comments. |
| 4. Chair's Report | Chair Nelson reported the following: <ul style="list-style-type: none">Acknowledging a novel time for Alliance as the agency prepares for tailored plan implementation and multiple county realignments. She shared that upcoming meetings, like today's, may be longer than usual and thanked staff and Board members for their work to help the agency fulfill its vision: "To be a leader in transforming the delivery of whole person care in the public sector."Due to public health guidelines, the board will continue meeting virtually through January 2022. |
| 5. CEO's Report | Mr. Robinson reported the following: <ul style="list-style-type: none">The December 8-10 conference hosted by i2i center for integrated health will be a hybrid event; registration opens mid-September and Ms. Ingram will assist any board members interested in attending.Based on suggestions from Executive Committee members, Alliance developed an incentive to encourage staff to receive COVID vaccinations; current attestations place Alliance staff at 85% vaccination rate. |
| 6. Consent Agenda | A. Draft Minutes from August 5, 2021, Board Meeting – page 4 B. By-Laws/Policy Committee Report – page 9 C. Executive Committee Report – page 13 D. Quality Management Committee Report – page 21 |

Thursday, September 02, 2021

AREA BOARD REGULAR MEETING

(virtual meeting via videoconference)

4:00-6:00 p.m.

| AGENDA ITEMS: | DISCUSSION: |
|----------------------|--|
| | <p>The consent agenda was sent as part of the Board packet; it is attached to and made part of these minutes. There were no comments or discussion about the consent agenda.</p> <p><u>BOARD ACTION</u> A motion was made by Ms. Gloston to adopt the consent agenda (approve the board minutes and committee recommendations); motion seconded by Dr. Silberman. Motion passed unanimously.</p> |
| 7. Committee Reports | <p>A. Consumer and Family Advisory Committee – page 26 The Alliance Consumer and Family Advisory Committee (CFAC) is composed of consumers and/or family members from Durham, Wake, Cumberland or Johnston counties who receive mental health, intellectual/developmental disabilities or substance use/addiction services. This month's report included draft minutes and supporting documents from the August 2 Steering Committee, August 9 Durham Subcommittee, August 10 Wake Subcommittee, and August 17 Johnston Subcommittee meetings.</p> <p>Jason Phipps, CFAC Chair, presented the report. Mr. Phipps provided an update from previous meetings, noting presentation of Alliance's draft strategic plan, the December timeline for county realignments, and elections for this fiscal year's CFAC officers. The CFAC report is attached to and made part of these minutes.</p> <p><u>BOARD ACTION</u> The Board received the report.</p> <p>B. Finance Committee – page 50 The Finance Committee's function is to review financial statements and recommend policies/practices on fiscal matters to the Area Board. This month's report included draft minutes from the September 6, 2020, meeting, the budget to actual report and ratios for the period ending August 31, 2018, and recommendations to the Board to approve all presented contracts over \$250,000.</p> <p>David Hancock, Committee Chair, presented the report. Mr. Hancock noted that revenues exceeded expenditures. Kelly Goodfellow, Executive Vice-President/Chief Financial Officer, provided an overview of two contracts, which were reviewed by the Finance Committee and submitted for approval. The Finance Committee report is attached to and made part of these minutes.</p> <p><u>BOARD ACTION</u> A motion was made by Dr. Silberman to authorize the CEO to enter into a contract with Emergent Devices, Inc. for the purchase of NARCAN (naloxone HC1) Nasal Spray as a sole source of supply for an amount not to exceed \$1,080,000.00 under G.S. 143-129 (e)(6); motion seconded by Mr. Curro. Motion passed unanimously.</p> <p>A motion was made by Mr. Pazzaglini to authorize the CEO to enter into contracts in an amount not to exceed \$1,845,000.00 for the purposes of hardware and software components for county expansion and tailored plan implementation, which include a contract for the purchase of Dell laptop computers and docking stations for \$720,000 made using a contract established by a competitive bidding group purchasing program, NCPA, under G.S. 143-129 (e) (3); motion seconded by Mr. Jackson. Motion passed unanimously.</p> |

Thursday, September 02, 2021

AREA BOARD REGULAR MEETING

(virtual meeting via videoconference)
4:00-6:00 p.m.

| AGENDA ITEMS: | DISCUSSION: |
|---|--|
| 8. Lease Agreement for Space at 3205 Freedom Drive, Charlotte, NC – page 57 | <p>Mecklenburg County has offered Alliance a secure space in its Community Resource Center at the Valerie C. Woodard (“VCW”) building for \$1 per year. Pursuant to the By-Laws, this item requires approval by a supermajority of Board members. Carol Wolff, General Counsel, presented the proposal.</p> <p><u>BOARD ACTION</u> A motion was made by Ms. Council to approve the lease from Mecklenburg County for space at 3205 Freedom Drive, Charlotte, North Carolina and to authorize the CEO to execute the lease; motion seconded by Commissioner Godwin. Motion passed unanimously.</p> |
| 9. Closed Session(s) | <p><u>BOARD ACTION</u> A motion was made by Mr. Pazzaglini to enter closed session pursuant to NC General Statute 143-318.11 (a) (1), (a) (3), and (a) (6) to prevent the disclosure of information that is confidential and not a public record under NCGS 122C-126.1, to consult with or give instructions to an attorney in order to preserve the attorney-client privilege, and to consider the qualifications, competence, and performance of an employee; motion seconded by Ms. Gloston. Motion passed unanimously.</p> |
| 10. Reconvene Open Session | <p>The Board returned to open session.</p> <p>Chair Nelson added a topic to the agenda: Governance Realignment Recommendation. Mr. Robinson provided background on this topic, noting the statute requirement for board representation for all areas of the catchment area, which will be impacted by the pending realignment of Orange and Mecklenburg counties. Ms. Wolff presented an overview of the recommendations; option 3a included three bands of seat distribution which also included the following:</p> <ul style="list-style-type: none">• One specified seat for a CFAC representative (unaffiliated with a county)• 18 seats with a three-tier system based on tailored plan population by county<ul style="list-style-type: none">○ <6,000 members = 2 seats○ 6,001-12,000 members = 3 seats○ >12,000 members = 4 seats <p>The presentation is saved as part of the Board’s files.</p> <p><u>BOARD ACTION</u> A motion was made by Mr. Pazzaglini to approve option 3a (as specified above); motion seconded by Ms. Gloston. Motion passed unanimously.</p> |
| 11. Adjournment | All business was completed; the meeting adjourned at 6:59 p.m. |

Next Board Meeting
Thursday, October 07, 2021
4:00 – 6:00 pm

Minutes approved by Board on October 7, 2021.



**Alliance Health
BOARD OF DIRECTORS
Agenda Action Form**

ITEM: Draft Minutes from the August 5, 2021, Board Meeting

DATE OF BOARD MEETING: September 2, 2021

BACKGROUND: The Alliance Health Board of Directors (Board) per North Carolina General Statutes 122C is responsible for comprehensive planning, budgeting, implementing and monitoring of community based mental health, developmental disabilities and substance abuse services to meet the needs of individuals in Alliance's catchment area. The minutes from the previous meeting(s) are attached and submitted for review and approval by the Board.

SPECIFIC INFORMATION FOR BOARD REVIEW (if applicable/available): N/A

REQUEST FOR AREA BOARD ACTION: Approve the draft minutes from the August 5, 2021, meeting.

CEO RECOMMENDATION: Approve the draft minutes from the August 5, 2021, meeting.

RESOURCE PERSON(S): Lynne Nelson, Chair; Robert Robinson, CEO

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Thursday, August 05, 2021

AREA BOARD REGULAR MEETING

(virtual meeting via videoconference)
4:00-6:00 p.m.

MEMBERS PRESENT: Glenn Adams, Cumberland County Commissioner, JD; Heidi Carter, Durham County Commissioner, MPH, MS; Maria Cervania, Wake County Commissioner, MPH; Carol Council, MSPH; David Curro, BS; Vicki Evans; Lodies Gloston, MA; David Hancock, MBA, MPAff; D. Lee Jackson, BA; John Lesica, MD; Lynne Nelson, Chair, BS; Gino Pazzaglini, MSW LFACHE; Pam Silberman, JD, DrPH; Samruddhi Thaker, PhD; and McKinley Wooten, Jr., JD

APPOINTED MEMBERS ABSENT: Angela Diaz, MBA; Donald McDonald, MSW; vacancy representing Durham County; vacancy representing Johnston County; and vacancy representing Wake County

GUEST(S) PRESENT: Yvonne French, NC DHHS/DMH (Department of Health and Human Services/Division of Mental Health, Intellectual Disability, and Substance Abuse Services); and Pamela Wade

ALLIANCE STAFF PRESENT: Brandon Alexander, Communications and Marketing Specialist II; Joey Dorsett, Senior Vice-President/Chief Information Officer; Angel Felton-Edwards, Senior Vice-President/Population Health and Care Management; Cheala Garland-Downey, Executive Vice-President/Chief Human Resources Officer; Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Veronica Ingram, Executive Assistant II; Wes Knepper, Senior Vice-President/Quality Management; Mehul Mankad, Chief Medical Officer; Sara Pacholke, Senior Vice-President/Financial Operations; Brian Perkins, Senior Director/Strategy and Government Relations; Monica Portugal, Chief Compliance Officer; Robert Robinson, Chief Executive Officer; Sean Schreiber, Executive Vice-President/Chief Operating Officer; Jennifer Stoltz, Administrative Assistant II; Tammy Thomas, Senior Vice-President/Business Evolution; Sara Wilson, Senior Director of Government Relations; Carol Wolff, General Counsel; and Doug Wright, Director of Community and Member Engagement

1. CALL TO ORDER: Board Chair Lynne Nelson called the meeting to order at 4:01 p.m.

| AGENDA ITEMS: | DISCUSSION: |
|-----------------------|--|
| 2. Agenda Adjustments | There were no adjustments to the agenda. |
| 3. Public Comment | There were no public comments. |
| 4. Chair's Report | <p>Chair Nelson noted the following:</p> <ul style="list-style-type: none">• Unique time due to Medicaid Transformation in NC and integral work of board members is required; she encouraged members to advise Ms. Ingram if they are unable to attend a board or board committee meeting• Board meetings will reconvene meeting in person in September at Alliance offices• She encouraged members to contact Ms. Ingram if technical assistance is needed, including recent email migration and app installation• Additionally, she shared that the Board typically chooses to have the Executive Committee serve as the ad hoc committee to provide preliminary review of the CEO and make recommendations to the Board. <p><u>BOARD ACTION</u></p> <p>A motion was made by Ms. Gloston to appoint the Executive Committee as the FY22 (2021-2022) ad hoc committee to provide preliminary review of the CEO and make recommendations to the Board; motion seconded by Mr. Pazzaglini. Motion passed unanimously.</p> |
| 5. CEO's Report | <p>Mr. Robinson shared the following:</p> <ul style="list-style-type: none">• The agency's received the NC DHHS RFP tailored plan award with the anticipated go-live date of July 1, 2022 |

Thursday, August 05, 2021

AREA BOARD REGULAR MEETING

(virtual meeting via videoconference)
4:00-6:00 p.m.

| AGENDA ITEMS: | DISCUSSION: |
|----------------------|--|
| | <ul style="list-style-type: none">• Congratulations to Alliance staff, Veronica Ingram, who received the 2021 achievement award from the International Association of Administrative Professionals (IAAP Honors Alliance's Veronica Ingram - Alliance Health (alliancehealthplan.org)) <p>Mehul Mankad, Chief Medical Officer, provided an update on 2020 increase of suicide rates as noted in the Wall Street Journal article, especially those impacted by an overdose. Dr. Mankad noted the agency's effort to address this concern through use of naloxone kits, increased telehealth opportunities, and provider rate enhancements to support provider sustainability through the pandemic. He also provided updated information on NC's COVID delta variant cases and the agency's response. The presentation is saved as part of the Board's files.</p> |
| 6. Consent Agenda | <p>A. Draft Minutes from June 3, 2021, and June 29, 2021, Board Meetings – page 4 B. Client Rights/Human Rights Committee Report – page 11 C. Executive Committee Report – page 63</p> <p>The consent agenda was sent as part of the Board packet; it is attached to and made part of these minutes. There were no comments or discussion about the consent agenda.</p> <p>BOARD ACTION A motion was made by Dr. Silberman to adopt the consent agenda; motion seconded by Mr. Curro. Motion passed unanimously.</p> |
| 7. Committee Reports | <p>A. Consumer and Family Advisory Committee – page 67 The Alliance Consumer and Family Advisory Committee (CFAC) is composed of consumers and/or family members from Durham, Wake, Cumberland or Johnston counties who receive mental health, intellectual/developmental disabilities or substance use/addiction services. This report included documents from the June 24, 2021, Cumberland CFAC meeting.</p> <p>Doug Wright, Director of Community and Member Engagement, presented the report on behalf of Jason Phipps, CFAC Chair. He noted that CFAC did not meet in July, congratulated the agency on winning the NC DHHS' tailored plan award, and shared that CFAC elected to continue meeting remotely through September 2021. The CFAC report is attached to and made part of these minutes.</p> <p>BOARD ACTION The Board received the report.</p> <p>B. Quality Management Committee Report – page 91 The Quality Management Committee approves the agency's annual quality improvement projects, monitors progress in meeting quality improvement goals, and provides guidance to staff on QM priorities and projects. This report included draft minutes from the June 3, 2021, meeting.</p> <p>Pam Silberman, Committee Chair, introduced the report, which was presented by Wes Knepper, Senior Vice-President/Quality Management. Mr. Knepper reviewed NC DHHS' quality strategy, which includes goals, objectives, measures and interventions for three aims: better care, healthier people/communities, and smarter spending. He provided an overview of tailored plan quality measures, noting differences from current measures. Additionally, Mr. Knepper noted anticipated accountability efforts including performance measures, surveys, and progress with accreditation for all health plans. He concluded with a summary of the agency's preparation to meet these</p> |

Thursday, August 05, 2021

AREA BOARD REGULAR MEETING

(virtual meeting via videoconference)
4:00-6:00 p.m.

