



Thursday, April 07, 2022

AREA BOARD REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
4:00-6:00 p.m.

MEMBERS PRESENT: Glenn Adams, Cumberland County Commissioner, JD (via Zoom); Leigh Altman, Mecklenburg County Commissioner, JD (via Zoom); Heidi Carter, Durham County Commissioner, MPH, MS (via Zoom); Maria Cervania, Wake County Commissioner, MPH (via Zoom); Carol Council, MSPH (via Zoom); David Curro, BS (via Zoom); Dena Diorio, MPA (via Zoom); Vicki Evans (via Zoom); Amy Fowler, Orange County Commissioner, MD (via Zoom); Lodies Gloston, Vice-Chair, MA; Ted Godwin, Johnston County Commissioner (via Zoom); David Hancock, MBA, MPAff; Lynne Nelson, Chair, BS; Gino Pazzaglini, MSW LFACHE; Pam Silberman, JD, DrPH (via Zoom); and Samruddhi Thaker, PhD (via Zoom)

APPOINTED MEMBERS ABSENT: D. Lee Jackson, BA; John Lesica, MD; and Anthony Trotman, MS

GUEST(S) PRESENT: Mary Hutchings, Wake County Finance Department (via Zoom); and Yvonne French, NC DHHS/DMH (Department of Health and Human Services/Division of Mental Health, Intellectual Disability, and Substance Abuse Services) (via Zoom)

ALLIANCE STAFF PRESENT: Brandon Alexander, Communications and Marketing Specialist II (via Zoom); Joey Dorsett, Senior Vice-President/Chief Information Officer (via Zoom); Cheala Garland-Downey, Executive Vice-President/Chief Human Resources Officer; Kelly Goodfellow, Executive Vice-President/Chief Finance Officer; Veronica Ingram, Executive Assistant II; Joshua Knight, Director of Internal Audit (via Zoom); Mehul Mankad, Chief Medical Officer; Shawn Mazyck, Senior Vice-President/Provider Network (via Zoom); Ann Oshel, Senior Vice-President/Community Health and Well-Being (via Zoom); Sara Pacholke, Senior Vice-President/Financial Operations (via Zoom); Monica Portugal, Executive Vice-President/Chief Risk and Compliance Officer (via Zoom); Robert Robinson, CEO; Paige Rosemond, Director of Foster Care Support (via Zoom); Sean Schreiber, Executive Vice-President/Chief Operating Officer; Tammy Thomas, Senior Vice-President/Business Evolution; Sara Wilson, Chief of Staff; and Carol Wolff, General Counsel

1. CALL TO ORDER: Board Chair Lynne Nelson called the meeting to order at 4:04 p.m.

AGENDA ITEMS:	DISCUSSION:
2. Agenda Adjustments	There were no adjustments to the agenda.
3. Public Comment	Chair Nelson reviewed the process for attendees to make public comments. There were no public comments.
4. Chair's Report	Chair Nelson announced the resignation of board member, Gino Pazzaglini. She expressed gratitude to Mr. Pazzaglini for his leadership and service including serving as a past board chair. Mr. Pazzaglini's term ends April 30, 2022.
5. CEO's Report	<p>Mr. Robinson presented the following:</p> <ul style="list-style-type: none">• EQR (external quality review) Results: he shared Alliance's score was 98%. He congratulated staff for the exemplary score, especially Tammy Thomas, SVP/Business Evolution; and Joann Goodoff, Project Manager, for leading the agency's efforts for this review.• Board Committees Overview: Mr. Robinson reviewed the board's six committees; he noted that the bulk of the board's work is conducted within these committees and shared the staff liaison, meeting frequency, and high-level overview of the committees' purpose. The presentation is saved as part of the board's files.• Innovations Waiver Slots Allocation: Sara Wilson, Chief of Staff, reviewed the recent allocation of additional slots for this waiver, which was determined by the NC General Assembly. She reviewed the number of slots available statewide and specifically for people Alliance serves. Ms. Wilson reviewed data sources utilized by the state and Alliance; she also shared that Alliance's allocation per county is based on the state's allocation. The presentation is saved as part of the board's files.

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5200 W. Paramount Parkway, Morrisville, NC 27560
4:00-6:00 p.m.

AGENDA ITEMS:	DISCUSSION:
6. Consent Agenda	<p>A. Draft Minutes from March Board Meeting and Budget Retreat – page 4 B. Finance Committee Report – page 11 C. Quality Management Committee Report – page 20</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><u>BOARD ACTION</u> A motion was made by Mr. Hancock to approve the minutes; motion seconded by Vice-Chair Gloston. Motion passed unanimously.</p>
7. Committee Reports	<p>A. Consumer and Family Advisory Committee – page 24 The Alliance Consumer and Family Advisory Committee (CFAC) is composed of consumers and/or family members in Alliance's catchment area who receive mental health, intellectual/developmental disabilities, or substance use/addiction services. This report includes draft minutes and documents from recent Steering Committee and local CFAC (e.g., Durham, Wake, Johnston, Cumberland, Orange, and Mecklenburg) meetings.</p> <p>Dave Curro presented the report on behalf of Jason Phipps, CFAC Chair. Mr. Curro provided an update from the recent steering committee, noting staff's presentation of waiver allocation slots and CFAC's input, updates on Medicaid Direct, notice of an upcoming statewide CFAC conference, and follow-up to Alliance's budget retreat. 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. Executive Committee Report – page 64 The Executive Committee sets the agenda for Board meetings and acts in lieu of the Board between meetings. The Executive Committee's actions are reported to the Board at the next scheduled meeting. This report includes draft minutes from the previous meeting and a reappointment recommendation.</p> <p>Lynne Nelson, Board Chair and Executive Committee Chair, presented the report, which included a reappointment recommendation. The committee report is attached to and made part of these minutes.</p> <p><u>BOARD ACTION</u> A motion was made by Vice-Chair Gloston to recommend to the Cumberland Board of County Commissioners the reappointment of Vicki Evans to Alliance's Board; motion seconded by Mr. Pazzaglini. Motion passed unanimously.</p>
8. Closed Session(s)	<p><u>BOARD ACTION</u> A motion was made by Commissioner Fowler to enter closed session pursuant to NC General Statute 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 Dr. Silberman. Motion passed unanimously.</p>
9. Reconvene Open Session	<p>The Board returned to open session.</p>

Thursday, April 07, 2022

AREA BOARD REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
4:00-6:00 p.m.

AGENDA ITEMS:	DISCUSSION:
10. Special Update/ Presentation: How Members Access Services – page 66	Alliance has an interest in promoting a positive consumer experience for those members interested in access to behavioral healthcare. Dr. Mehul Mankad, Chief Medical Officer, reviewed the current approaches to behavioral healthcare access. Dr. Mankad provided examples of the “no wrong door” approach used by Alliance in terms of member inclusion and engagement in care. The presentation is saved as part of the board’s files. <u>BOARD ACTION</u> The Board accepted the training/presentation.
11. Adjournment	All business was completed; the meeting adjourned at 5:34 p.m.

Next Board Meeting
Thursday, May 05, 2022
4:00 – 6:00 pm

Minutes approved by Board on May 5, 2022.



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

ITEM: Draft Minutes from the March 3, 2022, Board Meeting

DATE OF BOARD MEETING: April 7, 2022

BACKGROUND: The Alliance Health (Alliance) 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 use/addiction services to meet the needs of individuals in Alliance's catchment area. The minutes from the March 3, 2022, meeting and March 21, 2022, budget retreat 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 March 3, 2022, meeting and March 21, 2022, budget retreat.

CEO RECOMMENDATION: Approve the draft minutes from the March 3, 2022, meeting and March 21, 2022, budget retreat.

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

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Thursday, March 03, 2022

AREA BOARD REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
4:00-6:00 p.m.

MEMBERS PRESENT: Glenn Adams, Cumberland County Commissioner, JD; Leigh Altman, Mecklenburg County Commissioner, JD (via Zoom); Heidi Carter, Durham County Commissioner, MPH, MS (via Zoom); Maria Cervania, Wake County Commissioner, MPH (via Zoom); Carol Council, MSPH (via Zoom); David Curro, BS (via Zoom); Vicki Evans (via Zoom); Amy Fowler, Orange County Commissioner, MD (via Zoom); Lodies Gloston, Vice-Chair, MA (via Zoom); Ted Godwin, Johnston County Commissioner (via Zoom); David Hancock, MBA, MPAff; D. Lee Jackson, BA (via Zoom); John Lesica, MD (via Zoom); Donald McDonald, MSW (via Zoom); Lynne Nelson, Chair, BS; Gino Pazzaglini, MSW LFACHE; Pam Silberman, JD, DrPH (via Zoom); Anthony Trotman, MS (via Zoom); and McKinley Wooten, Jr., JD

APPOINTED MEMBERS ABSENT: Dena Diorio, MPA; and Samruddhi Thaker, PhD

GUEST(S) PRESENT: Denise Foreman, Wake County Manager's office (via Zoom); Yvonne French, NC DHHS/DMH (Department of Health and Human Services/Division of Mental Health, Intellectual Disability, and Substance Abuse Services) (via Zoom); and Mary Hutchings, Wake County Finance Department (via Zoom)

ALLIANCE STAFF PRESENT: Brandon Alexander, Communications and Marketing Specialist II; Joey Dorsett, Senior Vice-President/Chief Information Officer; Diane Fening, Executive Assistant I; Cheala Garland-Downey, Executive Vice-President/Chief Human Resources Officer; Ashley Holmes, Integrated Health Care Consultant II (via Zoom); Veronica Ingram, Executive Assistant II/Clerk to the Board (via Zoom); Mya Lewis, Waiver Contract Manager; Shawn Mazyck, Senior Vice-President/Provider Network (via Zoom); Mehul Mankad, Chief Medical Officer; Ann Oshel, Senior Vice-President/Community Health and Well-Being (via Zoom); Sara Pacholke, Senior Vice-President/Financial Operations (via Zoom); Brian Perkins, Senior Vice-President/Strategy and Government Relations; Monica Portugal, Executive Vice-President/Chief Risk and Compliance Officer (via Zoom); Robert Robinson, CEO; Paige Rosemond, Director of Foster Care Support (via Zoom); Matthew Ruppel, Senior Director of Program Integrity (via Zoom); Sean Schreiber, Executive Vice-President/Chief Operating Officer; LaTanya Sobczak, Clinical Director IDD/TBI (via Zoom); Tammy Thomas, Senior Vice-President/Business Evolution; Sara Wilson, Chief of Staff; Carol Wolff, General Counsel; and Doug Wright, Director of Community and Member Engagement; and Ginger Yarbrough, interim Quality Management Director (via Zoom)

1. CALL TO ORDER: Board Chair Lynne Nelson called the meeting to order at 4:03 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 shared the following:</p> <ul style="list-style-type: none">She expressed gratitude to outgoing board members: McKinley Wooten and Donald McDonald, whose terms end March 31, 2022. She presented a commemorative plaque to each on behalf of the board and staff.She reminded board members that annual compliance attestations are due by March 31, 2022. Questions may be addressed to Monica Portugal, Chief Risk and Compliance Officer. Veronica Ingram, Clerk to the Board, will follow-up with board members who have not completed the attestation.Annual Board Budget Retreat: this is part of the agency's budget process and is scheduled for Monday, March 21, 2022. This will be a hybrid meeting with options for presenters and board members to attend at the Morrisville office; all guests and other staff may attend online.

Thursday, March 03, 2022

AREA BOARD REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
4:00-6:00 p.m.

AGENDA ITEMS:	DISCUSSION:
	<ul style="list-style-type: none">Update on Board Member's Terms and Seat Attrition: As an update from last month's meeting, Carol Wolff, General Counsel, reviewed the current seats on Alliance's board, the reallocation of seats, and the attrition plan that was approved at the December 2, 2021, board meeting (when the by-laws were updated). The presentation is saved as part of the board's files.Board Member Matrix: As discussed at the November 2022 meeting, the board decided to review its current membership to best determine the background and experience needed to fill future vacancies. Part of this work included a survey of current members (at that time) and specific measures requested by the board. Robert Robinson, CEO, reviewed the survey results and recommendations based on the board's requested metrics. The presentation is saved as part of the board's files.
5. CEO's Report	<p>Mr. Robinson expressed gratitude to Doug Wright, Director of Community and Member Engagement, for his service to the community and Alliance; he congratulated Mr. Wright on his upcoming retirement.</p> <p>Mr. Robinson also introduced the following new staff: Mya Lewis, Medicaid Contact Manager; LaTanya Sobczak, Clinical Director IDD/TBI (Intellectual, Developmental Disability/Traumatic Brain Injury); Tammy Guess, Director of Child and Adult Services; and Paige Rosemond, Director of Foster Care Support.</p>
6. Consent Agenda	<p>A. Draft Minutes from February 3, 2022, Board Meeting – page 4</p> <p>B. Audit and Compliance Committee Report – page 9</p> <p>C. Executive Committee Report – page 12</p> <p>D. Quality Management Committee Report – page 14</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><u>BOARD ACTION</u> A motion was made by Commissioner Adams to adopt the consent agenda; motion seconded by Mr. Wooten. Motion passed unanimously.</p>
7. Committee Reports	<p>A. Consumer and Family Advisory Committee – page 19</p> <p>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 draft minutes and documents from the following meetings: Steering Committee on February 7, 2022; Durham on February 14, 2022; Wake on February 8, 2022; Johnston on February 15, 2022; and Cumberland on January 27, 2022.</p> <p>Doug Wright, Director of Community and Member Engagement, presented the report on behalf of Jason Phipps, CFAC Chair. Mr. Wright shared an update from Mecklenburg and Orange CFAC's initial meetings, including selecting chairpersons for each local CFAC. He also mentioned a revised relational agreement between CFAC, the Alliance board, and Alliance staff; the advocacy toolkit was redistributed to members, and preparation for Alliance's budget retreat. The CFAC report is attached to and made part of these minutes.</p> <p><u>BOARD ACTION</u> The board received the report.</p>

Thursday, March 03, 2022

AREA BOARD REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
4:00-6:00 p.m.

AGENDA ITEMS:	DISCUSSION:
	<p>B. Finance Committee – page 162</p> <p>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 included documents and draft minutes from the previous meeting and a recommendation to approve a contract.</p> <p>David Hancock, Committee Chair, presented the report. Mr. Hancock provided an overview of two items requiring the board's approval. Per the board's policy, contracts over a specified amount require board approval. The Finance Committee previews the contracts before they are brought to the board for review and approval. Joey Dorsett, Senior Vice-President/Chief Information Officer, provided background information on the proposed contract with Acero Health Technologies. The Finance Committee report is attached to and made part of these minutes.</p> <p><u>BOARD ACTION</u></p> <p>A motion was made by Mr. Hancock to authorize the CEO to enter into a contract with Acero Health Technologies for IT consulting application development and quality assurance related to the BH/IDD (behavioral health/intellectual, developmental disabilities) Tailored Plan contract requirements for an amount not to exceed \$1,000,000; motion seconded by Mr. Wooten. Motion passed unanimously.</p> <p>Mr. Hancock reviewed the second item for board approval, which is an exemption from an RFP (request for approval), not a contract.</p> <p><u>BOARD ACTION</u></p> <p>A motion was made by Mr. Hancock to approve the resolution to exempt the Mecklenburg office electrical plans from the provisions of G.S. 143-64.31 requiring an evaluation of firms to perform architectural, engineering, and surveying work; motion seconded by Vice-Chair Gloston. Motion passed unanimously.</p> <p>The resolution is attached to and made part of these minutes.</p>
8. Closed Session(s)	<p><u>BOARD ACTION</u></p> <p>A motion was made by Mr. Curro to enter closed session pursuant to NC General Statute 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 Godwin. Motion passed unanimously.</p>
9. Reconvene Open Session	<p>The board returned to open session.</p>
10. Special Update/ Presentation: Members Accessing Services – page 174	<p>Alliance has an interest in promoting a positive consumer experience for those members interested in access to behavioral healthcare. Per Chair Nelson, the presentation was postponed until the next meeting.</p>
11. Adjournment	<p>All business was completed; the meeting adjourned at 6:00 p.m.</p>

Thursday, March 03, 2022

AREA BOARD REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
4:00-6:00 p.m.

