



Thursday, February 02, 2023

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); Carol Council, MSPH (via Zoom); David Curro, BS; Dena Diorio, MPA (via Zoom); Vicki Evans (via Zoom); Amy Fowler, Orange County Commissioner, MD; Ted Godwin, Johnston County Commissioner (via Zoom); David Hancock, MBA, MPAff (Board Vice-Chair); D. Lee Jackson, BA (via Zoom); Lynne Nelson, BS (Board Chair); Cheryl Stallings, Wake County Commissioner, PhD; and Anthony Trotman, MS (via Zoom)

APPOINTED MEMBERS ABSENT: George Corvin, MD; and Samruddhi Thaker, PhD

GUEST(S) PRESENT: Deb Aldridge (via Zoom); Marie Dodson, Alliance CFAC Vice-Chair (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); Mary Hutchings, Wake County Finance office (via Zoom)

ALLIANCE STAFF PRESENT: Brandon Alexander, Communications and Marketing Specialist II (via Zoom); Joey Dorsett, Senior Vice-President/Chief Information Officer; Cheala Garland-Downey, Executive Vice-President/Chief Human Resources Officer; Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Sandhya Gopal, Senior Director of Government Relations; Veronica Ingram, Clerk to the Board; Joshua Knight, Director of Internal Audit (via Zoom); Shawn Mazyck, Senior Director of Provider Network (via Zoom); Ann Oshel, Senior Vice-President/Community Health and Well-Being (via Zoom); Robin Pelland, Director of Quality Management (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; Sean Schreiber, Executive Vice-President/Chief Operating Officer (via Zoom); Lori Skinner-Campbell, Senior Vice-President/Quality Management (via Zoom); Ashley Snyder, Senior Director of Accounting and Finance (via Zoom); Tammy Thomas, Senior Director of Business Evolution; Dianna White, Senior Vice-President/Financial Operations; Sara Wilson, Chief of Staff; and Carol Wolff, General Counsel

1. CALL TO ORDER: Board Chair Lynne Nelson called the meeting to order at 4:00 p.m. She welcomed new board member and Wake County commissioner, Cheryl Stallings.

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	Chair Nelson announced the following: <ul style="list-style-type: none">Annual compliance disclosures are needed for all Board members; they are due by March 31. She shared that this information was emailed yesterday and thanked the 30% of Board members who already completed this item. She directed board members to contact Monica Portugal, Chief Risk and Compliance Officer, with any questions about the forms or policies.The annual board budget retreat is part of the agency's budget process and is scheduled for Monday, March 20 (1:00-3:30 p.m.). She asked board members to RSVP with Veronica Ingram, Board Clerk, if they are unable to attend or need to attend virtually; this meeting will also include lunch. Additional information will be sent to board members.
5. CEO's Report	Mr. Robinson reported the following: <ul style="list-style-type: none">He shared about a video he emailed to board members; the video depicted challenges with youth requiring out of home placement across the country and initiatives to address this need.Dave Richard's Retirement: Deputy Secretary for NC DHB (Division of Health Benefits) announced his retirement. Jay Ludlam, the current assistant secretary will serve in an interim role. Mr. Richard will be retiring at the end of February.Strategic Plan Schedule: Sara Wilson, Chief of Staff, reviewed the timeline for developing the FY24-26 (fiscal year 2023-2024, 2024-2025, 2025-2026) strategic plan.

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AREA BOARD REGULAR MEETING

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

AGENDA ITEMS:	DISCUSSION:
6. Consent Agenda	<p>A. Draft Minutes from December 1, 2022, Board Meeting – page 4</p> <p>B. Executive Committee Report – page 8</p> <p>C. Quality Management Committee Report – page 11</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 approve the minutes; motion seconded by Mr. Curro. Motion passed unanimously.</p>
7. Special Update/ Presentation – page 14	<p>ACAP (Association for Community Affiliated Plans) is the trade association serving over sixty safety net health plans, including Alliance. Meg Murray, ACAP CEO, presented an overview of ACAP and important national topics which impact Alliance.</p> <p>Ms. Murray reviewed ACAPs mission, vision, 2023-2025 goals, collaborative efforts among the plans, recent achievements, upcoming opportunities: establishing a PAC (political action committee), support for ACAP plan workforce efforts, increasing focus on SDOH (social determinant/driver of health), considering additional collaborative activities for member plans; and potential challenges for safety net plans. This presentation is saved as part of the board's files.</p> <p><u>BOARD ACTION</u> The Board received the training/presentation.</p>
8. Committee Reports	<p>A. Consumer and Family Advisory Committee – page 15</p> <p>The Alliance Consumer and Family Advisory Committee (CFAC) is composed of consumers and/or family members from Cumberland, Durham, Johnston, Mecklenburg, Orange, or Wake counties who receive mental health, intellectual/developmental disabilities, or substance use/addiction services. A schedule of the CFAC committee meetings is available on Alliance's website. This month's report included draft minutes and documents from November and December meetings.</p> <p>Marie Dodson, CFAC Steering Committee Vice-Chair, presented the report. Ms. Dodson shared the Mecklenburg CFAC elected a new chair and vice-chair; Cumberland CFAC is seeking new members as is Durham. Wake CFAC provided structured feedback about IDD concerns. She also shared about upcoming events, including mental health month, which is May. Orange CFAC is organizing an event for members and family members w/ IDD (intellectual/developmental disabilities). She encouraged board members and meeting attendees to attend CFAC meetings; she commended Orange CFAC as a new committee, which started less than a year ago. The CFAC report is attached to and made part of these minutes.</p> <p><u>BOARD ACTION</u> The Board received the report.</p> <p>B. Finance Committee Report – page 74</p> <p>The Finance Committee is responsible for reviewing, providing guidance and making recommendations on financial matters to the Area Board. This responsibility includes reviewing financial statements and reports, provide support to staff, and ensuring internal controls are established. This month's report included documents and draft minutes from the previous meeting and contracts for review/approval.</p>

Thursday, February 02, 2023

AREA BOARD REGULAR MEETING

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

AGENDA ITEMS:	DISCUSSION:
	<p>David Hancock, Committee Chair, presented the report. Mr. Hancock noted the agency's most recent financial report. Mr. Hancock and Kelly Goodfellow, Executive Vice-President/Chief Financial Officer, reviewed elements of proposed contracts, which were reviewed by the finance committee and recommended for approval. The committee report is attached to and made part of these minutes.</p> <p><u>BOARD ACTION</u> A motion was made by Commissioner Fowler to authorize the CEO to amend the contract with Milliman, Inc. for an increase not to exceed \$1,000,000; motion seconded by Mr. Curro. Motion passed unanimously.</p> <p>A motion was made by Vice-Chair Hancock to authorize the CEO to enter into a contract with Clearlink Partners, LLC. for clinical consulting services for an amount not to exceed \$900,000; motion seconded by Commissioner Fowler. Motion passed unanimously.</p> <p>A motion was made by Vice-Chair Hancock to approve an increase of \$798,875 in the one-year reinvestment plan for the Child Facility Based Crisis Construction; motion seconded by Ms. Diorio. Motion passed unanimously.</p> <p>C. Audit and Compliance Committee Report – page 86 The purpose of the Audit and Compliance Committee is to put forth a meaningful effort to review the adequacy of existing compliance systems and functions and to assist the Board in fulfilling its oversight responsibilities. This committee develops, reviews, and revises the By-Laws and Policies that govern Alliance. Two years ago, a decision was made by the Audit and Compliance Committee and the Board of Directors to competitively bid auditor services every five years, starting in FY21.</p> <p>Dave Curro, Committee Chair, and Monica Portugal, Executive Vice-President/Chief Risk and Compliance Officer, reviewed the committee's recommendation. Ms. Portugal provided background on this topic and shared that this recommendation was reviewed and supported by two board committees: Executive and Audit/Compliance.</p> <p><u>BOARD ACTION</u> A motion was made by Ms. Diorio to select an appropriate audit firm and switch audit partner every five years or more often as needed; motion seconded by Ms. Council. Motion passed unanimously.</p>
9. Closed Session(s)	<p><u>BOARD ACTION</u> A motion was made by Commissioner Altman to enter closed session per 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 Mr. Curro. Motion passed unanimously.</p>
10. Reconvene Open Session	The Board returned to open session.
11. Adjournment	All business was completed; the meeting adjourned at 5:56 p.m.

Next Board Meeting
Thursday, March 02, 2023
4:00 – 6:00 pm

Minutes approved by Board on March 2, 2023.



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

ITEM: Draft Minutes from the December 1, 2022, Board Meeting

DATE OF BOARD MEETING: February 2, 2023

BACKGROUND: The Alliance Health (Alliance) Board of Directors (Board) per North Carolina General Statute 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 previous meeting 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 December 1, 2022, meeting.

CEO RECOMMENDATION: Approve the draft minutes from the December 1, 2022 meeting.

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

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Thursday, December 01, 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; Carol Council, MSPH (via Zoom); George Corvin, MD; David Curro, BS; Dena Diorio, MPA; Vicki Evans (via Zoom); Amy Fowler, Orange County Commissioner, MD (via Zoom); Ted Godwin, Johnston County Commissioner (via Zoom); David Hancock, MBA, MPAff (Board Vice-Chair); D. Lee Jackson, BA (via Zoom); Lynne Nelson, BS (Board Chair); and Anthony Trotman, MS (via Zoom)

APPOINTED MEMBERS ABSENT: Samruddhi Thaker, PhD

GUEST(S) PRESENT: Sandi Lafferty (via Zoom); 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); Jeremy Hicks, CLA Connect (via Zoom); Mary Hutchings, Wake County Finance office (via Zoom); Rol (Darren) James (via Zoom); Mary Thomas (via Zoom); and Melanie Williams (via Zoom)

ALLIANCE STAFF PRESENT: Brandon Alexander, Marketing and Communications Specialist II (via Zoom); Damali Alston, Senior Director of Network Evaluation; Joey Dorsett, Senior Vice-President/Chief Information Officer (via Zoom); Doug Fuller, Senior Director of Communications; Cheala Garland-Downey, Executive Vice-President/Chief Human Resources Officer; Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Sandhya Gopal, Senior Director of Government Relations (via Zoom); Ashley Holmes, Integrated Health Care Consultant II (via Zoom); Veronica Ingram, Clerk to the Board; Joshua Knight, Director of Internal Audit (via Zoom); Shawn Mazyck, Senior Vice-President/Provider Network (via Zoom); Jameelah Melton, MD, Deputy Chief Medical Officer (via Zoom); Ann Oshel, Senior Vice-President/Community Health and Well-Being; Brian Perkins, Senior Vice-President/Strategy and Government Relations; Monica Portugal, Executive Vice-President/Chief Risk and Compliance Officer; Robert Robinson, Chief Executive Officer; Sean Schreiber, Executive Vice-President/Chief Operating Officer; Lori Skinner-Campbell, Senior Vice-President/Quality Management; Ashley Snyder, Senior Director of Accounting and Finance; Tammy Thomas, Senior Vice-President/Business Evolution; Dianna White, Senior Vice-President/Financial Operations; Sara Wilson, Chief of Staff; Carol Wolff, General Counsel; and Ginger Yarbrough, NCQA Accreditation Manager

1. CALL TO ORDER: Board Chair Lynne Nelson called the meeting to order at 4:06 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	Chair Nelson reported the following: <ul style="list-style-type: none">• Thanked Commissioner Maria Cervania and presented her with a commemorative plaque expressing gratitude for her leadership and service as today was her last board meeting• Thanked board members and staff for their work supporting Alliance's Mission, especially on the anniversary of her son's death, which is part of her advocacy for persons seeking behavioral health services
5. CEO's Report	Mr. Robinson reported the following: <ul style="list-style-type: none">• A recap of November Tailored Plan town halls, which were coordinated with Alliance CFAC and hosted in locations within all counties in Alliance's catchment area• Today Tailored Plan, Tailored Care Management began; he shared that a smooth transition is anticipated and thanked staff, especially care managers, for their efforts to ensure a smooth transition
6. Consent Agenda	A. Draft Minutes from November 3, 2022, Board Meeting – page 4 B. Executive Committee Report – page 8 C. Quality Management Committee Report – page 10

Thursday, December 01, 2022

AREA BOARD REGULAR MEETING

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

AGENDA ITEMS:	DISCUSSION:
	<p>The consent agenda was sent as part of the Board packet; it is attached to and made part of these minutes. There were no comments or discussion about the consent agenda.</p> <p><u>BOARD ACTION</u> A motion was made by Mr. Curro to approve the minutes; motion seconded by Ms. Diorio. Motion passed unanimously.</p>
7. Committee Reports	<p>A. Consumer and Family Advisory Committee – page 15 The Alliance Consumer and Family Advisory Committee, or CFAC, is made up of consumers and/or family members that live in Cumberland, Durham, Johnston, Mecklenburg, Orange and Wake counties who receive mental health, intellectual/developmental disabilities, traumatic brain injury and substance use/addiction services. CFAC is a self-governing committee that serves as an advisor to Alliance administration and Board of Directors. A schedule of the CFAC committee meetings is available on Alliance's website. This report included draft minutes and documents from October meetings.</p> <p>Dave Curro presented the report. Mr. Curro provided an update from previous meetings noting review of CFAC by-laws, term limits and county specifications for time off before being reappointed; he shared that two members from each county are attending next week's i2i conference in Pinehurst, NC. He also shared plans to revisit virtual CFAC meetings to increase attendance/participation, reviewing CFAC posters, Aimee Izawa, Alliance Director of Community and Member Engagement, will create one-pager; and CFAC is looking for meeting space; they used to meet at TROSA. The CFAC report is attached to and made part of these minutes.</p> <p><u>BOARD ACTION</u> The Board received the report.</p> <p>B. Finance Committee Report – page 47 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.</p> <p>An annual audit is a requirement of the Local Government Budget and Fiscal Control Act, NC GS (General Statute) 159-34. An annual audit is also a requirement of the DHHS-DHB contract with Alliance for the Medicaid Waiver. Jeremy Hicks, CLA, LLC, presented the June 30, 2022, audited statements and noted it was a clean process and clean audit without any major findings. He shared that a detailed audit presentation was reviewed by the board's finance committee. The presentation is saved as part of the board's files.</p> <p><u>BOARD ACTION</u> The board received the presentation.</p> <p>On behalf of the Finance Committee, David Hancock, Committee Chair, presented a contract for approval.</p> <p><u>BOARD ACTION</u> A motion was made by Ms. Diorio to authorize the contract with Smith Family BHC, LLC. for the construction of a Behavioral Health Urgent Care Facility in Charlotte to be increased by \$110,000; motion seconded by Dr. Corvin. Motion passed unanimously.</p>

Thursday, December 01, 2022

AREA BOARD REGULAR MEETING

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

AGENDA ITEMS:	DISCUSSION:
8. Closed Session(s)	BOARD ACTION A motion was made by Commissioner Altman to enter closed session per 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 Fowler. Motion passed unanimously.
9. Reconvene Open Session	The Board returned to open session.
10. Special Updates/ Presentation(s)	<p>A. Annual Compliance Report – page 57 In accordance with contractual obligations and federal regulations, Alliance shall have an effective compliance program with reasonable oversight by the governing board, understanding the scope and operations of the compliance program. The board approved Compliance Plan states that a report of compliance efforts will be presented annually to the Alliance Health Board of Directors.</p> <p>Monica Portugal, Chief Risk and Compliance Officer, presented the report. Ms. Portugal reviewed additional reports that are required by NC DHHS, the compliance program dashboard, number of investigations, audits, and remediation (both internal and external). She also noted highlights from the compliance office's FY22 (2021-2022) work plan. She shared that all items in today's presentation were presented in detail to the board's Audit and Compliance Committee. She also reviewed development of new baseline data to accommodate new counties, staff, and providers. The presentation is saved as part of the board's files.</p> <p>B. Overview of Community Health and Well-Being – page 58 Community Health and Well-Being is one of the most varied and diverse departments at Alliance. This overview described focus areas of the department's work as well as its award-winning System of Care approach to establishing partnerships and improving system outcomes for Alliance members and families.</p> <p>Ann Oshel, Senior Vice-President/Community Health and Well-Being, presented the department overview; she provided a high-level overview of all the teams within the division: Member Inclusion and Outreach, Community Engagement, Crisis and Justice Supports, School Based Mental Health (Wake County only), Community Education and Outreach, Housing Assistance Programs, Supportive Housing, and Health Strategy and Social Impact. Many of the teams have staff within each county within Alliance's catchment area. Ms. Oshel provided an overview of services provided by the team and noted that many efforts are posted on Alliance's website and YouTube account. The presentation is saved as part of the board's files.</p> <p>BOARD ACTION The Board accepted the trainings/presentations.</p>
11. Adjournment	All business was completed; the meeting adjourned at 5:54 p.m.

Next Board Meeting
Thursday, February 02, 2023
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: Executive Committee Report

DATE OF BOARD MEETING: February 2, 2023

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

This report includes draft minutes from the previous meeting and two reappointment recommendations.

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): Lynne Nelson, Board Chair; Robert Robinson, CEO

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Monday, January 09, 2023

BOARD EXECUTIVE COMMITTEE - REGULAR MEETING

(virtual meeting via videoconference)

4:00-6:00 p.m.

APPOINTED MEMBERS PRESENT: Carol Council, MSPH (Quality Management Committee Chair); David Curro, BS (Audit and Compliance Committee Chair, Client Rights/Human Rights Committee Chair); Dena Diorio, MPA (Network Development and Services Committee Chair); and Lynne Nelson, BS (Board Chair)

APPOINTED MEMBERS ABSENT: David Hancock, MBA, PFAff (Board Vice-Chair and Finance Committee Chair)

BOARD MEMBERS PRESENT: None

GUEST(S): None

STAFF PRESENT: Veronica Ingram, Clerk to the Board; Monica Portugal, Chief Risk and Compliance Officer; Robert Robinson, CEO; and Carol Wolff, General Counsel

1. **WELCOME AND INTRODUCTIONS** – the meeting was called to order at 4:04 p.m.

2. **REVIEW OF THE MINUTES** – The committee reviewed minutes from the November 21, 2022, meeting; a motion was made by Ms. Council and seconded by Ms. Diorio to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Closed Session	COMMITTEE ACTION: A motion was made by Ms. Council to enter closed session per 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 Mr. Curro. Motion passed unanimously.	N/A	N/A
4. Reconvene Open Session	Committee returned to open session.	N/A	N/A
5. Updates	A. AUDITOR CONTRACT: Dave Curro, Audit and Compliance Committee chair, reviewed the board's previous decision to seek a new auditor, which was based on a best practice recommendation to change auditors every five years. Committee discussed concerns with the current auditor and auditor's process. Ms. Portugal shared that this topic will be reviewed during the upcoming special meeting of the Audit and Compliance Committee. COMMITTEE ACTION: The committee received the update. B. NEW BOARD MEMBERS: Ms. Ingram provided an update on current vacancies, new board members, and current board member terms. Ms. Ingram shared that one board member's term expires March 31, 2023. COMMITTEE ACTION: A motion was made by Ms. Council to direct the board clerk to notify Dr. Thaker that her term ends March 31, 2023, and the executive committee is not recommending an additional term due to excessive absences; motion seconded by Ms. Diorio. Motion passed unanimously.	A. Ms. Portugal will review this topic with the board's Audit and Compliance Committee. B. Ms. Ingram will contact Dr. Thaker as directed by the committee.	A. 1/11/22 B. By 1/27/22

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, January 09, 2023

BOARD EXECUTIVE COMMITTEE - REGULAR MEETING

(virtual meeting via videoconference)

4:00-6:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
6. Agenda for February Board Meeting	Committee reviewed the draft agenda and provided input. Per Mr. Curro's request, the Audit and Compliance Committee report will be pulled from consent agenda and added to committee reports.	Ms. Ingram will send the agenda to staff.	1/10/22

7. **ADJOURNMENT:** the meeting adjourned at 4:37 p.m.; the next meeting will be February 20, 2023, 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: Quality Management Committee Report

DATE OF BOARD MEETING: February 2, 2023

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. Minutes from the last meeting that held quorum are attached.