| AGENDA ITEMS: | DISCUSSION: |
|---|---|
| | <p>measures and guidelines. The committee report is attached to and made part of these minutes; the presentation is saved as part of the Board's files.</p> <p><u>BOARD ACTION</u> The Board received the report.</p> <p>C. Finance Committee Report – page 97 The Finance Committee's function is to review financial statements and recommend policies/practices on fiscal matters to the Board. This report included draft minutes from the June 3, 2021, meeting, the Summary of Savings/(Loss) by Funding Source, ratios for the period ending May 31, 2021, and recommendations to the Board to approve all presented contracts over \$500,000, and any other applicable Finance Committee topics.</p> <p>David Hancock, Committee Chair, introduced the report, which includes recommendations reviewed by the Executive Committee and Finance Committee and submitted for board approval. Kelly Goodfellow, Executive Vice-President/Chief Financial Officer, presented the recommendations, the RFP (request for proposal) process and recommended awardees: Northwood as DME (durable medical equipment) vendor and Avesis for Vision. The committee report is attached to and made part of these minutes; the presentation is saved as part of the Board's files.</p> <p><u>BOARD ACTION</u> A motion was made by Dr. Lesica to approve the selected DME and Visions vendors; motion seconded by Ms. Gloston. Motion passed unanimously.</p> |
| 8. Closed Session(s) | <p><u>BOARD ACTION</u> A motion was made by Mr. Pazzaglini to enter closed session pursuant to NC General Statue 143-318.11 (a) (1) to prevent the disclosure of information that is confidential and not a public record under NCGS 122C-126.1; motion seconded by Commissioner Cervania. Motion passed unanimously.</p> |
| 9. Reconvene Open Session | <p>The Board returned to open session.</p> |
| 10. Special Updates/Presentation(s) | <p>A. Annual Compliance Report – page 106 The Alliance compliance program is designed to deter and mitigate risk to the organization through prevention, detection and remediation activities. It is intended that the scope of all compliance activities promotes integrity, ensures objectivity, fosters trust and supports the stated values of Alliance. In accordance with contractual obligations and federal regulations, Alliance shall have an effective compliance program with reasonable oversight by the governing board, understanding the scope and operations of the compliance program. The Board approved Corporate Compliance Plan states that a report of compliance efforts will be presented annually to the Alliance Health Board of Directors. Monica Portugal, Chief Compliance Officer presented the report and noted the board's role in compliance oversight and this required annual compliance report. The presentation is saved as part of the Board's files.</p> <p><u>BOARD ACTION</u> The Board received the presentation.</p> |

Thursday, August 05, 2021

AREA BOARD REGULAR MEETING

(virtual meeting via videoconference)
4:00-6:00 p.m.

| AGENDA ITEMS: | DISCUSSION: |
|-----------------|---|
| | <p>B. Strategic Plan Update (10 minutes) – page 107</p> <p>Alliance Health has a recommendation for an accelerated process to update its strategic plan; this will meet the spirit and intent of the Board's strategic plan policy while focusing efforts on growth opportunities and implementation of NC DHHS' tailored plan. Kelly Goodfellow, Executive Vice-President/Chief Financial Officer presented the update.</p> <p>Ms. Goodfellow provided background on the agency's strategic plan, noting participants, and policies related to the strategic plan, a timeline, and anticipated next steps. The presentation is saved as part of the Board's files.</p> <p><u>BOARD ACTION</u></p> <p>The Board received the update.</p> |
| 11. Adjournment | All business was completed; the meeting adjourned at 6:41 p.m. |

Next Board Meeting
Thursday, September 02, 2021
4:00 – 6:00 pm

Minutes approved by Board on [Click or tap to enter a date..](#)



Alliance Health BOARD OF DIRECTORS Agenda Action Form

ITEM: By-Laws/Policy Committee Report

DATE OF BOARD MEETING: September 2, 2021

BACKGROUND: Per the Alliance Health Board Policy on Development of Policies and Procedures, the Policy Committee reviews all policies minimum annually and revises policies as needed.

Policies reviewed at the June 10, 2021, Policy Committee meeting and ready for Board approval without revisions are listed below. As no information has changed, a copy of these policies is not included in the Board packet.

Note that the June 10, 2021, meeting was the last meeting of the Policy Committee. Review of policies will be included in the Audit and Compliance Committee in the future.

B1 By-Laws

BO1 Compliance with Local Government Budget and Fiscal Control Act; BO2 Risk Management; BO4 Travel and Employee Expense Reimbursement; BO5 Cellular Communication Devices; BO6 Paybacks; BO8 Management of Financial Risk; BO9 Fund Balance; BO10 Financial Stability; BO11 Accounting Manual; BO12 Accounting by Funding Source; BO13 Coordination of Benefits; BO14 Cyclical Financial Reporting; BO15 Claims Adjudication; BO16 Purchasing; BO17 Investments; BO18 Service Codes in Alpha; BO19 Budget Transfers; BO20 Eligibility for Services

C1 Corporate Compliance Plan; C2 Guarding against Fraud and Abuse; C3 Financial Incentives; C4 Employee Conflict of Interest; C5 Employee Code of Ethics and Conduct; C6 Records Retention; C7 Legal Proceedings Involving Service Records

CC1 Coordination of Care for Special Health Care Populations

CR1 Members' Rights to Dignity, Privacy and Humane Care; CR2 Member's Right to Confidentiality; CR3 Member Choice; CR4 Advanced Directives/Advanced Instructions

CS1 Customer Services

G1 Board of Directors Conflict of Interest; G2 Board of Directors Member Meeting Attendance Compensation; G3 Board of Directors Processes G4 Development of Policies and Procedures; G6 Chief Executive Officer Compensation; G7 Evaluation of Chief Executive Officer; G8 Board of Directors Code of Ethics; G9 Consumer, Family Advisory Committee; G10 Delegation of Authority to the Chief Executive Officer; G11 Guidelines for Public Comment at Board of Directors Meetings; G12 Area Authority Relations with Catchment Area County Boards of Commissioners; G13 Board of Directors Media Policy; G14 Dispute Resolution; G15 Emergency Succession for the Chief Executive Officer

GA1 Management of Service Delivery; GA2 Strategic Planning; GA3 Reporting of Abuse, Neglect, Dependency and Exploitation; GA4 Health and Safety Policy; GA5 Emergency Management Plan; GA6 Internal Control; GA7 Business Continuity Plan; GA8 Corporate Communications, GA-9 Non-Discrimination

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HR1 Equal Employment Opportunity/Affirmative Action; HR2 Recruitment and Selection; HR4 Conditions of Employment; HR5 Classification and Compensation; HR6 Employee Benefits; HR7 Alcohol and Drug Free Workplace; HR8 Employee Time and Attendance; HR9 Sexual Harassment; HR10 Leave Policy; HR11 Family and Medical Leave Act; HR12 Clinical Staff Credentialing; HR14 Disciplinary Action; HR15 Performance Management; HR16 Separation; HR17 Employee Complaint; HR18 Employee Grievance; HR19 Reduction-in-Force

IT1 General Computer Use; IT4 Eligibility Load, Error Handling and Reconciliation; IT5 IT System Backup

PN1 Selection and Retention of Providers; PN2 Letters of Support; PN3 Provision of Services by Relatives/Legal Guardians; PN5 Rule Waiver Requests

QM1 Member, Provider and Stakeholder Satisfaction; QM2 Management and Investigation of Member Grievances; QM3 Management of Incidents

UM1 Accessibility of Utilization Review/Utilization Management Process; UM2 Pre-Review Screening for Certification; UM3 Utilization Review Criteria; UM4 Utilization Review Process; UM5 Appealing Utilization Management Decisions

Policies reviewed with recommended revisions: None

Policies reviewed and recommended to repeal: None

REQUEST FOR BOARD ACTION: Accept the report. Accept the Board Policy Committee minutes from the June meeting as submitted. As part of the annual review process, approve the above listed policies for continued use.

CEO RECOMMENDATION: Accept the report. Approve the reviewed policies for continued use.

RESOURCE PERSON(S): Lodies Gloston, Committee Chair; Monica Portugal, Chief Compliance Officer



Thursday, June 10, 2021

BOARD POLICY COMMITTEE - REGULAR MEETING
(virtual meeting via videoconference)
4:00-5:30 p.m.

APPOINTED MEMBERS PRESENT: ☒ Lodies Gloston, MA (Committee Chair), ☒ McKinley Wooten, JD and ☐ (vacancy)

BOARD MEMBERS PRESENT: ☐ Gino Pazzaglini

GUESTS PRESENT: ☐

STAFF PRESENT: ☒ Kathy Dempsey, Compliance Analyst; ☒ Lynn McKoy, Director of Corporate Compliance; ☒ Monica Portugal, Chief Compliance Officer;
☒ Jamie Preslar, Administrative Assistant III; ☒ Carol Wolff, General Counsel

1. **WELCOME AND INTRODUCTIONS** – The meeting was called to order at 4:07 p.m.
2. **REVIEW OF THE MINUTES** – The minutes from the April 28, 2021, meeting were reviewed; a motion was made by Mr. Wooten and seconded by Ms. Gloston to approve the minutes. Motion passed unanimously.

| AGENDA ITEMS: | DISCUSSION: | NEXT STEPS: | TIME FRAME: |
|--|--|--|---|
| 3. Annual Review of Business Operations Policies | A motion was made by Mr. Wooten and seconded by Ms. Gloston to approve the unrevised policies as presented. Motion passed unanimously. | The policies will be presented to the Board of Directors for approval. | September 2021 Board of Directors meeting |
| 4. Annual Review of Care Coordination Policies | A motion was made by Mr. Wooten and seconded by Ms. Gloston to approve the unrevised policies as presented. Motion passed unanimously. | The policies will be presented to the Board of Directors for approval. | September 2021 Board of Directors meeting |
| 5. Annual Review of Client Rights Policies | A motion was made by Mr. Wooten and seconded by Ms. Gloston to approve the unrevised policies as presented. Motion passed unanimously. | The policies will be presented to the Board of Directors for approval. | September 2021 Board of Directors meeting |
| 6. Annual Review of Compliance Policies | A motion was made by Mr. Wooten and seconded by Ms. Gloston to approve the unrevised policies as presented. Motion passed unanimously. | The policies will be presented to the Board of Directors for approval. | September 2021 Board of Directors meeting |
| 7. Annual Review of Customer Services Policies | A motion was made by Mr. Wooten and seconded by Ms. Gloston to approve the unrevised policies as presented. Motion passed unanimously. | The policies will be presented to the Board of Directors for approval. | September 2021 Board of Directors meeting |

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on [Click or tap to enter a date..](#)

Thursday, June 10, 2021

BOARD POLICY COMMITTEE - REGULAR MEETING

(virtual meeting via videoconference)

4:00-5:30 p.m.

| AGENDA ITEMS: | DISCUSSION: | NEXT STEPS: | TIME FRAME: |
|--|---|--|--|
| 8. Annual Review of General Administrative Policies | A motion was made by Mr. Wooten and seconded by Ms. Gloston to approve the unrevised policies as presented. Motion passed unanimously. | The policies will be presented to the Board of Directors for approval. | September 2021 Board of Directors meeting |
| 9. Annual Review of Governance Policies, including By-Laws | A motion was made by Mr. Wooten and seconded by Ms. Gloston to approve the unrevised policies as presented. Motion passed unanimously. | The policies will be presented to the Board of Directors for approval. | September 2021 Board of Directors meeting |
| 10. Annual Review of Human Resources Policies | A motion was made by Mr. Wooten and seconded by Ms. Gloston to approve the unrevised policies as presented. Motion passed unanimously. | The policies will be presented to the Board of Directors for approval. | September 2021 Board of Directors meeting |
| 11. Annual Review of Information Technology Policies | A motion was made by Mr. Wooten and seconded by Ms. Gloston to approve the unrevised policies as presented. Motion passed unanimously. | The policies will be presented to the Board of Directors for approval. | September 2021 Board of Directors meeting |
| 12. Annual Review of Provider Network Policies | A motion was made by Mr. Wooten and seconded by Ms. Gloston to approve the unrevised policies as presented. Motion passed unanimously. | The policies will be presented to the Board of Directors for approval. | September 2021 Board of Directors meeting |
| 13. Annual Review of Quality Management Policies | A motion was made by Mr. Wooten and seconded by Ms. Gloston to approve the unrevised policies as presented. Motion passed unanimously. | The policies will be presented to the Board of Directors for approval. | September 2021 Board of Directors meeting |
| 14. Annual Review of Utilization Management Policies | A motion was made by Mr. Wooten and seconded by Ms. Gloston to approve the unrevised policies as presented. Motion passed unanimously. | The policies will be presented to the Board of Directors for approval. | September 2021 Board of Directors meeting |
| 15. Other | During the coming year, since the Board has approved a new category of operational policies to be approved by the Chief Executive Officer, Board policies will be reviewed and presented to the Audit & Compliance Committee for revision, to be repealed and replaced with operational policies, and some will remain without revisions. New Schedule for meetings will be set at next Audit & Compliance Committee | | Audit & Compliance Committee meeting August 25th |

16. ADJOURNMENT: the meeting adjourned at 4:16 p.m.

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on [Click or tap to enter a date..](#)



**Alliance Health
BOARD OF DIRECTORS
Agenda Action Form**

ITEM: Executive Committee Report

DATE OF BOARD MEETING: September 2, 2021

BACKGROUND: The Executive Committee sets the agenda for Board meetings and acts in lieu of the Board between meetings. The Executive Committee may act on matters that are time-sensitive between regularly scheduled Board meetings and fulfill other duties as set forth in the by-laws or as otherwise directed by the Board of Directors. Actions by the Executive Committee are reported to the full Board at the next scheduled meeting.

This report includes draft minutes from the previous meeting(s).

SPECIFIC INFORMATION FOR BOARD REVIEW (if applicable/available): Review/approve the recommendations from the Board's survey on Board/Board Committee effectiveness as presented to this Committee at its July 19, 2021, meeting.

REQUEST FOR AREA BOARD ACTION: Receive the report.

CEO RECOMMENDATION: Receive the report.

RESOURCE PERSON(S): Lynne Nelson, Board Chair; Robert Robinson, CEO

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Monday, August 16, 2021

BOARD EXECUTIVE COMMITTEE - REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560

4:00-6:00 p.m.

APPOINTED MEMBERS PRESENT: David Curro, BS (Audit and Compliance Committee Chair); Lodies Gloston, MA (Network Development and Services Committee Chair); David Hancock, MBA, PFAff (Finance Committee Chair) (entered at 4:10pm); Lynne Nelson, BS (Board Chair); Gino Pazzaglini, MSW LFACHE (previous Board Chair), and Pam Silberman, JD, DrPH (Quality Management Committee Chair)

APPOINTED MEMBERS ABSENT: Donald McDonald, MSW (Client Rights/Human Rights Committee Chair)

BOARD MEMBERS PRESENT: None

GUEST(S): Stacia Aylward, Zelos, LLC

STAFF PRESENT: Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Veronica Ingram, Executive Assistant II; Brian Perkins, Senior Vice-President/Strategy and Government Relations; Robert Robinson, Chief Executive Officer; Jennifer Stoltz, Administrative Assistant II; Sara Wilson, Senior Director of Government Relations; and Carol Wolff, General Counsel

1. **WELCOME AND INTRODUCTIONS** – the meeting was called to order at 4:04 p.m.
2. **REVIEW OF THE MINUTES** – The Committee reviewed minutes from the July 19, 2021, meeting; a motion was made by Mr. Pazzaglini and seconded by Ms. Gloston to approve the minutes. Motion passed unanimously.

| AGENDA ITEMS: | DISCUSSION: | NEXT STEPS: | TIME FRAME: |
|---------------------------------------|--|--|-------------|
| 3. Closed Session | COMMITTEE ACTION: A motion was by Dr. Silberman to enter closed session pursuant to NC General Statute (NCGS) 143-318.11 (a) (1), (a) (3), and (a) (6) to prevent the disclosure of information that is confidential and not a public record under NCGS 122C-126.1, to consult with or give instructions to an attorney in order to preserve the attorney-client privilege, and to consider the qualifications, competence, and performance of an employee. Motion seconded by Mr. Curro. Motion passed unanimously. | N/A | N/A |
| 4. Reconvene Open Session | Committee returned to open session. | N/A | N/A |
| 5. Lease for Mecklenburg Site | Ms. Wolff provided an overview of the lease. COMMITTEE ACTION: A motion was by Dr. Silberman to recommend that the Board approve the lease from Mecklenburg County for space at 3205 Freedom Drive, Charlotte, North Carolina. Motion seconded by Mr. Pazzaglini. Motion passed unanimously. | Topic will be added to the agenda for the September Board meeting. | 9/2/21 |
| 6. COVID-19 Update | Mr. Robinson shared that staff will continue working remotely until at least October 4, 2021; the Board meeting scheduled for September 2, 2021, will be held virtually. Staff will be asked to provide an attestation regarding their vaccine status; vaccines are not mandated at this time. | N/A | N/A |
| 7. Agenda for September Board Meeting | Committee reviewed the draft agenda and provided input. | Ms. Ingram will forward the agenda to staff. | 8/17/21 |

8. **ADJOURNMENT:** the meeting adjourned at 5:48 pm; the next meeting will be September 20, 2021, at 4:00 p.m.