Next Board Meeting
Thursday, April 07, 2022
4:00 – 6:00 pm

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

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Monday, March 21, 2022

AREA BOARD FY 2021-2022 BUDGET RETREAT

5200 W. Paramount Parkway, Morrisville, NC 27560 and via videoconference
1:00-3:30 p.m.

MEMBERS PRESENT: Glenn Adams, Cumberland County Commissioner, JD (via Zoom); Leigh Altman, Mecklenburg County Commissioner, JD (via Zoom); Heidi Carter, Durham County Commissioner, MPH, MS (via Zoom); Carol Council, MSPH; David Curro, BS; Dena Diorio, MPA; Vicki Evans (via phone); Amy Fowler, Orange County Commissioner, MD (via Zoom); Lodies Gloston, Vice-Chair, MA; Ted Godwin, Johnston County Commissioner; John Lesica, MD (via Zoom; entered at 1:37 pm); Lynne Nelson, Chair, BS; Gino Pazzaglini, MSW LFACHE; Pam Silberman, JD, DrPH; Samruddhi Thaker, PhD; and Anthony Trotman, MS

APPOINTED MEMBERS ABSENT: Maria Cervania, Wake County Commissioner, MPH; David Hancock, MBA, MPAff; Donald McDonald, MSW; D. Lee Jackson, BA; and McKinley Wooten, Jr., JD

GUEST(S) PRESENT: Candace Alley, Trauma Resource Network; and Mary Hutchings, Wake County Finance Department

ALLIANCE STAFF PRESENT: Joey Dorsett, Senior Vice-President/Chief Information Officer (via Zoom); Cathy Eaton, Finance Executive Assistant I; Angel Felton-Edwards, Senior Vice-President/Population Health and Care Management (via Zoom); Cheala Garland-Downey, Executive Vice-President/Chief Human Resources Officer (via Zoom); Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Veronica Ingram, Executive II; Mehul Mankad, Chief Medical Officer; Shawn Mazyck, Senior Vice-President/Provider Network (via Zoom); Sara Pacholke, Senior Vice-President/Financial Operations; Brian Perkins, Senior Vice-President/Strategy and Government Relations (via Zoom); Monica Portugal, Executive Vice-President/Chief Risk and Compliance Officer (via Zoom); Robert Robinson, CEO; Sean Schreiber, Executive Vice-President/Chief Operating Officer; Tammy Thomas, Senior Vice-President/Business Evolution (via Zoom); Sara Wilson, Chief of Staff (via Zoom); Carol Wolff, General Counsel (via Zoom); Doug Wright, Director of Community and Member Engagement; and Ginger Yarbrough, QM Director (interim) (via Zoom)

1. WELCOME/INTRODUCTIONS: Robert Robinson, CEO, welcomed attendees; Kelly Goodfellow, Executive Vice-President, Chief Financial Officer, provided an overview of the agenda.

AGENDA ITEMS:	DISCUSSION:
2. CFAC Highlights	David Curro reviewed CFAC's (Consumer and Family Advisory Committee) purpose and priorities, which includes providing input in Alliance's budget such as participating in the annual budget retreat; he reviewed CFAC priorities and focus as determined by CFAC members who are individuals served by Alliance. The focus includes the IDD (intellectual/developmental disabilities) waitlist/registry of unmet needs. This is a statewide list of individuals awaiting admittance to this list of services, which is allotted by the state and administered by counties.
3. Financial Update and Proforma Summary	<p>Sara Pacholke, Senior Vice-President/Financial Operations, provided a financial update as of February 2022, noting one-time COVID funding, Medicaid risk reserve, non-Medicaid expenditures and administration expenditures. She also noted the current Medicaid covered lives and reviewed the increase with the December 2021 addition of Orange and Mecklenburg counties to Alliance's catchment area. Ms. Pacholke also reviewed the NC DHHS' (Department of Health and Human Services) BH/IDD (Behavioral Health/Intellectual Developmental Disabilities) Tailored Plan contract financial requirements. She reviewed risk reserve projections and compared timing of when the agency would meet the required risk reserve for the BH/IDD Tailored Plan contract.</p> <p>Kelly Goodfellow, Executive Vice-President/Chief Financial Officer, provided a high-level overview of the agency's proforma model to strategically manage funds and develop the upcoming budget. She reviewed the four lines of business that will be effective when the agency begins function as a BH/IDD Tailored Plan: 1) Tailored Plan; 2) Medicaid Direct Contract: eligible populations excluded or delayed from Tailored Plan; 3) State funding; and 4) Local Funding.</p>

Monday, March 21, 2022

AREA BOARD FY 2021-2022 BUDGET RETREAT

5200 W. Paramount Parkway, Morrisville, NC 27560 and via videoconference
1:00-3:30 p.m.

AGENDA ITEMS:	DISCUSSION:
	<p>Ms. Goodfellow provided a high-level summary of the Tailored Plan rate book, which is a rate projected through June 30, 2023, and required savings, growth assumption, etc.</p>
4. Areas of Risk/Strategies	<p>Sean Schreiber, Executive Vice-President/Chief Operating Officer, reviewed an area of risk, which is youth with complex needs. He reminded board members of Beth Melcher's presentation on this topic at the February 3, 2022, board meeting.</p> <p>Mehul Mankad, Chief Medical Officer, provided a review of the agency's pharmacy benefit plan for the Tailored Plan. Dr. Mankad reviewed outpatient prescription trends from fiscal year 2017 to 2018, noting the PMPM (per member, per month) rate compared to the cost; he noted that the number of prescriptions has decreased, but expense has increased (per unit cost). He reviewed that NC Medicaid prefers brand drugs over some generics or biosimilar agents, physician administered medications, and potential savings opportunities such as a Section 340 B pharmacies who have lower drug acquisition costs.</p> <p>Mr. Schreiber reviewed durable medical equipment, which would be a new area of management in an industry that has a history of fraud, waste, and abuse. He reviewed the agency's plan to effectively manage risk.</p> <p>Dr. Mankad reviewed physical health inpatient and emergency department opportunities for medical cost savings.</p> <p>Mr. Schreiber provided an overview of the agency's value-added services for the Tailored Plan, which is part of the contract with NC DHHS. These additional benefits are outside of the typical benefit array and are not categorized as service expenses, but intended to improve health outcomes (e.g., diabetes, respiratory illness, social isolation, general health literacy, etc.). He also reviewed non-emergency medical transportation to assist members with access to doctor's offices, pharmacies, etc.</p> <p>Dr. Mankad provided an overview of tailored care management, a high-intensity, high-touch process to manage care for the members within the Tailored Plan program. Dr. Mankad mentioned that care management is the largest department within Alliance; he reviewed internal care management. He noted projected rates and caseloads.</p> <p>Mr. Schreiber reviewed external care management, which will be covered by Alliance providers. He noted a learning collaborative with external subject matter experts to provide trainings, engage providers, and prepare for Tailored Plan.</p>
5. Questions and wrap up	<p>Ms. Goodfellow reviewed key takeaways noting that the next fiscal year's budget may have additional changes as directed by NC DHHS. She also shared that she will follow-up on questions from today's meeting via email.</p> <p>The presentations are saved as part of the board's files.</p>
6. Adjournment	<p>All business was completed; the meeting adjourned at 3:27 p.m.</p>

Next Board Meeting
Thursday, April 07, 2022
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: Finance Committee Report

DATE OF BOARD MEETING: April 7, 2022

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): N/A

REQUEST FOR AREA BOARD ACTION: Accept the report.

CEO RECOMMENDATION: Accept the report.

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

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Finance Committee Meeting

Thursday, April 7, 2022

3:00-4:00 pm

AGENDA

- 1. Review of the Minutes – March 3, 2022**
- 2. Monthly Financial Reports as of February 28, 2022**
 - 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. Contract(s)**
- 4. Reminders**
 - a. FY23 Budget Process
 - b. May and June Finance Committee – 2:30 Start Time
- 5. Adjournment**

Next Meeting: Thursday, May 5, 2022 from 2:30-4:00

Alliance Health

Hybrid meeting available in person and via Zoom



Thursday, March 03, 2022

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), ☒ D. Lee Jackson, ☒ Carol Council, ☒ Gino J. Pazzaglini (Committee Chair-designee), and ☒ Vicki Evans

BOARD MEMBERS PRESENT: n/a

GUEST(S) PRESENT: Mary Hutchings, Wake County; Denise Foreman, 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, Joey Dorsett, CIO

1. WELCOME AND INTRODUCTIONS – the meeting was called to order at 3:03 PM

2. REVIEW OF THE MINUTES – The minutes from the February 3, 2022, meeting were reviewed; a motion was made by Mr. Pazzaglini and seconded by Ms. Evans to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Monthly Financial Report	<p>The monthly financial reports were discussed which includes the Summary of Savings/(Loss) by Funding Source, the Statement of Revenue and Expenses, Senate Bill 208 Required Ratios, and DHB Contract Ratios as of January 31, 2022. Ms. Pacholke discussed the following:</p> <ul style="list-style-type: none">Through 1/31/22, we have savings of \$77.7M with \$47.4M being a transfer received from Cardinal for our share of Mecklenburg and Orange risk reserve (restricted fund balance). Administrative savings from an operational perspective and excluding TP reinvestment expenses have savings of \$1.5M (reported information includes TP reinvestment expenses).We are meeting all SB208 and DHB contractual ratios. The current ratio and defensive interval came down as the result of moving the \$47.4M transfer from Cardinal from current assets to noncurrent assets and an increase in current liability as a result of an increase in claims due to the county realignment. The Medical Loss Ratio (MLR) is over 86% however we continue to monitor this closely throughout the year. <p>We discussed anticipation of an additional transfer from Cardinal before year end related to unrestricted fund balance. The State will be auditing this information after Cardinal completes outstanding items related to the close out, but Alliance will not be independently verifying the amount. Cumberland County still has ARPA money available for distribution, but the ARPA Committee has not yet decided where it will be distributed. There's a potential some funds will come to Alliance.</p>		
4. Contract Approvals	<p>Mr. Dorsett discussed an IT consulting agreement with Acero Health Technologies (Acero). Alliance did an RFP in 2020 and selected Acero for IT consulting, requirements gathering and documentation, application development, and quality</p>		

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, March 03, 2022

BOARD FINANCE COMMITTEE - REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
Virtual Meeting via videoconference - 3:00-4:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>assurance activities related to the BH/IDD Tailored Plan (TP) contract requirements. We are continuing that relationship based on the quality of the vendor, continuity of the project, and additional requirements from the State related to the TP go live. A motion was made by Mr. Pazzaglini and seconded by Ms. Evans to recommend the Board authorizes the CEO to enter into a contract with Acero Health Technologies for IT consulting including application development and quality assurance related to the BH/IDD Tailored Plan contract requirements for an amount not to exceed \$1,000,000. Motion passed unanimously.</p> <p>Ms. Pacholke discussed an electrical engineering agreement with Quality Consulting Engineers related to office configuration for our Mecklenburg location. Because this for an electrical engineer, NC purchasing law requires a qualifications-based bid regardless of amount unless the Board provides a written exception. A motion was made by Ms. Council and seconded by Ms. Evans to recommend the Board approve the resolution to exempt the Mecklenburg office electrical plans from the provisions of G.S. 143-64.31 requiring an evaluation of firms to perform architectural, engineering, and surveying work. Motion passed unanimously.</p>		
5. FY23 Budget Retreat	<p>Ms. Goodfellow reminded the committee of the upcoming budget retreat March 21, 2022. An in-person option is available for all Board members and presenters. Virtual attendance is also available. An in-person lunch starts at 12:30 and the meeting will run from 1:00- 3:30.</p>		

6. **ADJOURNMENT:** the meeting adjourned at 3:45 PM; the next meeting will be April 7, 2022, 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..](#)



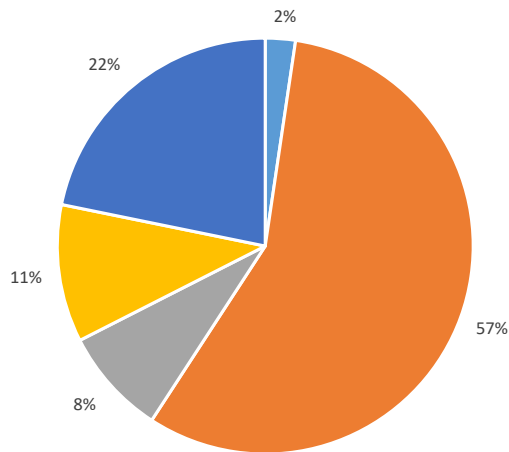
Summary of Savings/(Loss) by Funding Source as of February 28, 2022

	Revenue	Expense	Savings/(Loss)
Medicaid Waiver Services	\$ 392,146,927	\$ 362,081,110	\$ 30,065,817
Medicaid Waiver Risk Reserve	56,492,833	-	56,492,833
Federal Grants & State Funds	60,398,272	59,512,836	885,436
Local Funds	17,531,636	17,531,636	-
Administrative	60,274,195	62,986,892	(2,712,697)
Total	\$ 586,843,863	\$ 502,112,474	\$ 84,731,389

Fund Balance

	June 30, 2021	Change	February 28, 2022
Investment in Fixed Assets	5,031,938	237,786	5,269,724
Risk Reserve	71,494,795	56,492,833	127,987,628
Other	17,654,564	1,072,028	18,726,592
Total Restricted	89,149,359	57,564,861	146,714,220
Committed	33,939,808	(9,865,107)	24,074,701
Unrestricted	12,274,370	36,793,850	49,068,220
Total Unrestricted	46,214,178	26,928,744	73,142,921
Total Fund Balance	\$ 140,395,474	\$ 84,731,391	\$ 225,126,865

February 28, 2022 Actual



Investment in Fixed Assets Restricted - Risk Reserve Restricted - Other Total Committed Unrestricted

Reinvestment Detail

	Committed Funds FY22	Spent February 28, 2022	Balance to Spend
General Expenses	\$ 2,000,000	-	\$ 2,000,000
Child Facility Based Crisis Center	4,000,000	1,755,111	2,244,889
Total - Services	6,000,000	1,755,111	4,244,889
Administration			
Tailored Plan planning and implementation	24,945,355	6,113,693	18,831,662
Total - Administrative	24,945,355	6,113,693	18,831,662
Total Service and Administration	\$ 30,945,355	\$ 7,868,805	\$ 23,076,550