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): Carol Council, Committee Chair; Lori Skinner-Campbell, Senior Vice-President/Quality Management

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Thursday, December 01, 2022

BOARD QUALITY MANAGEMENT COMMITTEE - REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
1:00-2:30 p.m.

APPOINTED MEMBERS PRESENT: ☐ Maria Cervania, Wake County Commissioner, MPH (Board member); ☒ Carol Council, MSPH (Board member/Committee Chair); ☒ Marie Dodson, ☒ Amy Fowler, Orange County Commissioner, MD (Board member); ☒ Israel Pattison; ☐ Samruddhi Thaker, PhD

APPOINTED, NON-VOTING MEMBERS PRESENT: ☒ Diane Murphy, ☒ Dava Muserallo

BOARD MEMBERS PRESENT:

GUEST(S) PRESENT: Yvonne French (LME Liaison), Mary Hutchings, Charlice Moore

STAFF PRESENT: Lori Skinner-Campbell (Senior Vice President of Quality Management), Dr. Jameelah Melton (Deputy Chief Medical Officer), Todd Parker (Quality Management Incident and Grievance Manager), Schuyler Moreno (Quality Management Data Manager), Damali Alston (Senior Director of Network Evaluation), Laura Bardascino (Guest, Quality Improvement Specialist, II), and Tara Jones (Administrative Assistant, III)

- 1. WELCOME AND INTRODUCTIONS** – the meeting was called to order at 1:00 PM
- 2. REVIEW OF THE MINUTES** – The minutes from the November 3, 2022, meeting were reviewed; a motion was made by Marie Dodson and seconded by Amy Fowler to approve the minutes. Motion Passed Unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Meeting Time Survey Results	Lori Skinner-Campbell presented the results of the QMC Meeting Time survey that was circulated to committee members following the previous meeting. We are still missing responses from 4 committee members. It was decided that the vote would occur during our next meeting to allow more time for the data to be collected. Carol Council inquired about the availability of the committee members present to meet at 2PM on the first Thursday of the month. No one was opposed to that idea. It will be brought up again at the next meeting after all the data has been collected.	Present final survey results at the next meeting. Members will take a vote on which time works best.	
4. Level III Incidents Presentation	Todd Parker presented on Level III Incidents. The presentation can be located in the committee files.	Present again at the end FY22 Q3	
5. Data Platform and Output Presentation	Schuyler Moreno presented on Data Platforms and Outputs. This presentation was just an overview of what will be implemented next year. A full detailed presentation can be provided once the platforms go live. The presentation can be located in the committee files.	Present after the platforms go live to show platform performance.	
6. Value Based Contract Presentation	Damali Alston presented on Value Based Contracts. The presentation can be located in the committee files.	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..](#)

Thursday, December 01, 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:
7. Discussions for Next Meeting/Adjournment	Committee members would like to hear more about the following areas: <ul style="list-style-type: none">• data platforms and their outputs, once they go live• substance abuse issues and the challenges with serving our catchment area population• cultural divides, particularly with the Latinx population, and the challenges we face with serving this population	Follow up with staff to determine if more information can be provided on these areas of discussion.	

8. **ADJOURNMENT:** the meeting adjourned 2:30 PM; the next meeting will be February 2, 2023, from 1:00 p.m. to 2:30 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 Presentation/Update: ACAP Presentation

DATE OF BOARD MEETING: February 2, 2023

BACKGROUND: ACAP (Association for Community Affiliated Plans) is the trade association serving over 60 safety net health plans, including Alliance. Meg Murray, ACAP CEO, will be onsite to provide an overview of ACAP and discuss important national topics which impact Alliance.

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

REQUEST FOR AREA BOARD ACTION: Accept the presentation.

CEO RECOMMENDATION: Accept the presentation.

RESOURCE PERSON(S): Robert Robinson, CEO

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

ITEM: Consumer and Family Advisory Committee (CFAC) Report

DATE OF BOARD MEETING: February 2, 2023

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, Wake, Mecklenburg, and Orange counties who receive mental health, intellectual/developmental disabilities, traumatic brain injury 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 of each month via Zoom or Microsoft Teams. Sub-committee meetings are held in individual counties; the schedules for those meetings are available on our website. This report includes minutes and documents from all counties held during November and December CFAC meetings.

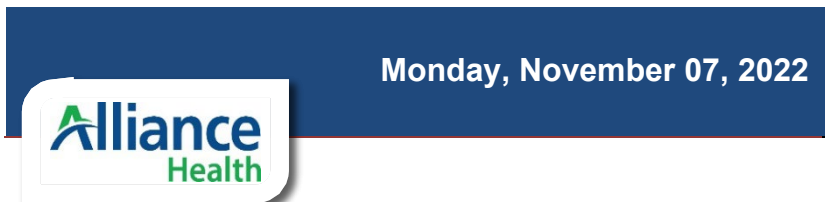
SPECIFIC INFORMATION FOR BOARD REVIEW (if applicable/available): N/A

REQUEST FOR AREA BOARD ACTION: Accept the report.

CEO RECOMMENDATION: Accept the report.

RESOURCE PERSON(S): Michael Maguire, CFAC Steering Committee Chair; Ramona Branch, Member Inclusion and Outreach Manager; Lakeisha McCormick, Member Inclusion and Outreach Manager

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

APPOINTED MEMBERS PRESENT: ☐ Ruth Reynolds, ☒ Randy Sperling, ☒ Felishia McPherson, ☐ Renee Lloyd, ☒ Steve Furman, ☒ Carol Conway, ☒ Alicia Jones, ☐ Anna Cunningham, ☒ E Marie Dodson, ☒ Leanna George, ☒ Cherlitta Burruss, ☒ Regina Mays, ☒ Dr. Michael McGuire,

BOARD MEMBERS PRESENT: None

GUEST(S): ☒ Suzanne Thompson, NCDHHS, ☒ Jennifer Meade, NCDHHS
☒ Annette Smith, ☒ Shirley Francis; ☒ Jason Phipps, ☒ Tracy Glenn Thomas, ☒ Brianna Harris, ☒ Sharon Harris, ☒ Vandna Mushi, ☒ Evelyn Sanders,
☒ Dave Curro, ☒ Lois Stickell, ☒ Shagun Gaur, ☒ Alan McDonald, ☒ Candace Alley

STAFF PRESENT: ☒ Aalece Pugh-Lilly, Sr. Director Community Health & Well-Being, ☒ Aimee Izawa, Director Community & Member Engagement, ☒ Ramona Branch, Member Inclusion and Outreach Manager; ☒ LaKeisha McCormick, Member Inclusion and Outreach Manager; ☐ Erica Asbury, Member Inclusion and Outreach Specialist, ☒ Eileen Bennett, Member Inclusion and Outreach Specialist, ☒ Starlett Davis, Member Inclusion and Outreach Specialist, ☒ Warren Gibbs, Member Inclusion and Outreach Specialist, ☒ Fantasia Jones, Member Inclusion and Outreach Specialist, ☒ Douglas McDowell, Member Inclusion and Outreach Specialist, ☒ India Kay Perez, Member Inclusion and Outreach Specialist, ☒ Rob Robinson, Chief Executive Officer ☒ Sara Wilson, Chief of Staff, ☒ Laini Jarett, Quality Improvement Specialist II, ☒ Tia Grant, Quality Improvement Manager, ☒ Sandhya Gopal, Senior Director – Government Relations, ☒ Brian Perkins, SVP Strategy & Government Relations

- 1. WELCOME AND INTRODUCTIONS** – the meeting was called to order at 5:00 pm
- 2. REVIEW OF THE MINUTES** – Minutes from the October 3, 2022 meeting reviewed; a motion was made by Randy Sperling and seconded by Felishia McPherson to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Alliance Updates	<p>Alliance Health Plan Town Halls – Rob Robinson, Chief Executive Officer</p> <p>Purpose of the Alliance Health Plan Town Halls</p> <ul style="list-style-type: none">• Inform the community about Tailored Care Management• Inform the community about array of services offered• Inform the community on provider contract updates• Inform the community on enrollment and the open enrollment period/dates and how to select providers• Provide opportunity for feedback from Members/Families, Providers, and Stakeholders through question and answer		

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, November 07, 2022

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
5:30pm – 7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>Alliance Health Plan Townhall Logistical Information – Brian Perkins, SVP Strategy & Government Relations,</p> <ul style="list-style-type: none"> 1 In-Person Town Hall in each of the 6 counties <ul style="list-style-type: none"> Cumberland: Wednesday, November 16, 2022, (6:00 pm – 7:00 pm) at St. Joseph’s Episcopal Church <ul style="list-style-type: none"> CFAC Co-Host: Michael McGuire Durham: Monday, November 28, 2022, (6:00 pm – 7:00 pm) at Community Family Life & Recreation Center, Lyon Park <ul style="list-style-type: none"> CFAC Co-Host: Charlitta Burruss Johnston: Wednesday, November 9, 2022, (6:00 pm – 7:00 pm) at Johnston County Center – The Act Center <ul style="list-style-type: none"> CFAC Co-Host: Marie Dodson Mecklenburg: Monday, November 14, 2022, (6:00 pm – 7:00 pm) at Camino Health Center <ul style="list-style-type: none"> CFAC Co-Host: Shagun Gaur Orange: Tuesday, November 15, 2022, (6:00 pm – 7:00 pm) at Blue Hill Event Center <ul style="list-style-type: none"> CFAC Co-Host: Carol Conway Wake: Wednesday, November 29, 2022, (6:00 pm – 7:00 pm) at Hope Community Church Apex <ul style="list-style-type: none"> CFAC Co-Host: Anna Cunningham Virtual Town Hall for all 6 counties, Thursday, November 14, 2022, 6:00 pm – 7:00 pm via Join conversation (microsoft.com) <ul style="list-style-type: none"> CFAC Co-Host: Anna Cunningham <p>Comments/Questions/Concerns Marie Dodson: Johnston County Center is The Agi Center; the address is correct. Before publishing locations please reach out to someone in the county for support regarding locations. Hospital and Public Health, Department of Social Services, were contacted for invite, also took flyers to community stake holders. Due to last minute notice and little communication, we were unsure if efforts were being duplicated but, wanted to get the word out. In the future, please communicate early on, with CFAC so that we can be apart of the planning process. Rob Robinson: Thank you for your feedback, this has been a lesson learned. The local staff in each of the counties were responsible for and worked hard for</p>		

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Monday, November 07, 2022

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p><i>finding space. We appreciate the feedback and plan to do better next time. Information for townhall was sent out to Local Government, County Commissioner, many Stakeholders, Providers, etc. Hoping for a good turnout in each of the six counties.</i></p> <p>Brian Perkins: <i>Also invited all the legislators to these meetings, casting a wide net is a good thing – hearing from CFAC is very impactful given your role in the community.</i></p> <p>Alicia Jones: <i>Moving forward could CFAC be a part of planning process? Crucial to be a part of the planning process from the beginning. Need more reach in rural areas not just in a certain demographic, being apart of the planning process would be great.</i></p> <p>Rob Robinson: <i>Yes, we tried to do that, I am getting a sense you did not feel a part of the planning process. Big part of it was around hosting an event where we could hear questions and comments about the plan from the community. If CFAC has ideas about how to better be included, we are open to that feedback, will do better and determine a better process for including CFAC in the future.</i></p> <p>Alliance Health Plan Letters – Sara Wilson, Chief of Staff</p> <ul style="list-style-type: none"> • Next Letter coming directly from Alliance Health Plan (2-3 weeks) • Explanation of TP Care Management <ul style="list-style-type: none"> ◦ Individuals will know if they receive TP Care Management because they will receive a letter in the mail • Eligibility for TP Care Management and option to opt out • TP Care Management assignments and how to change assignments <ul style="list-style-type: none"> ◦ Contact Alliance for assignment change <p>Comments/Questions/Concerns</p> <p>Shirley Francis: <i>Received letter for children last week, very easy to understand, beneficial and lots of information.</i></p> <p>Lois Stickell: <i>Has not received a letter for either child. What is process for getting information if letter has not been received who should we contact:</i></p> <p>Sara Wilson: <i>First point of contact is Alliance Health Plan, different letters have been sent out, most recent was update about TP Delay Go-Live date. Next letter is for TP Care Management eligibility and assignments for TP Care Management. If you have not received letters, you can contact Alliance and/or the Enrollment Broker. Link to website will be in chat. Different letters being sent out based on</i></p>		

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Monday, November 07, 2022

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p><i>individual eligibility status, each letter has different information based on eligibility criteria.</i></p> <p>Health Equity Survey/Assessment – Laini Jarrett, Quality Improvement Specialist II</p> <ul style="list-style-type: none">• Healthy Equity Survey established by the Health Equity Council<ul style="list-style-type: none">○ Achieving equity means that no part of a person's identity like race, gender, ethnicity, socio-economic status, sexual orientation, and religion gets in their way of their ability to thrive○ Addressing Health Equity within our organization means that we are recognizing and taking accountability for changing barriers that get in the way of people being able to thrive. We believe it should include everyone and any barriers that are being affected.○ Council works independently and collaboratively to look at and recognize and take accountability for barriers and members accessing care.○ Achieving Equity means that no part of the person's identity like gender, race, ethnicity, and socio-economic status, sexual orientation, or religion gets in the way of their ability to thrive.• Why do we focus on health equity:<ul style="list-style-type: none">○ Internal Standards for Quality Care○ Federal and State Requirements (Grants, funding, and allocations via Medicaid)○ Accreditation Expectations○ It's the right thing to do• What Alliance Health is Working on:<ul style="list-style-type: none">○ Health Equity Council – internal staff that comes together, slots open for member participation on this county, reach out to Laini Jarrett if interested in participating<ul style="list-style-type: none">▪ Internal Staff, Member & Provider Engagement▪ Looking at State and program data to identify areas of need▪ Looking at Alliance operations to identify areas of change	<p>Complete Health Equity Assessment/Survey, share with stakeholders.</p> <p>Laini Jarrett will attend upcoming CFAC Meetings during the month to present information to each of the six counties.</p>	

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Monday, November 07, 2022

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none"> Health Equity Strategy Plan <ul style="list-style-type: none"> Association for Community Affiliated Plans (ACAP) Collaborative Engagement of Optum Health <p>Link to Assessment/Survey: https://www.surveymonkey.com/r/HEmember (Survey is about seven questions, two questions are demographic, the other five questions are about Alliance Health Plan communication and engagement with members/families).</p> <p>Comments/Questions/Concerns <i>Marie Dodson:</i> Would be great to send out to attendees of town halls and our list serves. Who is considered a member, someone who receives Medicaid or someone who is a caregiver of a member? <i>Laini Jarrett:</i> Shared about stakeholder and partner surveys. Survey for Member and/or care giver of members is what is being shared in the link today. There is a full survey for providers and community stakeholders. <i>Member is someone receiving services or someone who is a care giver of a member.</i></p>		
4. State Youth Chapter	<p>Ramona Branch – Member Inclusion and Outreach Manager</p> <p>State Youth Chapter</p> <ul style="list-style-type: none"> Part of the CHWB work on Local Community Engagement Strategy Purpose of Advisory Committee for youth (15-18) <ul style="list-style-type: none"> Dispel myths, misinformation, and stigma around disabilities among youth Support with identifying service gaps and needs for this population in their community Provide youth voice for interest and opinions of persons with needs related to Behavioral Health Diagnosis: Intellectual/Developmental Disability, Mental Health, Substance Use Disorder, Traumatic Brain Injury Eligibility and Membership <ul style="list-style-type: none"> Youth (15 - 18) Behavioral Health Diagnosis: Intellectual/Developmental Disability, Mental Health, Substance Use Disorder, Traumatic 	CFAC will support with recruitment for this committee and determine 1 person to who will be an advisory person for the meetings. Advisory personnel could give advice on what regular CFAC does and contribute ideas.	

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Monday, November 07, 2022

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
5:30pm – 7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>Brain Injury and/or involved in NC Foster Care System, or a Family member</p> <ul style="list-style-type: none"> • Participation <ul style="list-style-type: none"> ○ Representation of youth (15 – 18) from each county • Recruitment <ul style="list-style-type: none"> ○ Support from Local CFAC Members, Member Inclusion and Outreach Specialist, System of Care Coordinators, Family Partners, other departments within Alliance Health Plan and Community Stakeholders. • Proposed Dates/Meeting Location <ul style="list-style-type: none"> ○ March 2023 Go-Live date ○ All meetings will be held virtually <p>Comment/Questions/Concerns Alicia Jones: How do we inform you of our interest in participation with this committee? Ramona Branch: Inform myself, Lakeisha McCormick, or MIOS of intent to participate. We would like to have one person from the whole catchment area to work on this project and provide oversight and advice. Marie Dodson: Suggestions for recruitment, parents, grandparents Regina Mays: Volunteered to work with the committee</p>		
5. CFAC representation @ State to Local meetings	<p>LaKeisha McCormick – Member Inclusion and Outreach Manager</p> <p>State to Local Meetings Representation</p> <ul style="list-style-type: none"> • Held 4th Wednesday of every month at 6:00 pm <ul style="list-style-type: none"> ○ Would like to have 1 CFAC member attend this meeting consistently to take notes and share what is happening with the CFAC. ○ Need guidance on what to share during the meeting we could support you. <p>Comments/Questions/Concerns Suzanne Thompson: Meeting canceled for the month of November due to the holiday, next meeting will be held in January. Jason Phipps: Attended meeting as the chair of Steering Committee Meeting, in the past, preferred that the Steering Committee Chair attend and report out for their CFAC. Chair could attend or an assigned designee.</p>	<p>Marie Dodson, Randy Sperling, Dr. Michael McGuire, and Alicia Jones willing to support in meeting.</p> <p>Aimee Izawa will send out reminder notices to those who have expressed interest in attending and reporting at State to Local meeting.</p>	

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Monday, November 07, 2022

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>Suzanne Thompson: Preference for chair or an assigned designee if the chair is unable to attend</p> <p>Marie Dodson: Confirmed availability to attend, wants backup person due to uncertainty regarding availability to attend every meeting.</p> <p>Randy Sperling, Dr. McGuire, Felicia McPherson: Confirmed they would like to support with attending State to Local Meeting</p> <p>Aimee Izawa: Will send out reminder notices to those who have expressed interest in attending and reporting out to the group.</p> <p>Dave Curro: Report out for State to Local Meeting is similar to the one that is reported out to the Alliance Board, could be used as to not recreate the Report.</p>		
6. Term Limits	<p>Aimee Izawa – Director Community & Member Engagement</p> <p>CFAC Member Term Limits</p> <ul style="list-style-type: none"> Purpose of Term Limits: Provide opportunity for members who want voting voice to have a seat <ul style="list-style-type: none"> Term Limit: Three Consecutive Teams, each term is three years, total of 9-year period Historically, if a member is interested in serving after their term ends, they are required to take a year off and not hold a seat. They can later reapply to be a voting member after that one-year period. <p>Comments/Questions/Concerns</p> <p>Randy Sperling: What is being accomplished by limiting the term to 9 years?</p> <p>Michael McGuire: If you look back at the by-laws, Alliance name has changed about every three years, each time the by-laws have changed when the MCO name changed. When the name changed each seat was turned over, that CFAC member started their new term limit all over again and the number of terms increased</p> <p>Aimee Izawa: Want to provide an opportunity for voting voice for other members who would like a seat.</p> <p>Jason Phipps: 9-years is a statute which allows CFAC themselves to dictate their off time, it was a CFAC decision, there was no legal guidance or other reason at the time.</p> <p>Suzanne Thompson: Statute is clear about three consecutive three-year terms, the statute prior, when it was written in 2006 it was two consecutive three-year terms. When the statute for our board changed to require boards to have CFAC</p>	January 2023 follow-up date – read Bylaws during that time. Alliance Helath will send out information and local CFACs share at upcoming meeting then determine decision at January 2023 meeting.	