Monday, July 19, 2021

BOARD EXECUTIVE COMMITTEE - REGULAR MEETING

(virtual meeting via videoconference)
4:00-6:00 p.m.

APPOINTED MEMBERS PRESENT: David Curro, BS (Audit and Compliance Committee Chair); Angela Diaz, MBA (Client Rights/Human Rights Committee Chair); Lodies Gloston, MA (Policy Committee Chair); David Hancock, MBA, PFAff (Finance Committee Chair); Lynne Nelson, BS (Board Chair); Gino Pazzaglini, MSW LFACHE (past Board Chair); and Pam Silberman, JD, DrPH (Quality Management Committee Chair)

APPOINTED MEMBERS ABSENT: Donald McDonald, MSW (Network Development and Services Committee Chair)

BOARD MEMBERS PRESENT: None

GUEST(S): Jamezetta Bedford, Orange Board of County Commissioners

STAFF PRESENT: Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Veronica Ingram, Executive Assistant II; Brian Perkins, Senior Vice-President/Strategy and Government Relations; Robert Robinson, CEO; Jennifer Stoltz, Administrative Assistant II; Sara Wilson, Senior Director of Government Relations; and Carol Wolff, General Counsel

1. **WELCOME AND INTRODUCTIONS** – the meeting was called to order at 4:01 p.m.

2. **REVIEW OF THE MINUTES** – The Committee reviewed minutes from the June 21, 2021, meeting; a motion was made by Mr. Curro and seconded by Mr. Pazzaglini to approve the minutes as submitted. Motion passed unanimously.

| AGENDA ITEMS: | DISCUSSION: | NEXT STEPS: | TIME FRAME: |
|------------------------------------|---|--|-------------------------------------|
| 3. Closed Session | COMMITTEE ACTION: A motion was made by Ms. Gloston to enter closed session NC General Statue 143-318.11 (a) (1) to prevent the disclosure of information that is confidential and not a public record under NCGS 122C-126.1. Motion seconded by Mr. Curro. Motion passed unanimously. | N/A | N/A |
| 4. Reconvene Open Session | Committee returned to open session. | N/A | N/A |
| 5. Agenda for August Board Meeting | Committee reviewed the draft agenda and provided input. | Ms. Ingram will forward the agenda to staff. | 7/19/21 |
| 6. Updates | A. BOARD SURVEY SOLUTIONS: Rob Robinson, CEO, provided an overview of a draft action plan based on board survey results and board members' input. The presentation is saved as part of the committee's files. COMMITTEE ACTION: A motion was made by Mr. Curro to recommend Board approval of the proposed board survey solutions. Motion seconded by Ms. Diaz. Motion passed unanimously. B. STRATEGIC PLAN UPDATE: Kelly Goodfellow, Executive Vice-President/Chief Finance Officer, provided an update on an accelerated strategic plan; the presentation is saved as part of the committee's files. | A. Topic will be presented to the board in August. B. Topic will be presented to the board in August. C. Topic will be presented to the board in August. | A. 8/5/21 B. 8/5/21 C. 8/5/21 |

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on August 16, 2021.

Page 1 of 2

Monday, July 19, 2021

BOARD EXECUTIVE COMMITTEE - REGULAR MEETING
(virtual meeting via videoconference)
4:00-6:00 p.m.

| AGENDA ITEMS: | DISCUSSION: | NEXT STEPS: | TIME FRAME: |
|---------------|---|-------------|-------------|
| | <p>C. RECOMMENDED DME (durable medical equipment) AND VISION VENDOR RFP AWARDEES: Ms. Goodfellow provided the update and recommendation; the presentation is saved as part of the committee's files.</p> <p><u>COMMITTEE ACTION:</u> A motion was made by Ms. Gloston to recommend Board approval of the selected DME and Visions vendors subject to Finance Committee's review. Motion seconded by Mr. Pazzaglini. Motion passed unanimously.</p> | | |

7. **ADJOURNMENT:** the meeting adjourned at 5:45 p.m.; the next meeting will be August 16, 2021, at 4:00 p.m.



FY21 Board Survey Solutions

Presentation to the Board Executive Committee

July 19, 2021

Solutions

| Board Recommendations | Solutions | Estimated Complete Date |
|---|--|-------------------------|
| Highlight content from the consent agenda covering strategy and organizational planning, monitoring quality outcomes, and monitoring financial status | <ul style="list-style-type: none"> • Veronica will update AAF form with new line item for staff to identify items that the Board should review • Veronica will send meeting minutes tips to staff | 8/30/21 |
| Engage in 3-year strategic planning process | <ul style="list-style-type: none"> • Abbreviated strategic planning process for FY22 • Kelly will ask Exec Committee what is the best way to engage them in planning process <ul style="list-style-type: none"> ○ <i>Propose interview with Chair and Vice Chair</i> | 9/2/21 |
| Continue to implement the revised Board orientation process and ensure all sessions are completed | <ul style="list-style-type: none"> • Veronica will update Board orientation with FY20 data • Orientation completion is tracked by Veronica via spreadsheet • Veronica will follow up weekly with Board members to confirm session completion | 8/30/21 |

Solutions

| Board Recommendations | Solutions | Estimated Complete Date |
|--|--|-------------------------|
| Add additional skills (to support Tailored Plan) and diversity (Latinx, Asian) to Board membership | <ul style="list-style-type: none"> • Veronica will update application to list specific skills <ul style="list-style-type: none"> • Technology experience • Insurance/Managed Care background • Human Resources/Talent • Management/Compensation experience • Physical Health background/expertise • Leadership/Management experience (i.e, M&A, contract terms negotiation, compliance, etc.) • Politically/community connected | 12/31/21 |
| | <ul style="list-style-type: none"> • Cheala will add Board race/ethnicity by EEO category to “Counties Served” race/ethnicity chart <ul style="list-style-type: none"> • Need to administer Board survey to capture their race/ethnicity for current and new Board members | 12/31/21 |
| | <ul style="list-style-type: none"> • Cheala will share Board application with Wake County Health Equity working group | 8/31/21 |

Solutions

| Board Recommendations | Solutions | Estimated Complete Date |
|---|--|-------------------------|
| Revisit purpose and goals of committees regularly | <ul style="list-style-type: none">• Committee Leads will develop a charter for their committee and revisit annually• Charter should be shared with committee members• Carol will update Board by-laws so committee charters are required | 9/30/21 |



**Alliance Health
BOARD OF DIRECTORS
Agenda Action Form**

ITEM: Quality Management Committee Report

DATE OF BOARD MEETING: September 2, 2021

BACKGROUND: The Global QMC is the standing committee that is granted authority for Quality Management by the MCO. The Global QMC reports to the MCO Board of Directors which derives from General Statute 122C-117. The Quality Management Committee serves as the Board's monitoring and evaluation committee charged with the review of statistical data and provider monitoring reports. The goal of the committee is to ensure quality and effectiveness of services and to identify and address opportunities to improve LME/MCO operations and local service system with input from consumers, providers, family members, and other stakeholders.

The Alliance Board of Directors' Chairperson appoints the committee consisting of five voting members whereof three are Board members and two are members of the Consumer and Family Advisory Committee (CFAC). Other non-voting members include at least one MCO employee and one provider representative. The MCO employees typically assigned are the Director of the Quality Management (QM) Department who has the responsibility for overall operation of the Quality Management Program; the MCO Medical Director, who has ultimate responsibility of oversight of quality management; the Quality Review Manager, who staffs the committee; the Quality Management Data Manager; and other staff as designated.

The Global QMC meets at least quarterly each fiscal year and provides ongoing reporting to the Alliance Board. The Global QMC approves the MCO's annual Quality Improvement Projects, monitors progress in meeting Quality Improvement goals, and provides guidance to staff on QM priorities and projects. Further, the Committee evaluates the effectiveness of the QM Program and reviews and updates the QM Plan annually.

The draft minutes from the previous meeting are attached.

REQUEST FOR AREA BOARD ACTION: Accept the report.

CEO RECOMMENDATION: Accept the report.

RESOURCE PERSON(S): Pam Silberman, Committee Chair; Wes Knepper, Senior Vice-President/Quality Management

[\(Back to agenda\)](#)



Thursday, August 05, 2021

BOARD QUALITY MANAGEMENT COMMITTEE - REGULAR MEETING
5200 W. Paramount Parkway, Morrisville, NC 27560
1:00-2:30 p.m.

This meeting was held virtually, via Zoom

APPOINTED MEMBERS PRESENT: ☒ David Curro, BS (Board member); ☒ Marie Dodson (CFAC), ☐ Duane Holder, MPA (Board member); ☒ Pam Silberman, JD, DrPH (Board member; Committee Chair) ☒ Israel Pattison (CFAC) ☒ Carol Council (Board Member)

APPOINTED, NON-VOTING MEMBERS PRESENT: ☒ Diane Murphy, (Provider, IDD) ☒ Dava Muserallo, (Provider MH/SUD)

BOARD MEMBERS PRESENT:

GUEST(S) PRESENT: ☐ Mary Hutchings; ☒ Yvonne French (LME Liaison); ☒ Pamela Wade

STAFF PRESENT: Diane Fening, Executive Assistant I; Doug Wright, Director of Community and Member Engagement; Tia Grant, Quality Improvement Manager; Damali Alston, Director of Network Evaluation

1. **WELCOME AND INTRODUCTIONS** – The meeting was called to order at 1:00 pm

2. **REVIEW OF THE MINUTES** –The minutes from the June 3, 2021 meeting were reviewed. David Curro motioned to approve the minutes and Carol Council seconded the motion. The motion passed.

| AGENDA ITEMS: | DISCUSSION: | NEXT STEPS: | TIME FRAME: |
|---------------------|--|-------------|-------------|
| | <ul style="list-style-type: none">Dava Muserallo, Diane Murphy and Israel Pattison agreed to serve for another three-year term. Pam congratulated Wes and staff and all of Alliance for obtaining a full accreditation by NCQA and being named as one of the Tailored Plans. And the External Quality Review organization gave us a very positive report.One of the board survey requests was for subcommittees to review their charters. This committee did this in October last year. No one requested any changes. | | |
| OLD BUSINESS | <p>Performance Dashboard the DMH:</p> <ul style="list-style-type: none">The 7 Day SUD Follow-Up for Medicaid QIP was met this month.The Percentage of Level 2 and 3 Incidents Reported Within Required Timeframes, a Quarterly TBI - we need providers to report, even if late. <p>Perception of Care Survey by County</p> <ul style="list-style-type: none">The % of positive responses was generally lower for counties outside of Alliance's catchment area. These are people whose permanent address is in one of the counties in our catchment areas, but they are receiving services outside of our area. Services that are typically | | |

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on [Click or tap to enter a date..](#)

Thursday, August 05, 2021

BOARD QUALITY MANAGEMENT COMMITTEE - REGULAR MEETING
5200 W. Paramount Parkway, Morrisville, NC 27560
1:00-2:30 p.m.

| AGENDA ITEMS: | DISCUSSION: | NEXT STEPS: | TIME FRAME: |
|------------------------|--|---|---|
| | <p>provided outside of our catchment area are intensive residential services and less outpatient and community-based services.</p> <ul style="list-style-type: none">• In the future, would like to know how many people responded in each of the counties. | | |
| 3. NEW BUSINESS | <p>Provider Satisfaction Survey</p> <ul style="list-style-type: none">• We partnered with the State to put the survey together. Looking at Medicaid providers from April to May 2021. There was 33% usable response rate.• We scored the same as the state average for overall satisfaction. For last four years overall satisfaction is above state average for referring consumers to where they need to be. Our call center gets a lot of credit for this.• Alliance has scored significantly lower than state average for two new questions related to credentialing. The State will be taking over credentialing for the standard plans and the tailored plans.• Wes will look into the 14-day requirement to see if we still need it and if there are redundancies which could be eliminated.• Requests for correction actions are fair/reasonable-decreased-More people responded to this question than actually received a corrective action. This is being taken to the compliance and audit committee.• Areas for improvement question-most answered that none of the areas need improvement.• Training and educational materials wanted – for last four years clinical coverage policies has been at top. We are changing how we post our clinical coverage policies and adding more plain language and have everything in one spot on our website.• Monica Portugal is taking corrective action feedback back to the compliance and audit committee. | <ul style="list-style-type: none">• Wes will check in with our Credentialing Department to see if the 14-day stale date is something we still need to have. | <ul style="list-style-type: none">• Not specified |

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on [Click or tap to enter a date..](#)

Thursday, August 05, 2021

BOARD QUALITY MANAGEMENT COMMITTEE - REGULAR MEETING
5200 W. Paramount Parkway, Morrisville, NC 27560
1:00-2:30 p.m.

| AGENDA ITEMS: | DISCUSSION: | NEXT STEPS: | TIME FRAME: |
|---------------|--|---|--|
| | <p>QIP Updates</p> <ul style="list-style-type: none">• HEDIS SSD Adult Screenings – diabetes screening for people with schizophrenia or bipolar disorder who are using antipsychotic medications• Have identified a HEDIS vendor, contract in process.• HEDIS APM -same as he said for previous one• Super measure-Medicaid SUD —has dropped off, but will pick up when claims come in. Has been hovering around 40% pretty consistently.• Uninsured Super Measure-State SUD we are working to expand some of the value-based contracting with providers.• Super Measure-State HM – this is the hardest one for us. Some of it is due to our highest volume providers not allowing people back on the units. That loss of personal connection. <p>UM Program Evaluation</p> <ul style="list-style-type: none">• UM will be significantly expanded in scope with the Tailored Plan. <p>TCLI QIP Proposal – Generalist Visits</p> <ul style="list-style-type: none">• There is a requirement that each year we do at least on QIP focused on TCLI population. What is propose that working on getting people seen by a generalist primary care provider be a QIP. We have noticed that some of our efforts are waylaid by members’ physical health problems. Marie motioned to accept this QIP with recommended change of removing the term generalist and have the term be primary care provider to be consistent with state’s language. David seconded. The motion passed. | <p><i>HEDIS-Healthcare Effectiveness Data and Information Set</i></p> <p><i>QIP- Quality Improvement Projects</i></p> <ul style="list-style-type: none">• Wes will bring the Super Measure and 7 day follow up performance data we have for Mecklenburg and Orange to the next meeting.• Wes will remove the word generalist from the QIP. It will be just primary care provider. <p><i>UM-Utilization Management</i></p> <p><i>TCLI-Transitions to Community Living</i></p> | <ul style="list-style-type: none">• Not specified• ASAP |