Fund Balance Detail

	June 30, 2021	Change	February 28, 2022
Investment in Fixed Assets	5,031,938	237,786	5,269,724
Restricted - Risk Reserve	71,494,795	56,492,833	127,987,628
Restricted - Other			
State Statutes	12,686,096	-	12,686,096
Prepays	842,976	1,423,480	2,266,456
State	351,452	(351,452)	-
Cumberland	3,002,823	-	3,002,823
Durham	771,217	-	771,217
Restricted - Other	17,654,564	1,072,028	18,726,592
Committed			
Intergovernmental Transfer	2,994,453	(1,996,302)	998,151
Reinvestments-Service	6,000,000	(1,755,111)	4,244,889
Reinvestments-Administrative	24,945,355	(6,113,693)	18,831,662
Total Committed	33,939,808	(9,865,107)	24,074,701
Unrestricted	12,274,370	36,793,850	49,068,220
Total Fund Balance	\$ 140,395,475	\$ 84,731,391	\$ 225,126,865
Restricted			57,802,647
Unrestricted			26,928,744
Total Fund Balance Change			\$ 84,731,391

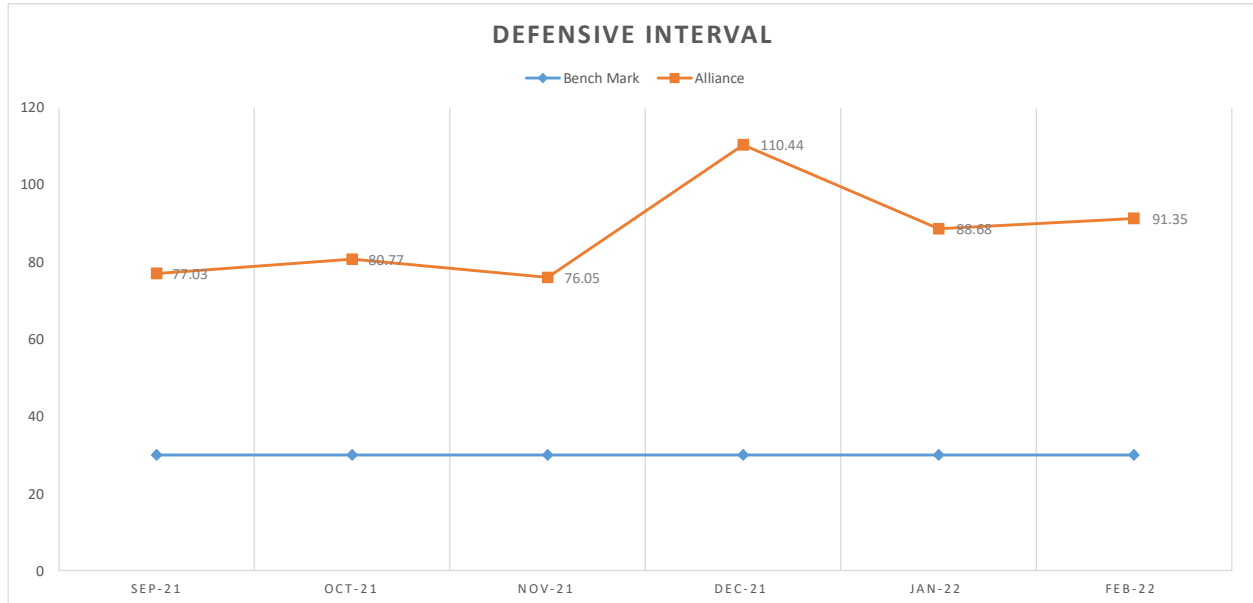


Alliance Health
Statement of Revenue and Expenses
As of February 28, 2022

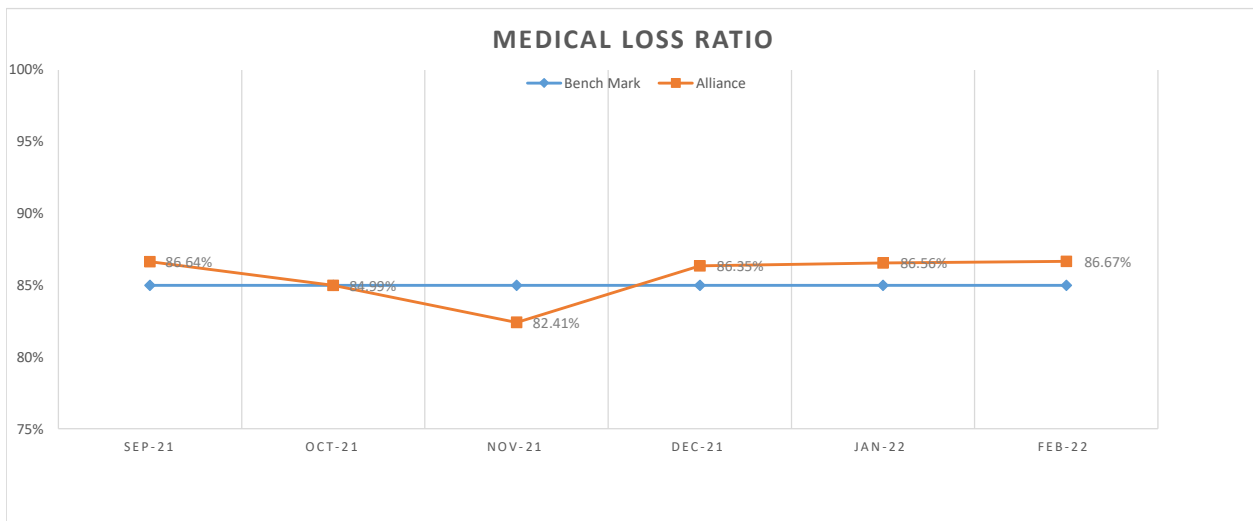
	For the Month of July 31, 2021	For the Month of August 31, 2021	For the Month of September 30, 2021	For the Month of October 31, 2021	For the Month of November 30, 2021	For the Month of December 31, 2021	For the Month of January 31, 2022	For the Month of February 28, 2022	Year to Date Actual February 28, 2022	Current Year Budget June 30, 2022	Budget Remaining June 30, 2022 Remaining Budget
Revenue											
Service Revenue											
Medicaid Waiver Service	39,557,391	39,745,949	40,871,739	39,002,996	40,172,618	116,271,670	64,805,092	68,212,304	448,639,760	670,548,729	221,908,969
State and Federal Grants	5,488,603	5,649,902	8,189,174	6,534,098	5,781,516	8,067,474	8,567,095	12,120,410	60,398,272	92,471,700	32,073,428
Local Grants	1,622,939	3,161,254	1,459,907	3,411,637	1,944,963	2,560,903	2,203,765	1,166,270	17,531,636	45,612,184	28,080,548
Total Service Revenue	46,668,933	48,557,105	50,520,820	48,948,731	47,899,097	126,900,047	75,575,952	81,498,984	526,569,668	808,632,613	282,062,945
Administrative Revenue											
Medicaid Waiver	5,431,782	5,352,163	5,558,069	4,713,528	6,097,050	9,393,278	8,840,462	9,292,625	54,678,959	106,009,045	51,330,086
State and Federal	395,692	395,692	395,693	395,693	395,692	663,343	663,343	1,028,783	4,333,929	6,321,860	1,987,930
Local	32,545	32,545	32,545	32,545	32,545	32,545	32,545	32,545	260,360	390,540	130,180
Other Lines of Business	121,286	121,286	121,286	121,286	121,286	121,286	121,286	121,286	970,288	1,595,432	625,144
Miscellaneous	1,893	1,931	1,857	1,692	14,035	1,983	2,609	4,657	30,659	500,000	469,342
Total Administrative Revenue	5,983,198	5,903,617	6,109,450	5,264,744	6,660,608	10,212,435	9,660,245	10,479,896	60,274,195	114,816,877	54,542,682
Total Revenue	52,652,131	54,460,722	56,630,270	54,213,475	54,559,705	137,112,482	85,236,197	91,978,880	586,843,863	923,449,490	336,605,627
Expenses											
Service Expense											
Medicaid Waiver Service	40,281,037	34,775,309	36,330,734	31,983,862	30,909,801	64,148,709	59,613,843	64,037,815	362,081,110	670,548,729	308,467,619
State and Federal Service	5,488,707	5,679,369	8,388,288	7,071,611	5,644,604	7,758,192	8,567,095	10,914,970	59,512,836	92,488,200	32,975,364
Local Service	1,622,939	3,161,253	1,459,907	3,411,636	1,944,964	2,560,902	2,203,764	1,166,270	17,531,636	45,612,183	28,080,547
Total Service Expense	47,392,683	43,615,931	46,178,929	42,467,109	38,499,369	74,467,803	70,384,702	76,119,055	439,125,582	808,649,112	369,523,530
Administrative Expense											
Salaries and Benefits	5,189,467	4,881,026	5,298,774	5,152,425	5,793,815	7,283,006	7,112,293	7,026,811	47,737,615	86,560,740	38,823,125
Professional Services	370,303	732,071	877,426	912,691	856,144	997,357	805,825	998,523	6,550,341	13,660,867	7,110,526
Operational Expenses	680,911	774,999	896,301	784,108	1,422,620	858,388	2,404,749	879,601	8,701,675	14,095,271	5,393,596
Miscellaneous Expense	(3,301)	14	514	(515)	159	447	(203)	144	(2,739)	500,000	502,739
Total Administrative Expense	6,237,380	6,388,110	7,073,015	6,848,709	8,072,738	9,139,198	10,322,664	8,905,079	62,986,892	114,816,878	51,829,986
Total Expenses	53,630,063	50,004,041	53,251,944	49,315,818	46,572,107	83,607,001	80,707,366	85,024,134	502,112,474	923,465,990	421,353,516
Current Year Change in Net Position	(977,931)	4,456,681	3,378,325	4,897,657	7,987,599	53,505,481	4,528,831	6,954,746	84,731,389	(16,500)	(84,747,889)



Division of Health Benefits Ratios - As of February 28, 2022



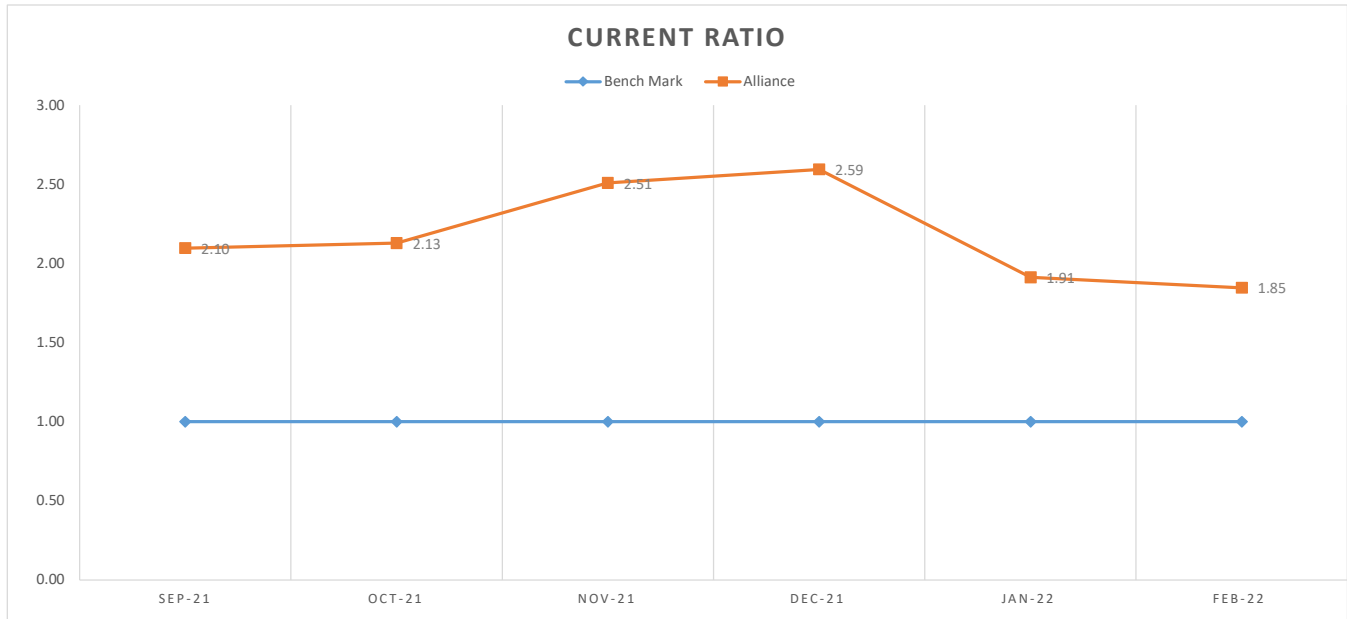
Defensive Interval = Cash + Current Investments divided by average daily operating expenses. This ratio shows how many days the organization can continue to pay expenses if no additional cash comes in. The requirement is 30 days or greater.



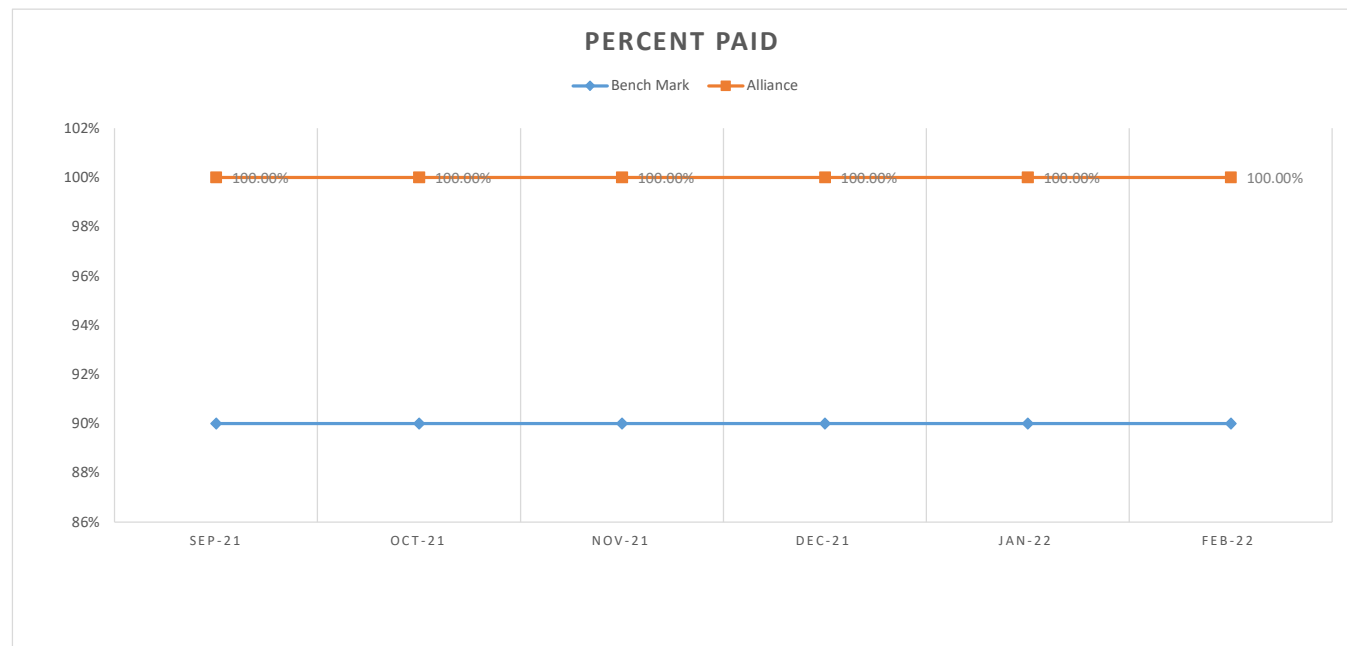
Medical Loss Ratio (MLR) = Total Services Expenses plus Administrative Expenses that go towards directly improving health outcomes divided by Total Medicaid Revenue. The requirement is 85% or greater cumulative for the rating period (7/1/20-6/30/21).