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Monday, November 07, 2022

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>members – the CFAC changed their standard to align with board representation requirements. There is nothing in the statute that outlines how long a CFAC member must take off after completing the term limit. However, only taking off one or two months is not in the spirit of the law. Also, restarting terms each time the MCO name changes or a new county is added CFAC is resetting their terms which is again not in the spirit of the law and does not allow opportunity for new voices to be added.</p> <p>Marie Dodson: Few ppl new to the counties, only four for a long time Put this to a vote at the next meeting</p> <p>Randy Sperling: Can we leave it up to each individual county? Look at it differently because other counties are more established.</p> <p>Alicia Jones: Want to be in compliance Should all be on one accord, must follow state mandate.</p> <p>Star Davis: For clarity, we are referring to how long the break would be and if that is left up to local CFAC to vote within their charter? Discuss locally if this should be standardized?</p> <p>Aimee Izawa: Make bylaws clear and clarify this area because there is uncertainty. Answer does not need to be determined tonight but, we do need to determine best practice for Alliance CFAC as a whole.</p> <p>Dave Curro: Let's look at the bylaws, determine what they say and then follow them.</p>		
7. State Updates	<p>Suzanne Thompson, NCDHHS – Community Engagement and Empowerment Team</p> <ul style="list-style-type: none"> • State CFAC Meeting <ul style="list-style-type: none"> ○ Wednesday, Nov 9, 2022, 9:00-2:45 p.m. ○ Location: 306 N. Wilmington Street, Raleigh NC (Bath Building Conference Room 107) ○ Join Link: Click here to join, Access Code: 2433 556 2669, Password: UjgCMrdM337 • State to Local Collaboration <ul style="list-style-type: none"> ○ The State to Local call has been canceled for the month of November due to the Thanksgiving Holiday • NC Medicaid Ombudsman: Interactive Monthly Update <ul style="list-style-type: none"> ○ Wednesday, November 16, 2022, 2:00 pm – 3:00 pm • Medicaid Managed Care Hot Topics Webinar Series <ul style="list-style-type: none"> ○ Every 3rd Thursday of the month 		

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Monday, November 07, 2022

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none"> Next Meeting: Thursday, November 17, 2022, 5:30 pm – 6:30 pm Joint DMHDDSAS and DHB Consumer Call <ul style="list-style-type: none"> Due to the Thanksgiving Holiday, there will not be a Joint DMHDDSAS and DHB Consumer call for the month of November. The monthly webinar will resume on Monday, December 19, 2022, at 2:00 pm IDD Stakeholder Work Group Meeting <ul style="list-style-type: none"> Date/Time: Thursday, Nov. 17, 2022, 3:00-5:00 p.m. Join Link: Click here to join, Dial-In: 984-204-1487, Access Code: 181 411 054 Contact Suzanne to be added to CEE Server list <p>Comment/Question/Concern Suzanne Thompson: Townhalls conflict with local CFAC Meetings so DHHS may not be at CFAC meetings this month due to attending Townhall, will communicate which DHHS will not attend and send written updates.</p>		
8. Announcements	<p>Dr. Michael McGuire: Wednesday, November 16, 2022 (6:00 pm – 7:00 pm) Cumberland County Townhall will be held. Cumberland CFAC Meeting will be on Thursday, November 17, 2022, this is a change due to the holiday.</p> <p>Marie Dodson: Requested link to Cumberland CFAC Meeting</p> <p>Dave Curro made motion to adjourn, Charlitta Burruss seconded motion at 7:02 pm – unanimous.</p>		

11. ADJOURNMENT: The next meeting will be Monday, December 5, 2022 @ 5:30pm



Monday, November 14, 2022

Durham CFAC MEETING - REGULAR MEETING

Virtual meeting via videoconference

MEMBERS PRESENT: ☒ Vandna Munshi, ☒ Victoria Chibuogu Nneji, ☒ Tammy Shaw, ☐ Latasha Jordan, ☐ Dave Curro, ☒ Brenda Solomon, ☐ Chris Dale, ☒ Pinkey Dunston, ☒ Regina Mays, ☒ Charlitta Burruss

BOARD MEMBERS PRESENT: None

GUEST(S): ☐ Suzanne Thompson, DHHS, : ☐ Herb Trippert, Trosa,

STAFF PRESENT: ☒ Ramona Branch, Member Inclusion & Outreach Manager, ☒ Fantasia Jones, Member Inclusion & Outreach Specialist, ☒ Laini Jarrett, Quality Review Coordinator, ☒ Aimee Izawa, Director Community and Member Engagement,

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1. WELCOME AND INTRODUCTIONS

2. REVIEW OF THE MINUTES – The minutes from the October 10, 2022, Consumer and Family Advisory Committee (CFAC) were reviewed, A motion was made by Charlitta Burruss and seconded by Brenda Solomon to approve the minutes. Motion passed.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Comments	COVID-19- Check In		
4. Guest speaker	Laini Jarrett <ul style="list-style-type: none">➤ Discussed Alliance operations, optimum health, and the importance of the completing surveys		
5. State Updates	Fantasia Jones: October CE&E <ul style="list-style-type: none">➤ No SCFAC/LCFAC call in November or December due to the holidays➤ NC Medicaid Ombudsman Monthly Update 11/16/22 2pm-3pm➤ Joint DMH/DHB Provider Call 12/1/22 3pm-4pm		

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



Monday, November 14, 2022

Durham CFAC MEETING - REGULAR MEETING

Virtual meeting via videoconference

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none">➤ Joint DMH/DHB Consumer/Community Stakeholder Call 12/1/22 2pm-3pm➤ NC Medicaid Managed Care Hot Topics 11/17/22 5:30pm➤ IDD Stakeholder Workgroup 11/17/22 3pm-5pm➤ Veteran Suicide Awareness 11/17/22 12pm-1:30pm		
6. Tailored Plan Updates	Aimee Izawa provides updates <ul style="list-style-type: none">➤ Tailored plan upcoming dates to look out for.➤ Town Hall information; Durham Town Hall- 11/28/22 6pm		
7. LME/MCO Updates	Ramona Branch provides updates: <ul style="list-style-type: none">➤ Youth Advisory Committee and early stage process. Hopeful to start in March 2023 (ages 15-18)➤ Regina Mays agreed to assist with the process for the Youth Advisory Committee		
8. Steering Committee Updates	Charlitta Burruss: <ul style="list-style-type: none">➤ Reported the next SCFAC meeting would be 12/14/22 at 5:30		
9. Discussions	Ramona Branch provided updates: <ul style="list-style-type: none">➤ Provided detailed knowledge on the term limits for a CFAC member. Only 3 terms per member. (3 years = 1 term)➤ Discussed the review of the bylaws with the committee to be pushed back to either January or February		
10. Announcements	<ul style="list-style-type: none">➤ Goals and expectations for upcoming meetings➤ Fantasia reported the speaker for December would be presenting on IDD.		

ADJOURNMENT: The next meeting will be December 12, 2022, at 5:30 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.



Tuesday, November 15, 2022

Johnston CFAC MEETING - REGULAR MEETING
Hybrid/Virtual Via Zoom
5:30 – 7:00 p.m.

MEMBERS PRESENT: Johnston CFAC Subcommittee: Albert Dixon, Jason Phipps, Leanna George (Vice Chair), Jerry Dodson, Marilyn Lundin, Elena Marie Dodson (Chair)

Wake CFAC Subcommittee: Alicia Jones (Chair), Anna Cunningham (Vice Chair), Annette Smith, Benjamin Smith, Trula Miles, Karen McKinnon, Rasheedah McAlister

BOARD MEMBERS PRESENT:

GUESTS: Richard Callahan, Wes Rider-DHHS, Anna Ward-Director of Advocacy and Inclusion-Carolina Institute for Developmental Disability, Kim Schlegel-Intern at Carolina Institute for Developmental Disability, Laini Jarrett-Quality Improvement Specialist and Health Equity Council Chair

STAFF PRESENT: Warren Gibbs, Ramona Branch, Erica Asbury

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1. **WELCOME AND INTRODUCTIONS**-Marie did the introduction, welcoming Wake County Subcommittee Chair and members.
2. **REVIEW OF THE MINUTES** – Both Subcommittee Chairs agreed to review minutes during December meetings to allow time for guest speakers' presentations

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
<p>1. Public Comment Individual/Family Challenges and Solutions</p>	<p>Laini Jarrett discussed the Health Equity Assessment and Survey during her presentation. Provided link to the survey and discussed the Health Equity Council and Strategy Plan.</p> <p>Shared the Council's mission is to reduce barriers that may cause roadblocks to successes and will include Alliance staff, members, and providers</p> <p>Explained the Strategy Plan will address areas of change and areas of need the IDD population endure</p> <p>Provided Q&A session after discussion</p> <p>Erica Asbury Wake County Member Inclusion and Outreach Specialist introduced Anna Ward who discussed the Carolina Institute for Developmental Disabilities' Mission</p> <p>Founded by the UNC School of Medicine the organization focuses on those with Intellectual and Developmental Disabilities as well as Neurodevelopmental Disorders, offering services, research, and training for individuals and families</p> <p>Anna shared two major programs the Institute offers: Heel 2 Transition which offers University based opportunities for young adults with IDD and Heels Up which offers opportunities for IDD population at a post-secondary education level</p> <p>Kim Schlegel an Intern at CIDD then shared updates on the development of Psychiatric Assistance Lines for IDD members as well as primary care providers for those with IDD to contact when IDD or Behavioral Health needs occur</p> <p>Anna then shared that collaborative meetings are open to everyone for attendance and insight and offered Q&A session</p> <p>Albert Dixon and Jason Phipps from Johnston County CFAC subcommittee asked questions in relation to services for rural areas and older adults with</p>	<p>Warren sent follow up email once discussion ended to Johnston County CFAC members to take Health Equity Survey online. Laini will check in on future meetings to discuss results and action plans on addressing IDD areas of change and needs</p> <p>Warren will send out website and email address for CIDD for subcommittee members to research in search of more information</p>	

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Tuesday, November 15, 2022

Johnston CFAC MEETING - REGULAR MEETING
Hybrid/Virtual Via Zoom
5:30 – 7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	IDD to which Kim replied the purpose of the hotlines that are a collaboration between UNC, Duke, and CIDD is to increase involvement with the IDD population in rural areas		
2. State Updates	Wes Rider from DHHS shared updates on Community Engagement sharing the names of new staff in such positions as State CFAC Liaison (Ann Marie replacing Kate Berios), Coordinator of Peer Support Services, Veteran's Liaison-Lee Amistad and gave update on webinar related to Veteran's Suicide Awareness occurring tomorrow from noon to 1:30 pm	Warren will research webinar link and send out to CFAC subcommittee members who may want to attend	
3. Tailored Plan Updates	Ramona discussed Tailored Plan updates-announcing dates and locations of next Town Hall meetings for the following catchment areas: <ul style="list-style-type: none">• Cumberland County 11/16 from 6pm-7pm• Orange County occurring tonight• Durham County 11/28 6pm-7pm• Wake County 11/29 6pm-7pm	Warren will provide further information if needed for locations to Town Halls should CFAC subcommittee members wish to attend a meeting in another county	
4. LME/MCO Updates	Ramona provided LME/MCO updates-Discussed moving the topic of consensus for a one-year term to different CFAC meetings in December with a possible answer or vote being presented at the Steering Committee meeting in January	Discussion will be tabled and discussed during December meeting	
5. Announcements	<ul style="list-style-type: none">• Marie gave a report on Johnston County Town Hall Meeting-shared the even went well yet asked for more time to market and promote future Town Hall Meetings• For December, Tyler Rimar from NAMI will speak discussing his road to recovery• The subcommittee requested a potluck with White Swan catering the event• Jason Phipps asked for reassurance on statement made at Town Hall about out of network providers still being paid for under new	<p>CFAC members will investigate community events they can attend and recruit for committee.</p> <p>Warren will call out to White Swan to see if they can accommodate the potluck and prices</p> <p>Ramona will investigate authorization of catering for December meeting.</p>	

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



Tuesday, November 15, 2022

Johnston CFAC MEETING - REGULAR MEETING
Hybrid/Virtual Via Zoom
5:30 – 7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	Tailored Plan Coverage and where he could obtain slides from the meeting	Ramona advised Jason to research any questions regarding TCM on the website where the slides from the Town Hall meeting would also be available	

6. **ADJOURNMENT:** Next Meeting December 20th, 2022, at 5:30pm hybrid.

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 later.



Tuesday, November 15, 2022

Johnston CFAC MEETING - REGULAR MEETING
Hybrid/Virtual Via Zoom
5:30 – 7:00 p.m.

MEMBERS PRESENT: Johnston CFAC Subcommittee: Albert Dixon, Jason Phipps, Leanna George (Vice Chair), Jerry Dodson, Marilyn Lundin, Elena Marie Dodson (Chair)

Wake CFAC Subcommittee: Alicia Jones (Chair), Anna Cunningham (Vice Chair), Annette Smith, Benjamin Smith, Trula Miles, Karen McKinnon, Rasheedah McAlister

BOARD MEMBERS PRESENT:

GUESTS: Richard Callahan, Bruce Rider-DHHS, Anna Ward-Director of Advocacy and Inclusion-Carolina Institute for Developmental Disability, Kim Schlegel-Intern at Carolina Institute for Developmental Disability, Laini Jarrett-Quality Improvement Specialist and Health Equity Council Chair

STAFF PRESENT: Warren Gibbs, Ramona Branch, Erica Asbury

Microsoft Teams meeting

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[+1 213-204-2613,,342918010#](#) United States, Los Angeles

Phone Conference ID: 342 918 010#

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1. **WELCOME AND INTRODUCTIONS**-Marie did the introduction, welcoming Wake County Subcommittee Chair and members.
2. **REVIEW OF THE MINUTES** – Both Subcommittee Chairs agreed to review minutes during December meetings to allow time for guest speakers' presentations

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
<p>1. Public Comment Individual/Family Challenges and Solutions</p>	<p>Laini Jarrett discussed the Health Equity Assessment and Survey during her presentation. Provided link to the survey and discussed the Health Equity Council and Strategy Plan.</p> <p>Shared the Council's mission is to reduce barriers that may cause roadblocks to successes and will include Alliance staff, members, and providers</p> <p>Explained the Strategy Plan will address areas of change and areas of need the IDD population endure</p> <p>Provided Q&A session after discussion</p> <p>Erica Asbury Wake County Member Inclusion and Outreach Specialist introduced Anna Ward who discussed the Carolina Institute for Developmental Disabilities' Mission</p> <p>Founded by the UNC School of Medicine the organization focuses on those with Intellectual and Developmental Disabilities as well as Neurodevelopmental Disorders, offering services, research, and training for individuals and families</p> <p>Anna shared two major programs the Institute offers: Heel 2 Transition which offers University based opportunities for young adults with IDD and Heels Up which offers opportunities for IDD population at a post-secondary education level</p> <p>Kim Schlegel an Intern at CIDD then shared updates on the development of Psychiatric Assistance Lines for IDD members as well as primary care providers for those with IDD to contact when IDD or Behavioral Health needs occur</p> <p>Anna then shared that collaborative meetings are open to everyone for attendance and insight and offered Q&A session</p> <p>Albert Dixon and Jason Phipps from Johnston County CFAC subcommittee asked questions in relation to services for rural areas and older adults with</p>	<p>Warren sent follow up email once discussion ended to Johnston County CFAC members to take Health Equity Survey online. Laini will check in on future meetings to discuss results and action plans on addressing IDD areas of change and needs</p> <p>Warren will send out website and email address for CIDD for subcommittee members to research in search of more information</p>	

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



Tuesday, November 15, 2022

Johnston CFAC MEETING - REGULAR MEETING
Hybrid/Virtual Via Zoom
5:30 – 7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	IDD to which Kim replied the purpose of the hotlines that are a collaboration between UNC, Duke, and CIDD is to increase involvement with the IDD population in rural areas		
2. State Updates	Bruce Rider from DHHS shared updates on Community Engagement sharing the names of new staff in such positions as State CFAC Liaison (Anne Marie replacing Kate Berios), Coordinator of Peer Support Services, Veteran's Liaison-Lee Amistad and gave update on webinar related to Veteran's Suicide Awareness occurring tomorrow from noon to 1:30 pm	Warren will research webinar link and send out to CFAC subcommittee members who may want to attend	
3. Tailored Plan Updates	Ramona discussed Tailored Plan updates-announcing dates and locations of next Town Hall meetings for the following catchment areas: <ul style="list-style-type: none">• Cumberland County 11/16 from 6pm-7pm• Orange County occurring tonight• Durham County 11/28 6pm-7pm• Wake County 11/29 6pm-7pm	Warren will provide further information if needed for locations to Town Halls should CFAC subcommittee members wish to attend a meeting in another county	
4. LME/MCO Updates	Ramona provided LME/MCO updates-Discussed moving the topic of consensus for a one-year term to different CFAC meetings in December with a possible answer or vote being presented at the Steering Committee meeting in January	Discussion will be tabled and discussed during December meeting	
5. Announcements	<ul style="list-style-type: none">• Marie gave a report on Johnston County Town Hall Meeting-shared the even went well yet asked for more time to market and promote future Town Hall Meetings• For December, Tyler Rinah from NAMI will speak discussing his road to recovery• The subcommittee requested a potluck with White Swan catering the event• Jason Phipps asked for reassurance on statement made at Town Hall about out of network providers still being paid for under new	<p>CFAC members will investigate community events they can attend and recruit for committee.</p> <p>Warren will call out to White Swan to see if they can accommodate the potluck and prices</p> <p>Ramona will investigate authorization of catering for December meeting.</p>	

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Tuesday, November 15, 2022

Johnston CFAC MEETING - REGULAR MEETING
Hybrid/Virtual Via Zoom
5:30 – 7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	Tailored Plan Coverage and where he could obtain slides from the meeting	Ramona advised Jason to research any questions regarding TCM on the website where the slides from the Town Hall meeting would also be available	

6. **ADJOURNMENT:** Next Meeting December 20th, 2022, at 5:30pm hybrid.

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 later.



Tuesday, November 22, 2022
ORANGE COUNTY

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
5:30-7:00 p.m.