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on [Click or tap to enter a date..](#)

Thursday, August 05, 2021

BOARD QUALITY MANAGEMENT COMMITTEE - REGULAR MEETING
5200 W. Paramount Parkway, Morrisville, NC 27560
1:00-2:30 p.m.

| AGENDA ITEMS: | DISCUSSION: | NEXT STEPS: | TIME FRAME: |
|---------------|-------------|---|---|
| | | <ul style="list-style-type: none">• Wes will ask Carlyle to come to a future meeting to give an update on how we are doing with the opioid work.• Sean will be coming to a future meeting to talk about value-based contracting, which is one of the requirements we will have to meet under the Tailored Plan. It was requested that he also speak about provider network adequacy. | <ul style="list-style-type: none">• To be determined• To be determined |

5. ADJOURNMENT: the meeting adjourned at 2:02 pm; the next meeting will be September 2, 2021, at 1:00.



**Alliance Health
BOARD OF DIRECTORS
Agenda Action Form**

ITEM: Consumer and Family Advisory Committee (CFAC) Report

DATE OF BOARD MEETING: September 2, 2021

BACKGROUND: The Alliance Consumer and Family Advisory Committee, or CFAC, is made up of consumers and/or family members that live in Durham, Wake, or Cumberland Counties who receive mental health, intellectual/developmental disabilities and substance use/addiction services. CFAC is a self-governing committee that serves as an advisor to Alliance administration and Board of Directors.

State statutes charge CFAC with the following responsibilities:

- Review, comment on and monitor the implementation of the local business plan
- Identify service gaps and underserved populations
- Make recommendations regarding the service array and monitor the development of additional services
- Review and comment on the Alliance budget
- Participate in all quality improvement measures and performance indicators
- Submit findings and recommendations to the State Consumer and Family Advisory Committee regarding ways to improve the delivery of mental health, intellectual/other developmental disabilities and substance use/addiction services.

The Alliance CFAC meets at 5:30pm on the first Monday in the months of February, April, June, August, October and December at the Alliance Corporate Office, 5200 West Paramount Parkway, in Morrisville. Sub-committee meetings are held in individual counties; the schedules for those meetings are available on our website.

The Alliance CFAC tries to meet its statutory requirements by providing minutes to its meetings, letters to the board, participation on committees, outreach to our communities, providing input to policies effecting consumers, and by providing the Board of Directors and the State CFAC with an Annual Report as agreed upon in our Relational Agreement describing our activities, concerns, and accomplishments.

This report includes documents from the following meetings: Draft minutes and supporting documents from the August 2 Steering Committee, August 9 Durham Subcommittee, August 10 Wake Subcommittee, and August 17 Johnston Subcommittee meetings.

REQUEST FOR AREA BOARD ACTION: Accept the report.

CEO RECOMMENDATION: Accept the report.

RESOURCE PERSON(S): Jason Phipps, CFAC Chair; Doug Wright, Director of Community and Member Engagement

[\(Back to agenda\)](#)

Monday, August 02, 2021

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING
5200 W. Paramount Parkway, Morrisville, NC 27560
5:30pm – 7:00 p.m.

MEMBERS PRESENT: ☒ Jason Phipps ☒ Pinkey Dunston, ☒ Trula Miles, ☒ Marie Dodson, ☒ Jerry Dodson,
☒ Shirley Francis, ☒ Breanna Harris, ☒ Sharon Harris, ☒ Brenda Solomon, ☒ Dave Curro, ☒ Felicia McPherson, ☒ Faye Griffin, ☒ Dr. Michael Maguire,
XVicky Bass, XRenée Lloyd, XTekeyon Lloyd, XCharlotte Burress, XCarson Lloyd Jr.,
BOARD MEMBERS PRESENT: None

GUEST(S): XShaVaila Ingram, NCDHHS, ☒ Rob Robinson, CEO, Alliance Health ☒ Brian Perkins, SVP, Strategy & Government Relations, Alliance Health
☒ Sara Wilson, Senior Director of Government Relations, Alliance Health, XStaia Aylward, XCarol Wolff

STAFF PRESENT: Doug Wright, Director of Community and Member Engagement, Starlett Davis, Member Engagement Specialist, Noah Swabe, Member Engagement Specialist, Erica Asbury, Member Engagement Specialist, Kelly Goodfellow, Alliance

1. **WELCOME AND INTRODUCTIONS** – the meeting was called to order at 5:32 pm
2. **REVIEW OF THE MINUTES** – The minutes from the June 7, 2021 meeting were reviewed; a motion was made by Michael McGuire and seconded by Marie Dodson to approve the minutes. Motion passed unanimously.

| AGENDA ITEMS: | DISCUSSION: | NEXT STEPS: | TIME FRAME: |
|--|---|-------------|-------------|
| 3. Public Comment Individual/Family Challenges and Solutions | Michael asked for prayers for his wife and her recent Lupus Diagnosis. | N/A | N?A |
| 4. Rob Robinson | <p>Rob gave an update on the Mecklenburg and Orange County. He gave an update on Orange disengagement with Cardinal. The process is outlined by the State. Brian led this process and helped the county with the application. They are waiting on the Secretary's approval. Mecklenburg requested disengagement from Cardinal to join Alliance. Alliance is not as far along in the process with Mecklenburg but it has started. Posting of positions will be very soon and will be hiring staff from Cardinal and Alliance.</p> <p>CFAC- Mecklenburg us wanting to adopt the CFAC Model as they feel it is a great working model</p> <p>Rob went over the Governance Recommendations for Alliance CFAC. Please see PDF sent via email for details.</p> | N/A | N/A |
| 5. Strategic Plan | <p>Kelly Goodfellow Went over the update for the CFAC Strategic plan. We are currently developing our updated Strategic Plan in the same way we have done since 2018</p> | N/A | N/A |

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on [Click or tap to enter a date..](#)

Monday, August 02, 2021

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING
5200 W. Paramount Parkway, Morrisville, NC 27560
5:30pm – 7:00 p.m.

| AGENDA ITEMS: | DISCUSSION: | NEXT STEPS: | TIME FRAME: |
|--------------------|---|---|-----------------------------|
| | <ul style="list-style-type: none">• This updated Strategic Plan will be in place for 2 years: July 1, 2021 – June 30, 2023• In early 2023, we will conduct comprehensive information gathering for a new 3- year Strategic Plan to start after Tailored Plan Go Live• July 1, 2023 – June 30, 2026• Working toward Board approval of this Strategic Plan in early September. Please see more details on presentation sent via email. <p>Jason made a motion to accept 2 year plan as presented. Michael McGuire second it.</p> | | |
| 6. State Updates | ShaValia Ingram went over the CEE Update for the State. Please see attached to email. She congratulated Alliance for the reward of the tailored plan. There is also a press release attached about the MCO's selected for the tailored plans. | N/A | Ongoing |
| 7. LME-MCO Updates | <p>CFAC Brochure Doug had a conversation with the committee about the brochures and how to better them. The communication department suggested that CFAC have a card that could be scanned. This would take someone straight to the website. It could be something that can still be handed out but less paper and more accesses ability. This isn't a decision that has to be made now but can be discussed in the local meetings.</p> <p>Annual Report The Annual reports needs to be submitted as soon as possible.</p> <p>September meeting was intended to meet in person. We want to honor CDC guidelines of wearing masks inside regardless of vaccination status. The committee decided to keep it virtual for now.</p> | <p>Meet with local CFAC to discuss brochures at next month's meetings.</p> <p>Make sure Mem. Eng. Spec. have the local annual reports</p> | Next month's Local meetings |
| 8. Elections | <p>Officer elections for Steering Committee</p> <p>The committee held elections.</p> <p>Marie Dodson made a motion to elect Jason and Michael in their current positions. Jerry second it. Michael nominated Shirley Francis as Secretary. She accepted. Jason made a motion. Faye seconded it. All motions were passed unanimously.</p> <p>Jason was elected as Chair</p> | N/A | Ongoing |

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on [Click or tap to enter a date..](#)

Monday, August 02, 2021

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING
5200 W. Paramount Parkway, Morrisville, NC 27560
5:30pm – 7:00 p.m.

| AGENDA ITEMS: | DISCUSSION: | NEXT STEPS: | TIME FRAME: |
|---|--|-------------|-------------|
| | Michael was elected as Co-chair Shirley was elected as Secretary. | | |
| 9. Subcommittees <ul style="list-style-type: none">• Wake• Durham• Cumberland• Johnston• Area Board• Human Rights• Quality Management | Annette Smith Steve Hill Felisha McPherson Marie Dodson Dave Curro Doug Wright Israel Pattison/Marie Dodson/Dave Curro Jason opened the floor updates from the areas if there were any. There were no additional updates. | N/A | N/A |
| 10. Announcements | Next meeting – Holiday (Labor Day, Tuesday, Sept. 7 alternative) | N/a | N/A |

11. ADJOURNMENT: **The meeting adjourned at 6:53pm.** The next meeting will be September 7, 2021, at 5:30 p.m.



Sunday, August 08, 2021

Durham CFAC MEETING - REGULAR MEETING
Virtual meeting via videoconference

MEMBERS PRESENT: ☒ Steve Hill, ☒ Tammy Shaw, ☐ Latasha Jordan, ☒ Dave Curro,
☒ Brenda Solomon, ☒ Chris Dale, ☒ Pinkey Dunston, ☒ Regina Mays, ☒ Charlitta Burruss, ☐ Helen Castillo, ☐ Deborah Dolan

BOARD MEMBERS PRESENT: None

GUEST(S): ☐ Suzanne Thompson, DHHS ☒ ShaValia Ingram, DHHS, ☒ Terrasine Gardner

STAFF PRESENT: ☒ Doug Wright, Director of Community & Member Engagement, ☒ Erica Asbury, Member Engagement Specialist, ☒ Liani Jarrett
Quality Review Coordinator

<https://alliancehealthplan.zoom.us/meeting/register/tJYsfu2pqT4uGNFVqnthPr1QiVWiAekkIsUN>

1. WELCOME AND INTRODUCTIONS

2. REVIEW OF THE MINUTES – The minutes from the June 14, 2021, Consumer and Family Advisory Committee (CFAC) meeting were reviewed; motion made by D. Curro, second by S. Hill.

| AGENDA ITEMS: | DISCUSSION: | NEXT STEPS: | TIME FRAME: |
|------------------------------------|---|-------------|-------------|
| 3. Covid Update | S. Hill announced that Durham will resume mandatory mask mandates beginning at 5pm. Discussion took place about the implications of the COVID Delta variant as well as ever changing requirement to enter buildings. | N/A | N/A |
| 4. Election Update S. Hill | S. Hill shared that two names had been brought up to take over the chair and co chair position: C. Burruss for chair and R. Mays as co-chair. Both members stated that were interested and both accepted their nomination. A vote was called by S. Hill. There were none opposed. C. Burruss took over to chair the meeting. | Ongoing | N/A |
| 5. LME/MCO Updates D. Wright | D. Wright introduced Alliance Quality Review Coordinator, Liani Jarrett. She shared that she plans to sit in on all of the county CFAC meetings as it relates to her new role with Alliance. D. Wright shared that the state had announced the Medicaid Tailored plan awards and Alliance along with the other MCO did get the contracts. Cardinal will be merging with Vaya Health. Both Orange and Mecklenburg counties will become a part of Alliance. The official reassignment date is December 15, 2021. There are 432 new positions that will be posted the first week in September that will cover those areas. The jobs will be posted all at one time. Mecklenburg County will have it's own satellite office as well as | Ongoing | N/A |

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.

| AGENDA ITEMS: | DISCUSSION: | NEXT STEPS: | TIME FRAME: |
|---------------|--|-------------|-------------|
| | <p>management staff on site. The space will be at the already established Community Resource Center. The Resource Center already has several agencies working out of it and there is plenty of opportunity for collaborations.</p> <p>Board governance will be updated and it will be based on population. There will be a CFAC representative on the Board and it will be someone that could represent beyond county lines. More information will be available soon.</p> <p>The CFAC brochure will be revamped and the possibility of it being accessed electronically through a QR code is being explored. There will be links directly to agencies and info.</p> <p>D. Wright asked that former chair would please submit info to E. Asbury for the annual report.</p> <p>D. Wright covered state budget highlights: both the Senate and House budget have 1,000 additional innovations slots. No money has been added towards medicaid expansion. A. Smith mentioned that 143 million is set aside for medicaid expansion. 129 million for the NCFIRST system to be revitalized. The number of private duty nurses has also been increased.</p> <p>D. Wright reported that the Director of Member Engagement position has been filled and she is expected to start early September. Her name is Julie Peck.</p> <p>D. Wright suggested that Durham consider keeping the next meeting in the virtual space until more information is available concerning COVID. He also stated that the Alliance staff date to return to the office has been moved back to October as well. The committee agreed to remain virtual.</p> <p>D. Curro communicated that the number of representatives per county on the board are based on NC State statues for governance. He further explained that there has been a decision made to have one board seat for a CFAC representative and the person may come from any Alliance catchment county.</p> <p>R.Mays asked about "bridge housing" and what will be done to meet the housing needs in Durham? D. Wright stated that Alliance is working towards the goal of more housing and does have staff dedicated to housing. That staff could be invited to attend the CFAC meetings.</p> <p>C. Burruss asked if there is a way to relay grassroots effort to the budget committee so that they may be considered for funding. D. Wright responded</p> | | |

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.

| AGENDA ITEMS: | DISCUSSION: | NEXT STEPS: | TIME FRAME: |
|--|--|---|-------------|
| | that CFAC info is shared with the board and requests to share specific information could be formally submitted by chair. | | |
| 6. State Update S. Ingram | S. Ingram announced that August is National Immunization Month. CEE trainings are back in person. The Joint Consortium for Family members is 8/23. The state CFAC will take place on 8/11 from 9am-2pm, The regional CFAC meeting is on 8/22. The State to local call is 8/12 6-7:30m pm. NAMI will be announcing a mental health initiative launch on 10/9. Please check the website for the "Meeting the needs of Hispanic Caregivers link. There will be a meeting for Veterans, Seniors and family members on 8/26 2-4pm. Peer support certification training is taking place and people may inquire and register through the link | N/A | N/A |
| 7. Steering Committee Updates D. Wright | D Wright discussed that the Kelly Goodfellow did a presentation on the strategic plan for the 22/23 fiscal year. K. Goodfellow reported that after 2023 there will be a three-year plan. Jason was reelected as chair. | N/A | N/A |
| 8. Announcements | D. Curro asked if anymore consideration had been done to complete the one fact sheet of information for the registry of unmet needs. He stated that Ramona had presented the committee with a document. E. Asbury inquired if they had reviewed the packet that N. Kent sends out from the Access department? E. Asbury walked the committee through the Alliance website and the search tool for IDD. E. Asbury agreed to send out follow up documents. S. Hill requested prayer for his wife and family. | E. Asbury will be inviting Housing staff to attend meeting and sending IDD Waiver attachments to CFAC | |
| | | | |

ADJOURNMENT: 7pm The next meeting will be September 13, 2021, at 5:30 p.m.