Senate Bill 208 Ratios - As of February 28, 2022



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.



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

ITEM: Quality Management Committee Report

DATE OF BOARD MEETING: April 7, 2022

BACKGROUND: The Quality Management (QM) 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.

This report includes draft minutes from the previous meeting.

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

REQUEST FOR AREA BOARD ACTION: Receive the report.

CEO RECOMMENDATION: Receive the report.

RESOURCE PERSON(S): Pam Silberman, Committee Chair; Ginger Yarbrough, Acting Director of QM/NCQA Accreditation Manager

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Thursday, March 03, 2022

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), ☒ Pam Silberman, JD, DrPH (Board member; Committee Chair)
☒ Israel Pattison (CFAC); ☒ Carol Council (Board Member); ☒ Lodies Gloston (Board Member); ☐ Maria Cervania, (Wake County Commissioner)

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: Mehul Mankad, Chief Medical Officer; Ginger Yarbrough, Acting Director Quality Management and NCQA Accreditation Manager; Diane Fening, Executive Assistant I; Tia Grant, Quality Improvement Manager; Schuyler Moreno; Beth Melcher, Senior Director Clinical Innovation

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

2. REVIEW OF THE MINUTES –The minutes from the February 3, 2022 meeting were reviewed. Marie Dodson moved to approve the minutes; Lodies Gloston seconded. The motion passed.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
OLD BUSINESS	<p>Innovations Rates & Incentive Update At the last meeting we talked about the direct care incentives coming for Innovations workers. They will go straight from the State to providers beginning March 1, with expectations that staff would get their bonuses mid-April. Bonuses should be around \$2,000 pre-tax. Our Covid rates ended as of February 28. On March 1 the new HCBS rates went into effect. Pretty minor differences between Covid and HCBS rates.</p> <p>QIP Measure Reporting – Tia Grant There was a recommendation to change how we communicate data, moving to average vs. monthly data points. Tia displayed data with trend line graphs with and without moving average, and charts with just rolling averages. The group decided that they would like to see the actuals in a bar graph with the rolling average line superimposed over it. When the denominator is small, it's more meaningful and the group would like a notation about it on the graph.</p> <p>% SUD in MAT – Schuyler Moreno</p>	<p><i>HCBS – Home and Community Based Services</i></p> <ul style="list-style-type: none">Tia will ask some of the QM analysts how they get their information from the State. <p><i>MAT – Medication-Assisted Treatment</i></p>	<ul style="list-style-type: none">Before the May 5 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, March 03, 2022

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>From August 11-February 10, there were 57 in MAT with SUD diagnoses. About 2% of all members with an SUD diagnosis in the past 6 months were receiving MAT. That low number might be because they are getting their services from their primary care physician, and we may not be getting the claims data. There's always the stigma that goes with it as well. Challenge in treatment access. Carlyle offered to come and speak to this if the committee wants. Mehul recommended that Dr. Nadiya Kaesemeyer, Vera Reinstein and Carlyle Johnson participate at a future meeting. What we know and what are our strategies moving forward? May agenda.</p> <p>HEDIS Update - Ginger Yarbrough There were barriers to getting the HEDIS scores and the demographic information we hoped for. Schuyler is continuing to work on getting that. We do have some work that the Health Equity subcommittee has done on demographics, service use and any disparities that could be pulled together in a couple of months. This would not include Mecklenburg or Orange. We can provide data by county (traditional counties). We would know the demographics in the county and the demographics in terms of broad service use by race and ethnicity. Could compare to general population. Split into inpatient and outpatient. Will have this in May or June meeting.</p> <p>Tailored Plan Required QIPs – Ginger Yarbrough We received final confirmation that we will have three QIPs: comprehensive diabetes care for poor control, clinical-TCL focused (not determined which direction we are going), one non-clinical for 7 day and 30 day follow up, following emergency admission. There is a possibility for more QIPs. We are waiting on clarification based on Medicaid direct contract language.</p>	<p><i>SUD-Substance Use Disorder</i></p> <ul style="list-style-type: none">• Dr. Mehul will ask Dr. Kaesemeyer, Vera Reinstein and Carlyle Johnson to come to the May meeting. <p><i>HEDIS - Healthcare Effectiveness Data and Information Set</i></p> <p><i>QIP-Quality Improvement Plan</i></p>	<ul style="list-style-type: none">• Before the May 5 meeting.
3. NEW BUSINESS	<p>EQR Update – Ginger Yarbrough We hosted EQR last week virtually. It was abbreviated like last year-only health and safety issues. Went very well. They looked at QIPs and appeals/grievances.</p>	<p><i>EQR-External Quality Review</i></p>	

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, March 03, 2022

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>Complemented our QIPs for being detailed and for showing some progress in four of the seven they reviewed. Complimented the Grievance team for having detailed notes and showing dedication to the work. Should see the results in a month.</p> <p>Annual Satisfaction Survey We have not received data from State yet. Right now, the timeline is unknown. We usually like to wait until we have all survey data back, but we can go ahead and present perception of care data and then come back again when we have the provider satisfaction data. The committee agreed to do it in pieces. Will do this at the May meeting.</p> <p>SDoH Presentation – Beth Melcher Beth presented a PowerPoint on Social Determinants of Health Strategy and Roadmap interim report. We are scheduling to present to CFAC in coming weeks. Diane Murphy expressed interested in referral rates from NC360. This is one of the issues. Challenges in some communities to even sign up.</p> <p>There will be no meeting in April. The next meeting is in May. We will look at the performance dashboard, QIPs for next fiscal year, review the State quality strategy, what we are doing with MAT, Schuyler’s perception of care data, and data on race and ethnicity.</p>	<p><i>CFAC-Consumer and Family Advisory Committee</i></p>	

5. ADJOURNMENT: the meeting adjourned at 2:20 pm; the next meeting will be May 5, 2022, at 1:00.



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

ITEM: Consumer and Family Advisory Committee (CFAC) Report

DATE OF BOARD MEETING: April 7, 2022

BACKGROUND: The Alliance Consumer and Family Advisory Committee, or CFAC, is made up of consumers and/or family members that live in Cumberland, Durham, Johnston, or Wake 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. 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.

This report includes draft minutes documents from the following meetings: Steering Committee on March 7, 2022; Durham County on March 14, 2022; Wake County on March 8, 2022; Johnston on March 15, 2022; Cumberland County on March 17, 2022; Orange County on February 22, 2022, and March 22, 2022; and Mecklenburg County on February 28, 2022.

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

REQUEST FOR AREA BOARD ACTION: Receive the report.

CEO RECOMMENDATION: Receive the report.

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

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Monday, March 07, 2022

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING
5200 W. Paramount Parkway, Morrisville, NC 27560
Held Via Video Conference

MEMBERS PRESENT: ☑ Pinkey Dunston, ☑ Trula Miles, ☑ Marie Dodson, ☑ Jerry Dodson, ☑ Jason Phipps, ☑ Brianna Harris, ☑ Sharon Harris, ☑ Shirley Francis, ☑ Brenda Solomon, ☑ Dave Curro, ☑ Annette Smith, ☑ Charlitta Burrus, ☐ Regina Mays, ☑ Felishia McPherson, ☑ Michael Maguire, ☑ Faye Griffin, ☑ Randy Sperling, ☑ Dave Swab, ☑ Steve Forman

BOARD MEMBERS PRESENT: None

GUEST(S): ShaValia Ingram, NCDHHS;

STAFF PRESENT: ☑ Doug Wright, Director of Community and Member Engagement; ☑ Ramona Branch, Member Inclusion and Outreach Manager; ☑ Noah Swabe, Member Inclusion and Outreach Specialist; ☑ Erica Asbury, Member Inclusion and Outreach Specialist; ☑ LaKeisha McCormick, Member Inclusion and Outreach Manager; ☑ Douglass McDonnell, Member Inclusion and Outreach Specialist; ☑ Eileen Bennett, Member Inclusion and Outreach Specialist; ☑ Starlett Davis, Member Inclusion and Outreach Specialist; ☑ Beth Callahan, TBI Coordinator, ☑ Lori Caviness Community Health and Strategy Manager

1. **WELCOME AND INTRODUCTIONS** – the meeting was called to order at 5:34 pm
2. **REVIEW OF THE MINUTES** – The minutes from the February 8, 2022 meeting were reviewed; a motion was made by Marie Dodson and seconded by Michael Maguire to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Comment Individual/Family Challenges and Solutions	M. Maguire shared that Jackie Blue is in a long-term care facility and that he has been reaching out to her. He would like the committee to think of her and to keep her in their prayers.	Ongoing	N/A
4. Traumatic Brain Injury information sharing	B. Callahan began by stating that the TBI program at Alliance is a three-year pilot program and it is currently underutilized. Alliance has 100 slots and as of December 21 roughly 49 had been used. Similar to the services that are related to Innovation's waver, people within the TBI program can expect to get cognitive rehabilitation services and life skills training. D. Curro asked if any partnering had been done with the military? B. Callahan stated that yes Alliance has tried to connect but disability benefits through the VA made them medically ineligible. W.F. Griffin asked what was cerebral palsy and was it connected? B. Callahan stated that diagnosis was related to birth and was not covered through the TBI waiver. B. Callahan explained that the criterion for the waiver is based on when the injury took place and it had to have happened when the member is the age of 22 or older. B. Callahan stated that there is excellent information is available and they could get further details by reaching out to her.	Ongoing	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, March 07, 2022

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING
5200 W. Paramount Parkway, Morrisville, NC 27560
Held Via Video Conference

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
5. State Update	<p>ShaValia Ingram, NCDHHS was in attendance and went over the State updates March CEE:</p> <ul style="list-style-type: none">➤ Social Work Month, National Disabilities Awareness Month, Brain Injury Awareness Month➤ Joint DMHDDSAS & DHB Update call for Providers did take place on 3/3/22 from 3 pm - 4 pm➤ Joint DMHDDSAS & DHB Update call: Consumers & Family Members will be on Monday, 3/28/2022 from 2 pm - 3 pm➤ Regional CFAC Meetings have NOT been scheduled at this time information will be shared as soon as it is made available➤ State Consumer and Family Advisory meeting is 3/9/2022 9-3 pm and will be a hybrid presentation.➤ State to Local Collaboration Meeting<ul style="list-style-type: none">○ Next Call: 3/23/22 6-7:30pm➤ In person training CE& E are available to set up training in person➤ The pilot TBI program is being developed as part of the TBI grant collaboration with the Brain Injury Association of NC and Family Services of Davidson County to screen individuals for TBI. There will also be similar pilot program in collaboration with the Justice Innovations Section that will screen individuals for TBI and mental health at a probation site. 3/9/2022 will be the next TBI advisory council meeting 9 am-1pm.➤ The NC Medicaid Hot Topic Series is every 3rd Thursday and the next one will be on 3/17/2022 at 5:30 pm.➤ The Resource Guide for Veterans may be viewed electronically but hard copies may be requested through CEE team➤ NATCON22 will take place April 11-12, 2022 in Washington DC➤ One Community in Recovery will be April 27th-29th at the GTCC Colfax, NC it will be offered both in person and virtual➤ The Women's Recovery Conference will be 5/4-5/6/2022 <p>CBITF Virtual Briefing with Rep Bill Pascrell and Don Bacon will be 3/16 2:30-4:30 pm.</p>		

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, March 07, 2022

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING
5200 W. Paramount Parkway, Morrisville, NC 27560
Held Via Video Conference

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none">➤ TBI Stakeholder Day is 3/8/2022 12-4:30pm.➤ The State of the Child Conference is May 11,2022➤ The peer support job board is available.		
6. LME-MCO Updates	<p>J. Phipps welcomed Mecklenburg and Orange County CFAC members. D. Wright stated that the charters have been established. J. Phipps asked if stipends were mentioned to the new members. D. Wright replied that that information will be shared formerly with each member.</p> <p>D. Wright reported on the following: CFAC Board Budget Retreat</p> <ul style="list-style-type: none">➤ The Major CFAC Concerns/Solutions: Housing, Smart Homes, Peer Support services, Partnerships with school, Out of home services, Communications.➤ Major CFAC Concerns: IDD waitlist-Registry of Unmet Needs: too many people are on the wait list, benefits are minimal, direct support worker shortage has not subsided, and needing community solutions.➤ The presentation will be on March 21st and Jason will be present. <p>LME-MCO Monthly Monitoring Report</p> <ul style="list-style-type: none">➤ As expected, the call center numbers jumped in correlation with the taking on of the new counties. Going from 4,256 in Nov of 2021 to 5,873 in December of 2021. The IDD waitlist also saw an increase from 4,462 to 5,842. The percentage of persons who are on the registry of unmet needs not receiving any funded services is 76%. The number of incidents in level 2 went from 183 in Nov 2021 to 299 in Dec. The number of incidents that were reported at level 3 went from 31 in Nov to 50 in Dec of 2021.➤ Unduplicated count of medicaid members climbed from 76,603 in Nov 2021 to 119,225 in December 2021. D. Wright reports that there will be a closer review of trends. <p>There is an expectation that the data will continue to be cleaned up specifically in the numbers that were reported concerning hospitals. D. Wright reports that he will ask Quality Management to send specific information. He did also mention that the</p>	Ongoing	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, March 07, 2022

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING
5200 W. Paramount Parkway, Morrisville, NC 27560
Held Via Video Conference

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	number of authorizations that have been processed is being turned around in less than 14 days. Expedited requests are processed in 3 days. Denials did also increase.		
7. Tip of the Hat	Doug Wright gave kudos and farewell to the committee as this is his last Steering Committee meeting before his retirement.	March 31 st retirement	
8. Subcommittees <ul style="list-style-type: none">WakeDurhamCumberlandJohnstonArea BoardHuman RightsQuality Management	J. Phipps stated that the minutes from the subcommittees could be accepted as consent agenda. D. Curro motioned that the minutes be accepted as submitted F. Griffin second.	Ongoing	N/A
10. Announcements	There were no additional announcements	N/A	N/A

11. ADJOURNMENT: **Motion was made by D. Curro and second by C. Burrus at 7:00pm** The next meeting will be March 12, 2022, at 5:30 p.m.



CFAC Board Budget Retreat March 21, 2022

Consumer and Family Advisory Committee (CFAC)

1. Review, comment on, and monitor the implementation of the contract deliverables between area authorities and the Department of Health and Human Services;
2. Identify service gaps and underserved populations;
3. Make recommendations regarding the service array and monitor the development of additional services;
4. Review and comment on the area authority budget;
5. Develop a collaborative and working relationship with the area authority's member advisory committees to obtain input related to service delivery and system change issues. ; and
6. Submit to the State Consumer and Family Advisory Committee findings and recommendations regarding ways to improve the delivery of mental health, intellectual and developmental disabilities, substance use disorder, and traumatic brain injury services, including Statewide issues.