Physical Meeting Location Address: 201 Sage Rd Suite #100A Chapel Hill, NC 27514

APPOINTED MEMBERS PRESENT: X Steve Furman- Chairperson X Paula Harrington X Allen Dittmer X Carol Conway- Co-Chair X Candace Alley
☐ Kent Earnhardt ☐ Jason Phipps-CFAC Steering Committee Chair

BOARD MEMBERS PRESENT: ☐

GUEST(S): ☐ Suzanne Thompson-NCDHHS X Krista Caraway X Carol Hubbard

STAFF PRESENT: X Ramona Branch, Member Inclusion & Outreach Manager X Aimee Izawa X Dr. Aalece Lilly-Pugh

☒ Douglas McDowell, Member Inclusion and Outreach Specialist-Orange County

❖ Virtual Option: Microsoft Teams-Click Link Sent

❖ If calling, please call the number listed and enter the Phone Conference ID when asked

1. WELCOME AND INTRODUCTIONS – the meeting was called to order at 5:30 p.m.

2. REVIEW OF THE MINUTES – The minutes from the October 25, 2022, meeting were reviewed; a motion was made by Carol Conway and seconded by Steve Furman to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Comments	Introductions made for CFAC applicants present at meeting, Krista Caraway and Carol Hubbard. Both shared what qualified them for CFAC membership and experiences in advocacy. Highlights from the Justice United and Town Hall meetings were shared by Carol Conway and Margaret Champion. Steve Furman made a motion to cancel December's meeting due to the holidays, which was seconded by M. Champion and unanimously agreed to by all members present.	NA	NA
4. State Updates	Suzanne Thompson/Stacy Harward-No representatives from NC DHHS were present at this meeting. Suzanne Thompson emailed a summarized update as follows: Joint DMH/DHB Provider Meeting December 1 st 3pm-4pm Joint DMH/DHB Consumer/Community Stakeholder Meeting December 19 th 2pm-3pm	Ongoing	Ongoing

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

Tuesday, November 22, 2022
ORANGE COUNTY

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
5:30-7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	SteeringCFAC/LocalCFAC Call not being held in November of December 2022 due to holidays, next meeting January 2023 SteeringCFAC December 14 th 9am-3pm hybrid		
5. Discussions -Member Terms	Per Ramona Branch: Discussion concerning member terms and related information. Ramona Branch discussed the rules about CFAC member terms, stating that there were 3 three-year terms available per member, 9 years total, with an expected period for sitting out in between service dates of 9 years. Steve Furman stated that no members on the OC-CFAC would have any need for concerns about term limits as all are new to the CFAC.	NA	NA
5. LME/MCO Updates	Ramona Branch gave LME/MCO updates about tailored plan start dates, and important numbers available to members for questions. Ombudsman meetings continue for questions regarding the Tailored Plan and Innovations Waivers. Aimee Izawa also shared information about the provider networks and those being added to the list.	Ongoing	Ongoing
6. Steering Committee Updates	Steve Furman, Candace Alley, and Carol Conway all had input and shared information about steering committee meeting discussions.	Ongoing	Ongoing
7. Transitional Housing/Trauma Informed Care Updates	Douglas-Douglas shared about the inclusive housing summit held at the Friday Center in Chapel Hill with Carol Conway adding specifics as it relates to housing for those with IDD. Candace- Candace Alley shared about coaching for trauma informed care and classes she was certified to train. CFAC members were asked whether there was an interest to learn more about the trainings offered.	Collaborate and network with housing stakeholders	Ongoing
8. CFAC-Member-Recruitment-Guests Invited	Linda Shipman-Kate Shipman-(3 rd consecutive meeting)-Linda and Kate Shipman were voted in as official CFAC members with unanimous votes. Krista Caraway-Applicant-Shared advocacy experiences Carol Hubbard-Applicant-Shared advocacy experiences	Ongoing	Ongoing

10. ADJOURNMENT: the meeting adjourned at [Click or tap here to enter text.](#); the next meeting will be December 27, 2022, from 5:30 p.m. to 7:00 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.](#).



Monday, November 28, 2022

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING
Mecklenburg County MINUTES
3205 Freedom Drive, Charlotte, NC 28208
Held Via Video Conference/In-Person

MEMBERS PRESENT: ☒ Ron Clark-Virtual , ☒ Linda Campbell-In-Person, ☒ Ruth Reynolds-In-Person, ☒ Randy Sperling-In-Person, ☒ Beverly Corpening-Virtual, ☒ Shagun Gaur-Virtual, ☒ Melida Baldera-Virtual ☒ Alan McDonald-In-Person, ☒ Michael Flood-In-Person, ☒ Lois Stickell-In-Person, ☒ Shari Phillips-Stratton-Virtual, ☐ Jocie Cremisi, ☒ Jim Sonda-In-Person

BOARD MEMBERS PRESENT:

GUEST(S): ☒ Jennifer Meade, Assistant Director, Stakeholder Engagement NCDHHS-In-Person ☒ Suzanne Thompson, Manager, Community Engagement NCDHHS-In Person

STAFF PRESENT: ☒ Dr. Aalece Pugh-Lilly, Sr Director of Community Health & Well Being-In Person, ☐ Aimee Izawa, Director Community & Member Engagement ☒ Lakeisha McCormick, Manager, Member Inclusion and Outreach-In-Person, ☒ Eileen Bennett Member Inclusion and Outreach Specialist-In-Person.

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

1. **WELCOME AND INTRODUCTIONS** – the meeting was called to order by Ruth Reynolds at 5:03 pm
2. **REVIEW OF THE MINUTES** – The minutes from the October 24, 2022 meeting were reviewed; a motion was made by Alan McDonald and seconded by Michael Flood to approve the minutes.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. -Health Equity Survey	Laini Jarrett-Ms. Jarrett was ill and could not attend.	N/A	N/A
4. -State Updates	Suzanne Thompson-Suzanne noted that tomorrow Secretary Kinsley will be having a town hall. It will be in Kannapolis and was listed on the email that went out for “Hot Topics.” TP Care Management goes live December 1. She also noted that December 14 th is the State Level CFAC. December 15 th is the Ready Set Launch Tailored Plan Webinar. December 21 st is the Ombudsman Monthly TP updates. Suzanne Thompson encouraged all the CFAC Members to sign up for the Monthly newsletter and the other updates that come from the State as there are some helpful resources and webinar. She also noted that the updates have a QR code that can link you to other resources.		

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, November 28, 2022

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING
Mecklenburg County MINUTES
3205 Freedom Drive, Charlotte, NC 28208
Held Via Video Conference/In-Person

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
5. -December Meeting Date -Mecklenburg County Project-Registry of Unmet Needs -Gap Conversation	<p>Ruth spoke briefly about an event she attended held by WFAE. It was an informational Session for IDD Parents/Adults regarding employment and accessibility. Michael Flood noted that the event could be seen on Charlotte Talks Podcasts if anyone was interested in seeing the discussion. Ruth mentioned the Samantha R Ruling and had some printed information that she discussed as well as the ruling itself. Suzanne noted that she has a copy of the case as well as the ruling and that she will send to Eileen so she can distribute to the members for review. Jennifer Meade and Suzanne Thompson spoke briefly about the ruling and which in relation to the Registry of Unmet Needs. The ruling states that the RUN (Innovations Waiver wait list) must be eliminated in 10 years and therefore the State would need to work harder at providing waiver slots to those who have been waiting. Ruth switched topics and noted that our December meeting falls on the 26th and that we should have a discussion about not having the meeting. Lakeisha noted that the Alliance office will be closed that day so we would need to choose another day if we decided to meet. Michael Flood noted that December was a busy month for everyone and that it might be easier to not meet. Randy made a motion to not have the meeting in December. Lois seconded the motion and the motion carried. Ruth continued on with a discussion of the groups project and the Registry of Unmet needs and how we would like to proceed. Eileen Bennett noted that if CFAC decided to create their own pamphlet it would need to be approved by the State and suggested planning a town hall or forum as an option. Randy noted that she thought the pamphlet should be something simple that we hand out to people and that it should be a handout. Linda Campbell asked some questions in regards to who holds on to the RUN wait list and who controls the list. Alan McDonald gave a detailed account of his experience calling Alliance Call Center to address questions about the Registry of Unmet Needs. He noted that he spoke with Susie Equez in the IDD department who had answered several of his questions. He noted that the exact number on the wait list is not available but the date you were added to the RUN and dates Alliance Health are servicing is available. He noted that Alliance can give the Registry information for the area. Linda Campbell noted that the entire</p>		

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Monday, November 28, 2022

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING
Mecklenburg County MINUTES
3205 Freedom Drive, Charlotte, NC 28208
Held Via Video Conference/In-Person

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>process was very confusing and that it seemed there was this “list” that was out there but there wasn’t anyone really wanting to take responsibility for administering or getting the word out about the list. Alan noted that Susie noted that they had been in contact with the families in Meck County that were on the list. Suzanne noted that the State would put together a one-page pamphlet that they can distribute. The group then had a conversation regarding how they would distribute the pamphlet and what they should do. Suzanne noted pediatrician offices are a good place to start. Linda Campbell noted that it should go to Care Groups. and Shagun Gaur noted that she thought it should be distributed to newly diagnosed families and there should be follow ups and a protocol to keep in touch with those families. Michael and Randy noted discussion can be had after the pamphlet has been reviewed and approved by everyone, then they can tackle how to distribute to the relevant groups. Suzanne noted that as we transition to the Tailored Plan, the RUN will be managed at the State Level. Alan asked when the State takes over the management does that mean the wait list will be consolidated into one list and if so that would be a problem for many families. Suzanne said she did not know the answer to that question but that she would find out the answers. Jim asked if the decisions about the emergency slots will be done at the state level and Suzanne noted those would be handled by both the LME/MCO and the State in collaboration. Michael asked if we will need to delay the rollout of the RUN pamphlet based on the fact that the RUN list is going to managed differently. Suzanne said she didn’t know the answer to that question but would follow up. Jim noted that to get the pamphlet to the right people we need to understand the process very well, who needs the info. Alan suggested to Alliance that the Call Center team be more educated on the RUN process and that the Call Center team seemed to be short on correct information. Aalece noted that we welcome feedback and she also gave a link to the customer care feedback email so that members can leave feedback. Lois asked how families are aware that the LME/MCO has changed. Alan noted that the LME/MCO will send a letter. Randy asked if we would be able to review the pamphlet before it’s final. Suzanne said yes. Ron noted that he was surprised that</p>		

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Monday, November 28, 2022

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING
Mecklenburg County MINUTES
3205 Freedom Drive, Charlotte, NC 28208
Held Via Video Conference/In-Person

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	the families on the RUN did not know about how the RUN worked and how the process works. Alan noted that the Q&A on the Alliance website is comprehensive but at times a little confusing on who the questions pertain to. He said it would be easier if they were categorized into TBI, MH, SUD, and IDD so that folks can see where the Q&A apply.		
6. -Steering Committee Recap	Lois Stickell- Lois gave an overview of the Steering Committee Meeting to the Group highlighting: Town Halls, and Rob Robinson, Sarah Wilson, Discussion with Lainie Jarrett, Youth Advisory Committee, Term Limits. Lois noted that the one thing our group needed to decide and discuss was the Term Limits. She noted that currently, there are no requirements and that we were to discuss at our Meck County meeting and decide after 3/3-year terms, how long must a member stay off of CFAC before they can reapply. So the CFAC member could serve 9 years, then after the 9 years, how long must they stay off of the CFAC Board before they can reapply. Suzanne noted that State CFAC requires 1 year, but that industry standard is rolling off for 3 years. She noted that a lot of CFAC Boards, not only Alliance have members that have served many years beyond their terms. Randy made a motion to make the roll off, 3 months after the 9 years. Linda Seconded it, but Michael Flood requested that there be more discussion before we voted. Alan noted that he thinks the roll off should be longer than 3 months and said maybe there should be an assessment time after each 3 year term to see if the member was capable of going forward. Lois noted that she felt the term needed to be longer than 3 months and Jim noted the term should be longer than three months and wanted to understand the different industry terms. Ron noted that he felt that staying on too long maintains old ideas and that it was important for new folks to come on the board and offer new opinions and ideas. Randy withdrew her motion. Lakeisha then noted that there seemed to be a consensus in the room that there are two possibilities 1) 3-3 year terms with 1 year off or 2) 3-3 years terms with 3 years off. A motion was made by Michael Flood to have vote on the two options. The 3-3 year terms with 1 year off carried the vote.	N/A	N/A
7. -Town Hall Recap	Randy Sperling	N/A	N/A

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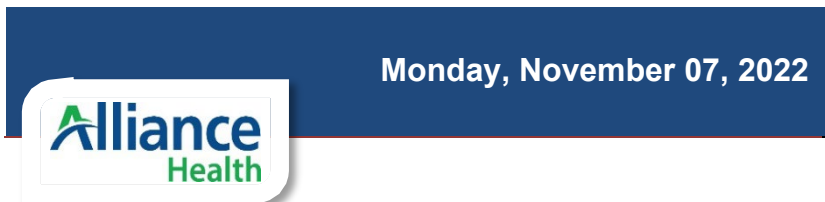
Monday, November 28, 2022

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING
Mecklenburg County MINUTES
3205 Freedom Drive, Charlotte, NC 28208
Held Via Video Conference/In-Person

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
8. -Membership Terms -Elections -Youth Advisory Committee	Lakeisha McCormick noted that we will have elections for the Meck County Chair and Co-Chair in January. She noted that everyone needs to be thinking about who they would like to nominate for the position. She noted that you can nominate yourself and that all submissions for nomination must be turned into Eileen by December 31, 2022. Ron asked if Eileen would reach out to all the nominees to make sure that they would agree to be nominated and Lakeisha said yes she would.	N/A	N/A
9. -Wellness is Wholeness Event Recap	Eileen Bennett noted that we had our Wellness to Wholeness event and that she would send some photos via email.	N/A	N/A
10. -Announcements		N/A	N/A

11. Adjournment: **Lois moved to adjourn and it was seconded by Michael Flood**

The suggested next meeting will be January 23, 2023, at 5:30 p.m.



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

APPOINTED MEMBERS PRESENT: ☐ Ruth Reynolds, ☒ Randy Sperling, ☒ Felishia McPherson, ☐ Renee Lloyd, ☒ Steve Furman, ☒ Carol Conway, ☒ Alicia Jones, ☒ Anna Cunningham, ☒ E Marie Dodson, ☒ Leanna George, ☒ Charlitta Burruss, ☐ Regina Mays, ☒ Dr. Michael McGuire

BOARD MEMBERS PRESENT: None

GUEST(S): ☒ Suzanne Thompson NCDHHS, ☒ Ann Marie Webb, NCDHHS
☒ Annette Smith, ☒ Shirley Francis; ☒ Brianna Harris, ☒ Sharon Harris, ☒ Dave Curro, ☒ Lois Stickell, ☒ Jerry Dodson, ☒ Victoria

STAFF PRESENT: ☒ Aalece Pugh-Lilly, Sr. Director Community Health & Well-Being, ☒ Aimee Izawa, Director of Community and Member Engagement, ☒ Ramona Branch, Member Inclusion and Outreach Manager; ☒ LaKeisha McCormick, Member Inclusion and Outreach Manager; ☒ Erica Asbury, Member Inclusion and Outreach Specialist, ☒ Eileen Bennett, Member Inclusion and Outreach Specialist, ☒ Starlett Davis, Member Inclusion and Outreach Specialist, ☒ Warren Gibbs, Member Inclusion and Outreach Specialist, ☒ Fantasia Jones, Member Inclusion and Outreach Specialist, ☒ Douglas McDowell, Member Inclusion and Outreach Specialist, ☒ India Kay Perez, Member Inclusion and Outreach Specialist, ☒ Rob Robinson, Chief Executive Officer ☒ Sara Wilson, Chief of Staff, ☒ Laini Jarrett, Quality Review Coordinator II, ☒ Tia Grant, Quality Improvement Manager, ☒ Hope White, Quality Review Coordinator II, ☒ Laura Bardascino, Quality Improvement Specialist II

- 1. **WELCOME AND INTRODUCTIONS** – the meeting was called to order at 5:30 pm
- 2. **REVIEW OF THE MINUTES** – Minutes from the November 7, 2022 meeting reviewed; a motion was made by Charlitta Burruss at 5:36 pm and seconded by Felishia McPherson to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Alliance Updates	<p>Rob Robinson & Sara Wilson (Alliance Health)</p> <p>Rob Robinson: We held a Tailored Plan Townhall Meeting in person, in all six of our counties and one virtual meeting. The purpose was to educate the community about the Tailored Plan, the changes with Tailored Plan Care Management going live 12/01/2022, and the full Tailor Plan going live on 04/01/2023. This was also an opportunity for us to hear questions and feedback from the community and their thoughts about the tailored Plan. Found it very beneficial, thought there were great questions from those that attended. Helpful for us at Alliance Health. Thank you all for participating.</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, November 07, 2022

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>Key Points/Feedback</p> <ul style="list-style-type: none">• Request for single point of contact for Care Management – each plan member who decides they want TP Care Management will be assigned one care manager either with Alliance Health or a Care Manager within the provider Care Management entities. Encourage all members/families to ask questions about Care Management.• Concerns about Primary Care Provider, members want to know if they will be able to keep the same PCP. Yes, ask the PCP if they are working with Alliance Health or contracted with Alliance Health. Alliance Health has asked the large hospital care systems to communicate with their physicians that they are working with Alliance Health. Do not have full executed agreements with all the hospitals but we are getting very close and expect to have this complete by January 2023. Making a full effort to complete this task by January 2023.• Plan for Virtual Townhall prior to Tailored Plan Go-Live date. Begin planning in the new year and want Alliance Health CFAC to support with the planning and implementation. <p>Questions/Comments/Concerns: Sara Wilson: <i>Appreciation for help, support, and coordination of Tailored Plan Townhalls.</i> Leanna George: <i>Daughter is in an ICF with Vaya in McDowell County, I live here in Johnston. Family is not within the catchment area of Alliance Health, how are we making sure they stay up to date with all the changes?</i> Sara Wilson: <i>Did her Medicaid switch to the county where the ICF is located? You should still receive information from Vaya because her Medicaid is under that MCO. They like Alliance Health have the same requirements in terms of Member portals. Encourage you to stay connected with Vaya, since her Medicaid County is not under Alliance Health. You can always contact our teams with your questions, and we can help get you routed to the right place. The last slide of our PPT lists our contact numbers, we encourage you to contact our call center about any questions you might have. PPT will not be posted until all townhalls are complete.</i> Rob Robinson: <i>If someone has a Medicaid card for one of our six counties, we are responsible for care for that individual. If they decide to go over to Wayne Count, we would like to create a network where they stay in county and it is close to where they live, but we have network contracts across the state. However, if</i></p>		

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Monday, November 07, 2022

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
5:30pm – 7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p><i>they need a service that is not available in their county, we have contracted with a provider outside of our catchment area to serve them.</i></p> <p>Annette Smith: <i>Provider Sustainability, do you call providers, quarterly, that are providing innovations waiver services to ensure that they have capacity, are fully staffed? I have seen there has been a lot of turnovers in DSPs, QP Staff, Management Staff, at the IDD provider level. Recently, our provider's entire staff quit, curious if this is something that Alliance Health should be concerned about and not just the parents?</i></p> <p>Rob Robinson: <i>Workforce staff shortage is a concern for the entire Behavioral Health System. We are aware and have had many conversations with providers and tried to act. General Assembly allocated some money to pay community support/direct care workers as an incentive to stay in the field. We have increased provider rates, but this is a larger issue. You described an experience that is on the extreme. Top priority is trying is to try to address it through some increased rates, this is a larger state issue the state is very interested and there are several groups looking at this issue. We met with the legislature to talk about this issue and they are trying to address it, there is way too much turn over and in some cases quality of providers is not what it should be, some of it is rates and some of it is regulatory rates, and many other factors. Thank you for bringing this to our attention.</i></p>		
4. Upcoming QM projects	<p>Tia Grant, Laini Jarrett, Hope White, & Lara Bardascino (Alliance Health)</p> <p>Performance Improvement Projects – Update (HEDIS)</p> <p>Transitions to Community Living (TCL) Primary Care Physicians (PCP) Visit Project</p> <ul style="list-style-type: none"> • Establishing Health Care Linkage: We have determined that once health care linkage has been established you are more likely to remain in care and concerned about health recommendations and medication management - PCP Provider visits 1x annually, to ensure stability of medical care <ul style="list-style-type: none"> ○ Recommendation: linkage 90-days prior to separation of adult care or 90-days post receiving placement into housing ○ Goal to reach 80%; Alliance Health Average 71% (Jan-Aug) – Project Advisory team has meet to look at barriers to reach goal and establish benchmarks and recommendations to meet goal moving forward. 		