Respectfully Submitted by:

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.

DRAFT

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.

MEMBERS PRESENT: ☒ Annette Smith, ☒ Rebekah Bailey, ☒ Trula James, ☒ Karen McKinnon, ☒ Benjamin Smith,
☐ Diane Morris, ☐ Connie King- Jerome, ☒ Vicky Bass, ☒ Jessica Larrison, ☒ Gregory Schweizer, ☐ Bradley Gavriluk, ☐ Faye Griffin, ☐ Carole Johnson, ☐ Israel Pattison, ☒ Christopher Smith

BOARD MEMBERS PRESENT: None

GUEST(S): ☐ Suzanne Thompson, DHHS ☒ ShaValia Ingram

STAFF PRESENT: ☒ Doug Wright, Director of Community & Member Engagement,
☒ Erica Asbury, Member Engagement Specialist, ☒ Laini Jarrett, Quality Review Coordinator

1. WELCOME AND INTRODUCTIONS

2. **REVIEW OF THE MINUTES** – The minutes from the June 8, 2021, Consumer and Family Advisory Committee (CFAC) meeting were reviewed; no motion was made because that meeting was a Community Forum for Medicaid Transformation. K. McKinnon motioned to accept the minutes and Annette Smith second.

| AGENDA ITEMS: | DISCUSSION: | NEXT STEPS: | TIME FRAME: |
|---------------------------------|--|-------------|-------------|
| 3. COVID -19 check in | V. Bass suggested that members review what the new symptoms are and become familiar again with protocols related to interactions and masks mandates. A. Smit shared that there are serious discussions taking place about a booster vaccine in coming months. | N/A | N/A |
| 4. LME/MCO updates D. Wright | D. Wright introduced Alliance Quality Review Coordinator, Laini Jarrett. She shared that she plans to sit in on all of the county CFAC meetings as it relates to her new role with Alliance. D. Wright shared that the state had announced the Medicaid Tailored plan awards and Alliance along with the other MCO did get the contracts. Cardinal will be merging with Vaya Health. Both Orange and Mecklenburg counties will become a part of Alliance. The official reassignment date is December 15,2021. There are 432 new positions that will be posted the first week in September that will cover those areas. The jobs will be posted all at one time. Mecklenburg County will have it's own satellite office as well as management staff on site. The space will be at the already established Community Resource Center. The Resource Center already has several agencies working out of it and there is plenty of opportunity for collaborations. D. Wright shared that he had visited the Promise Resource Network which is a peer run retreat It has three bedrooms and serves the mental health/substance use/ community justice members. The facility is being | Ongoing | N/A |

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.

| AGENDA ITEMS: | DISCUSSION: | NEXT STEPS: | TIME FRAME: |
|---|--|-------------|-------------|
| | <p>staffed by people with lived experience. Members can stay up to 10 days and also receive a \$50.00 gift card for food.</p> <p>Board governance will be updated and it will be based on population. There will be a CFAC representative on the Board and it will be someone that could represent beyond county lines. More information will be available soon.</p> <p>The CFAC brochure will be revamped and the possibility of it being accessed electronically through a QR code is being explored. There will be links directly to agencies and info.</p> <p>D.Wright asked that Annette would please submit info to E. Asbury for the annual report.</p> <p>D. Wright announced that the Durham CFAC subcommittee has decided to delay in person meetings until further notice. It is a recommendation that Wake also do the same. The committee agreed.</p> <p>D. Wright covered state budget highlights: both the Senate and House budget have 1,000 additional innovations slots. No money has been added towards medicaid expansion. A. Smith mentioned that 143 million is set aside for medicaid expansion. 129 million for the NCFIRST system to be revitalized. The number of private duty nurses has also been increased.</p> <p>D. Wright reported that the Director of Member Engagement position has been filled and she is expected to start early September. Her name is Julie Peck.</p> | | |
| 5. State Updates S. Ingram | <p>S. Ingram announced that August is National Immunization Month. CEE trainings are back in person. The Joint Consortium for Family members is 8/23. The state CFAC will take place on 8/11 from 9am-2pm, The regional CFAC meeting is on 8/22. The State to local call is 8/12 6-7:30m pm. NAMI will be announcing a mental health initiative launch on 10/9. Please check the website for the "Meeting the needs of Hispanic Caregivers link. There will be a meeting for Veterans, Seniors and family members on 8/26 2-4pm. Peer support certification training is taking place and people may inquire and register through the link.</p> <p>A. Smith requested further information about the Veterans group and SS. Ingram stated that she will connect A. Smith with Jeff on the DHHS staff.</p> | Ongoing | N/A |
| 6. Steering Committee Update D. Wright | <p>D Wright discussed that the Kelly Goodfellow did a presentation on the strategic plan for the 22/23 fiscal year. K. Goodfellow reported that after 2023 there will be a three-year plan.</p> | | |

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.



Tuesday, August 10, 2021

Wake CFAC MEETING - REGULAR MEETING
Virtual meeting via videoconference

| AGENDA ITEMS: | DISCUSSION: | NEXT STEPS: | TIME FRAME: |
|--------------------------|---|-------------|-------------|
| | <p>A.Smith asked what the process will be for contracting with new medical providers? D. Wright stated that the process has already begun and there has been data collected to identify them. A. Smith asked how will new providers be added to WellCare? D. Wright stated that WellCare will manage what that looks like. A. Smith asked how will members be updated? D. Wright shared that individuals may pose questions directly and or information will be released as it is decided.</p> <p>D.Wright concluded that it is the plan to have a representative from Provider Networks attend a CFAC meeting for Q & A. D. Wright asked that we please encourage members and families to please call the enrollment brokers or Ombudsman.</p> | | |
| 7. Additional Discussion | <p>A Smith brought up the Innovations Waiver and D. Wright indicated that members should continue to use the Alliance Access line and website for information.</p> <p>E. Asbury stated that Vocational Rehab in both Wake and Durham counties is extremely short staffed and that members and families should consider emailing and regular follow up. V. Bass also shared that she is aware of other agencies that are without full staff and that members may be without consistent services during this time.</p> | | N/A |
| | | | |
| | | | |

ADJOURNMENT: the next meeting will be September 14, 2021, at 5:30 p.m.

Respectfully Submitted by:

Erica Asbury, Member Engagement Specialist

08.17.2021

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.



Tuesday, August 17, 2021

Johnston CFAC MEETING - REGULAR MEETING
Virtual Meeting via Zoom
5:30 – 7:00 p.m.

MEMBERS PRESENT: Marie Dodson, Marilyn Lund, Albert Dixon, Jerry Dodson, and Jason Phipps

BOARD MEMBERS PRESENT: None

GUEST(S): ShaValia Ingram, NC DHHS

STAFF PRESENT: Doug Wright, Director of Community and Member Engagement, Laini Jarrett, Quality Review Coordinator II, Noah Swabe, Member Engagement Specialist

<https://alliancehealthplan.zoom.us/join/jctfurnqTgtHN2V20r5dCxyEuQWl8qOih-q>

Meeting ID: 926 7086 3998

Passcode: 012115

1. WELCOME AND INTRODUCTIONS

2. REVIEW OF THE MINUTES – The minutes from June were reviewed, a motion was made by Jerry, seconded by Albert, Motion Passed.

| AGENDA ITEMS: | DISCUSSION: | NEXT STEPS: | TIME FRAME: |
|--|---|---|-------------|
| 3. Public Comment Individual/Family Challenges and Solutions | Marie shared that she attended the Johnston County Board of Commissioners meeting and shared building updates in the county. | None | None |
| 4. LME/MCO Updates | <p>Doug reviewed the following updates</p> <p>Alliance Health along with the other 6 LME/MCO's across the State were awarded Tailored Plan Contracts by NC DHHS. However Cardinal will not be moving forward as a Tailored Plan. Cardinal will merge with Vaya Health and Vaya will be the surviving entity. NC counties were given the option to choose which MCO they wanted to merge with, most counties have made a selection with three counties outstanding at this time.</p> <p>Orange and Mecklenburg Counties have been approved by the Secretary to become a part of Alliance Health with a tentative go live date of December 15, 2021. This date could be moved depending on the needs of Mecklenburg and Cardinal.</p> <p>Doug shared some organizational updates stating Alliance continues to prepare to assume responsibility of Orange, Mecklenburg, and prepare to become a Tailored Plan. Alliance will be posting 432 positions over the coming weeks to accommodate the additions of the new counties.</p> | Alliance staff will continue to update the CFAC on developments as the acquisition of Mecklenburg and Orange County take place. | Ongoing |

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.



Tuesday, August 17, 2021

Johnston CFAC MEETING - REGULAR MEETING
Virtual Meeting via Zoom
5:30 – 7:00 p.m.

| AGENDA ITEMS: | DISCUSSION: | NEXT STEPS: | TIME FRAME: |
|-----------------------|--|--|-------------|
| | Doug reviewed a power point on the on the Governance Realignment of the Board of Directors now that there will be additional counties joining the catchment. | | |
| 5. State Updates | ShaValia Ingram reviewed the August CEE update. Discussing and informing the CFAC of opportunities throughout the states as well as upcoming SCFAC and Regional CFAC meetings. | None | None |
| 6. Elections | A motion was made by Jerry to keep the current officers the same, seconded by Albert, motion passed. Marie Dodson will remain the Chair and Cassandra Herbert-Williams will remain Co-Chair of the Johnston CFAC. | None | None |
| 7. Guardianship Video | Noah provided an update regarding the Guardianship Video made with Clerk of Court Michelle Ball. The video is in the final stage and there a couple of small changes requested by Clerk Ball. | Noah is coordinating with Brandon and the Marketing Department to make the necessary changes. Once the final draft is complete the video will be sent to CFAC members for feedback and approval before publishing. | ASAP |
| 8. Announcements | Steering Committee meeting was moved to September 7 th due to Labor Day. Marilyn and Albert shared that Johnston NAMI would be starting a peer to peer class starting Labor Day September 6 th at Temple Baptist in Smithfield at 3p. | None | None |

9. **ADJOURNMENT:** Next Meeting September 21, 2021 at 5:30pm via Zoom

Respectfully Submitted by:

Noah Swabe, Member Engagement Specialist

[Click here to enter text.](#)

Date Approved

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date.



COMMUNITY ENGAGEMENT & EMPOWERMENT TEAM

Community Updates /August 2021

NCDHHS- DMH/DD/SAS

National Immunization Month

Covid-19 Vaccinations are available for to everyone over the age of 12 in NC

Getting vaccinated comes with great rewards.

Everyone who gets a tested, safe and effective vaccine is protected against hospitalization and death—and they’re entered into a [\\$1 million summer cash drawing](#) (last drawing August 4th) to thank them for protecting themselves and others. There’s also a [\\$25 card](#) for anyone who gets a vaccination—or drives someone to one—at participating vaccination sites. Search by zip code at the following link to find where you can get vaccinated in your county.

<https://covid19.ncdhhs.gov/vaccines>

Still have questions about COVID vaccines? We've got answers.

Can pregnant women get the vaccine? (Yes.) Can the vaccine give you COVID-19? (No.) There’s a lot to know about COVID-19 vaccines, and you want accurate information.

[7 Things You Should Know](#)
[Our complete library of Vaccine Frequently Asked Questions](#)

Information on other vaccine preventable diseases and vaccines for children please go to the following link:

https://immunize.nc.gov/family/immnz_children.htm

Recommended Schedule

The complete list of vaccines and the ages at which children ought to receive doses of vaccine is called a vaccine schedule. You can find the immunization schedule for children and a catch up immunization schedule for children and adolescents here:

[Childhood Immunization Schedule](#)
[Catch up Immunization Schedule for Children and Adolescents](#)

You can create a personalized schedule for your child based on his or her birthday using the following links:

[Personalized Childhood Schedule](#)

CEE Trainings are back in person!!!

The CEE Team is starting to offer our trainings in the community again. We continue to follow all guidelines that are suggested by the State, the CDC or your facility. We would welcome an opportunity to talk with you about our trainings and how we can best met your needs. Please reach out to our team at : CEandE.staff@dhhs.nc.gov

Stacey Harward BSW—Stacey.Harward@dhhs.nc.gov

Wes Rider BS—Wes.Rider@dhhs.nc.gov

ShaValia Ingram MS,MSW, LCSWA --
shavalia.ingram@dhhs.nc.gov

Kate Barrow BA—katherine.barrow@dhhs.nc.gov

DHHS Announces Regional Behavioral Health I/DD Tailored Plan Awards

The North Carolina Department of Health and Human Services announced the selection of seven organizations to serve as Behavioral Health and Intellectual/Developmental Disability Tailored Plans (Behavioral Health I/DD Tailored Plans). Individuals who need certain services to address a serious mental illness, serious emotional disturbance, severe substance use disorder, intellectual/developmental disability, or traumatic brain injury, may be eligible to enroll in a Behavioral Health I/DD Tailored Plan.

- Alliance Health
- Eastpointe
- Partners Health Management
- Sandhills Center
- Trillium Health Resources
- Vaya Health
- Cardinal Innovations Healthcare*

For more information, please see the press release at: <https://www.ncdhhs.gov/news/press-releases/2021/07/26/ncdhhs-announces-medicaid-managed-care-regional-behavioral-health-idd-tailored-plans>

CONSUMER & PROVIDER CALLS:

Joint DMHDDSAS & DHB Update call : Providers

Thursday, August 5, 2021 — 3pm-4pm

Joint DMHDDSAS & DHB Update call :

Consumers & Family Members

Monday, August 23, 2021 at 2pm-3pm

Links will come out closer to time of meeting

Link's will be provided to those on our listserv. If you would like to be on our list serve please email the CEE Team at:

CEandE.staff@dhhs.nc.gov

Regional CFAC Meetings

Alliance, Eastpointe, Sandhills and Trillium

August 23, 2021—6pm-7pm

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Join with a video conferencing device

ncgov@m.webex.com

Video Conference ID: 111 173 935 2

[Alternate VTC dialing instructions](#)

Or call in (audio only)

[+1 984-204-1487,,257868379#](tel:+19842041487257868379) United States, Raleigh

Phone Conference ID: 257 868 379#

Cardinal, Partners and Vaya

August 31, 2021 —6pm –7pm

Microsoft Teams Meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Join with a video conferencing device

ncgov@m.webex.com

Video Conference ID: 111 152 571 0

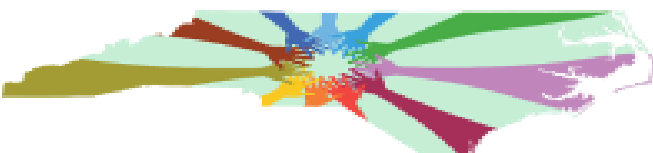
[Alternate VTC dialing instructions](#)

Or call in (audio only)

[+1 984-204-1487,,410203953#](tel:+19842041487410203953) United States, Raleigh

Phone Conference ID: 410 203 953#

Nothing about us without us!