Major CFAC Concerns/Solutions

1. Housing, housing transitions, and housing rights
2. Smart homes (technology) could help availability and staffing
3. Trauma informed training for providers and families
4. Peer Support services - fair pay, career path, upstream
5. Partnerships with schools – major disconnect in most communities (early intervention works)
6. Out of home services (children) – quality and value
7. Communication – the great divide is still present, limited access to internet and technology to access it

Major CFAC Concerns

IDD Waitlist – Registry of Unmet Needs

1. More people waiting than on the waiver
2. Of those waiting, 76% are not receiving any services from Alliance
3. Of those receiving services, the benefit is so minimal it is next to impossible to staff
4. Direct Support Worker crisis has not subsided, and the current legislative actions are a step forward, yet fall way short of solving the challenge.

LME-MCO Monthly Monitoring Report
Medicaid Funded Only

LME/MCO: Alliance Health
Light Blue Highlighted cells contain locked formulas.

Completed by: Ginger Yarbrough
Phone #: 919-651-8630

Date: 1/20/2022

Monitoring Areas	Standard	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	FY22
Persons Served		Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Avg YTD
Unduplicated Count of Medicaid Members		254,580	260,803	264,772	264,420	267,467	282,345	85,079	72,624	79,653	70,308	76,603	119,225							83,915
# Persons Receiving MH Services		15,955	15,917	17,146	16,210	16,054	16,410	8,879	8,940	8,899	8,690	8,160	7,663							8,539
% of Members Receiving MH Services		6.3%	6.1%	6.5%	6.1%	6.0%	5.8%	10.4%	12.3%	11.2%	12.4%	10.7%	6.4%							10.2%
# Persons Receiving SA Services		2,105	2,089	2,157	2,063	2,172	2,252	1,730	1,703	1,686	1,591	1,509	1,296							1,586
% of Members Receiving SA Services		0.8%	0.8%	0.8%	0.8%	0.8%	0.8%	2.0%	2.3%	2.1%	2.3%	2.0%	1.1%							1.9%
# Persons Receiving DD Services		3,799	3,694	3,833	3,807	3,829	3,912	3,752	3,734	3,715	3,705	3,557	3,976							3,740
% of Members Receiving DD Services		1.5%	1.4%	1.4%	1.4%	1.4%	1.4%	4.4%	5.1%	4.7%	5.3%	4.6%	3.3%							4.5%
Unduplicated # that received MH/DD/SA Services		19,930	19,881	21,172	20,213	20,166	20,514	12,706	12,705	12,678	12,477	11,832	11,855							12,376
% of Members Receiving MH/DD/SA Services		7.8%	7.6%	8.0%	7.6%	7.5%	7.3%	14.9%	17.5%	15.9%	17.7%	15.4%	9.9%							14.7%
Community Psychiatric Hospitalization		Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	YTD Total
# of MH Admissions to Community Psychiatric Inpatient		209	213	230	247	206	215	158	146	145	126	138	73							786
Rate of MH Admissions per 1,000 Medicaid Members		0.82	0.82	0.87	0.93	0.77	0.76	1.86	2.01	1.82	1.79	1.80	0.61							
# of MH Admissions that were Readmissions within 30 days		29	39	30	28	34	25	24	21	30	18	23	12							128
% of MH Admissions that were Readmissions within 30 days		14%	18%	13%	11%	17%	12%	15%	14%	21%	14%	17%	16%							16%
# of MH Inpatient Discharges		193	222	234	232	205	236	167	153	130	142	129	120							841
MH Inpt Average Length of Stay (days)		11.5	10.2	10.7	10.0	11.2	10.4	10.8	11.3	10.4	11.7	11.1	10.8							
# of SA Admissions to Community Psychiatric Inpatient		16	11	23	29	21	32	23	19	15	14	15	8							94
Rate of SA Admissions per 1,000 Medicaid Members		0.06	0.04	0.09	0.11	0.08	0.11	0.27	0.26	0.19	0.20	0.20	0.07							
# of SA Admissions that were Readmissions within 30 days		2	2	3	1	1	1	2	1	1	2	0	0							6
% of SA Admissions that were Readmissions within 30 days		13%	18%	13%	3%	5%	3%	9%	5%	7%	14%	0%	0%							6%
# of SA Inpatient Discharges		15	11	23	29	18	30	23	20	14	10	18	11							96
SA Inpt Average Length of Stay (days)		8.3	7.7	6.8	5.3	8.2	6.6	7.9	13.5	8.2	6.8	7.7	6.9							
Care Coordination		Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	YTD Total
# of MH and SA Readmits assigned to a Care Coordinator		27	40	31	27	34	25	26	20	25	18	21	11							121
% of Readmits assigned to Care Coordination	85.0%	87.1%	97.6%	93.9%	93.1%	97.1%	96.2%	100.0%	90.9%	80.6%	90.0%	91.3%	91.7%							90.3%
Emergency Dept Utilization (3 month lag)		Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	YTD Total
# of ED Admits for persons with MHDDSA diagnoses		379	358	350	363	381	443	439	498	446	362	313	305							2,363
Rate of ED Admits per 1,000 Medicaid Members		1.52	1.42	1.37	1.43	1.46	1.67	1.66	1.86	1.58	4.25	4.31	3.83	-	-	-				28.16
# of ED Admits for persons who are active consumers		139.00	141.00	131.00	141.00	130.00	156.00	174.00	194.00	164.00	191.00	141.00	143.00							1,007
% of ED Admits that were for active consumers		37%	39%	37%	39%	34%	35%	40%	39%	37%	53%	45%	47%							43%
# of ED Admits which were readmissions within 30 days		69	71	50	66	68	72	73	93	96	91	67	69							489
% of ED Admissions Readmitted within 30 days		18%	20%	14%	18%	18%	16%	17%	19%	22%	25%	21%	23%							21%
Authorization Requests		Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Total
Total Number of Auth Requests Received		4,153	3,548	4,378	3,973	3,801	3,933	3,448	3,236	3,388	3,344	3,403	5,200	-	-	-	-	-	-	22,019
# Standard Auth. Request Decisions		3,691	3,119	3,826	3,573	3,272	3,408	2,996	2,783	2,928	2,968	2,988	4,611							19,274
# Standard Auth Requests Processed in 14 Days		3,689	3,118	3,823	3,571	3,270	3,408	2,990	2,779	2,923	2,966	2,988	4,595							19,241
% Processed in 14 Days	95.0%	99.9%	100.0%	99.9%	99.9%	99.9%	100.0%	99.8%	99.9%	99.8%	99.9%	100.0%	99.7%							99.8%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		462	429	552	400	529	525	452	453	460	376	415	589							2,745
# Expedited and Inpatient Auth Requests Processed in 3 Days		461	428	552	399	529	523	451	449	459	374	415	587							2,735
% Processed in 3 Days	95.0%	99.8%	99.8%	100.0%	99.8%	100.0%	99.6%	99.8%	99.1%	99.8%	99.5%	100.0%	99.7%							99.6%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.8%	99.8%	99.8%	99.9%	100.0%	99.7%							99.8%
# of Auth Requests Denied for Clinical Reasons		29	41	31	28	16	31	27	27	24	26	18	18							140
% of Total Auth Requests Denied for Clinical Reasons		0.7%	1.2%	0.7%	0.7%	0.4%	0.8%	0.8%	0.8%	0.7%	0.8%	0.5%	0.3%							0.6%
# of Administrative Denials		9	9	18	16	16	14	6	12	6	14	18	59							115
% of Total Auth Requests Denied for Admin Reasons		0.2%	0.3%	0.4%	0.4%	0.4%	0.4%	0.2%	0.4%	0.2%	0.4%	0.5%	1.1%							0.5%
Total # of Auth Requests Denied		38	50	49	44	32	45	33	39	30	40	36	77							255
% of Total Auth Requests Approved		99.1%	98.6%	98.9%	98.9%	99.2%	98.9%	99.0%	98.8%	99.1%	98.8%	98.9%	98.5%							98.8%
Number of Consumer Authorization Appeals received		-	2	4	4	2	4	13	2	7	2	2	1							27
Rate of Consumer Auth. Appeals per 1,000 persons svd			0.1	0.2	0.2	0.1	0.2	1.0	0.2	0.6	0.2	0.2	0.1							

LME-MCO Monthly Monitoring Report
Medicaid Funded Only

LME/MCO: Alliance Health
Light Blue Highlighted cells contain locked formulas.

Completed by: Ginger Yarbrough
Phone #: 919-651-8630

Date: 1/20/2022

Monitoring Areas	Standard	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	FY22
Number of Authorizations overturned or partially overturned due to Consumer Appeals		-	-	1	-	-	-	-	-	-	-	-	-							0
Claims		12/16 - 1/15	1/16 - 2/15	2/16 - 3/15	3/16 - 4/15	4/16 - 5/15	5/16 - 6/15	6/16 - 7/15	7/16 - 8/15	8/16 - 9/15	9/16 - 10/15	10/16 - 11/15	11/16 - 12/15	12/16 - 1/15	1/16 - 2/15	2/16 - 3/15	3/16 - 4/15	4/16 - 5/15	5/16 - 6/15	Total
Total # Clean Claims Received during Month (header)		110,091	105,746	124,797	103,497	131,416	99,804	88,795	104,714	93,554	95,534	115,242	128,644	-	-	-	-	-	-	626,483
Rate of Claims Rcpt per Person Served		5.5	5.3	5.9	5.1	6.5	4.9	7.0	8.2	7.4	7.7	9.7	10.9							50.6
# Paid		103,924	99,806	114,910	90,336	118,409	90,681	79,357	96,123	84,539	88,042	103,987	104,935							556,983
# Denied		6,167	5,940	9,887	13,161	13,007	9,123	9,438	8,591	9,015	7,492	11,252	23,694							69,482
# Pending or in Process		-	-	-	-	-	-	-	-	-	-	3	15							18
Percent Denied		5.6%	5.6%	7.9%	12.7%	9.9%	9.1%	10.6%	8.2%	9.6%	7.8%	9.8%	18.4%							11.1%
# Paid or Denied within 30 Days		105,587	102,831	121,854	99,724	126,793	94,904	84,640	99,582	89,826	93,190	111,701	127,705							606,644
Percent Processed within 30 Days	90.0%	95.9%	97.2%	97.6%	96.4%	96.5%	95.1%	95.3%	95.1%	96.0%	97.5%	96.9%	99.3%							96.8%
Avg # days for Processing (from Receipt to Payment)		10	10	10	12	12	12	12	11	10	8	8	3							
Number of Provider claim Appeals received		30	62	7	83	274	4	6	5	97	5	22	7							142
Rate of Provider Claim appeals per 1,000 persons served		1.5	3.1	0.3	4.1	13.6	0.2	0.5	0.4	7.7	0.4	1.9	0.6							
Number of claim denials overturned due to Provider Appeals		19	54	6	74	11	4	3	0	92	2	20	4							121
Complaints/Grievances		Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Total
Total number of complaints received (1 month prior)		15	18	10	10	29	10	15	9	9	17	19	14	-	-	-	-	-	-	83
Rate of Complaints per 1,000 Persons Served		0.75	0.90	0.50	0.47	1.43	0.50	0.73	0.71	0.71	1.34	1.52	1.18	-						
# Consumer complaints against provider		8	14	6	7	21	5	3	4	5	10	15	11							48
% Consumer complaints against provider		53%	78%	60%	70%	72%	50%	20%	44%	56%	59%	79%	79%							58%
# Consumer complaints against LME/MCO		2	2	1	1	-	1	6	2	2	4	1	1							16
% Consumer complaints against LME/MCO		13%	11%	10%	10%	0%	10%	40%	22%	22%	24%	5%	7%							19%
# Provider complaints against LME/MCO		1	-	1	-	1	1	-	-	-	2	-	-							2
% Provider complaints against LME/MCO		7%	0%	10%	0%	3%	10%	0%	0%	0%	12%	0%	0%							2%
# of Other Types of Complaints		4	2	2	2	7	3	6	3	2	1	3	2							17
# of Complaints Resolved in 30 Days		15	17	10	10	29	9	15	9	9	16	18	13							80
Percent of Complaints resolved in 30 days	90.0%	100.0%	94.4%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	94.1%	94.7%	92.9%							96.4%
Program Integrity--Fraud, Waste and Abuse		Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	YTD Total
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		5	5	5	2	5	4	1	2	1	0	3	3							10
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		16	15	16	16	16	17	16	14	13	14	11	13							
Number of Enrollee fraud and abuse cases investigated by LME/MCO		0	0	1	0	0	0	1	0	0	0	0	0							1
Number of Cases Referred to NC Medicaid/DHB Program Integrity		0	1	3	1	1	1	0	2	2	2	2	3							11



Thursday, March 17, 2022

CFAC MEETING - REGULAR MEETING

(Virtual Meeting via Video Conferencing and In Person)

MEMBERS PRESENT: ☐ Michael McGuire ☒ Ellen Gibson, ☒ Dorothy Johnson ☐ Carrie Morrisy ☐ Jackie Blue ☒ Sharon Harris ☒ Briana Harris ☒ Shirley Francis
☒ Tekeyon Lloyd ☒ Tracey Glenn- Thomas ☒ Renee Lloyd ☒ Carson Lloyd Jr. ☒ Felishia McPherson ☐ Alejandro Vasquez ☐ Andrea Clementi

BOARD MEMBERS PRESENT:

GUEST(S): Shavalia Ingram CEEC, April Francis, Jason Francis, Michael Ross

STAFF PRESENT: ☒ Doug Wright, Director of Community & Member Engagement, ☒ Starlett Davis, Member Engagement Specialist, ☒ Ramona Branch
Membership Outreach and Inclusion Management

Join Zoom Meeting

<https://alliancehealthplan.zoom.us/join/tJ0scOyrpjwrE9x3eLYcqpxB0H5r6YLuY0K2>

Call in Number: +1 646 558 8656

Meeting ID: 910 6733 3915

1. WELCOME AND INTRODUCTIONS: Renee Lloyd, Co Chair

2. REVIEW OF THE MINUTES – The minutes from the February 24, 2022, Consumer and Family Advisory Committee (CFAC) meeting were reviewed; a motion was made by Tekeyon Lloyd and seconded by Tracey Glenn- Thomas to approve the minutes. Motion passed.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Comments	Renee and Starlett Community events and resources. Covid 19 Check ins Starlett Davis informed the committee about Sparky's Birthday Celebrations on March 19, 2022. It was a resource fair being held at Seabrook Park on Langdon Street from 11am to 4pm. She encouraged the committee to spread the word and come out to get information from community organizations including the Fayetteville PD and Fire Dept, Sheriff's office, Health Department and many more.	Please see Ramona, or Starlett for any questions.	Ongoing
4. ADA Updates	Shirley Francis- ADA updated meeting information. Next meeting will be May 18 ,2022 at Kiwanis. The City will have a meeting on the 24 th and they have asked the ADA and any other committees the ADA members are on to get stories from members with loved ones with disabilities on challenges they have had with	Please see Shirley, Starlett or Ramona for any questions.	Ongoing