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Monday, November 07, 2022

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none">• Diabetes and/or Cholesterol Screening for Children and Adolescents who are on Anti-Psychotic Medications<ul style="list-style-type: none">○ Recommendation: Test annually to ensure early detection and manage any types of complications related to these diagnosis. Can increase child's risk of developing diabetes and high cholesterol○ National Goal 33%; Alliance Health Average 33% (goal met) - more adolescents went into office complete annual screening.• Diabetes and/or Cholesterol Screening for Adults with Schizophrenia or Bi-Polar Disorder who use anti-psychotic medications<ul style="list-style-type: none">○ Recommendation: Test annually to ensure early detection and manage any types of complications related to these diagnosis○ National Goal 77%; Alliance Health Average 75% - more adults went into the office to complete annual screening.• New Measure: Diabetics with High blood Sugar Levels (HPD)<ul style="list-style-type: none">○ Concern: High blood sugar levels can lead to health complications including blindness, kidney failure, and amputation○ Progress: project advisory team looking at the issue○ Challenges: Access to A1C data for members. Working with the state, they are aware of this access issue and have notified us that we should have access to this data in early spring 2023. Once we receive those numbers, we will be able to work closely with members who have high blood sugar levels and work with them on strategies that work for them to get their levels under control.• Aftercare Appointments – with 1-7 days for individuals who discharge from MH or SUD Hospitalization (ages 6+)• Follow-up after hospitalization (FUH) Improvement Project<ul style="list-style-type: none">○ Aim Statement: Do targeted interventions increase the number of members receiving follow-up visits after Mental Health (MH) or Substance Use Disorder (SUD) hospitalizations, within 1-7 or 1-30 days.○ Progress: Redesigned Project Advisory Team, expanded it to include cross-section of the agency. Leadership Team that meets		

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AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>to discuss barriers related to internal operations, to improve performance on this matrix.</p> <ul style="list-style-type: none"> ○ Challenges: Delay in data that we receive from the state. The Department of Mental health most recent data is from 04/2022, and from DHP for Medicaid the most recent data is from 01/2022. We are able to pull some claims data to get more current rates but, it is not validated, and we rather use validated data. Currently, we have been following state mental health and state SUD and Medicaid SUD only for 1-7 days. Recently, presented to the Alliance Health global committee and are getting approval to go forward. We still plan to follow state MH and SUD. <p>Questions/Comments/Concerns: Anna Cunningham: Is this a typical pattern, due to warmer weather, people go see their doctor's when it is warmer outside? Laini Jarrett: <i>Impacted by a lot of different things, rates of provider availability, individuals who may move between counties, weather is definitely a contributing factor. We will have to look to see what those numbers look like between now and August. We are in the process of firming up that information, there is some lag because we are reliant on some claims data that we receive.</i> Anna Cunningham: Do you have representatives of this population on your team? Hope White: We have representation from the department that works with members but, we could work toward getting a member on the team. Steve Furman: What does Anti-psychotic medication have to do with diabetes, why does it cause diabetes or pre-diabetes? I know some people who have been diagnosed with diabetes due to anti-psychotic medications, they started eating a lot more and gained weight. I was confused about what the chemicals in the medication do. Hope White: Anti-psychotic drug works differently for different people but, sometimes it may cause an increase in weight gain, which can be related to diabetes, and can impact insulin resistance. Anna Cunningham: Could we have a dashboard created for these projects? Could we have a copy of all the information that was shared today? Tia Grant: I will have to double check on sending out information, will confirm. Willing to come to meeting more frequently to share the progress on these projects and get feedback on challenges and barriers for members.</p> 		

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 5:30pm – 7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>Charlitta Burruss: <i>Suggestion about Abbreviations, let us know what they mean when you present, some do not know what they mean and may not feel comfortable asking.</i></p> <p>Tia Grant: <i>Yes, we will make sure we leave a note or continue to state the meaning of abbreviations as we go along.</i></p>		
5. Brochure Update	<p>Marie Dodson</p> <p>CFAC Brochure</p> <ul style="list-style-type: none"> • State Legislation Mandates at Alliance Health • CFAC Purpose, Mission, requirements for membership, stipend info, etc • Call for Members to join CFAC • Contact information for Alliance Health: Access Line and Webpage • QR Code – links community directly to CFAC webpage <p>Questions/Comments/Concerns:</p> <p>Marie Dodson: <i>We are getting Alliance staff to put verbiage on card, take pictures, and get QR Code for link to CFAC information – it will direct community to CFAC specific page. Will share at community events, TP Townhall, and in the community in general.</i></p> <p>Ramona Branch: <i>CFAC Brochure will be a rack card, front and back.</i></p> <p>Dave Curro: <i>Would like a digit copy of the rack card or brochure, explained that each charter should have option to view and decide on final draft.</i></p> <p>Ramona Branch: <i>Will provide when we get it.</i></p> <p>Marie Dodson: <i>Aimee saved a PDF of this document that can be sent out</i></p> <p>Alicia Jones: <i>Will this brochure be in Spanish or other languages, how will those in rural communities with poor access to internet and cellular services be able to get this information?</i></p> <p>Marie Dodson: <i>In my county they have racks at the Mental Health Center where the brochure can be place, traditionally CFAC brochure has been placed there in lobby. In the past the brochure has been translated into Spanish. Typically, brochures have been given to providers. Access number can be called if someone has difficulty using the QR code or ask any other questions.</i></p> <p>Alicia Jones: <i>Suggestions to provide CFAC information to individual contacts in the community to get the information out.</i></p> <p>Anna Cunningham: <i>Suggestion to place rack cards in Primary Care Physicians Offices, use at least 14-point font on brochure so that reading pens can be used, and make it compatible with technology. Use a font that is easy to read. Make it as accessible as possible or have two different versions. Easy read version for</i></p>		

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AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p><i>special population, supports those with low reading level, English language learners, and those under stress who may have declined cognition due to stress.</i></p> <p>Marie Dodson: <i>Could sacrifice some of the photos if we need a larger font to make it accessible.</i></p>		
6. Leadership Development Meetings: Proposed Agenda Items	<p>Ramona Branch (Alliance Health)</p> <p>Quarterly Leadership Development Meetings</p> <ul style="list-style-type: none"> • Date: Wednesday, December 14, 2022, at 5:30 pm – 7:00 pm (Virtual Meeting) • Agenda Items <ul style="list-style-type: none"> ○ Review and Revision of By-Laws and Relational Agreement ○ Leadership Skills ○ Sharing highlights from Local CFACs ○ Service Source, Organization in Fayetteville, NC <ul style="list-style-type: none"> ▪ Workshops/Trainings for professionals and families: Financial benefits for people with IDD. Transition from youth to adult work restrictions, Temporary Work Permits, and information on understanding insurance plans. <p>Questions/Comments/Concerns:</p> <p>Alicia Jones: Shared about <i>Service Source</i>, advised that this resource is free for the community and the contact personnel is Pablo. Very informative, lots of people have benefited from this resource and the information that was shared. Advised that each CFAC could connect with <i>Service Source</i> and schedule time with Pablo to schedule a workshop or training at one of their local CFAC meetings.</p> <p>Anna Cunningham: Made a Motion at 6:40 pm, to adopt idea of utilizing <i>Service Source</i> and connecting the Local CFACs to this service, Dr. Michael McGuire seconded the motion at 6:40 pm – unanimous</p>		
7. CFAC Retreat Survey Results	<p>Ramona Branch & LaKeisha McCormick (Alliance Health)</p> <p>CFAC Retreat Survey Results</p> <ul style="list-style-type: none"> • Total of 34 CFAC Members attended the retreat, combination of in-person and virtual attendance • Received total of 12 survey entries, combination of electronic and hard copy submission <ul style="list-style-type: none"> ○ Satisfaction of retreat – overall satisfaction ○ Sign-in Process – overall 8 of 12 agreed process was smooth 		

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5:30pm – 7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none"> ○ Topicals Timely and informative – 9 of 12 agreed ○ Future CFAC Retreat Attendance – 11 of 12 plan to attend ○ Feel heard by Alliance Health Staff – 7 of 12 strongly agreed, 5 of 12 agreed ○ Topics for future retreats: suggestions on training, recruitment/retention, term limits, court involved parents with MH/SUD, DSS custody Jail/School/transition programs, impact of heroin and crack on the black community, local providers for uninsured and underinsured, monthly social events for IDD adults, benefits for CFAC Members such as training/conferences etc., housing for IDD population, trauma informed care, and improved partnership between local county CFACs <ul style="list-style-type: none"> ● Follow-up Plan <ul style="list-style-type: none"> ○ Put items on the agenda for quarterly leadership meetings ○ Survey Monkey Results will be sent to liaisons, make request to them if you would like to review the results <p>Questions/Comments/Concerns: Charlitta Burruss: Suggestions for topics: The Stigma that comes with Mental Illness or the repercussions behind Mental Illness or how does the faith basis think about it?</p>		
8. Revisit Term Limits	<p>Aalece Pugh-Lilly (Alliance Health)</p> <ul style="list-style-type: none"> ● Current Term Limits Standard <ul style="list-style-type: none"> ○ 3 Terms; 3 Years per term ○ Most discussions at the chapter level have been leaning toward a one year wait period after the completion of the 3-Terms. ○ Topic will be discussed/considered at January 2023 Steering Committee Meeting <p>Questions/Comments/Concerns: N/A</p>		
9. State Updates	<p>Suzanne Thompson & Ann Marie Webb (NCDHHS)</p> <p>Introduction: Ann Marie Webb, Liaison to State CFAC & The Coordinator for Peer Support Services across the department</p> <p>New Staff Updates:</p>		

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AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none"> Kelly Crosbie, MSW, LCSW, Director for DMHDDSAS (Start Date: 12/19) Renee Radar, MA, Deputy Director for DMHDDSAS (Start Date: 12/19) <p>UPDATES:</p> <ul style="list-style-type: none"> State CFAC Meeting: Wednesday, Dec 14, 2022, 9:00 –2:45 pm Location:306 N. Wilmington Street, Raleigh NC (Bath Building Conference Room 107). Join Link: Cisco Webex Meetings; Access Code: 2433 556 2669; Password: UjgCMrdM337 Joint DMHDDSAS and DHB Consumer Webinar: Date/Time: Monday, Dec. 19, 2022, 2:00–3:00 pm Join Link: Registration (gotowebinar.com) Townhall Meeting: Leveraging the Olmstead Plan for individuals with Intellectual/Developmental Disabilities, Date/Time: Friday Dec 9, 2022, 1:00–2:00 pm, Dave Richard and Kelly Crosbie Tailored Plan 101: Ready, Set, Launch Series: Date/Time: Thursday, Dec. 15, 2023, 5:30–6:30 pm Join Link: Webinar Registration - Zoom NC Medicaid Ombudsman Webinar: Date/Time: Wednesday, Dec. 21, 2022, 2:00 pm Join Link: Click here to register NC Medicaid Managed Care Hot Topics Webinar Series: Date/Time: Dec. 21, 2022, 5:30–6:30 pm (Every 3rd Thursday of the month) 1915(i) option Respite Draft Policy Webinars: Date/Time: Wed, Dec 14, 2022, 2:30–3:30 pm <p>Questions/Comments/Concerns: Suzanne Thompson: <i>Townhalls conflict with local CFAC Meetings so DHHS may not be at CFAC meetings this month due to attending Townhall, will communicate which DHHS will not attend and send written updates.</i></p>		
10. Feedback Regarding Town Halls	<p>Aalece Pugh-Lilly (Alliance Health)</p> <p>Questions/Comments/Concerns: N/A – Rob and Sara spoke to these updates at the beginning of the meeting.</p>		

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5:30pm – 7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
11. Announcements & January Meeting Date	<p>Next Meeting: Moved due to New Year Holiday - Tuesday, January 3, 2022, was proposed – <i>Anna Cunningham made a Motion at 6:52 pm to move meeting to Tuesday, January 3, 2022, Dr. Michael McGuire and Charlitta Burruss seconded the motion 6:53 pm – Unanimous</i></p> <p>Questions/Comments/Concerns: Ramona Branch: <i>Suggested moving meeting to next Monday, January 9, 2022, but Durham has CFAC meeting on this date.</i> Anna Cunningham: <i>made a Motion to adjourn at 6:56 pm, seconded by Leanne George at 6:56 pm – Unanimous</i></p>		

11. ADJOURNMENT: The next meeting will be **Tuesday, January 3, 2023, at 5:30 pm**

Alliance Health



Alliance Consumer and Family Advisory Committee (CFAC)

Alliance Health CFAC promotes a community-based support system that seeks to have each person reach his or her full potential

This committee of individuals and family members gives voice to the interests and opinions of people with needs related to mental illness, intellectual/developmental disabilities, and substance use.

Alliance Health CFAC embraces the dignity of all residents in our communities so that each person may achieve his or her highest level of responsibility.

It promotes the empowerment of individuals and the active involvement of family members.



What is a Consumer and Family Advisory Committee, or CFAC?

- + State legislation mandates that Alliance Health and each of North Carolina's other behavioral health managed care organizations, also known as MCOs, support and collaborate with an advisory group made up of individuals and their family members. These groups are called CFACs.
- + CFACs are independent, self-governing organizations that help identify service gaps in their communities and offer input about MCO operating budgets, long-term planning, quality improvement and other issues that affect the public behavioral healthcare system locally and statewide.
- + CFAC provides individuals and family members with an opportunity to positively impact the way services are designed, delivered and monitored.

The Alliance CFAC

- + Alliance Health CFAC brings together members from across the Alliance Health region
- + Members are offered a stipend for each meeting attended to offset travel expenses
- + While only members can vote on CFAC business, meetings are open to the public
- + The CFAC meeting schedule is available at AllianceHealthPlan.org

Join us!

If you live in the Alliance Health region and you are receiving or have received mental health, intellectual/developmental disability or substance use services, or are a family member, you are eligible for membership. To learn more about membership you can contact the Alliance Health Member Engagement Team at **(919) 651-8401**.

Learn more about
Alliance Health and CFAC at
AllianceHealthPlan.org



24 Hour Toll-Free
Access and Information
(800) 510-9132



Alliance
Health

“CFAC has given me a better understanding of the services I can receive and a chance to advocate for others with behavioral illness and intellectual/developmental disabilities. It has been great to work with other individuals and family members and learn more about the successes and concerns with services and provide input to Alliance about those services.”

J. Dan Shaw



“As a parent of someone with a disability, membership in Alliance Health CFAC has given me a forum to share my concerns with the Alliance staff and Board of Directors. CFAC has a close working relationship with Alliance and our feedback has a direct impact on the services provided to the IDD/MH/SUD populations.”

David Curro
Alliance Board of Directors



Scan here to be directed to more information about the Alliance CFAC

Join us!

If you live in the Alliance Health region and you are receiving or have received mental health, intellectual/developmental disability or substance use services, or are a family member, you are eligible for membership. To learn more about membership you can contact the Alliance Health Member Engagement Team at **(919) 651-8401**.

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CFAC STEERING COMMITTEE Performance Improvement Project (PIP) UPDATES

DECEMBER 05, 2022

PIP Update

PIPs: Healthcare Effectiveness Data Information Set (HEDIS) and Primary Care Physician (PCP) Data Review December 5, 2022

Alliance Health (QM) Dr. Hope White, Laini Jarrett, Laura Bardascino, Tia Grant



1 Annual
Primary Care
Provider Visit

**Primary care visits for
individuals approved
and transitioned to
housing**



1 Annual
Glucose
(blood sugar)
or A1C Test

**Diabetes Care for
Individuals with
Hemoglobin A1c Poor
Control (> 9.0%)**



Aftercare
appointment
within 1-7
days of
discharge

**Follow up care
appointments for
individuals who
discharged from MH and
SUD hospitalization
(ages 6+)**

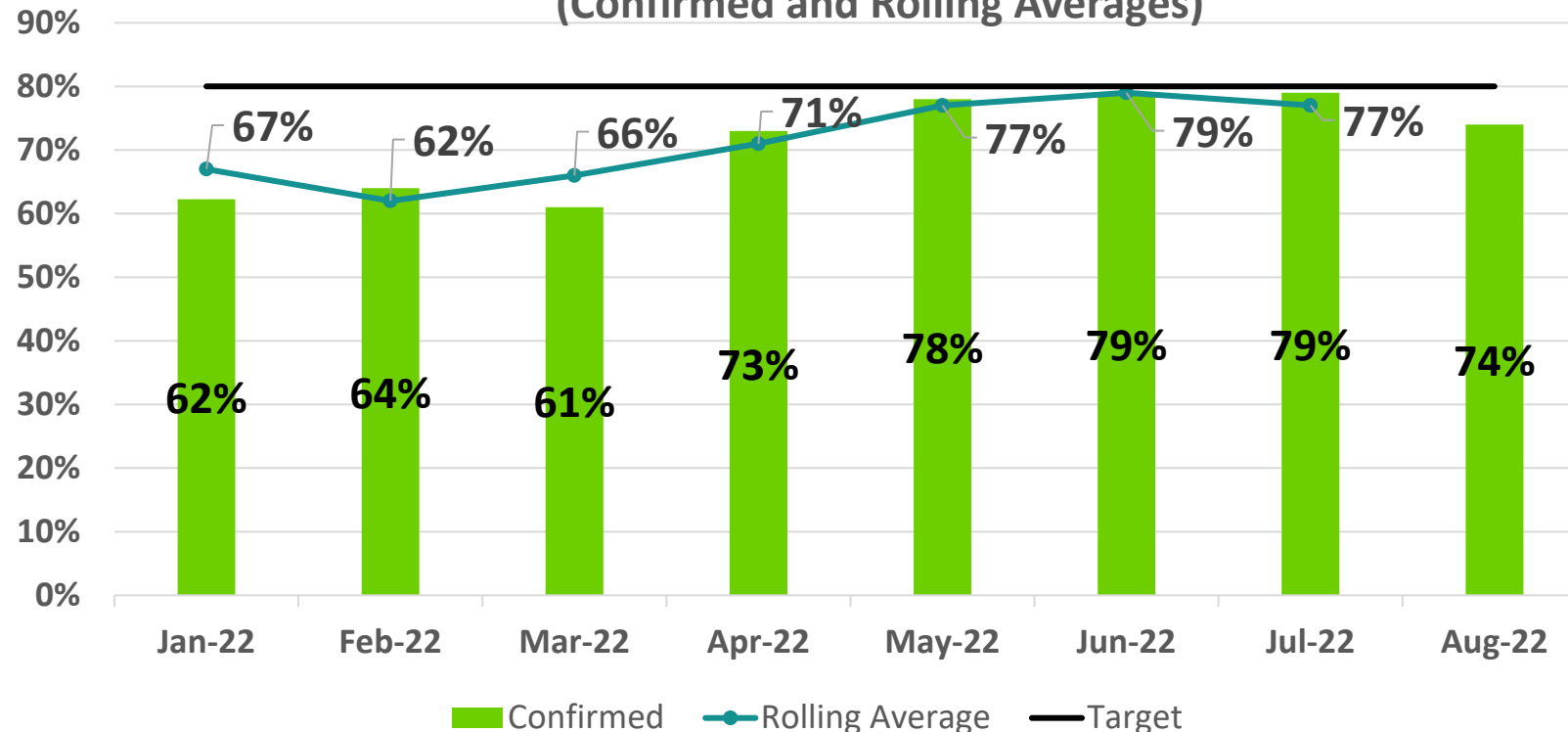
Performance Improvement Projects (PIPs) Recommendations

Transitions to Community Living: Primary Care Provider Visits

AIM : Increase the percentage of individuals in the In-Reach and transitioned phase of TCL who have completed an appointment with a primary care provider. **In-reach & transitional phase = 90 days pre and 90 days post housed*



TCL PCP Visits for 2022
(Confirmed and Rolling Averages)



Benefits: The proposed linkages to physical health providers are expected to enhanced member engagement, compliance to care, and improved quality of life outcomes of its members utilizing housing supports under the TCL.