The State Consumer and Family Advisory

Committee (SCFAC) meeting is on 2nd Wednesday of every month and is open to the public. Due to COVID-19, all State CFAC meetings will be held as webinars until further notice.

Contact Kate Barrows for additional information:

katherine.barrow@dhhs.nc.gov

Next Meeting: **Wednesday, August 11, 2021**

Time: **9:00 am to 2 pm**

Join by web browser:

<https://tinyurl.com/StateCFACMeeting>

Call-in: +1-415-655-0003

Access Code: 171 378 2076

Local CFAC Updates

Many local CFACs will not meet in July. Make sure that you check with your LME/MCO to get the full calendar of events and meeting details, including how to connect with virtual meetings and or in person meetings.

Click on the directory link to find your LME/MCO: <https://www.ncdhhs.gov/providers/lme-mco-directory>

New Time for the State to Local Call : 6:00PM



The State to Local Collaboration Call will resume the regular schedule of every **4th Wednesday** of the month. CFAC members can use the same Phone Number and Conference ID for each meeting. Links to participate by web will be sent out before each meeting. The call-in number and conference ID will not change.

Next Call: August 25, 2021 At 6:00 – 7:30PM

<https://tinyurl.com/S2L->

Don't be afraid to ask for help!

Don't be afraid to ask for help!

If you need to reach out for help you can start with contacting: your health insurance, primary care doctor, local LME/MCO crisis line, Hope for NC or state/county mental health authority for more resources.

If you or someone you know needs helps now, you should immediately call the **National Suicide Prevention Lifeline** at :

1-800-273-8255 or call 911.



Opportunities for Participation

Medicaid Transformation

Here are some additional sites that you may go to find more information on Medicaid Transformation:

<https://medicaid.ncdhhs.gov/transformation>
<https://medicaid.ncdhhs.gov/transformation/more-information>

NC Olmstead

Learn more about NC Olmstead

<https://www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-abuse/nc-olmstead>

Grant Opportunities

<https://tinyurl.com/DMHDDSAS-Grants>

Peer Support Specialist

If you are interested in becoming a Peer Support Specialist, online training options are available! To find an online course, please visit <https://pss.unc.edu/training>

Educational Opportunities / Webinars

Our next MFP Lunch and Learn webinar is scheduled for Monday August 9, 2021 from 12:00 – 1:00. The topic of the webinar will be updates on the transition to Medicaid Managed Care. Registration for the webinar is now available.

- **Title:** NC Medicaid Managed Care Updates
- **Date:** Monday August 9, 2021
- **Time:** 12:00 – 1:00

Registration Link: <https://www.zoomgov.com/meeting/register/vJlsde6orT4pGe2R2zoKyVwfyteDQkykIdE>

- **Description:** During this Lunch and Learn we will hear updates to the NC Medicaid transition to managed care as well as updates on Tailored Plans and aspects related to Long-Term Services and Supports (LTSS)

Presenter: Melanie Bush, Chief Administrative Officer for NC Medicaid

Exploring the Registry of Unmet needs and Additional Resources.

Webinar for Hispanic / Latinx Parents & Care Partners (including siblings) of loved ones with Disabilities . Tuesday, August 3rd 7:00 p.m. to 8:30 p.m. These Webinars will be able to be accessed in either English or Spanish the night of the training . For more information, please contact:: (English) Carol: 980-522-8740
(Spanish) Jessica: 704-726-3156

NC Medicaid Managed Care Quality Strategy Updated

The NC Medicaid Managed Care Quality Strategy details the Department’s goals to improve the health of North Carolinians through an innovative, whole-person centered and well-coordinated system of care, which addresses both medical and non-medical drivers of health. It includes aims, goals and objectives for quality management and improvement and details specific quality improvement (QI) initiatives that are priorities for the Department.

The updated Quality Strategy now incorporates the quality activities of all managed care plans, including the Behavioral Health I/DD Tailored Plans, the Eastern Band of Cherokee Indians (EBCI) Tribal Option and Community Care of North Carolina.

[Updated Quality Strategy Executive Summary](#)

More information about NC Medicaid Managed Care quality management and improvement is available on the [NC Medicaid Quality Management and Improvement webpage](#).



Webinar: Careers by Goodwill

Creating a Place of Belonging for Everyone

Wednesday, August 4 | 1 - 2 p.m.

Diversity, equity, and inclusion (DEI) is more than policies, programs, or headcounts. Equitable employers create a space that values and respects the unique experiences, needs, and perspectives of all their team members. As a result, diverse and inclusive

workplaces cultivate an environment of trust, and a place of belonging for everyone. Join us for this webinar as Dr. William T. Lewis Sr.,

a nationally recognized diversity and inclusion thought leader, discusses the importance of seeking employment with equitable organizations (for job-seekers) and cultivating a place of belonging in the workplace (for current employees and employers).

Zoom registration link: www.tinyurl.com/belongingforeveryone

Traumatic Brain Injury

The TBI program anticipates being awarded a Federal TBI grant from the Administration for Community Living (ACL) for the next five years. The grant would provide funding for TBI infrastructure development activity such as education, training and partnership development.

The TBI program continues to work with the DMH/DD/SAS Substance Use Disorder (SUD) section and the Division of Health Benefits (DHB) in developing the ASAM 3.3 residential service component for TBI in the upcoming SUD Waiver.

Workgroup on Supported Living

Supported Living Levels 2 and 3 Workgroup Quarterly Meetings:

Anyone utilizing Innovations Supported Living levels 2 or 3; their providers or families/natural supports are invited to participate in quarterly meetings held regarding Innovations Supported Living. To receive more information on the meetings and be added to our list serve, please contact Christina Trovato at Christina.A.Trovato@dhhs.nc.gov and ask to be added to the SL 2/3 List serve.

The group will meet next on September 30, from 3:30p-5:00p

DHHS I/DD Stakeholder Workgroup Meetings

The workgroup is responsible for researching, recommending, and providing support/guidance for future implementation of best or promising practices to meet the needs of Individuals with Intellectual/Developmental Disabilities.

The workgroup will work collaboratively with a shared vision and planning. It is the last item on this link.

<https://tinyurl.com/4thc69tk>

Veterans, Servicemembers & Families

Our next GWG will be held on Thursday, August 26th from 2-4pm. Please sign up on the newsletter link as this will be a virtual meeting. Subjects: Veterans Farm of NC Center for Optimizing Military Performance

<https://ncgwg.org/>

<https://ncgwg.org/newsletter/>

If you would like a hard copy of the Veterans Resource Guide or would like to partner with us to get these guides out into the community, please notify your CEE Team member. An electronic copy is available at <https://helpncvets.org/resources/>



Webinar's

Caring For Those Who Care:
Meeting The Needs Of Hispanic Caregivers

[Register Now](#)



Includes a complementary Continuing Education (CE) credit

To request speech-to-text captioning during this event, please [contact us](#).

This webinar will help providers further their understanding of the experiences of Hispanic caregivers, and improve their multicultural capacities to meet these caregivers' needs. This webinar is part of the cultural competency training curriculum created by the staff of the Diverse Elders Coalition and its six member organizations, with the support of a grant from The John A. Hartford Foundation.



Thursday 's 9:30-12:30 with breaks

August 5 -Benefits Planning and Creating an ABLE Account

August 19 - Putting All the Pieces Together for North Carolina Employment First

[Register here](#)



Non-Emergency Medical Transportation for NC Managed Care

NC Medicaid is committed to ensuring that beneficiaries are able to get rides to their medical appointments through Non-Emergency Medical Transportation (NEMT) and Non-Emergency Ambulance Transportation (NEAT) providers, whether the beneficiary is in NC Medicaid Direct or NC Medicaid Managed Care. Prepaid Health Plans (PHPs) began providing NEMT and NEAT services to managed care beneficiaries on July 1, 2021, and local Departments of Social Services (DSS) continue to coordinate NEMT and NEAT services for NC Medicaid Direct and the Eastern Band of Cherokee Indian (EBCI) Tribal Option members.

Please reference the [Non-Emergency Transportation for NC Medicaid Managed Care Bulletin](#) posted on July 20, 2021 for detailed information about transportation services.

DPS Recognition Week is 9– 12-18!!

The deadline for nominations is **Friday, August 27.**

Submitted stories may be shared on MediSked's website, social media accounts, and in a news release. Please do not include any PHI in the submissions.

DSP Recognition Week is September 12–18!

Outstanding DPS Award

<https://tinyurl.com/y5vvp5xs>

Survey - Opportunity

To: Providers and Employers/Community Engagement and Empowerment Team with NCDHHS

From: Leadership Fellows Academy

Please complete by **August 6, 2021**

Dear Providers and Employers:

We want to increase awareness of the value that employees who are 'experts by experience' bring to their organizations. We ask to learn from you with a short survey for the purposes of developing materials to raise this awareness.

This survey explores employers' and other stakeholders' current understanding of peer workers in North Carolina. If you wish to be contacted (or put on an email list) to learn more about the value of peer support then please let us know who you are in Question 12. Any information you share on this survey will only be reported confidentially in the aggregate.

https://www.surveymonkey.com/r/Employer_Satisfaction_Survey_CPSS

PEER SUPPORT CERTIFICATION RENEWAL REMINDERS

Attention Peer Support Specialists!

Peer Support Certification Renewal reminders are sent 60 days before your certification expires. Please visit the Peer Support Program [website](#) for details on how to renew your certification.

Peer Support Job Board

Click [here](#) for up-to-date available peer support jobs across the state.

Upcoming PSS Trainings

- [New PSS 40-Hour Trainings](#)
- [20-Hour Additional Trainings](#)

Reporting Complaints or Ethical Violations

Allegations or observation of unethical and/or illegal behavior of a CPSS may be reported at <https://pss.unc.edu/contact-us> or by calling 919-843-3018.

PSS Employment Information

- 3762 Certified Peer Support Specialists as of July 15, 2021
- 1573 Certified Peers are employed as PSS
- 828 PSS are seeking employment

Full & up-to-date statistics can be found by visiting: <https://pss.unc.edu/data>

Latest NC Certified Peer Support Specialist News

NEW! Peer Support Certification applications, including payment, can be submitted online on the NC CPSS program website. Visit <https://pss.unc.edu/certification> to get started, or call 919-843-3018 if you have any questions. As a reminder, please take a moment to read the Peer Support Certification & Re-certification policies, especially if your certification is about to lapse, by clicking this link: <https://pss.unc.edu/new-policies-effective-july-1st-2020>. Your feedback on this page is much appreciated! Please feel free to email us at CEandE.Staff@dhhs.nc.gov with any tips.

Community Engagement & Empowerment Team

The Division of MH/DD/SAS, Community Engagement and Empowerment team provides education, training, and technical assistance to internal and external organizations and groups to facilitate community inclusion and meaningful engagement of persons with lived MH/DD/SUD experience across HHS policy making, program development, and service delivery systems. Learn more at: <https://www.ncdhhs.gov/assistance/mental-health-substance-abuse/>

DHHS Announces Medicaid Managed Care Regional Behavioral Health I/DD Tailored Plans

The North Carolina Department of Health and Human Services today announced the selection of seven organizations to serve as Behavioral Health and Intellectual/Developmental Disability Tailored Plans (Behavioral Health I/DD Tailored Plans). Individuals who need certain services to address a serious mental illness, serious emotional disturbance, severe substance use disorder, intellectual/developmental disability, or traumatic brain injury, may be eligible to enroll in a Behavioral Health I/DD Tailored Plan.

Following a competitive selection process, the following organizations were awarded a contract to serve as regional Behavioral Health I/DD Tailored Plans:

- Alliance Health
- Eastpointe
- Partners Health Management
- Sandhills Center
- Trillium Health Resources
- Vaya Health
- Cardinal Innovations Healthcare*

Behavioral Health I/DD Tailored Plans will provide integrated physical health, behavioral health, long-term care, pharmacy services, and will address unmet health-related resource needs for qualifying North Carolinians under one plan. These plans will provide the same services as NC Medicaid Standard Plans with additional specialized services to serve individuals with significant behavioral health conditions, including those utilizing 1915(c) Home and Community-Based Services waivers and those utilizing State Funded Services.

“DHHS looks forward to working with the awardees to make this innovative design a reality for the thousands of North Carolinians who will benefit from a whole person centered, well-coordinated system of care,” said Secretary Mandy Cohen. “Today moves us closer to that goal as we begin to implement this important program design.”

At launch, Behavioral Health I/DD Tailored Plans will operate regionally, offering robust care management to approximately 200,000 individuals estimated to enroll. An additional unique feature of Behavioral Health I/DD Tailored Plans is the combination of Medicaid and state funding to support enrolled populations

*While Cardinal Innovation Healthcare was awarded a contract, it is anticipated they will not operate a Behavioral Health I/DD Tailored Plan at launch due to the consolidation with Vaya Health.

The contract award covers counties in each catchment area as of July 26, 2021, as well as realignments approved by the Secretary effective Sept. 1, 2021. Given additional county requests for disengagement, DHHS anticipates county alignments for Behavioral Health I/DD Tailored Plans will be significantly different at launch. County realignment and disengagement requests must go through the process identified in law and rule which ultimately require DHHS Secretary’s approval. The list below indicates the anticipated county alignments at go-live.

Press Release Announcing Award of Regional Tailored Plans

“We will work closely with LME/MCO’s to assure a smooth transition to Behavioral Health I/DD Tailored Plans while they continue to oversee the crucial services currently provided through the LME/MCO’s” said Deputy Secretary, Dave Richard.

Only entities operating as LME/MCOs were eligible to apply to become Behavioral Health I/DD Tailored Plans. The first Behavioral Health I/DD Tailored Plans contract term will last four years. The Department has the authority to award no more than seven and no fewer than five regional Behavioral Health I/DD Tailored Plan contracts and may not award any statewide contracts.

Under Medicaid Managed Care, Standard Plans and the Eastern Band of Cherokee Indians (EBCI) Tribal Option launched on July 1, 2021, followed by Tailored Plans on July 1, 2022.

The Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS) and Division of Health Benefits (NC Medicaid) will host a webinar today to share information about this important announcement.