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:
	the city. The meeting is at 5:30pm at Kiwanis Rec Center. The city is trying to compile stories to make a video to present to the city.		
5. State Updates	<p>Shavalia Ingram March CE&E Update</p> <p>ShaValia went over the March updates. She informed the committee that March is National Disabilities Month and Brain Injury Awareness Month. She highlighted some meetings that were still to come in the month of March such as the Joint DMHDDSAS & DHB Update call: Consumers & Family Members on Monday, March 28th from 2pm to 3pm and the State to Local Collaboration Call on March 23rd from 6pm to 7pm. Please refer to the March CE&E attachment provided for the remainder of the updates.</p>	Please see Ramona, or Starlett for any questions.	Ongoing
6. MCO	<p>Doug Wright MCO Updates Board Budget Retreat 2022</p> <p>Doug announced that Ramona Branch, the Member Inclusion and Outreach Manager will be supporting the committee as well as Starlett, Member Inclusion and Outreach Specialist, moving forward. Lori Caveness will be the interim director that will be taking Doug's seat for a short while.</p> <p>Meck and Orange CFACs have had their initial meetings. Orange is about to have their 2nd meeting. Orange started out with 5 members and Meck has 9. They were able to start their charters as well as elect officers.</p> <p>Doug went over the Board Retreat presentation and what information will be presented to the board and went through each section.</p> <ul style="list-style-type: none"> • He explained to the board the purpose and responsibilities of CFAC • CFAC Priorities • CFAC Focus <p>He answered questions from committee members.</p>		
7. Prep for next meeting	<p>Renee- Discuss the next meeting agenda items. Go over expectations, reminders, etc for the next meeting.</p> <p>Next meeting is April 28, 2022. The committee wanted to continue virtual.</p>	<p>Next meeting is April 28, 2022 at 5:30pm. The meeting will be virtual.</p> <p>Please see Ramona and</p>	April 28, 2022

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



Thursday, March 17, 2022

CFAC MEETING - REGULAR MEETING
(Virtual Meeting via Video Conferencing and In Person)

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
		Starlett with any questions.	
8. Doug's Retirement Appreciation	Well Wishes and Appreciations for Doug in his retirement Everyone gave their well wishes, fond memories, and blessings to Doug on his retirement and journeys to come.	N/A	N/A
9. Appreciation	N/a	N/A	N/A

ADJOURNMENT: Meeting was adjourned at 6:16pm. The next meeting is April 28, 2022 at 5:30pm virtual on Zoom/

Respectfully Submitted by:

Starlett Davis, MA

[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.



Monday, March 14, 2022

Durham CFAC MEETING - REGULAR MEETING

Virtual meeting via videoconference

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

BOARD MEMBERS PRESENT: None

GUEST(S): ☐ ShaVaila Ingram DHHS

STAFF PRESENT: ☒ Doug Wright, Director of Community & Member Engagement, ☒ Ramona Branch, Member Inclusion & Outreach Manager

<https://alliancehealthplan.zoom.us/j/98180766572>

1. WELCOME AND INTRODUCTIONS

2. REVIEW OF THE MINUTES – The minutes from the February 14, 2022, Consumer and Family Advisory Committee (CFAC) meeting were reviewed; a motion was made by Dave Curro and seconded by Chris Dale to approve the minutes. Motion passed.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Comments	No public comments	N/A	N/A
4. State Updates	<p>ShaVaila Ingram, DHHS was in attendance and went over the March CE&E:</p> <ul style="list-style-type: none">➤ March is Social Work month, National Disabilities month, and Brain Injury Awareness month➤ Joint DMHDDSAS & DHB Update call: Consumers & Family Members- March 28, 2022 2pm-3pm➤ The State Consumer and Family Advisory Committee (SCFAC) – Every 2nd Wednesday of the month- next meeting: April 13, 2022 9am-3pm➤ State to Local Collaboration Meeting- March 23, 2022 6pm-730pm➤ A new pilot program is being developed as part of the TBI grant in collaboration with the Brain Injury Association of NC (BIANC) and Family Services of Davidson County to screen individuals for TBI- A new pilot program is being developed in collaboration with the Justice Innovations Section and the Brain Injury Association of NC (BIANC) to screen individuals for TBI and Mental Health at a Probation pilot site➤ NATCON- April 11- 13 2022- Gaylord National Resort & Convention Center Washington DC➤ NC TIDE 2022 Behavioral Health Conference, Monday, April 25 2022- Wednesday April 27, 2022 Wilmington, NC		

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>➤ Spring 2022 13th Annual NC “One Community in Recovery” Conference: Healing Together After Being Apart April 27-29, 2022</p>		
5. LME/MCO Updates	<p>Doug went over the LME/MCO updates:</p> <ul style="list-style-type: none"> This is Doug’s last meeting before his retirement begins April 1 Lori Caviness will be the interim Director and she will be supporting the Steering Committee Ramona will be hiring someone for the Durham position of Member Inclusion & Outreach Specialist- She along with that person will support the Durham CFAC- she will be giving the LME/MCO updates <p>Orange & Meck updates:</p> <ul style="list-style-type: none"> Both counties had their 1st CFAC meeting in February- They were able to develop their Charter and vote in a Chair for Orange, and a Chair and Co-Chair for Meck Meck will have their meeting on the 4th Monday of the month Orange will have their meeting on the 4th Tuesday of the month <p>Board Budget Retreat 2022: Doug went over the presentation for the Board Budget retreat 2022- Jason Phipps will not be in attendance, but Dave Curro will present the Board and Doug will be there to support him</p> <p>Major CFAC Concerns:</p> <ul style="list-style-type: none"> Housing, housing transitions, and housing rights Smart homes (technology) could help availability and staffing Trauma informed training for providers and families Peer Support services - fair pay, career path, upstream Partnerships with schools – major disconnect in most communities (early intervention works) Out of home services (children) – quality and value Communication – the great divide is still present, limited access to internet and technology to access it IDD Waitlist – Registry of Unmet Needs 	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.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none"> • More people waiting than on the waiver • Of those waiting, 76% are not receiving any services from Alliance • Of those receiving services, the benefit is so minimal it is next to impossible to staff • Direct Support Worker crisis has not subsided, and the current legislative actions are a step forward, yet fall way short of solving the challenge. 		
6. Steering Committee Updates	None		
7. Announcements	None		

ADJOURNMENT: the next meeting will be April 11, 2022, at 5:30 p.m.

Respectfully Submitted by:

[Click here to enter text.](#)

Date Approved

ROBERTS RULES CHEAT SHEET

To:	You say:	Interrupt Speaker	Second Needed	Debatable	Amendable	Vote Needed
Adjourn	"I move that we adjourn"	No	Yes	No	No	Majority
Recess	"I move that we recess until..."	No	Yes	No	Yes	Majority
Complain about noise, room temp., etc.	"Point of privilege"	Yes	No	No	No	Chair Decides
Suspend further consideration of something	"I move that we table it"	No	Yes	No	No	Majority
End debate	"I move the previous question"	No	Yes	No	No	2/3
Postpone consideration of something	"I move we postpone this matter until..."	No	Yes	Yes	Yes	Majority
Amend a motion	"I move that this motion be amended by..."	No	Yes	Yes	Yes	Majority
Introduce business (a primary motion)	"I move that..."	No	Yes	Yes	Yes	Majority

The above listed motions and points are listed in established order of precedence. When any one of them is pending, you may not introduce another that is listed below, but you may introduce another that is listed above it.

To:	You say:	Interrupt Speaker	Second Needed	Debatable	Amendable	Vote Needed
Object to procedure or personal affront	"Point of order"	Yes	No	No	No	Chair decides
Request information	"Point of information"	Yes	No	No	No	None
Ask for vote by actual count to verify voice vote	"I call for a division of the house"	Must be done before new motion	No	No	No	None unless someone objects
Object to considering some undiplomatic or improper matter	"I object to consideration of this question"	Yes	No	No	No	2/3
Take up matter previously tabled	"I move we take from the table..."	Yes	Yes	No	No	Majority
Reconsider something already disposed of	"I move we now (or later) reconsider our action relative to..."	Yes	Yes	Only if original motion was debatable	No	Majority
Consider something out of its scheduled order	"I move we suspend the rules and consider..."	No	Yes	No	No	2/3
Vote on a ruling by the Chair	"I appeal the Chair's decision"	Yes	Yes	Yes	No	Majority

The motions, points and proposals listed above have no established order of preference; any of them may be introduced at any time except when meeting is considering one of the top three matters listed from the first chart (Motion to Adjourn, Recess or Point of Privilege).

PROCEDURE FOR HANDLING A MAIN MOTION

NOTE: Nothing goes to discussion without a motion being on the floor.

Obtaining and assigning the floor

A member raises hand when no one else has the floor

- The chair recognizes the member by name

How the Motion is Brought Before the Assembly

- The member makes the motion: *I move that (or "to") ...* and resumes his seat.
- Another member seconds the motion: *I second the motion* or *I second it* or *second*.
- The chair states the motion: *It is moved and seconded that ... Are you ready for the question?*

Consideration of the Motion

1. Members can debate the motion.
2. Before speaking in debate, members obtain the floor.
3. The maker of the motion has first right to the floor if he claims it properly
4. Debate must be confined to the merits of the motion.
5. Debate can be closed only by order of the assembly (2/3 vote) or by the chair if no one seeks the floor for further debate.

The chair puts the motion to a vote

1. The chair asks: *Are you ready for the question?* If no one rises to claim the floor, the chair proceeds to take the vote.
2. The chair says: *The question is on the adoption of the motion that ... As many as are in favor, say 'Aye'.* (Pause for response.) *Those opposed, say 'Nay'.* (Pause for response.) *Those abstained please say 'Aye'.*

The chair announces the result of the vote.

1. *The ayes have it, the motion carries, and ...* (indicating the effect of the vote) or
2. *The nays have it and the motion fails*

WHEN DEBATING YOUR MOTIONS

1. Listen to the other side
2. Focus on issues, not personalities
3. Avoid questioning motives
4. Be polite

HOW TO ACCOMPLISH WHAT YOU WANT TO DO IN MEETINGS

MAIN MOTION

You want to propose a new idea or action for the group.

- After recognition, make a main motion.
- Member: "Madame Chairman, I move that _____."

AMENDING A MOTION

You want to change some of the wording that is being discussed.

- After recognition, "Madame Chairman, I move that the motion be amended by adding the following words _____."
- After recognition, "Madame Chairman, I move that the motion be amended by striking out the following words _____."
- After recognition, "Madame Chairman, I move that the motion be amended by striking out the following words, _____, and adding in their place the following words _____."

REFER TO A COMMITTEE

You feel that an idea or proposal being discussed needs more study and investigation.

- After recognition, "Madame Chairman, I move that the question be referred to a committee made up of members Smith, Jones and Brown."

POSTPONE DEFINITELY

You want the membership to have more time to consider the question under discussion and you want to postpone it to a definite time or day, and have it come up for further consideration.

- After recognition, "Madame Chairman, I move to postpone the question until _____."

PREVIOUS QUESTION

You think discussion has gone on for too long and you want to stop discussion and vote.

- After recognition, "Madam President, I move the previous question."

LIMIT DEBATE

You think discussion is getting long, but you want to give a reasonable length of time for consideration of the question.

- After recognition, "Madam President, I move to limit discussion to two minutes per speaker."

POSTPONE INDEFINITELY

You want to kill a motion that is being discussed.

- After recognition, "Madam Moderator, I move to postpone the question indefinitely."

POSTPONE INDEFINITELY

You are against a motion just proposed and want to learn who is for and who is against the motion.

- After recognition, "Madame President, I move to postpone the motion indefinitely."

RECESS

You want to take a break for a while.

- After recognition, "Madame Moderator, I move to recess for ten minutes."

ADJOURNMENT

You want the meeting to end.

- After recognition, "Madame Chairman, I move to adjourn."

PERMISSION TO WITHDRAW A MOTION

You have made a motion and after discussion, are sorry you made it.

- After recognition, "Madam President, I ask permission to withdraw my motion."

CALL FOR ORDERS OF THE DAY

At the beginning of the meeting, the agenda was adopted. The chairman is not following the order of the approved agenda.

- Without recognition, "Call for orders of the day."

SUSPENDING THE RULES

The agenda has been approved and as the meeting progressed, it became obvious that an item you are interested in will not come up before adjournment.

- After recognition, "Madam Chairman, I move to suspend the rules and move item 5 to position 2."

POINT OF PERSONAL PRIVILEGE

The noise outside the meeting has become so great that you are having trouble hearing.

- Without recognition, "Point of personal privilege."
- Chairman: "State your point."
- Member: "There is too much noise, I can't hear."

COMMITTEE OF THE WHOLE

You are going to propose a question that is likely to be controversial and you feel that some of the members will try to kill it by various maneuvers. Also you want to keep out visitors and the press.

- After recognition, "Madame Chairman, I move that we go into a committee of the whole."

POINT OF ORDER

It is obvious that the meeting is not following proper rules.

- Without recognition, "I rise to a point of order," or "Point of order."

POINT OF INFORMATION

You are wondering about some of the facts under discussion, such as the balance in the treasury when expenditures are being discussed.

- Without recognition, "Point of information."

POINT OF PARLIAMENTARY INQUIRY

You are confused about some of the parliamentary rules.

- Without recognition, "Point of parliamentary inquiry."

APPEAL FROM THE DECISION OF THE CHAIR

Without recognition, "I appeal from the decision of the chair."