Jan – Aug 2022

Alliance Health

Goal

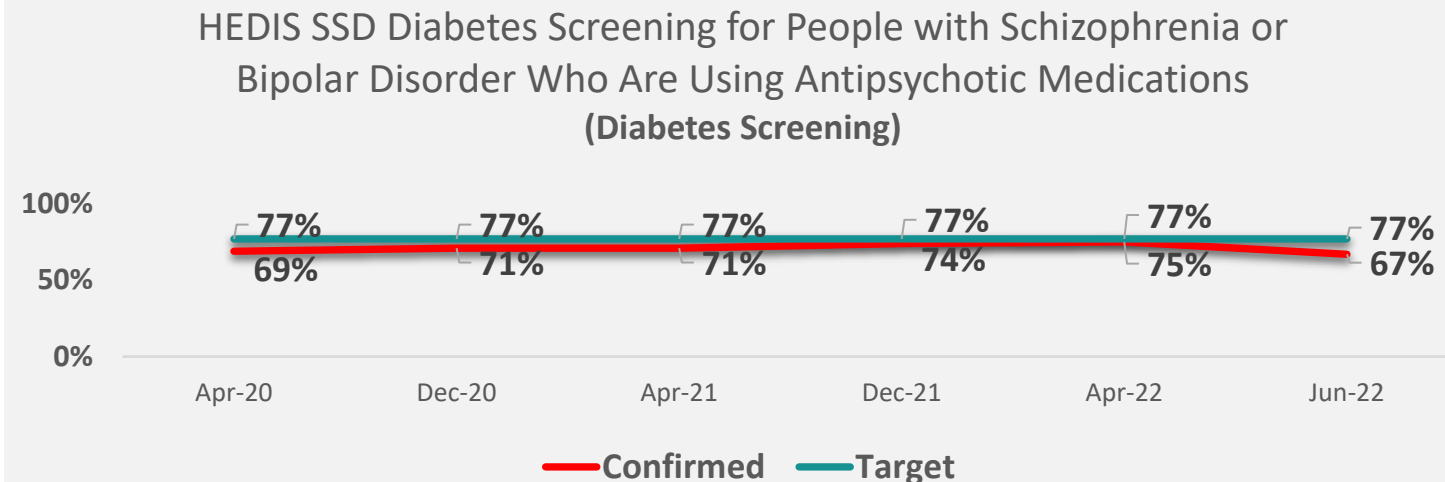
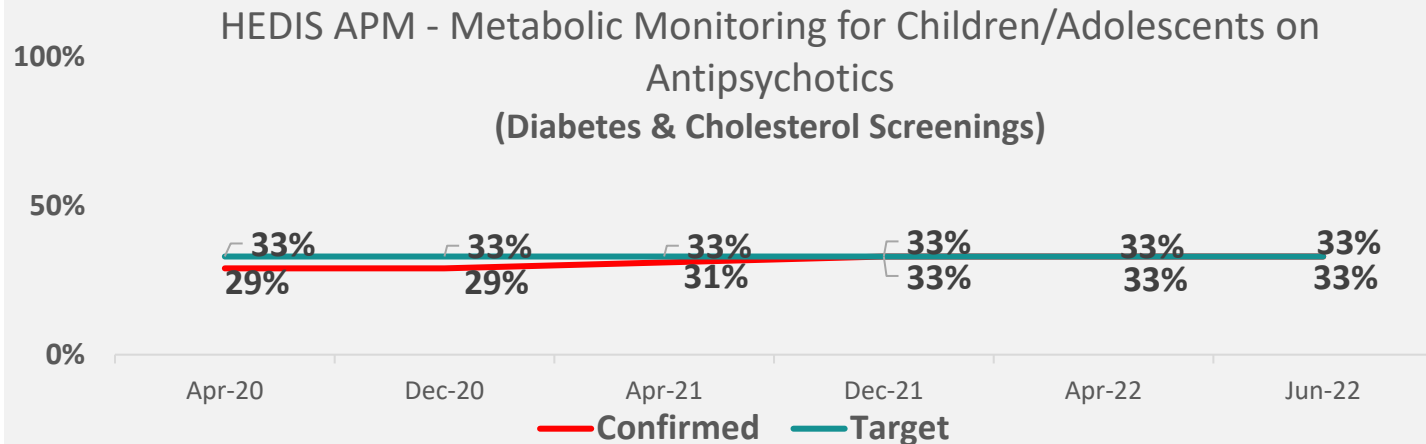
71% average

80%

Performance Improvement Projects (PIPs) Recommendations

(2020- PRESENT) CLOSE SCREENING (DIABETES/CHOLESTEROL) MEASURES

APM and SSD PIPs have had mixed results since the start of the projects in 2020. APM met the national average at (33%), while SSD showed progress, recent rates revealed a decrease (67%) in performance compared to the national average (77%).



STATE REQUIRED PROJECT:

OPEN: – Diabetes Care for People with Hemoglobin A1c Poor Control (>9.0%)

HBD – This state mandated measure focuses on improving the A1c results for those with type 1 or type 2 diabetes.

Consistently high blood sugar...

Damage to eyes, nerves, kidneys and blood vessels

Develop strategies to improve blood sugar levels

**Challenge: Access to data
Work with state to gain access to data in early 2023**

FUH Performance Improvement Project Recommendations

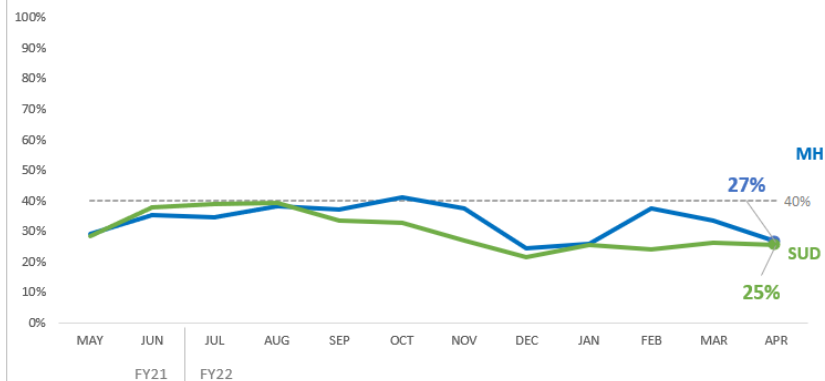
Aim Statement: Do targeted interventions increase the number of members receiving follow up visits after MH or SUD hospitalizations with in 1-7 or 1-30 Days?

CLOSE

***State MH/SUD
*Medicaid SUD
*Only 1-7 Days**

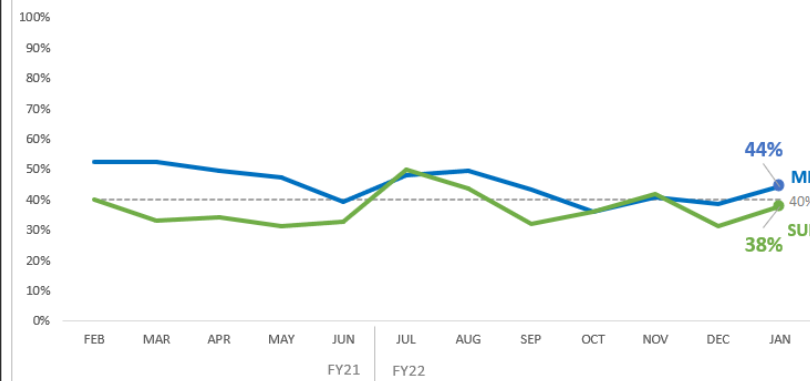
DMH

1-7 Days



DHB

1-7 Days



OPEN

***State MH/SUD
*TP/Medicaid Direct MH
*1-7 and 1-30 Days**

**THANK
YOU**





Monday, December 12, 2022

Durham CFAC MEETING - REGULAR MEETING

Virtual meeting via videoconference

MEMBERS PRESENT: ☐ Vandna Munshi, ☒ Victoria Chibuogu Nneji, ☐ Tammy Shaw, ☐ Latasha Jordan, ☒ Dave Curro, ☒ Brenda Solomon, ☒ Chris Dale, ☒ Pinkey Dunston, ☒ Regina Mays, ☒ Charlitta Burruss

BOARD MEMBERS PRESENT: None

GUEST(S): ☒ Suzanne Thompson, DHHS, : ☐ Herb Trippert, Trosa, ☒ Anna Ward: UNC Director of Advocacy and Inclusion, ☒ Kimberly Schlegal UNC Advocacy and Inclusion

STAFF PRESENT: ☒ Ramona Branch, Member Inclusion & Outreach Manager, ☒ Fantasia Jones, Member Inclusion & Outreach Specialist, ☒ Aimee Izawa, Director Community and Member Engagement

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 227 772 040 09

Passcode: jQdSHN

[Download Teams](#) | [Join on the web](#)

Or call in (audio only)

[+1 213-204-2613,,343043434#](#) United States, Los Angeles

Phone Conference ID: 343 043 434#

[Find a local number](#) | [Reset PIN](#)

1. WELCOME AND INTRODUCTIONS

2. REVIEW OF THE MINUTES – The minutes from the November 14, 2022, Consumer and Family Advisory Committee (CFAC) 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	COVID-19- Check In: ➤ Remember to wear mask and social distance. Cases of covid and RSV are rising.		
4. Guest speaker	Anna Ward: Director of Advocacy and Inclusion; Kimberly Schlegal UNC Advocacy and Inclusion: ➤ Founded by the UNC School of Medicine the organization focuses on those with Intellectual and Developmental Disabilities as well		

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AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>as Neurodevelopmental Disorders, offering services, research, and training for individuals and families</p> <ul style="list-style-type: none"> ➤ Anna discussed: Heel 2 Transition which offers University based opportunities for young adults with IDD and Heels Up which offers opportunities for IDD population at a post-secondary education level ➤ Kim Schlegel an Intern at CIDD then shared updates on the development of Psychiatric Assistance Lines for IDD members as well as primary care providers for those with IDD to contact when IDD or Behavioral Health needs occur ➤ Anna reported that collaborative meetings are open to everyone for attendance and insight and offered Q&A session 		
5. State Updates	<p>Suzanne Thompson: December CE&E</p> <ul style="list-style-type: none"> ➤ State Consumer and Family Advisory Committee (SCFAC) Meeting: Date/Time: Wednesday, Dec. 14, 2022, 9:00-2:45 p.m. <p>In-Person: 306 N. Wilmington Street, Bath Building Conf. Room 107, Raleigh, NC 27699-3001</p> <p>Virtually: Join Link: SCFAC Meeting Link Access Code: 2433 556 2669 Password: UjgCMrdM337</p> ➤ Stakeholder Engagement Webinars 1915(i) Option Respite Draft Policy <p>Wednesday, Dec. 14, 2022 2:30-3:30 p.m.</p> <p>Friday, Dec. 16, 2022 9:00-10:00 a.m.</p> <ul style="list-style-type: none"> ➤ Joint DMH/DD/SAS and DHB (NC Medicaid) Consumer Webinar Monday, Dec. 19, 2022, 2:00-3:00 p.m. ➤ 39th Annual NADD Virtual Conference ➤ Building Bridges Among People and Across Systems The 39th Annual NADD Conference will be held virtually from December 7 - 9, 2022. 		

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



Monday, December 12, 2022

Durham CFAC MEETING - REGULAR MEETING

Virtual meeting via videoconference

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none">➤ Addiction Professionals of North Carolina Regional Trainings: Thursday, Dec. 8, 2022, 12:30-2:00 p.m. Thursday, Dec. 15, 2022, 1:00-4:15 p.m.➤ 14th Annual "One Community in Recovery" Conference Wellness and Empowerment: March 1-3, 2023 Embassy Suites, Greensboro, NC		
6. Tailored Plan Updates	Aimee Izawa provides information: <ul style="list-style-type: none">➤ Care Management did go live on 12/1/2022➤ Reported details for upcoming dates➤ There will be one more town hall being held virtually		
7. LME/MCO Updates	Ramona Branch provides information: <ul style="list-style-type: none">➤ Term limit➤ CFAC Brochure progress and completion➤ CFAC leadership quarterly meeting coming up this month		
8. Steering Committee Updates	Charlitta Burruss provided information about the Steering committee meeting		
9. Discussions	In person meeting vote <ul style="list-style-type: none">➤ Committee agrees and votes to start in person meetings.➤ Fantasia agreed to research places for future meetings.		
10. Announcements	No announcements		

ADJOURNMENT: The next meeting will be January 9, 2023, at 5:30 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.



Tuesday, December 13, 2022

Wake CFAC MEETING - REGULAR MEETING
Virtual Via MS Teams
5:30 – 7:00 p.m.

MEMBERS PRESENT Wake CFAC Subcommittee: Alicia Jones (Chair), Anna Cunningham (Vice Chair), Annette Smith, Benjamin Smith, Trula Miles, Karen McKinnon, Rasheedah McAlister, Faye Griffin

BOARD MEMBERS PRESENT:

GUESTS: Ann Marie Webb, State DHHS; staff from Danielle Raye, David Hughes, Don Weiman ; Marie Dodson Johnston County CFAC chair

STAFF PRESENT: Ramona Branch, Aimee Izawa, Erica Asbury

1. **WELCOME AND INTRODUCTIONS**-Alicia did the introduction, welcoming members, and guests.
2. **REVIEW OF THE MINUTES** – Committee reviewed minutes from November 12, 2022 Johnston Wake combined meeting. Annette motioned to approve and Karen second. The minutes were approved by majority vote.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
1. Public Comment Individual/Family Challenges and Solutions	<p>Alicia opened the meeting for public comment.</p> <p>Annette shared that there have been several positions filled at the state level and those people are beginning to be introduced.</p> <p>Erica reported that she has been connecting members and families to the Produce Project and Chef's table which has multiple locations in Wake County. She stated that families are able to access farm fresh produce and minimal cost weekly. She gave the website www.theproduceproject.org</p> <p>Nancy reported information about NAMI: the suicide support group is meeting every Monday; there are Family to Family classes are on going and Peer 2 Peer. Please check the Wake NAMI website.</p> <p>Annette brought the up information about the up coming Legislative Breakfast in February 3,2023. Annette shared that historically the Chair and vice chair have attended but please reach out to Erica to discuss the opportunity and let her know if you would like to attend.</p> <p>Annette also announced that the i2i conference has been formerly cancelled.</p> <p>Dave Hughes of the Human Services Research Institute Behavioral Health System Assessment spoke about the Wake County Crisis Assessment</p>		

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



Tuesday, December 13, 2022

Wake CFAC MEETING - REGULAR MEETING
Virtual Via MS Teams
5:30 – 7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	project. They are looking to collect key information through one-on-one calls with members. If you would like to participate please call Rachel Gerber at 617-844-2332 or email her at rgerber@hsrl.org . Discussions and interviews will be scheduled at the member's convenience. Erica asked if there will be opportunities for the Spanish speaking community to participate? Dave shared that they are extremely interested in reaching all members and that they are exploring ways make sure that anyone that wishes to participate will be able to. Focus groups will begin in January. Group discussion took place and Ramona sent email to group about how to get connect with the program.		
2. State Updates	Anne Marie Webb announced that she is the new State DHHS staff member that will be attending our monthly meetings. The State CFAC meeting will be taking place on tomorrow December 14 th 9 am – 3pm. There will be introductions of all new staff members during that meeting. Anne Marie reported that the annual Legislative Day will be on the second Tuesday in March. Anne Marie asked that the membership please review the monthly state email. Erica shared that it had been forwarded to the membership and was included in the monthly email.		
3. Tailored Plan Updates	Aimee stated that Care Management did go live on 12/1/2022. She stated that everyone should have received a letter with detailed information about Care Management by now. Aimee also shared that there will be one more town hall meeting and that it will be virtual. The date will be announced, and information will be shared via the Alliance website and direct contact with the members.		
4. LME/MCO Updates	Ramona shared that she has been working along with volunteers to complete the CFAC brochure. It is in the final stages and is expected to be completed shortly. Ramona stated that CFAC leadership will be having it's first quarterly meeting on tomorrow night beginning at 5:30pm. Information about the meeting has already been sent out.		

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
5. Announcements	<ul style="list-style-type: none"> • Erica announced that all CFAC will be moving to hybrid meetings beginning in January. She stated that the Wake County CFAC Subcommittee meeting will be held at the Morrisville office and online. Erica explained that dinner will be served and that she is requesting that members reach out privately to discuss dietary restrictions. Erica announced that she and CFAC chair Alicia have had meeting to follow up and explore the start up efforts for planning the events that are required by the charter. Erica reminded the group that the events were voted on at the CFAC retreat and that they were to be: outreach in the rural community and celebration of care givers. • CFAC Chair Alicia shared that the projected dates for the events are March 25 for the care giver luncheon and April 22nd for Health fair in Wendell. Alicia went on to share that members are needed to be a part of the committee and it will need to begin to meet in January. Alicia shared details of what the needs would be of the membership. Annette questioned the feasibility of creating events and stated that in the past Wake County CFAC only partners with larger organizations to have events. Erica shared that Wake County CFAC and she have participated in many events this past year but we are required to formerly host and set up one. Ramona shared that Wake County CFAC had hosted a movie night in the past. More discussion took place but final decisions could not be made based on time. Erica stated that both Alicia and Anna who are the chair and vice chair will be attending a leadership meeting in early January to discuss the calendar for 2023, the charter requirements and member terms. Aimee asked that Erica review the system of care calendar for events. 	<p>CFAC members will investigate community events they can attend and recruit for committee.</p> <p>CFAC chair and vice chair will meet with Erica set plan for 2023</p> <p>Erica will bring back list of Alliance events already planned and share</p>	

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



Tuesday, December 13, 2022

Wake CFAC MEETING - REGULAR MEETING
Virtual Via MS Teams
5:30 – 7:00 p.m.

6. **ADJOURNMENT:** Nancy Johns motioned to adjourn the meeting and Faye Griffin second. The next meeting will be on January 11, 2023 at 5:30pm hybrid.