Please register for Joint DMH/DD/SAS and NC Medicaid webinar on July 26, 2021, 2 p.m. ET at: <https://attendee.gotowebinar.com/register/640620970643161360>

After registering, you will receive a confirmation email containing information about joining the webinar.

For Closed Captioning please login to the event by clicking on the following link at 2 p.m.: <https://www.captionedtext.com/client/event.aspx?EventID=4834089&Customer>

For information specific to Behavioral Health and I/DD Tailored Plans, please visit the [Behavioral Health I/DD Tailored Plans page](#).

For more information about Medicaid managed care, visit the Medicaid Transformation website at <https://www.ncdhhs.gov/medicaid-transformation>.

Projected County Alignments at Tailored Plan Launch for July 1, 2022

Note: This list reflects projected county assignments based on disengagements requested or approved. County realignment and disengagement requests must go through the process identified in law and rule which ultimately require approval by the DHHS Secretary.

Alliance: Cumberland, Durham, Johnston, Orange, Mecklenburg and Wake

Eastpointe: Duplin, Edgecombe, Greene, Lenoir, Robeson, Sampson, Scotland, Wayne and Wilson

Partners: Burke, Cabarrus, Catawba, Cleveland, Davie, Forsyth, Gaston, Iredell, Lincoln, Stanley, Surry, Union and Yadkin

Sandhills: Anson, Davidson, Guilford, Harnett, Hoke, Lee, Montgomery, Moore, Randolph, Richmond and Rockingham

Press Release Announcing Award of Regional Tailored Plans

Trillium: Bladen, Brunswick, Carteret, Columbus, Nash, New Hanover, Onslow, Pender, Beaufort, Bertie, Camden, Chowan, Craven, Currituck, Dare, Gates, Hertford, Hyde, Jones, Martin, Northampton, Pamlico, Pasquotank, Perquimans, Pitt, Tyrrell and Washington

Vaya: Alamance, Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, Caswell, Cherokee, Clay, Franklin, Graham, Granville, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Person, Polk, Rowan, Rutherford, Swain, Transylvania, Vance, Watauga, Wilkes and Yancey

To Be Determined/Pending: Chatham, Halifax, Stokes and Warren

CONFIDENTIAL

Last week the North Carolina Senate released and passed its state budget proposal (SB 105 – 2021 Appropriations Act). This budget proposal, which is 1,083 pages of bill text plus the accompanying money report, would spend \$25.7 billion in FY2021-22 and \$26.6 billion in FY2022-23. If passed, this budget would be 3.45% larger than the base budget under which the state is currently operating.

As expected given recent and past statements by NCGA leaders, the Senate budget proposal unfortunately would not expand Medicaid to close the health care coverage gap for more than half a million uninsured North Carolinians as Governor Cooper continues to recommend. Despite this important point, it does contain several notable items for Alliance Health and the members and families we serve, including those identified below. Some of these items relate to the 2021 joint legislative priorities developed by and advocated for by Alliance, the other LME/MCOs, and the two most prominent behavioral health and I/DD provider organizations in the state, Benchmarks and the North Carolina Providers Council. Attached is a one-pager summarizing those joint legislative priorities.

While I wanted to update you on the state budget process and make you aware of notable items contained in the Senate proposal, please note this process is far from over. With the Senate passing its budget last week, the NC House will work up its proposal in the coming weeks. Following House passage of its proposal, the conference committee process then begins where the Senate and House iron out the differences in their proposals. Governor Cooper will enter budget negotiations at this stage or later. The Governor has vetoed the General Assembly's budget proposal the last two years, resulting in stalemates in spending plans for the State. It remains to be seen whether these parties can reach agreement on a state budget this time around.

Notable Items in the Senate Budget

Medicaid Transformation

- Adds \$461.8 million to the Medicaid Transformation Reserve.
- Provides state funding to pay the claims run-out of Medicaid and NC Health Choice beneficiaries transitioning into managed care health plans.
- Authorizes state funding from to support IT upgrades, contracts, and initiatives, including Healthy Opportunities, for the State's move to managed care.
- LME/MCO-Provider Joint Legislative Priorities – We advocated that the State to continue to fully support the Medicaid Transformation pathway (and the establishment of Tailored Plans) enacted by the General Assembly.

State Single Stream Funding

- Makes permanent a \$30 million transfer from NC Medicaid to Single Stream Funding. This transfer has previously been conditional on a surplus in the Medicaid program, which has occurred in at least the last six years.
- SSF is the state funding to provide access to behavioral health services for North Carolinians who are uninsured and do not qualify for Medicaid.
- Total annual SSF net appropriation during the biennium is \$301.4 million. Reduces total SSF by \$5.4 million in each year of the biennium net of recurring and nonrecurring funds (this reduction is around 1.8% of the total annual SSF net appropriation).

- LME/MCO-Provider Joint Legislative Priorities – We advocated to preserve SSF and to increase affordable, quality, and comprehensive health care coverage for those who currently do not have access to such coverage.

Innovations Waiver Slots

- Add a total of 1,000 Innovations Waiver slots over the biennium (420 slots effective October 1, 2021, and another 580 slots effective July 1, 2022).
- The Innovations program enables individuals with intellectual and developmental disabilities (I/DD) who are eligible for institutional levels of care to remain in the community and receive Medicaid support services.
- Also, the budget authorizes DHHS to pursue a tiered waiver system or additional waivers, so long as the number of individuals served is increased.
- LME/MCO-Provider Joint Legislative Priorities – We advocated to increase Innovations Waiver slots to meet the needs of the more than 15,000 North Carolinians who wait for years on the Registry of Unmet Needs waiting list for I/DD services.

Direct Support Worker (DSW) Workforce

- \$100.0 million from the State Fiscal Recovery Fund (federal funds) for premium pay bonuses of up to \$1,500 for eligible direct care workers employed by providers enrolled in Medicaid or NC Health Choice.
- \$17.5 million recurring funds in FY 2022-23 to increase the wages of direct care workers working in intermediate care facilities for individuals with intellectual disabilities (ICF/IIDs), beginning July 1, 2022.
- LME/MCO-Provider Joint Legislative Priorities – We advocated to increase the wages of frontline DSW personnel to be comparable with the current wage paid to employees working at state-operated developmental centers. DSW workforce capacity is directly related to our State's ability to meet the needs of individuals with I/DD who prefer to receive long-term care and support in their homes and communities.

Opioid Use Disorder Treatment

- Provides funds for opioid abatement and remediation initiatives funded by the State's recent opioid settlement with McKinsey and Co. (\$15.7 million in FY 2021-22 and \$0.8 million in FY 2022-23).
- LME/MCO-Provider Joint Legislative Priorities – We advocated to increase funding for substance use disorder (SUD) treatment services. When people cannot get the behavioral healthcare and SUD treatment that they need, their conditions often manifest into severe crises resulting in avoidable ED visits, criminal justice system involvement, incarceration, and homelessness.

Housing

- \$15.0 million from the State Fiscal Recovery Fund for rapid rehousing services for individuals and families at risk of homelessness due to the COVID-19 pandemic.
- \$15.1 million recurring in each year of the biennium to complete the phased implementation of the Transition to Community Living Initiative (TCLI). Funding ensures compliance with the US Department of Justice Olmstead settlement.
 - TCLI provides eligible adults living with serious mental illnesses the opportunity to choose where they live, work and play in North Carolina.

- This initiative promotes recovery through providing long-term housing, community-based services, supported employment and community integration.

Medicaid Expansion

- As noted above, the Senate budget does not contain the Medicaid expansion requested by Governor Cooper. It does include the following Medicaid coverage items:
 - Extends Medicaid coverage for new mothers in the pregnant women eligibility category from 60 days postpartum to 12 months postpartum and broadens Medicaid coverage for these women to include the full set of Medicaid benefits. The extended coverage begins April 1, 2022 and sunsets March 31, 2027.
 - Enables the parents of children temporarily placed in the child welfare system to retain Medicaid benefits if the parents are making efforts to comply with court-ordered reunification plans.



**Alliance Health
BOARD OF DIRECTORS
Agenda Action Form**

ITEM: Finance Committee Report

DATE OF BOARD MEETING: September 2, 2021

BACKGROUND: The Finance Committee's function is to review financial statements and recommend policies/practices on fiscal matters to the Board, including reviewing/recommending budgets, audit reports, and financial statements. This Committee also reviews and recommends policies and procedures for managing contracts and other purchase of service arrangements.

This month's report includes documents and draft minutes from the previous meeting.

SPECIFIC INFORMATION FOR BOARD REVIEW (if applicable/available): Request Board approval of a contract in accordance with Board policy.

REQUEST FOR AREA BOARD ACTION: Approve the report.

CEO RECOMMENDATION: Approve the report.

RESOURCE PERSON(S): David Hancock, Committee Chair; Kelly Goodfellow, Executive Vice-President/Chief Finance Officer

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Finance Committee Meeting

Thursday, September 2, 2021

3:00-4:00 pm

AGENDA

- 1. Review of the Minutes – n/a**
- 2. Monthly Financial Reports as of July 31, 2021**
 - a. Summary of Savings/(Loss) by Funding Source
 - b. Statement of Revenue and Expenses (Budget & Actual)
 - c. Senate Bill 208 Ratios
 - d. DHB Contractual Ratios
- 3. 6/30/21 Close Update**
- 4. Contract(s)**
- 5. Closed Session**
 - a. The Finance Committee will hold a closed session pursuant to NC General Statute 143-318-11 (a) 1 to prevent the disclosure of information that is privileged or confidential pursuant to the law of this State or of the United States, or not considered a public record within the meaning of Chapter 132 of General Statutes.
- 6. Adjournment**

Next Meeting: Thursday, October 7, 2021 from 3:00-4:00

Alliance Health

Held virtually via Zoom



Thursday, August 05, 2021

BOARD FINANCE COMMITTEE - REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560

Virtual Meeting via videoconference - 3:00-4:00 p.m.

APPOINTED MEMBERS PRESENT: ☑David Hancock, MBA, MPA (Committee Chair), and ☑D. Lee Jackson

BOARD MEMBERS PRESENT: n/a

GUEST(S) PRESENT: Pamela Wade, Wake County

STAFF PRESENT: Rob Robinson, CEO, Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Sara Pacholke, Senior Vice-President/Financial Operations, Ashley Snyder, Director of Accounting and Finance

1. **WELCOME AND INTRODUCTIONS** – the meeting was called to order at 3:00 PM

2. **REVIEW OF THE MINUTES** – The minutes from the June 3, 2021, meeting were reviewed; a motion was made by Mr. Jackson and seconded by Mr. Hancock to approve the minutes. Motion passed unanimously.

| AGENDA ITEMS: | DISCUSSION: | NEXT STEPS: | TIME FRAME: |
|------------------------------|--|-------------|-------------|
| 3. Monthly Financial Report | The monthly financial reports were discussed which includes Summary of Savings/(Loss) by Funding Source, the Statement of Revenue and Expenses, Senate Bill 208 Required Ratios, and DHB Contract Ratios as of May 31, 2021. Ms. Pacholke discussed the following reports. <ul style="list-style-type: none">Through 5/31/21, we have savings of \$38M. June projections were discussed with the expectation that savings would remain high through year-end, potentially \$43M.We are meeting all SB208 ratiosWe are meeting the defensive interval required in the DHB contract, however the MLR is currently below the 85% threshold (84.6%). Alliance is monitoring this ratio and expects to meet it through June 30, 2021. | | |
| 4. Contract Awards | Ms. Goodfellow went over the RFP and decision process for durable medical equipment (DME) and vision contracts. A motion was made by Mr. Jackson and seconded by Mr. Hancock to recommend the Board award RFP#21-0005, durable medical equipment, prosthetics, orthotics, and medical supplies (DMEPO) benefits manager to Northwood and award RFP#21-006, vision benefits administrator to Avesis, and authorize the CEO to execute the contracts. | | |
| 5. Finance Committee Charter | The Committee reviewed and discussed the Finance Committee charter. Mr. Hancock asked that we add language related to contract review and approval. A motion was made by Mr. Jackson and seconded by Mr. Hancock to approve the Finance committee charter including the proposed addition. | | |
| 6. Year End Schedule | Ms. Pacholke discussed the year end schedule for closing the June 30, 2021 books, completion of the audit, and presentation to the Board. | | |

7. **ADJOURNMENT:** the meeting adjourned at 3:28 PM; the next meeting will be September 2, 2021, from 3:00 p.m. to 4:00 p.m.

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on [Click or tap to enter a date..](#)

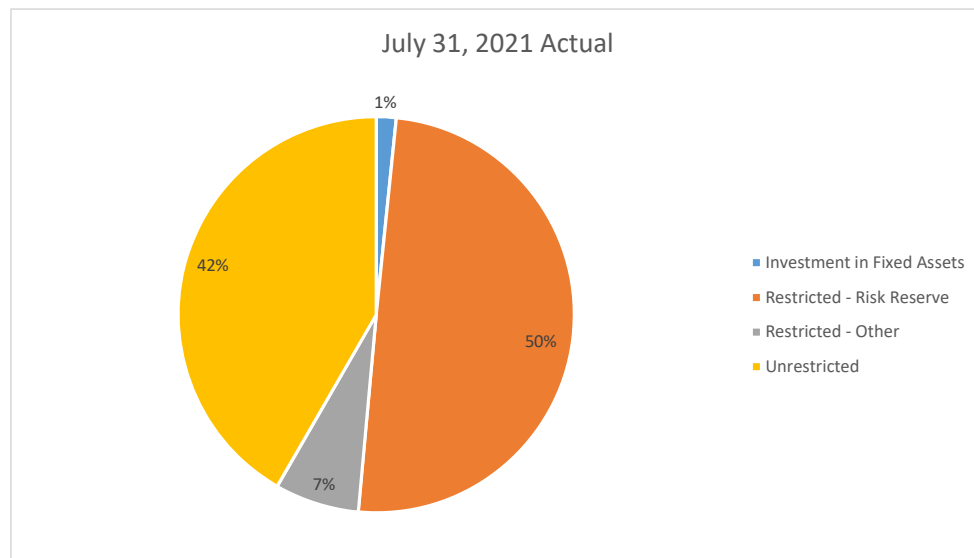


Alliance Health
Summary of Savings & Loss
As of July 31, 2021

| | Revenue | Expense | Savings/(Loss) |
|------------------------------|---------------|---------------|----------------|
| Medicaid Waiver Services | \$ 38,671,169 | \$ 35,584,853 | \$ 3,086,316 |
| Medicaid Waiver Risk Reserve | 886,222 | - | 886,222 |
| Federal Grants & State Funds | 5,488,603 | 5,488,706 | (103) |
| Local Funds | 1,622,939 | 1,622,939 | - |
| Administrative | 5,983,198 | 6,241,467 | (258,269) |
| Total | \$ 52,652,131 | \$ 48,937,965 | \$ 3,714,166 |