Rule Classification and Requirements

Class of Rule	Requirements to Adopt	Requirements to Suspend
Charter	Adopted by majority vote or as proved by law or governing authority	Cannot be suspended
Bylaws	Adopted by membership	Cannot be suspended
Special Rules of Order	Previous notice & 2/3 vote, or a majority of entire membership	2/3 Vote
Standing Rules	Majority vote	Can be suspended for session by majority vote during a meeting
Modified Roberts Rules of Order	Adopted in bylaws	2/3 vote



Tuesday, March 15, 2022

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

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

BOARD MEMBERS PRESENT: None

GUEST(S): Suzanne Thompson DHHS

STAFF PRESENT: Doug Wright, Director of Community & Member Engagement, Ramona Branch, Member Inclusion & Outreach Manager, Noah Swabe, Member Inclusion Specialist

Zoom Link: <https://alliancehealthplan.zoom.us/j/97531673591>

1. WELCOME AND INTRODUCTIONS

2. REVIEW OF THE MINUTES – The minutes from February were reviewed a motion was made by Jerry, seconded by Jason, motion passed.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Comment Individual/Family Challenges and Solutions	Jason shared some personal challenges he has faced with the connection between the public school system and behavioral health. Jason noted there seems to be a disconnect between the two systems and highlighted some of his observations and experiences with his son.	Noted in the budget retreat document the disconnection is one of CFAC's top priorities and will be shared with the board.	None
4. LME/MCO Updates	<p>Doug went over the LME/MCO updates:</p> <ul style="list-style-type: none">• This is Doug's last meeting before his retirement begins April 1• Lori Caviness will be the interim Director and she will be supporting the Steering Committee <p>Orange & Meck updates:</p> <ul style="list-style-type: none">• Both counties had their 1st CFAC meeting in February- They were able to develop their Charter and vote in a Chair for Orange, and a Chair and Co-Chair for Meck• Meck will have their meeting on the 4th Monday of the month• Orange will have their meeting on the 4th Tuesday of the month <p>Board Budget Retreat 2022:</p> <p>Doug went over the presentation for the Board Budget retreat 2022- Jason Phipps will not be in attendance, but Dave Curro will present the Board and Doug will be there to support him</p> <p>Major CFAC Concerns:</p> <ul style="list-style-type: none">• Housing, housing transitions, and housing rights• Smart homes (technology) could help availability and staffing• Trauma informed training for providers and families	None	None

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:
	<ul style="list-style-type: none"> • Peer Support services - fair pay, career path, upstream • Partnerships with schools – major disconnect in most communities (early intervention works) • Out of home services (children) – quality and value • Communication – the great divide is still present, limited access to internet and technology to access it • IDD Waitlist – Registry of Unmet Needs • More people waiting than on the waiver • Of those waiting, 76% are not receiving any services from Alliance • Of those receiving services, the benefit is so minimal it is next to impossible to staff • Direct Support Worker crisis has not subsided, and the current legislative actions are a step forward, yet fall way short of solving the challenge 		
5. State Updates	<ul style="list-style-type: none"> • March is Social Work month, National Disabilities month, and Brain Injury Awareness month • Joint DMHDDSAS & DHB Update call: Consumers & Family Members- March 28, 2022 2pm-3pm • The State Consumer and Family Advisory Committee (SCFAC) – Every 2nd Wednesday of the month- next meeting: April 13, 2022 9am-3pm • State to Local Collaboration Meeting- March 23, 2022 6pm-730pm • A new pilot program is being developed as part of the TBI grant in collaboration with the Brain Injury Association of NC (BIANC) and Family Services of Davidson County to screen individuals for TBI- A new pilot program is being developed in collaboration with the Justice Innovations Section and the Brain Injury Association of NC (BIANC) to screen individuals for TBI and Mental Health at a Probation pilot site • NATCON- April 11- 13 2022- Gaylord National Resort & Convention Center Washington DC • NC TIDE 2022 Behavioral Health Conference, Monday, April 25 2022- Wednesday April 27, 2022 Wilmington, NC • Spring 2022 13th Annual NC “One Community in Recovery” Conference: Healing Together After Being Apart April 27-29, 2022 	None	None
6. Guardianship Video	Noah shared some of the key points taken from both the alternatives to guardianship seminar and guardianship information video created with	Noah will make the changes and coordinate with the Alliance	April 19, 2022

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



Tuesday, March 15, 2022

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	Johnston Clerk of Court. CFAC members shared key points and resources which they would like to be shared on the “one pager”. Noah also shared possible lay outs and formats for the one pager. CFAC members gave input on the layout and wording of the document.	communications department to put together a final draft.	
7. Meeting Location	The CFAC discussed the comfort level of everyone having the April meeting in person with a virtual option available. A motion was made to have a hybrid option available for the April meeting, motion passed.	Noah will make arrangements for the meeting to be held in person in Smithfield with a virtual option. CFAC members were asked to RSVP for the meeting to accurately prepare.	April 19, 2022
8. Announcements	NAMI Walk May 21 st at Dorothea Dix Park	None	None

9. **ADJOURNMENT:** Next Meeting April 19, 2022 at 5:30pm via Zoom

Respectfully Submitted by:

Noah Swabe, Member Inclusion 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.

MEMBERS PRESENT: ☐ Ron Clark ☐ Linda Campbell ☐ John Corrigan ☐ Randy Sperling ☐ Ruth Reynolds
☐ Jim Sonda ☐ Shagun Gaur ☐ Melida Baldera

BOARD MEMBERS PRESENT:

GUEST(S): ☐ ShaValia Ingram, DHHS

STAFF PRESENT: ☐ Doug Wright, Director of Community and Member Inclusion, ☐ Eileen Bennett Member Inclusion and Outreach Specialist, ☐ Lakeisha McCormick, Manager Member Inclusion and Outreach

Please sign-up for each meeting via: Please Right Click on the below link and press “OPEN HYPERLINK” to register

Zoom Link:

Meeting ID: 964 9483 8131

One tap mobile

+1-646-558-8656 96494838131# US (New York)

1. WELCOME AND INTRODUCTIONS Eileen Bennett

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
2. LME/MCO Updates	<p>General LME/MCO Updates</p> <ul style="list-style-type: none"> Budget Retreat- March 21st- Please gather your thoughts and submit them to Lakeisha, Eileen, for them to give to Jason Phipps, so he can submit to the Board Orange CFAC meeting- 3 members voted in- 1st meeting- February 22nd Mecklenburg CFAC meeting- 8 members voted in- <p>CFAC Advocacy & Info document- please review and utilize for advocacy with legislators</p>		
3. State Updates	<p>ShaValia Ingram introductions were made and a description of what information she will provide each month to the Committee. ShaValia gave a brief description of the newsletter as well as a time for Committee Members to ask any questions they may have.</p>		

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

Monday, February 28, 2022

**Mecklenburg CFAC Subcommittee Meeting
Via Video Conference**

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
4. Chair & Co-Chair Nominations & Vote	Eileen Bennett discussed the process for electing a Chair and Co-Chair. The Majority of the Members agreed that they would vote via secret ballot. Members each took turns discussing the roles of Chair/Co-Chair. Randy Sperling and Ruth Reynolds were nominated, and Ruth Reynolds was voted by a majority as the Chair and Randy Sperling as the Co-Chair. After the vote, Lakeisha and Doug informed the new Chair and Co-Chair there would be a Steering Committee Meeting on March 7, 2022 from 5:30-7pm they would need to attend.	A follow-up email will be sent to the Chair and Co-Chair regarding the steering Committee information.	1-2 Days
5. Draft Charter Review/Vote	Lakeisha McCormick began the discussions surrounding the Charter. The draft document was discussed within the group and open for changes/comments. Jim Sonda, Ron Clark, Randy Sperling, and Shagun Gaur proposed changes to the Purpose, Task, and Composition sections of the Charter. Several questions were asked of Doug regarding the By-Laws and the Statute from Jim and Ron in relationship to the Charter language. All changes were discussed/modified with the Committee. Charter was Voted and Approved.	A revised and corrected Charter will be sent to Committee Members	1 Week
6. Open Discussion	<ul style="list-style-type: none">There was some discussion surrounding whether the meetings would remain virtual. Doug indicated that as of right now, the meetings are still virtual but noted that many of the other CFAC subcommittees are considering going to a hybrid model of monthly meetings. He suggested discussing that at the next CFAC.Doug suggested we have any question/answers regarding the By-Laws and Relational Agreement until next meeting.		
7. Announcements	None		

9. ADJOURNMENT: the next meeting will be March 28, 2022, at 5:30 p.m.
Respectfully Submitted by:

Eileen Bennett, Member Inclusion and Outreach Specialist

Date Approved

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

Alliance Health Consumer and Family Advisory Committee

Mecklenburg County Charter

Purpose:

The Mecklenburg County Consumer Family and Advisory Committee, hereinafter referred to as Mecklenburg County CFAC, is responsible for gathering information, disseminating information, and reporting to the Alliance CFAC Steering Committee, county specific information and relevant Statewide issues on the following:

1. Review, comment, and monitor the implementation of the contract deliverables between the area authorities and the Department of Health and Human Services.
2. Identify service gaps and underserved populations.
3. Make recommendations regarding the service array and monitor the development of additional services.
4. Review and comment on the area authority budget.
5. The CFAC shall develop a collaborative and working relationship with the area authorities member advisory committees to obtain input related to service delivery and system change issues.
6. Submit to the State Consumer and Family Advisory Committee findings and recommendations regarding ways to improve the delivery of mental health, intellectual developmental disabilities, substance use disorder, and traumatic brain injury services, including Statewide issues.

Tasks:

The Mecklenburg County CFAC will achieve this responsibility by doing the following:

- Hosting at least (1) one community wide forum per year to receive input about the Mental Health/Intellectual and Developmental Disability/ Substance Use Disorder service system.
- Participate in (2) two community events with the Alliance Community Health and Well Being Department.
- Receive training and/or presentations from Alliance staff or provider agencies around relevant information and services.
- Elect a Chair to serve annually and participate, as a monthly member, of the CFAC Steering Committee.
- Elect a Vice-Chair, to represent Mecklenburg County at the monthly CFAC Steering Committee.
- Recruit new members for CFAC.

Individuals that are interested in CFAC membership should come to two (2) consecutive meetings. On the 3rd meeting they are eligible to be voted in as a member.

- Submit, with the help of an Alliance staff member, an Annual Summary of the Mecklenburg County CFAC's findings and activities.

Composition:

The Mecklenburg County CFAC is made up of individuals and family members that domicile in Mecklenburg County. Members of the public are encouraged to attend and participate where appropriate.

- The Mecklenburg County CFAC Subcommittee shall not exceed more than 14 members.
- Members who exceed more than 3 absences consecutively, could be dismissed from the CFAC. This rule can be discussed on a case-by-case circumstance (i.e., illness or family emergency).
- CFAC Elected Committee Members will:
 - Prepare for meetings ahead of time.
 - Communicate needs to the Chairperson or Alliance Liaison.
 - Communicate respectfully
 - Be on time to meetings or notify the chair when unable to attend.
 - Develop a collaborative and working relationship with the CFAC Steering Committee.
 - Faithfully transmit information between the local committee and the Steering Committee.

Meetings:

- Meetings will be held on the Fourth Monday night of each month from 5:30pm-7pm.
- The chair will construct an agenda with assistance from Alliance staff.
- An Alliance staff member will take notes of each meeting.
- A quorum will consist of 50% of membership or more present.
- The chair or designee will facilitate the meeting.



Tuesday, February 22, 2022

Orange County CFAC MEETING - REGULAR MEETING

Virtual meeting via videoconference

MEMBERS PRESENT: ☒ Allen Dittmer ☒ Paula Harrington ☒ Steve Furman ☒ Aiden Malsbary ☒ Jason Phipps-CFAC Steering Committee Chair ☒ Steve Furman

BOARD MEMBERS PRESENT: None

GUEST(S): ☐ ShaVaila Ingram DHHS

STAFF PRESENT: ☒ Doug Wright, Director of Community & Member Engagement, ☒ Ramona Branch, Member Inclusion & Outreach Manager

☒ Douglas McDowell, Member Inclusion and Outreach Specialist

<https://alliancehealthplan.zoom.us/j/97437255029>

1. **WELCOME AND INTRODUCTIONS-** At approximately 5:30 p.m., Doug Wright welcomed all who were present for Alliance Health's first Orange County CFAC meeting, introducing himself, after a general introduction and summation of CFAC's purpose. Ramona Branch introduced herself and discussed her role in the overall CFAC process. Douglas McDowell introduced himself, shared role and responsibilities as facilitator of meetings and assisting CFAC members with informational updates, and any other needs that arise, related to CFAC.
2. **REVIEW OF THE MINUTES –** This was an initial meeting for the Orange County CFAC after Alliance Health assumed Cardinal Innovation's role as LME/MCO. There were no minutes to review in initial CFAC meeting, held 02-22-2022.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Comments	It was agreed by the members present to accept the two visitors as official members during current meeting. There was unanimous consensus on approving the two future applicants, making all present participants in meeting official members. There were extensive talks, with all members participating, about past and future outreach events in the community.	Continue to recruit CFAC committee members. Doug Wright challenged all current members to bring a guest with them at next meeting.	
4. Charter	Doug Wright explained details related to CFAC charters, and the fact that charters are often changed as the CFAC committee members see fit. Doug Wright further explained that the committee belonged to, and is run by the members, and facilitated by Alliance Health.	Changes made as needed moving forward.	
5. Stipend Paperwork	Doug Wright explained the importance of completing required banking information for stipends to be deposited. He also stated that Douglas McDowell would be available for any assistance related to the stipend paperwork.	Assistance and facilitation available via Douglas McDowell for all required stipend paperwork.	
6. Meeting Time	Once all members were made official, Doug Wright motioned for a vote, Scott Phipps seconded the motion, and all agreed to keep meetings on the 4 th Tuesday of every month, beginning at 5:30-7:00, making the next Orange County CFAC Meeting on Tuesday, March 22 nd , 2022. After	Doug Wright explained that meetings will be virtual until further notice. It was explained the meeting would go hybrid	

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



Tuesday, February 22, 2022

Orange County CFAC MEETING - REGULAR MEETING
Virtual meeting via videoconference

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	general conversation about a sub-committee chair, Allen Dittmer motioned for a vote to make Steve Furman Orange County CFAC chairperson.	once Orange County. Steve Furman and Douglas McDowell will schedule a time to meet and go over plans, moving forward.	
7. Announcements	Announcements, and further guidance, was given by Doug Wright concerning requirements to begin receiving stipends. Meeting locations discussed, due to pandemic and future office location for Orange County has yet to officially open.	Locate alternative meeting location until Orange County office is ready. Complete all required paperwork for stipend deposits.	

ADJOURNMENT: the next meeting will be March 22, 2022, at 5:30 p.m.

Respectfully Submitted by:

Douglas McDowell- BA CPSS Member Inclusion and Outreach Specialist

Date Approved

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



Tuesday, March 22, 2022

CFAC MEETING - REGULAR MEETING

Choose an item.

5:30-7:00 p.m.

LOCATION: 201 Sage Rd Suite 100A Chapel Hill, NC 27514

ZOOM LINK:

MEMBERS PRESENT: ☒ Steve Furman-Chair Person ☒ Allen Dittmer ☒ Paula Harrington ☒ Aiden Malsbary

BOARD MEMBERS PRESENT: None

GUEST(S): Candace Alley

STAFF PRESENT: ☒ Doug Wright, Director of Individual and Family Affairs ☒ Ramona Branch- Member Inclusion & Outreach Manager

☒ Douglas McDowell, Member Inclusion and Outreach Specialist

1. WELCOME AND INTRODUCTIONS

2. **REVIEW OF THE MINUTES** – The minutes from the February 22, 2022, Consumer and Family Advisory Committee (CFAC) meeting were reviewed; a motion was made by Steve Furman and seconded by Paula Harrington to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Announcements	Welcome given by Doug Wright- Budget discussions to hire more direct care workers to address shortages Alliance's service providers are facing. Doug Wright: Lori Caviness will be assuming Doug's responsibilities as it relates to the Orange County CFAC. Allen Dittmer spoke up about how supportive Orange County was with the marginalized population and their efforts to assist with housing issues within the various communities. Ramona Branch and Douglas McDowell will facilitate meetings and ensure all members receive updates as needed.	Ongoing updates will continue via Deborah Duncan.	
4.State Updates	No state representative present. Doug Wright discussed an update from NCDHHS concerning fact Sheets Available for Children and Youth Transitioning to Foster Care, as it relates to NC Medicaid Managed Care (Standard Plans). high number of children displaced, needing support and services.	Ongoing	
5. LME/MCO Updates	Doug Wright: Discussions surrounding budget retreat, Housing issues one of the main focuses as it relates to finances. Allen Dittmer and Steve Furman spoke about the state of homelessness within the county, agreeing that housing is a critical need, moving forward.		

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

Tuesday, March 22, 2022

CFAC MEETING - REGULAR MEETING

Choose an item.