Respectfully Submitted by:

[Click here to enter text.](#)

Date Approved

DRAFT

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



Tuesday, December 20, 2022

Johnston CFAC MEETING - REGULAR MEETING
Hybrid/Virtual Via Zoom
5:30 – 7:00 p.m.

MEMBERS PRESENT: Bobby Dixon, Albert Dixon, Jerry Dodson, Elena Marie Dodson, Leanne George, Jason Phipps

BOARD MEMBERS PRESENT:

GUESTS: Wes Rider and Ann Marie Webb State CFAC, Tyler Rimar NAMI Wake County, Richard Callahan NAMI Johnston County

STAFF PRESENT: Warren Gibbs, Ramona Branch

Microsoft Teams meeting

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1. **WELCOME AND INTRODUCTIONS**-Subcommittee members, Alliance Staff, as well as guests went around the room and gave introductions
2. **REVIEW OF THE MINUTES** –Minutes were reviewed few errors noted such as the misspelling of names and issues corrected before approved

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
1. Public Comment Individual/Family Challenges and Solutions	<ul style="list-style-type: none">• Guest Speaker-Tyler Rimar-NAMI Johnston County• Discussed his personal experiences with alcoholism and depression• Shared his attempts at suicide and family history of depression• Opened the floor for Q&A after his discussion	Questions were asked related to support for alcohol abuse and suicide awareness. More trainings and guest speakers were mentioned for future meetings to discuss such topics	3-6 months

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



Tuesday, December 20, 2022

Johnston CFAC MEETING - REGULAR MEETING
Hybrid/Virtual Via Zoom
5:30 – 7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
2. State Updates	<p>New Wes Rider and Ann Marie Webb presented for State CFAC committee</p> <ul style="list-style-type: none">Reminded subcommittee to review emails and notifications from the state discussing staff changes, webinars, and training especially for CFAC members such as Mental Health First with funding available for members to attend conferences and eventsWes reintroduced Jennifer Mead as the new Assistant Director leading their Community Engagement division and that she once worked with AllianceAnn Marie discussed State Local Calls available Tuesdays and Thursdays from 6pm-8pm which provides updates such as Legislation DayOffered more collaboration with Local CFAC to facilitate and host events in Johnston CountyDiscussed IDD training will be available the second week of JanuaryShared QR code those interested can use to be added to State CFAC email listserv	<p>Warren will continue to forward emails from State CFAC to subcommittee members and provide QR code</p> <p>Marie and Leanne will collaborate with Wes, Ann Marie, and State CFAC on upcoming events for 2023</p>	Updates by next CFAC meeting in January
3. Tailored Plan Updates	Ramona Branch shared link to updated Q&A page and suggested members continue to check the site as we prepare to go live on April 1st	Jason will review the page as well as the Tailored Plan website to research questions he had about case management	Research of the Q&A site will be performed at a minimum weekly
4. LME/MCO Updates	Ramona Branch shared dates the offices would be closed for the Winter Holidays		
5. Announcements	<ul style="list-style-type: none">CFAC Subcommittee Chair and Members voted on who would attend Legislative Breakfast in Chapel Hill on February 4th with it being decided Albert Dixon and Jerry Dodson would be the participantsMarie shared if others would like to attend the breakfast at the Friday Center in Chapel Hill and registration costs \$25 in advanceMarie shared information regarding one recovery conference in March and more updates would be provided as the date nearsRichard Callahan shared NAMI updates such as trainings for Family 2 Family, Suicide Awareness, CIT, etc.	<p>Albert will work on preparing for conference alongside Jerry to ensure attendance</p> <p>CFAC subcommittee members will work on joining State email listserv</p> <p>During next meeting Chair, Vice Chair, and members will discuss which social determinant needs are priority and work on addressing these concerns to ensure community outreach and inclusion as well as CFAC enrollment</p>	Updates will be provided in next meeting

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



Tuesday, December 20, 2022

Johnston CFAC MEETING - REGULAR MEETING
Hybrid/Virtual Via Zoom
5:30 – 7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none">Wes chimed in before adjournment suggesting to committee to address social determinant of health needs while doing community outreach as many consumers struggle with basics such as transportation alongside mental illnessMarie shared an event idea for a community wellness day before the Educator's Day where CFAC sponsor a movie day at the local cinema when the new movie "Champions" is released. The film which stars Woody Harrelson features a basketball coach of a team of IDD players he's working to get to the Special OlympicsMarie motioned adjournment and announced next CFAC subcommittee meeting date		

6. **ADJOURNMENT:** Next Meeting January 17th, 2023, at 5:30pm hybrid.

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 later.



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

ITEM: Finance Committee Report

DATE OF BOARD MEETING: February 2, 2023

BACKGROUND: The Finance Committee is responsible for reviewing, providing guidance and making recommendations on financial matters to the Area Board. This responsibility includes reviewing financial statements and reports, provide support to staff, and ensuring internal controls are established.

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

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

- A motion to recommend the Board authorize the CEO to amend the contract with Milliman, Inc. for an increase not to exceed \$1,000,000.
- A motion to recommend the Board authorize the CEO to enter into a contract with Clearlink Partners, LLC. for clinical consulting services for an amount not to exceed \$900,000.
- A motion to recommend the board approve an increase of \$12,798,875 in the one-year reinvestment plan for the Child Facility Based Crisis Construction and the Tailored Plan commitments.

REQUEST FOR AREA BOARD ACTION: Accept the proposal.

CEO RECOMMENDATION: Accept the proposal.

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

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



Finance Committee Meeting

Thursday, February 2, 2023

3:00-4:00 pm

AGENDA

1. Review of the Minutes – December 1, 2022

2. Monthly Financial Reports as of December 31, 2022

- a. Summary of Net Position
- b. Summary of Savings/(Loss) by Funding Source
- c. Statement of Revenue and Expenses (Budget & Actual)
- d. Senate Bill 208 Ratios
- e. DHB Contractual Ratios

3. Contract(s)

- a. A **motion** to recommend the Board authorize the CEO to amend the contract with Milliman, Inc. for an increase not to exceed \$1,000,000.
- b. A **motion** to recommend the Board authorize the CEO to enter into a contract with Clearlink Partners, LLC. for clinical consulting services for an amount not to exceed \$900,000.

4. Committed Funds

- a. A **motion** to recommend the board approve an increase of \$12,798,875 in the one-year reinvestment plan for the Child Facility Based Crisis Construction and the Tailored Plan commitments.

5. Budget Retreat

6. Closed Session

- a. A **motion** 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

7. Adjournment

Next Meeting: Thursday, March 2, 2023 from 3:00 - 4:00

Alliance Health

Hybrid meeting available in person and via Teams



Thursday, December 01, 2022

BOARD FINANCE COMMITTEE - REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
Virtual Meeting via videoconference - 2:30-4:00 p.m.

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

BOARD MEMBERS PRESENT: David Curro, Ted Godwin, Leigh Altman, Glenn Adams, Amy Fowler, Heidi Carter, Maria Cervania

GUEST(S) PRESENT: Mary Hutchings, Wake County; Denise Foreman, Wake County; Jeremy Hicks, CLA

STAFF PRESENT: Rob Robinson, CEO; Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Ashley Snyder, Sr. Director of Accounting & Finance; Dianna White, SVP of Financial Operations; Arianna Perry, Senior Accountant; Joshua Knight, Director of Internal Audit; Monica Portugal, Chief Compliance Officer; Dave Messinger, Accounting Manager

1. WELCOME AND INTRODUCTIONS – The meeting was called to order at 2:30 PM

2. REVIEW OF THE MINUTES – The minutes from the November 3, 2022, meeting was reviewed; a motion was made by Ms. Diorio 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 Summary of Savings/(Loss) by Funding Source, the Statement of Revenue and Expenses Senate Bill 208 Required Ratios, and DHB Contract Ratios as of October 31, 2022.</p> <p>Ms. Snyder discussed the following reports.</p> <ul style="list-style-type: none">• Through 10/31/22, we have savings of \$32M.• The majority of that is Medicaid Services that show a savings of \$29M with Medicaid Risk Reserve we show a Savings of \$6.5M.• For Federal and State, we show a small loss of \$19K, due to timing of Allocation letters compared to the expenses that come out.• We are meeting all SB208 ratios and the Defensive interval. The Medical Loss Ratio is 84.31% compared to the 85% requirement which is a \$2.2M difference. Milliman is reporting a decrease in the claims estimate.• \$1.1M of Mecklenburg Committed Funds has been spent for the Steve Smith Foundation and Transitional Group Homes• In the trended Statement of Revenue & Expenses State and Federal revenue and expenses increased \$4.5M. This is a result of additional Single Stream funding and increased spending of allocation letters.		
4. Contract(s)	<p>A motion to recommend the Board authorize the contract with Smith Family BHC, LLC. for the construction of a Behavioral Health Urgent Care Facility in Charlotte to be increased by \$110,000. was made by Ms. Diorio and seconded by Ms. Evans. Motion passed unanimously.</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, December 01, 2022

BOARD FINANCE COMMITTEE - REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560
Virtual Meeting via videoconference - 2:30-4:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
5. Audit Presentation by CliftonLarsonAllen LLP (CLA)	<p>Jeremy Hicks from CliftonLarsonAllen LLP (CPA) presented Alliance's June 30, 2022, audit report.</p> <ul style="list-style-type: none">• Discussed the required auditor communications to the Board.• Alliance received an unmodified opinion, which Mr. Hicks explained is the highest level of assurance we can receive.• Due to this being a second-year audit internal controls were not tested as much as in the first year-audit.• Discussed the implementation and testing of GASB 87 and its impact on the financial statements• Mr. Hicks discussed Alliance's estimates and they determined they were reasonable.• There were no material weaknesses or other deficiencies• There were no material or immaterial other findings in the single audit and testing of the prior year findings showed no concerns.• Overall, Mr. Hicks said Alliance has an extremely clean audit• Mr. Hancock asked Mr. Hicks questions about the audit being completed after the LGC October 31st deadline and after the agreed upon start date in September. Mr. Hicks responded that the missed deadline was a result of staffing issues and additional work around the county realignment for all its LME/MCO clients that caused the delay• Mr. Hancock asked Mr. Hicks about CLA's communication during the audit both in general and with key personnel leaving. Mr. Hicks responded that overall, he felt communication was good but should have communicated the senior auditor was leaving.• Mr. Hancock expressed performance concerns due to the missed LGC deadline and lack of communication.		
6. Closed Session	<p>A motion was made by Ms. Diorio and seconded by Mr. Jackson to enter closed session pursuant to N.C.G.S. §143-318.11 (a) 6 to consider the qualifications, competence, and performance of an employee. Motion passed unanimously. All staff and guests except for Jeremy Hicks were asked to leave the meeting. A motion was made by Mr. Curro to adjourn closed session and re-enter into open session; seconded by Mr. Jackson. Motion passed unanimously.</p>		

7. **ADJOURNMENT:** the meeting adjourned at 3:59 PM; the next meeting will be February 2, 2023, from 3:00 p.m. to 4:00 p.m.

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



Alliance Health
Statement of Net Position
As of December 31, 2022

	Prior Year June 30, 2022 Actual	Current Year September 30, 2022 Actual	Current Year December 31, 2022 Actual	YTD Change December 31, 2022 Summary	YTD % Change December 31, 2022 % Change
Assets					
Current Assets					
Cash and cash equivalents	160,816,143	179,663,132	201,135,895	40,319,753	25.1 %
Restricted cash	4,564,093	4,564,094	4,564,094	-	0.0 %
Short term investments	95,482,768	95,970,102	96,809,081	1,326,313	1.4 %
Due from other governments	15,820,148	23,136,602	23,452,335	7,632,187	48.2 %
Accounts receivable, net of allowance	419,367	804,968	1,220,940	801,573	191.1 %
Sales tax refund receivable	245,022	377,464	451,722	206,701	84.4 %
Prepaid expenses	923,904	4,426,551	3,869,351	2,945,446	318.8 %
Total Current Assets	278,271,445	308,942,913	331,503,418	53,231,973	19.1 %
Noncurrent Assets					
Noncurrent Restricted cash	134,560,902	139,465,702	144,521,976	9,961,074	7.4 %
Other Assets	321,461	321,461	321,460	-	0.0 %
Capital Assets, Net of AD	29,048,761	28,533,139	29,141,103	92,341	0.3 %
Deferred Outflows of Resources	14,965,092	14,965,093	14,965,092	-	0.0 %
Total Noncurrent Assets	178,896,216	183,285,395	188,949,631	10,053,415	5.6 %
Total Assets	457,167,661	492,228,308	520,453,049	63,285,388	13.8 %
Liabilities and Net Position					
Liabilities					
Current Liabilities					
AP and Other Current Liabilities	22,154,978	22,817,214	36,457,174	14,302,197	64.6 %
Claims and Other Service Liabilities	66,081,525	74,516,611	69,067,408	2,985,882	4.5 %
Unearned Revenue	61,397,653	64,950,650	65,785,533	4,387,881	7.1 %
Current Portion of Accrued Vacation	2,712,052	2,712,052	2,712,053	-	0.0 %
Due to Other Entities	2,173,110	1,128,575	2,257,150	84,040	3.9 %
Total Current Liabilities	154,519,318	166,125,102	176,279,318	21,760,000	14.1 %
Noncurrent Liabilities					
Net Pension Liability	21,553,241	22,553,241	23,553,241	2,000,000	9.3 %
Accrued Vacation	1,172,605	1,172,605	1,172,604	-	0.0 %
Other Noncurrent Liabilities	19,540,456	18,869,398	18,177,558	(1,362,899)	(7.0) %
Total Noncurrent Liabilities	42,266,302	42,595,244	42,903,403	637,101	1.5 %
Total Liabilities	196,785,620	208,720,346	219,182,721	22,397,101	11.4 %
Net Position					
Capital Assets at Beginning of Year	6,712,276	6,712,275	6,712,275	-	0.0 %
Restricted	137,985,269	137,985,270	137,985,270	-	0.0 %
Unrestricted	115,684,496	115,684,496	115,684,496	-	0.0 %
Current Year Change in Net Position	-	23,125,922	40,888,288	40,888,288	0.0 %
Total Net Position	260,382,041	283,507,963	301,270,329	40,888,288	15.7 %
Total Liabilities and Net Position	457,167,661	492,228,309	520,453,050	63,285,389	13.8 %



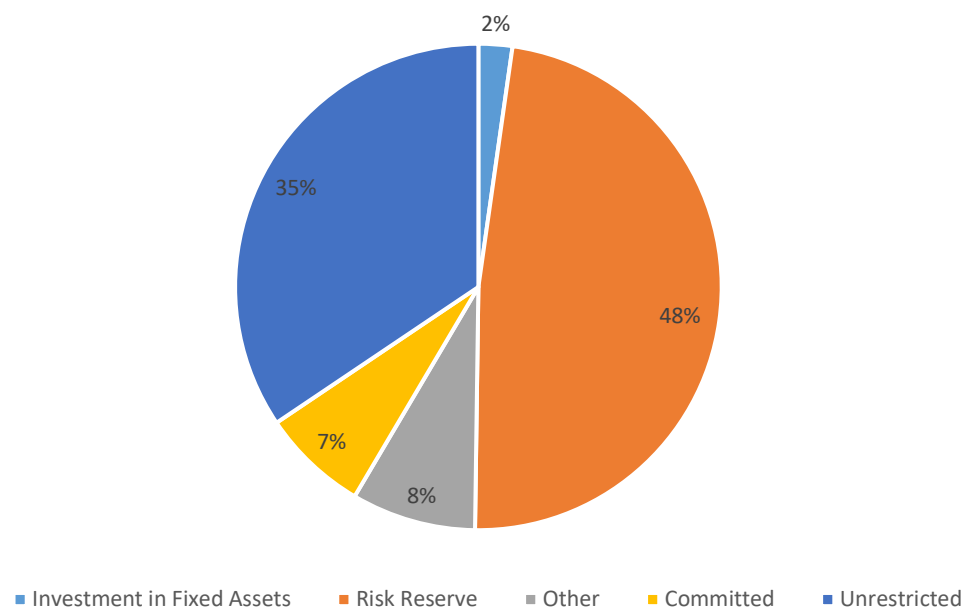
Summary of Savings/(Loss) by Funding Source as of December 31, 2022

	Revenue	Expense	Savings/(Loss)
Medicaid Waiver Services	\$ 407,829,927	\$ 367,710,423	\$ 40,119,504
Medicaid Waiver Risk Reserve	9,961,074	-	9,961,074
Federal Grants & State Funds	59,597,843	59,763,085	(165,242)
Local Funds	15,152,556	15,464,472	(311,916)
Administrative	55,808,206	66,063,606	(10,255,400)
Non operating	1,540,268	-	1,540,268
Total	\$ 549,889,874	\$ 509,001,586	\$ 40,888,288

Fund Balance

	June 30, 2022	Change	December 31, 2022
Investment in Fixed Assets	6,712,275	65,933	6,778,208
Risk Reserve	134,560,902	9,961,074	144,521,976
Other	22,293,996	2,633,531	24,927,527
Total Restricted	156,854,898	12,594,605	169,449,503
Committed	36,495,064	(15,169,419)	21,325,645
Unrestricted	60,319,804	43,397,169	103,716,974
Total Unrestricted	96,814,868	28,227,750	125,042,619
Total Fund Balance	\$ 260,382,041	\$ 40,888,288	\$ 301,270,329

December 31, 2022 Actual



Reinvestment Detail

	Committed Funds FY22	Spent Decemberr 31, 2022	Balance to Spend
General Expenses	2,000,000	1,085,000	915,000
Child Facility Based Crisis Center	1,039,125	1,187,795	(148,670)
Total - Services	3,039,125	2,272,795	766,330
Administration			
Tailored Plan planning and implementation	10,000,000	9,134,072	865,928
Total - Administrative	10,000,000	9,134,072	865,928
Total Service and Administration	\$ 13,039,125	\$ 11,406,867	\$ 1,632,258

Fund Balance Detail

	June 30, 2022	Change	December 31, 2022
Investment in Fixed Assets	6,712,275	65,933	6,778,208
Restricted - Risk Reserve	134,560,902	9,961,074	144,521,976
Restricted - Other			
State Statutes	16,805,997	-	16,805,997
Prepays	923,904	2,945,447	3,869,351
State	377,037	-	377,037
Cumberland	3,787,058	(80,666)	3,706,392
Durham	400,000	(231,250)	168,750
Restricted - Other	22,293,996	2,633,531	24,927,527
Committed -			
Intergovernmental Transfer	4,558,852	(2,257,152)	2,301,700
Reinvestments-Service	3,039,125	(2,272,795)	766,330
Reinvestments-Administrative	10,000,000	(9,134,072)	865,928
Mecklenburg Realignment Funds	17,073,966	(1,505,399)	15,568,567
Orange Realignment Funds	1,823,121	-	1,823,121
Total Committed	36,495,064	(15,169,419)	21,325,645
Unrestricted	60,319,804	43,397,169	103,716,974
Total Fund Balance	\$ 260,382,041	\$ 40,888,288	\$ 301,270,329
Restricted			12,660,538
Unrestricted			28,227,750
Total Fund Balance Change		\$	40,888,288