Fund Balance

| | July 31, 2021 |
|----------------------------|-----------------------|
| Investment in Fixed Assets | 2,362,648 |
| Restricted - Risk Reserve | 72,694,615 |
| Restricted - Other | 10,032,953 |
| Unrestricted | 60,783,920 |
| Total Fund Balance | <u>\$ 145,874,136</u> |



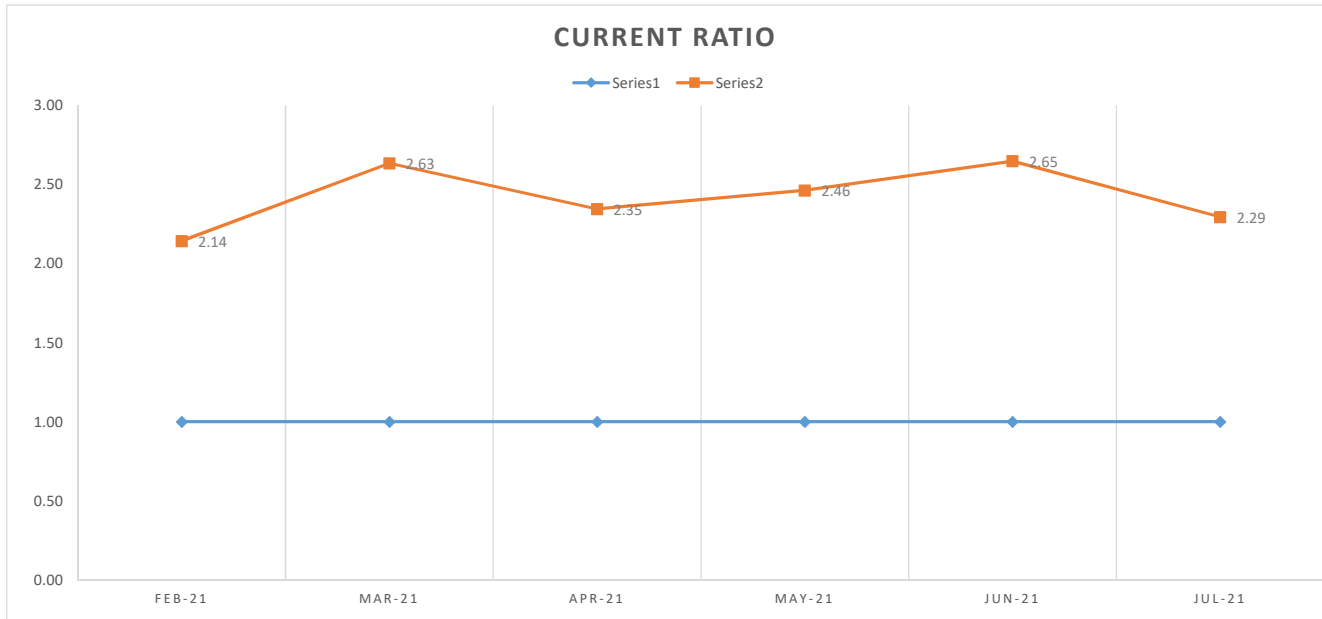


Alliance Health
Statement of Revenue and Expenses
As of July 31, 2021

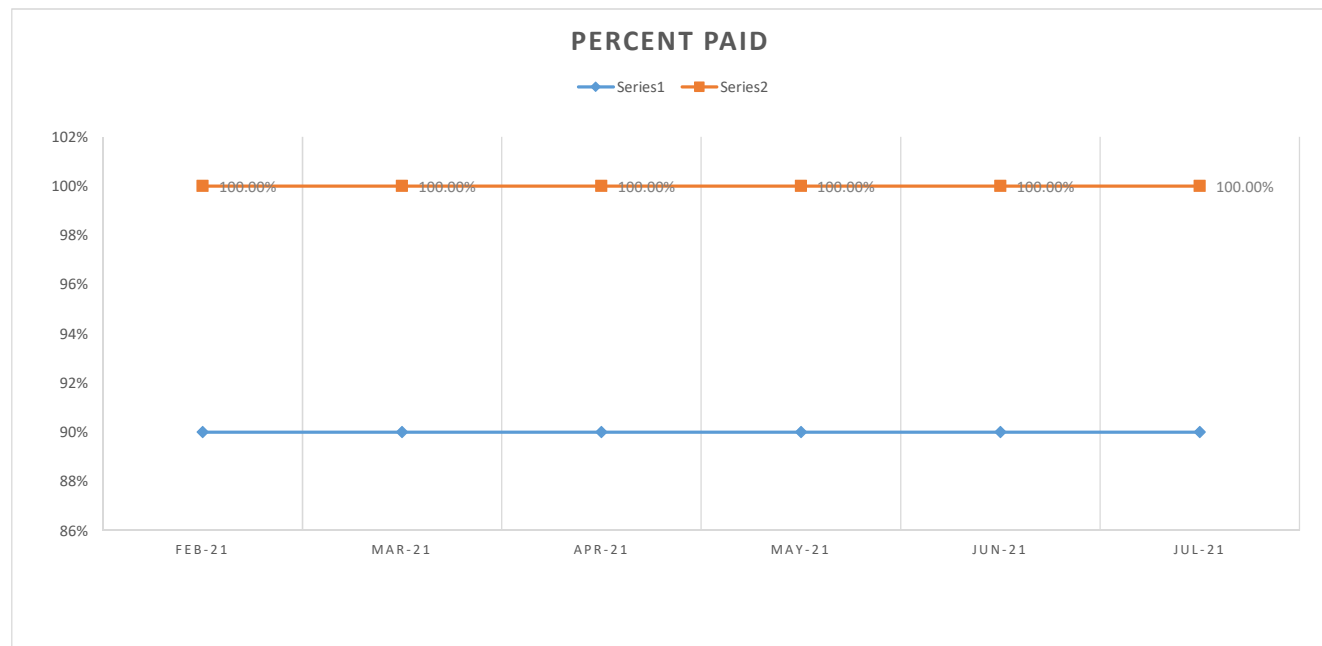
| | Current Month Actual July 31, 2021 | Current Year Budget June 30, 2022 | Budget Remaining June 30, 2022 |
|-------------------------------------|--|---|--------------------------------------|
| Revenue | | | |
| Service Revenue | | | |
| Medicaid Waiver Service | 39,557,391 | 419,996,322 | 380,818,026 |
| State and Federal Grants | 5,488,603 | 52,437,919 | 44,047,573 |
| Local Grants | 1,622,939 | 39,083,864 | 38,089,419 |
| Total Service Revenue | 46,668,933 | 511,518,105 | 462,955,018 |
| Administrative Revenue | | | |
| Medicaid Waiver | 5,431,782 | 57,688,571 | 52,308,485 |
| State and Federal | 395,692 | 3,851,407 | 3,060,022 |
| Local | 32,545 | 390,540 | 325,450 |
| Miscellaneous | 123,179 | 500,000 | 255,535 |
| Total Administrative Revenue | 5,983,198 | 62,430,518 | 55,949,492 |
| Total Revenue | 52,652,131 | 573,948,623 | 518,904,510 |
| Expenses | | | |
| Service Expense | | | |
| Medicaid Waiver Service | 35,584,853 | 419,996,322 | 365,425,155 |
| State and Federal Service | 5,488,706 | 52,437,919 | 45,763,560 |
| Local Service | 1,622,939 | 39,083,864 | 38,695,763 |
| Total Service Expense | 42,696,498 | 511,518,105 | 449,884,478 |
| Administrative Expense | | | |
| Salaries and Benefits | 5,189,467 | 46,893,788 | 44,620,459 |
| Professional Services | 370,304 | 7,400,697 | 6,593,925 |
| Operational Expenses | 684,998 | 7,636,033 | 5,155,196 |
| Miscellaneous Expense | (3,302) | 500,000 | 503,302 |
| Total Administrative Expense | 6,241,467 | 62,430,518 | 56,872,882 |
| Total Expenses | 48,937,965 | 573,948,623 | 506,757,360 |
| Current Year Change in Net Position | 3,714,166 | - | 12,147,150 |



Senate Bill 208 Ratios - As of July 31, 2021



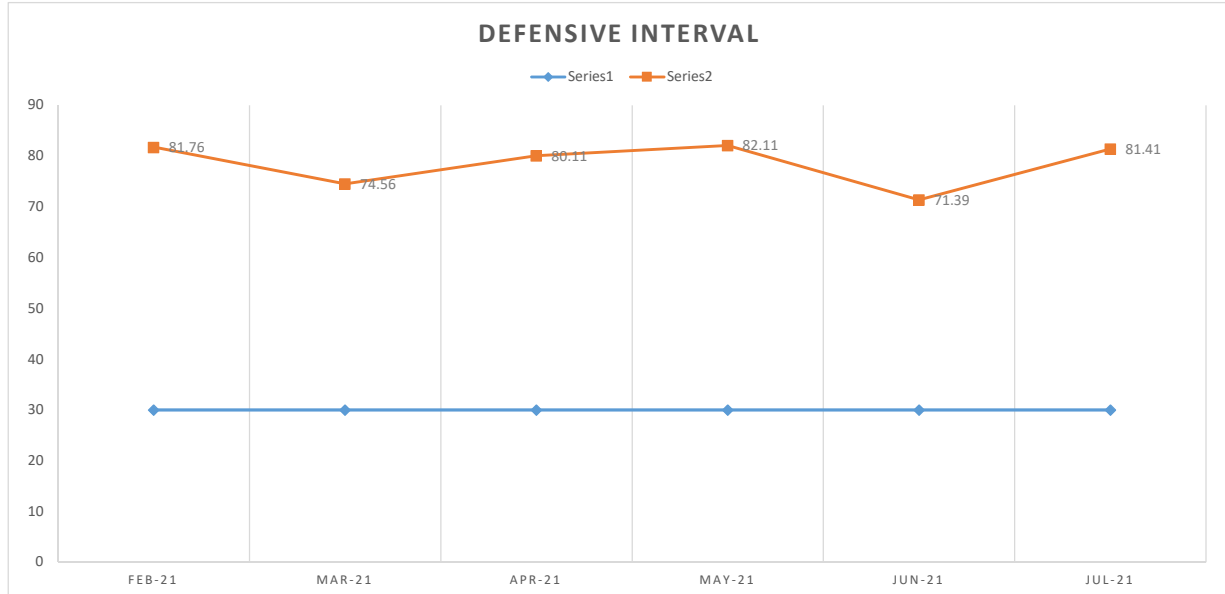
Current Ratio = Compares current assets to current liabilities. Liquidity ratio that measures an organization's ability to pay short term obligations. The requirement is 1.0 or greater.



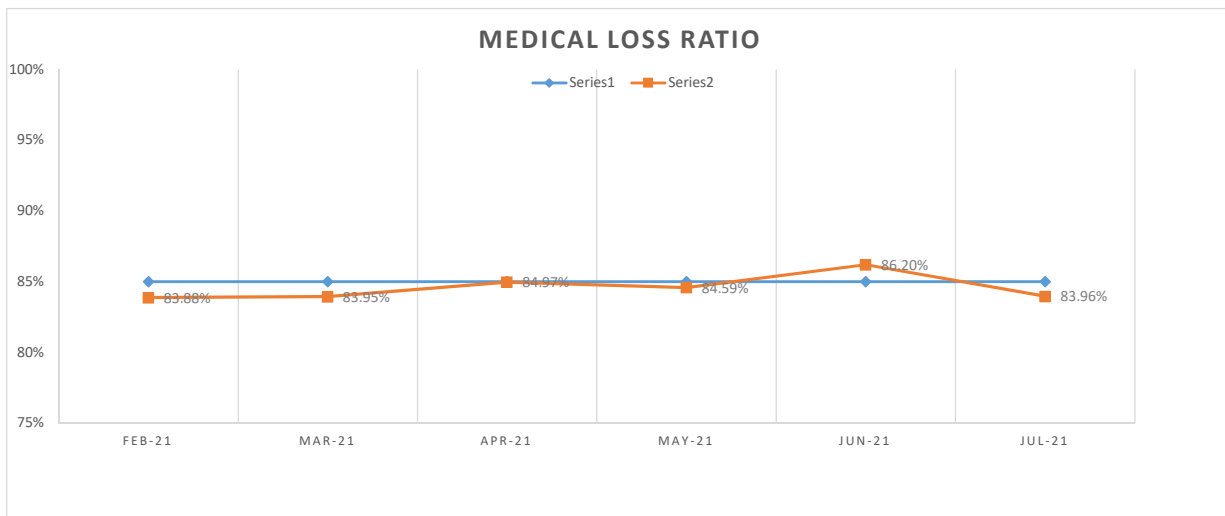
Percent Paid = Percent of clean claims paid within 30 days of receiving. The requirement is 90% or greater.



Division of Health Benefits Ratios - As of July 31, 2021



Defensive Interval = Cash + Current Investments divided by average daily operating expenses. This ratio shows how many days the organization can continue to pay expenses if no additional cash comes in. The requirement is 30 days or greater.



Medical Loss Ratio (MLR) = Total Services Expenses plus Administrative Expenses that go towards directly improving health outcomes divided by Total Medicaid Revenue. The requirement is 85% or greater cumulative for the rating period (7/1/20-6/30/21).



**Alliance Health
BOARD OF DIRECTORS
Agenda Action Form**

ITEM: Lease Agreement for Space at 3205 Freedom Drive Suite 1800, Charlotte, NC

DATE OF BOARD MEETING: September 2, 2021

BACKGROUND: Mecklenburg County has offered Alliance a secure space in its Community Resource Center at the Valerie C. Woodard ("VCW") building for \$1 per year. The VCW building is a renovated mall located at the intersection of I-85 and Freedom Drive, approximately 2hrs and 15 minutes from Alliance headquarters. The building houses many of Mecklenburg County's community services, including but not limited to DSS – Youth Family Services, Veterans Affairs, Homeless Services, Health Department, Tax office; approximately 1,000 employees in 400,000 square feet. The County is also implementing a mandatory weapons check for all employees and guests, which will provide Alliance employees a secure and safe working space.

Suite 1800 contains approximately 14,250 usable square feet on 1½ levels, and includes furniture, fixtures and equipment (including desks, kitchen appliances, and A/V). There are currently 14 enclosed offices, 15 Semi-enclosed offices, 24 workstations, 5 small conference/training rooms and a reception area within the suite. Alliance would occupy the space for Mecklenburg located staff, meeting space and trainings. Staff will have access to on-site unassigned parking. The term is 5 years, with the option to renew after the initial term. Alliance will evaluate any need to add hoteling space, network connections and badge access. Mecklenburg County will maintain the space and furnish all utilities except for telephone and internet service. Alliance will also have free access to the VCW Conference Center, located down the hall from Suite 1800 and includes several large conference rooms big enough to hold all-provider meetings, provider trainings and community meetings.

Pursuant to the Alliance By-laws, this item requires approval by a supermajority of board members.

REQUEST FOR AREA BOARD ACTION: Approve the proposal.

CEO RECOMMENDATION: Approve the proposal.

RESOURCE PERSON(S): Robert Robinson, CEO and Carol Wolff, General Counsel

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