5:30-7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	Doug spoke on the potential use of smart homes in conjunction with ILI.		
6. Steering Committee Updates	Doug Wright shared multiple updates concerning Alliance Health's role in supporting CFAC members, via trainings, conferences, and other educational opportunities. Members are encouraged to seek assistance through the Ombudsman's office as it relates to transitional changes with Medicaid transformation. Doug further explained the importance of each member having opportunity to attend the various conferences, moving forward. Paula Harrington inquired about specific crisis situations where guardianship is in question. Doug Wright response: More trained professionals being courted to mobile crisis with financial incentives. Paula Harrington shared about Cardinal's way of handling county budgetary information when they were in control. There will be no more regional CFAC committees, with a narrowed focus on specific needs in each individual county. Candace Alley shared information about the Trauma Resource Network, (Hillsborough) and goals for collaborating with service providers in Orange County, addressed the need for a trauma-informed community. Doug Wright shared about the option to use Alliance's ACESS line for guidance and answers. Paula Harrington discussed the need to do something about medications for the uninsured.	Douglas McDowell will ensure training links are posted and emailed to all CFAC member.	
7. Meeting Location/Guidance/Hybrid Option	201 Sage Rd. Suite 100A is the location for in-person CFAC meetings. There will be continued Zoom availability for those wanting to remain virtual participants.	Settled	
8. Outreach Events	Doug shared about upcoming NAMI events and the need to plan an outreach event, moving forward. Steve F and Allen D. shared about possible locations for future outreach events but nothing specific.	Ongoing	
9. CFAC Recruitment	Doug Wright reiterated the need for a diverse CFAC, and equal representation on the committee. Candace Alley is interested in becoming a CFAC member. Doug Wright reminded members about previous vote requiring attendance of 3 meetings before being voted in.	Ongoing	

ADJOURNMENT: the next meeting will be April 26, 2022, at 5:00 p.m. at current location.

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

Tuesday, March 22, 2022

CFAC MEETING - REGULAR MEETING

Choose an item.

5:30-7:00 p.m.

Respectfully Submitted by:

[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.

MEMBERS PRESENT: ☒ Annette Smith, ☐ Rebekah Bailey, ☒ Trula Miles, ☐ Karen McKinnon, ☒ Benjamin Smith,
☐ Vicky Bass, ☒ Jessica Larrison, ☐ Bradley Gavriluk, ☒ Faye Griffin, ☒ Israel Pattison, Rasheeda McAllister, ☒ Keisha Gordon, ☒ Alicia Jones, ☒ LaNarda Williams, ☒ Brian Williams

BOARD MEMBERS PRESENT: None

GUEST(S): ☒ ShaValia Ingram DHHS

STAFF PRESENT: ☒ Doug Wright, Director of Community & Member Inclusion; ☒ Ramona Branch Inclusion and Outreach Manager;
☒ Erica Asbury, Member Inclusion and Outreach Specialist

1. WELCOME AND INTRODUCTIONS

2. REVIEW OF THE MINUTES – The minutes from the February 8, 2022, Consumer and Family Advisory Committee (CFAC) meeting were motioned by J. Larrison and second by A.Jones.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Announcements	<p>A.Jones wanted to discuss coverage of in home intensive treatment and to share her concerns about not getting clarity from staff that is working with her family. Discussion took place about the tailored plan services versus the standard plan and how families could get direct answers to their questions.</p> <p>A.Smith inquired as to when it would it would appropriate to have a member transferred back to the tailored plan and if it happens automatically?</p> <p>D. Wright did a comparison between the standard and tailored plan and stated that members could request to be transferred back to the tailored plan if they require an enhanced service. He further explained that people with questions can continue to reach out to the enrollment broker and should get an answer within 24 hours. The state has 14 days to decide.</p> <p>A. Smith shared information about the Legislative Breakfast that took place and stated that she will share information about ways to contact and connect with legislators. A. Smith gave a reminder about the DSP pay rate increases and a bonus that is \$1,964.00 after taxes. The bonus should be out to non-contract DSP. The wage increase is \$2.14 per hour which is closer to the original goa but there is still room for improvement. Self-directed care is also</p>	Ongoing	N/A

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AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	eligible for the pay increase unfortunately some of them are listed as contractors and will not get it.		
4. State Updates-S. Ingram	<p>ShaValia Ingram, NCDHHS was in attendance and went over the State updates</p> <p>March CEE</p> <ul style="list-style-type: none"> <input type="checkbox"/> Social Work Month, National Disabilities Awareness Month, Brain Injury Awareness Month <input type="checkbox"/> Joint DMHDDSAS & DHB Update call for Providers did take place on 3/3/22 from 3 pm - 4 pm <input type="checkbox"/> Joint DMHDDSAS & DHB Update call: Consumers & Family Members will be on Monday, 3/28/2022 from 2 pm - 3 pm <input type="checkbox"/> Regional CFAC Meetings have NOT been scheduled at this time information will be shared as soon as it is made available <input type="checkbox"/> State Consumer and Family Advisory meeting is 3/9/2022 9-3 pm and will be a hybrid presentation. <input type="checkbox"/> State to Local Collaboration Meeting <ul style="list-style-type: none"> o Next Call: 3/23/22 6-7:30pm <input type="checkbox"/> In person training CE& E are available to set up training in person <input type="checkbox"/> The pilot TBI program is being developed as part of the TBI grant collaboration with the Brain Injury Association of NC and Family Services of Davidson County to screen individuals for TBI. There will also be similar pilot program in collaboration with the Justice Innovations Section that will screen individuals for TBI and mental health at a probation site. 3/9/2022 will be the next TBI advisory council meeting 9 am-1pm. <input type="checkbox"/> The NC Medicaid Hot Topic Series is every 3rd Thursday and the next one will be on 3/17/2022 at 5:30 pm. <input type="checkbox"/> The Resource Guide for Veterans may be viewed electronically but hard copies may be requested through CEE team <input type="checkbox"/> NATCON22 will take place April 11-12, 2022 in Washington DC <input type="checkbox"/> One Community in Recovery will be April 27th-29th at the GTCC Colfax, NC it will be offered both in person and virtual <input type="checkbox"/> The Women's Recovery Conference will be 5/4-5/6/2022 <p>CBITF Virtual Briefing with Rep Bill Pascrell and Don Bacon will be 3/16 2:30-4:30 pm.</p> <ul style="list-style-type: none"> <input type="checkbox"/> The State of the Child Conference is May 11, 2022 	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>There will be a Serving Refugee and Immigrant Survivors in Behavioral Health seminar on 3/16/2022 12-2pm.</p> <p><input type="checkbox"/> TBI Stakeholder Day is 3/8/3022 12-4:30pm</p>		
<p>5. MCO/LME update</p>	<p>D. Wright reported on the following: CFAC Board Budget Retreat</p> <ul style="list-style-type: none"> ➤ The Major CFAC Concerns/Solutions: Housing, Smart Homes, Peer Support services, Partnerships with school, Out of home services, Communications. ➤ Major CFAC Concerns: IDD waitlist-Registry of Unmet Needs: too many people are on the wait list, benefits are minimal, direct support worker shortage has not subsided, and needing community solutions. 76% are not receiving any services or the benefit is so minimal that it is not possible to staff. DSP concerns have not subsided. L. Williams that there may be a possibility of additional grant money to pay Peer Support workers through NC Works Career Center. A. Smith asked why transportation was not listed as concern? D. Wright responded that transportation support was a pilot program and will eventually be offered statewide. R. McAllister shared her family's story of the number of years on the waitlist and the number of years just sitting and waiting for the service to be available and how frustrating it has been. There was additional discussion about the number of family members that are paid to provide the services. A. Smith stated that 37% of the filled slots were by relatives. A. Jones stated that there really needs to be a way to gather information on the number of families that are actually doing the work. A. Smith stated that there should be a way to survey families. D. Wright informed the group that the state does survey members on an annual basis. A. Smith suggested that CFAC be give the opportunity to provide the questions to the state for the surveys. A. Jones included that it needs to simple to fill out and family friendly. D. Wright explained that CFAC could do a survey among themselves to start and then submit the findings to the state. K. Gordon shared that she imagines going to meet with a 	<p>Ongoing</p>	<p>N/A</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:
	<p>ays would they be legislator and asking them what day would they be able to offer in home support to her son. Discussion related to people not relating to the entire demands that are put on the family to provide all of the services and the support. D. Wright shared that legislation day would be the perfect opportunity to plan that type of interaction.</p> <ul style="list-style-type: none"> ➤ D. Wright concluded that the presentation will be on March 21st and Jason will be present. <p>LME-MCO Monthly Monitoring Report</p> <ul style="list-style-type: none"> ➤ As expected, the call center numbers jumped in correlation with the taking on of the new counties. Going from 4,256 in Nov of 2021 to 5,873 in December of 2021. The IDD waitlist also saw an increase from 4,462 to 5,842. The percentage of persons who are on the registry of unmet needs not receiving any funded services is 76%. The number of incidents in level 2 went from 183 in Nov 2021 to 299 in Dec. The number of incidents that were reported at level 3 went from 31 in Nov to 50 in Dec of 2021. ➤ Unduplicated count of medicaid members climbed from 76,603 in Nov 2021 to 119,225 in December 2021. D. Wright reports that there will be a closer review of trends. <p>There is an expectation that the data will continue to be cleaned up specifically in the numbers that were reported concerning hospitals. D. Wright reports that he will ask Quality Management to send specific information. He did also mention that the number of authorizations that have been processed is being turned around in less than 14 days. Expedited requests are processed in 3 days. Denials did also increase.</p>		
6. Steering Committee	<p>D. Wright shared that Mecklenburg and Orange County CFAC are up and going. They both held their first meetings in February. They have their charter and have elected officers.</p> <p>D. Wright took time to mention that this will be his last CFAC meeting prior to retirement and that he would like to thank all of the members for their hard work and commitment. He also mentioned that Lori Cavanass will be the</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.



Bridging the Gap

Families with Mental Illness and Law Enforcement

Please join us on March 10th at 6:30-7:30 pm
by clicking the link below.

<https://us02web.zoom.us/join/tZYrdu6tpjIuHtNqIU4SiRZdFDQroDkL8nkB>

Objectives:

- How do you know you may need to call law enforcement
- How to ask for help
- How to inform law enforcement of mental illness and disabilities
- What to expect when you call for help
- How to remain calm if or when force is given
- How helpful will law enforcement be

Sherita Crews MA, LCMHC
Keshawn McCleod MSW, LCSW
Shander Meadows MA, LCMHCS





Tuesday, February 08, 2022

Wake CFAC MEETING - REGULAR MEETING

Virtual meeting via videoconference

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	interim Director after he leaves on March 31 st and Ramona and Erica will still be available.		
7. Announcements	E. Asbury review flyers and training announcements. A. Jones explained that the training is an opportunity for parents to have direct contact with individuals to support them learning more about how to interact with law enforcement. Information was given about the Best Buddies Walk that will take place on April 23 rd . A. Smith spoke about the I2I presentation and that it is great information. Several members suggested that there is an interest in getting more information about access to medic alert bracelets. A. Jones also mentioned that there should be clearer ways for individuals to gain access to technology so that basic barriers are eliminated.		

ADJOURNMENT: I. Pattison motioned to adjourn and A. Jones second. A. Smith adjourned the meeting at 7:00pm. The next meeting will be April 12, 2022, at 5:30 p.m.

Respectfully Submitted by:

Erica Asbury, Member Inclusion Specialist

03.17.22

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



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

ITEM: Executive Committee Report

DATE OF BOARD MEETING: April 7, 2022

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. The Executive Committees' actions are reported to the Board at the next scheduled meeting.

This report includes draft minutes from the previous meeting and a reappointment recommendation.

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

REQUEST FOR AREA BOARD ACTION: Receive the report; recommend to the Cumberland Board of County Commissioners the reappointment of Vicki Evans to Alliance's Board.

CEO RECOMMENDATION: Receive the report; recommend to the Cumberland Board of County Commissioners the reappointment of Vicki Evans to Alliance's Board.

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

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Monday, February 21, 2022

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); Lodies Gloston, MA (Network Development and Services Committee Chair/Board Vice-Chair); Lynne Nelson, BS (Board Chair); Gino Pazzaglini, MSW LFACHE (previous Board Chair); and Pam Silberman, JD, DrPH (Quality Management Committee Chair)-via Zoom

APPOINTED MEMBERS ABSENT: David Hancock, MBA, PFAff (Finance Committee Chair); and Donald McDonald, MSW (Client Rights/Human Rights Committee Chair)

BOARD MEMBERS PRESENT: None

GUEST(S): Alex Yarianian

STAFF PRESENT: Veronica Ingram, Executive Assistant II; Brian Perkins, Senior Vice-President/Strategy and Government Relations (via Zoom); Robert Robinson, CEO; Sara Wilson, Chief of Staff (via Zoom); and Carol Wolff, General Counsel (via Zoom)

1. **WELCOME AND INTRODUCTIONS** – the meeting was called to order at 3:41 p.m.
2. **REVIEW OF THE MINUTES** – The Committee reviewed minutes from the February 21, 2022, meeting; a motion was made by Vice-Chair Gloston and seconded by Mr. Pazzaglini to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Updates:	A. RESUMING ONSITE EXECUTIVE COMMITTEE MEETINGS: Committee discussed and agreed to resuming onsite meetings, which will include a virtual option. B. FEEDBACK FROM FIRST HYBRID BOARD MEETING: Committee recommended continuing virtual option for meetings. C. NEW HUMAN RIGHTS COMMITTEE CHAIRPERSON: Chair Nelson announced that Lodies Gloston will chair the Human Rights Committee starting April 1, 2022.	A. N/A B. N/A C. N/A	A. N/A B. N/A C. N/A
4. Closed Session	COMMITTEE ACTION: A motion was made by Mr. Curro to enter closed session pursuant to North Carolina General Statute (NCGS) 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 Vice-Chair Gloston. Motion passed unanimously.	N/A	N/A
5. Reconvene Open Session	Committee returned to open session.	N/A	N/A
6. Reappointment Recommendation	Chair Nelson shared that Vicki Evans' term expires May 31, 2022. She also shared that Ms. Evans is willing to serve an additional term. COMMITTEE ACTION: A motion was made by Mr. Pazzaglini to recommend that the Alliance Board forwards a reappointment request for Vicki Evans to the Cumberland Board of County Commissioners. Motion seconded by Vice-Chair Gloston. Motion passed unanimously.	Topic will be added to the agenda for the April Board meeting.	4/7/22
7. Agenda for April Board Meeting	Committee reviewed the draft agenda and provided input.	Ms. Ingram will forward the agenda to staff.	3/22/22

8. **ADJOURNMENT:** the meeting adjourned at 4:05 pm; the next meeting will be April 18, 2022, at 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
BOARD OF DIRECTORS
Agenda Action Form**

ITEM: Special Update/Presentation: How Members Access Services

DATE OF BOARD MEETING: April 7, 2022

BACKGROUND: Alliance has an interest in promoting a positive consumer experience for those members interested in access to behavioral healthcare. Dr. Mehul Mankad will review the current approaches to behavioral healthcare access. He will provide examples of the “no wrong door” approach used by Alliance in terms of member inclusion and engagement in care.

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

REQUEST FOR AREA BOARD ACTION: Receive the report.

CEO RECOMMENDATION: Receive the report.

RESOURCE PERSON(S): Mehul Mankad, MD, Chief Medical Officer

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