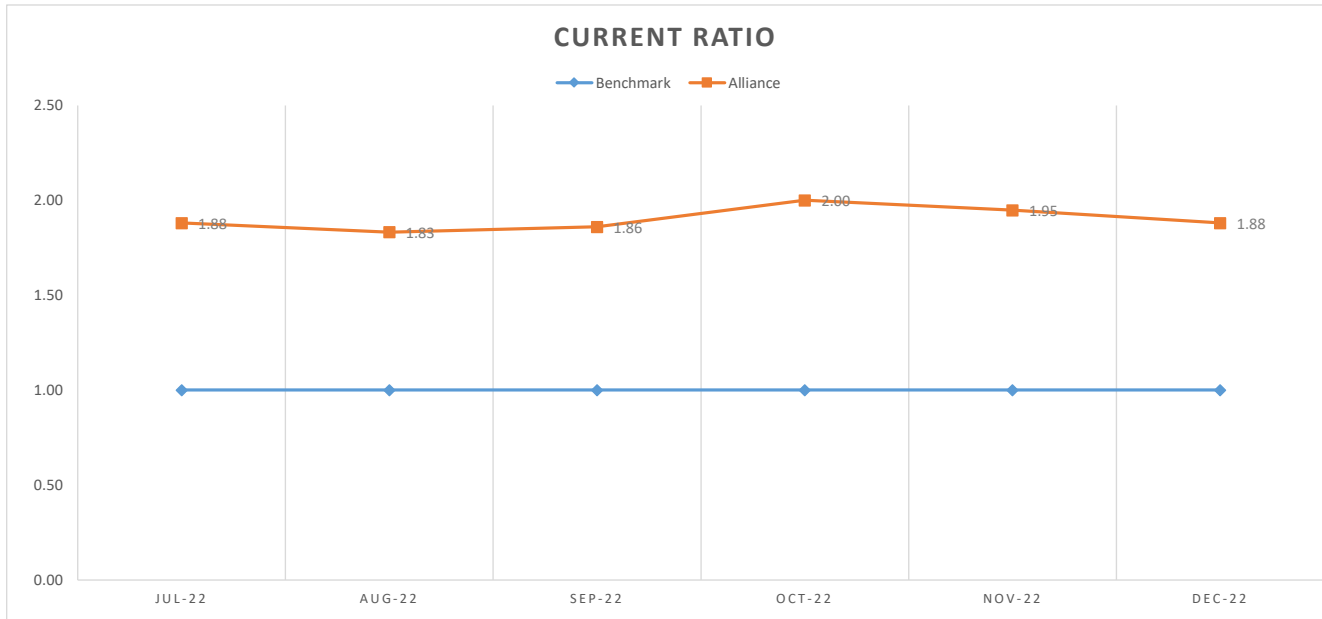


Alliance Health
Statement of Revenue and Expenses
As of December 31, 2022

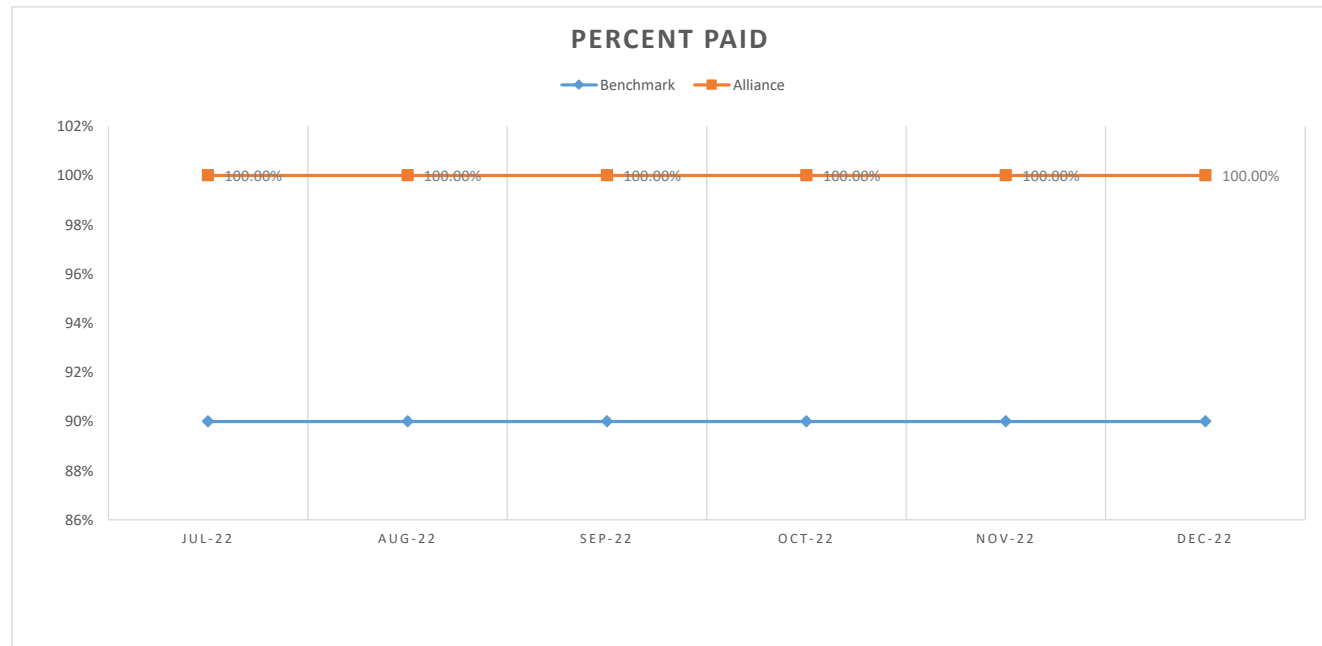
	For the Month of 07/31/2022	For the Month of 08/31/2022	For the Month of 09/30/2022	For the Month of 10/31/2022	For the Month of 11/30/2022	For the Month of 12/31/2022	Year to Date Actual 12/31/2022	Current Year Budget 06/30/2023	Budget Remaining 06/30/2023 Remaining Budget
Revenue									
Service Revenue									
Medicaid Waiver Service	70,826,433	72,712,082	73,287,401	70,285,145	59,790,805	70,889,134	417,791,001	1,058,233,945	640,442,944
State and Federal Grants	8,751,054	9,314,669	8,507,888	13,087,391	10,404,763	9,532,079	59,597,843	104,026,236	44,428,393
Local Grants	2,920,024	1,355,260	2,285,300	1,099,795	4,957,214	2,534,964	15,152,556	45,308,796	30,156,240
Total Service Revenue	82,497,511	83,382,011	84,080,589	84,472,331	75,152,782	82,956,177	492,541,400	1,207,568,977	715,027,577
Administrative Revenue									
Medicaid Waiver	8,247,663	8,741,259	8,627,252	8,277,424	6,950,444	10,353,490	51,197,533	152,266,323	101,068,790
State and Federal	520,383	520,383	520,383	749,397	577,636	577,636	3,465,818	7,474,555	4,008,737
Local	69,523	69,523	69,523	69,523	69,523	69,524	417,139	791,668	374,529
Other Lines of Business	121,286	121,286	121,286	121,286	121,286	121,286	727,716	1,455,432	727,716
Total Administrative Revenue	8,958,855	9,452,451	9,338,444	9,217,630	7,718,889	11,121,936	55,808,206	161,987,978	106,179,772
Total Revenue	91,456,366	92,834,462	93,419,033	93,689,961	82,871,671	94,078,113	548,349,606	1,369,556,955	821,207,349
Expenses									
Service Expense									
Medicaid Waiver Service	65,357,367	64,103,599	62,144,019	59,456,236	59,033,823	57,615,378	367,710,423	1,058,233,945	690,523,522
State and Federal Service	8,770,170	9,123,833	8,686,103	13,100,265	10,470,275	9,612,440	59,763,085	104,026,236	44,263,151
Local Service	2,920,024	1,584,320	2,233,473	1,099,795	4,996,319	2,630,541	15,464,472	45,308,796	29,844,324
Total Service Expense	77,047,561	74,811,752	73,063,595	73,656,296	74,500,417	69,858,359	442,937,980	1,207,568,977	764,630,997
Administrative Expense									
Salaries and Benefits	7,848,139	8,276,806	7,955,573	8,397,650	8,848,202	11,292,616	52,618,985	126,987,978	74,368,993
Professional Services	618,829	1,002,419	1,594,391	1,734,243	1,087,107	1,038,929	7,075,918	20,000,000	12,924,082
Operational Expenses	872,989	1,053,626	994,560	1,288,022	982,034	1,177,471	6,368,703	15,000,000	8,631,298
Total Administrative Expense	9,339,957	10,332,851	10,544,524	11,419,915	10,917,343	13,509,016	66,063,606	161,987,978	95,924,373
Total Expenses	86,387,518	85,144,603	83,608,119	85,076,211	85,417,760	83,367,375	509,001,586	1,369,556,955	860,555,370
Non Operating									
Non Operating Revenue	134,592	197,696	224,013	271,222	343,462	369,282	1,540,267	750,000	(790,267)
Non Operating Expense	-	-	-	-	-	-	-	750,000	750,000
Total Non Operating	134,592	197,696	224,013	271,222	343,462	369,282	1,540,267	-	(1,540,267)
Current Year Change in Net Position	5,203,440	7,887,555	10,034,927	8,884,972	(2,202,627)	11,080,020	40,888,288	-	(40,888,288)



Division of Health Benefits Ratios - As of December 31, 2022



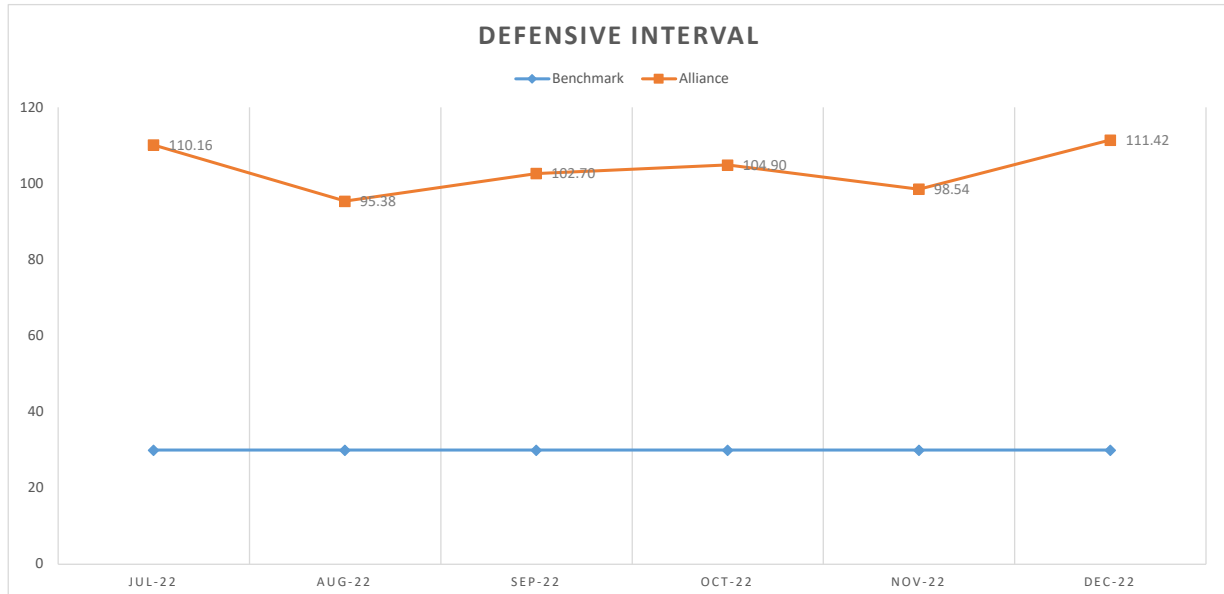
Current Ratio = Compares current assets to current liabilities. Liquidity ratio that measures an organization's ability to pay short term obligations. The requirement is 1.0 or greater.



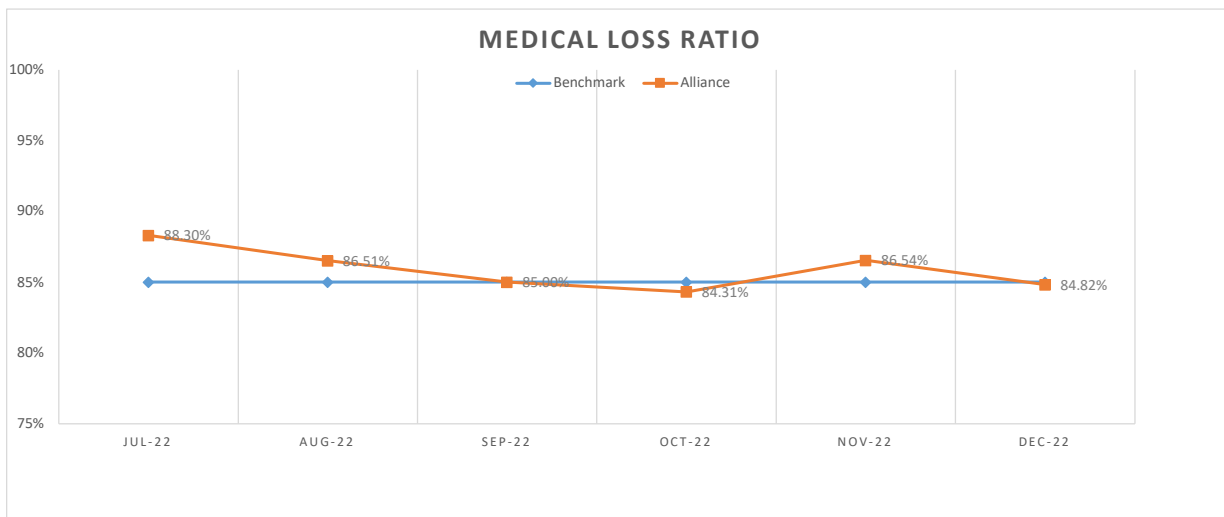
Percent Paid = Percent of clean claims paid within 30 days of receiving. The requirement is 90% or greater.



Division of Health Benefits Ratios - As of December 31, 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 (7/1/22-6/30/23).



1) Contract Increase for Milliman, Inc.

Alliance has engaged Milliman, Inc. for actuary services and Tailored Plan readiness efforts.

In the June 2, 2022, Finance Committee and Board meetings, an initial \$1,500,000 contract was approved. The request is to approve a contract increase of \$1,000,000 to continue Tailored Plan readiness efforts that have expanded into other areas including provider network analytics and clinical performance dashboards. This work is the result of changing Tailored Plan requirements, provide risk-based contract negotiations and greater involvement in the development of clinical performance dashboards due to the changing clinical leadership. In addition, the delay of the Tailored Plan and changing membership levels have necessitated more analysis to help in our Per Member Per Month (PMPM) rate negotiation.

Contract Increase: \$1,000,000

A **motion** to recommend the Board authorize the CEO to amend the contract with Milliman, Inc. for an amount not to exceed \$1,000,000.

2) Clearlink Partners, LLC

Alliance has engaged Clearlink Partners, LLC. for clinical consulting services for the Clinical Division. Clearlink has specific NC Tailored Plan experience and can bring subject matter experts to the agency while we continue to fill key personnel roles in the clinical department and stand up the Tailored Plan. The responsibilities include but are not limited to guidance to the Medical Officers, review of Utilization Management staffing models, review of current policies and procedures, and integrated clinical service program design.

This contract was approved by the Board Executive Committee on January 9, 2023.

Contract Amount: \$900,000

A **motion** to recommend the Board authorize the CEO to enter into a contract with Clearlink Partners, LLC. for clinical consulting services for an amount not to exceed \$900,000.

Board Commitment Increase Request One-Year Reinvestment Plan

	Original 6/30/22	Increase Request	Revised
Child Facility Based Crisis Construction	\$ 1,039,125	\$ 798,875	\$ 1,838,000
Tailored Plan Implementation	10,000,000	12,000,000	22,000,000
General	2,000,000	-	2,000,000
One-Year Reinvestment Plan	\$ 13,039,125	\$ 12,798,875	\$ 25,838,000



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

ITEM: Audit and Compliance Committee Report

DATE OF BOARD MEETING: February 2, 2023

BACKGROUND: The purpose of the Audit and Compliance Committee is to put forth a meaningful effort to review the adequacy of existing compliance systems and functions and to assist the Board in fulfilling its oversight responsibilities. Committee develops, reviews, and revises the By-Laws and Policies that govern Alliance.

Two years ago a decision was made by the Audit and Compliance Committee and the Board of Directors to competitively bid auditor services every five years, starting in FY21. Alliance has worked with the current auditor for two years. Only three audit firms in North Carolina are familiar with LME-MCOs and all three bid on the contract in FY21.

SPECIFIC INFORMATION FOR BOARD REVIEW (if applicable/available): Alliance management has requested to have the option to select an appropriate audit firm starting this year, without competitive bid but following Alliance's Administrative Contracts procedures and to have the option to switch audit partner every five years instead of selecting a new audit firm. The Audit and Compliance Committee approved a motion to select an appropriate audit firm and switch audit partner every 5 years or more often as needed.

REQUEST FOR AREA BOARD ACTION: Approve the proposal.

CEO RECOMMENDATION: Approve the proposal.

RESOURCE PERSON(S): David Curro, Committee Chair; Monica Portugal, Chief Risk and Compliance Officer

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



Wednesday, January 11, 2023

BOARD AUDIT AND COMPLIANCE COMMITTEE - SPECIAL MEETING

(virtual meeting via videoconference)
4:00-4:30 p.m.

APPOINTED MEMBERS PRESENT: ☒ David Curro, BS (Committee Chair); ☒ Vicki Evans; ☒ D. Lee Jackson, BA; ☐ Samruddhi Thaker, PhD

BOARD MEMBERS PRESENT: None

GUEST(S) PRESENT: Dianna White, SVP-Financial Operations

STAFF PRESENT: Monica Portugal, Executive Vice-President/Chief Risk and Compliance Officer; Joshua Knight, Director of Internal Audit; Jamie Preslar, Administrative Assistant III

1. **WELCOME AND INTRODUCTIONS** – The meeting was called to order at 4:04 p.m.

2. **REVIEW OF THE MINUTES** – Not applicable; ad hoc committee meeting.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Audit Contract	<p>Portugal provided a brief summary explaining that two years ago a decision was made by the Audit and Compliance Committee and the Board of Directors to competitively bid auditor services every five years, starting in FY21. Alliance has worked with the current auditor for two years, noting that only three audit firms in North Carolina are familiar with LME-MCOs and all three bid on the contract in FY21.</p> <p>On behalf of Alliance Management, White requested to have the option to select a new audit firm starting this year, without competitive bid but following Alliance's Administrative Contracts procedures and to have the option to switch audit partner every five years instead of selecting a new audit firm.</p> <p>Evans, Jackson, White and Curro discussed auditor pricing, CPA firms staffing challenges, communication, and feedback from and regarding auditors. The Committee also discussed whether to switch from the current auditor.</p> <p>COMMITTEE ACTION: A motion was made by Ms. Evans to select an appropriate audit firm and switch audit partner every 5 years or more often as needed; motion seconded by Mr. Jackson. Motion passed unanimously.</p>	<p>Will be submitted to the Board of Directors for a full vote.</p> <p>FY23 audit contract will be presented at next Audit and Compliance Committee meeting.</p>	<p>February 2022</p> <p>February 2022</p>

4. **ADJOURNMENT:** The meeting adjourned at 4:22 p.m.; the next meeting will be February 15, 2023, from 4:00 p.m. to 5:30 p.m.

*Items shared during the meeting are stored with these meeting minutes in the Audit & Compliance Committee folder.

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..](#)