



919-651-8401  
AllianceHealthPlan.org



## NOTICE REGARDING ALLIANCE BOARD MEETINGS

Until further notice, there will be no in-person public attendance at Alliance public meetings. Only Alliance Board members and identified Alliance employees will be permitted to attend in person. **All other attendees, participants, and members of the public may participate via electronic means only.**

Here is information to participate in the Alliance Board meeting on **Thursday, February 1, 2024** at 4:00 pm:

- To participate via smart phone, computer or tablet, please register in advance at [https://alliancehealthplan.zoom.us/meeting/register/tJ0vcOuprj8vE9Nae1RKp\\_i1RmpZ2A82hQK](https://alliancehealthplan.zoom.us/meeting/register/tJ0vcOuprj8vE9Nae1RKp_i1RmpZ2A82hQK)
- To improve audio quality for all participants, please mute your device when you are not speaking and please unmute/speak only when recognized by the Board Chairperson.



## Area Board Regular Meeting

(via [videoconference](#))

Thursday, February 1, 2024

4:00-6:00 pm

### **AGENDA**

1. **Call to Order/Roll Call**
2. **Agenda Adjustments**
3. **Public Comments (5 minutes)**
4. **Chair's Report (10 minutes)**
5. **CEO Report (10 minutes)**
6. **Consent Agenda (5 minutes)**
  - A. [Draft Minutes from December 7, 2023, Board Meeting – page 4](#)
  - B. [Quality Management Committee Report – page 9](#)

#### **CEO Recommendation**

Approve the December 7, 2023, Board minutes; receive committee reports, and review/approve committee recommendation(s).

7. **Committee Reports**
  - A. [Consumer and Family Advisory Committee \(5 minutes\) – page 14](#)

The Alliance Consumer and Family Advisory Committee (CFAC) is composed of consumers and/or family members from Durham, Wake, Cumberland, Johnston, Orange, or Mecklenburg counties who receive mental health, intellectual/developmental disabilities, or substance use/addiction services. A schedule of the CFAC committee meetings are available on Alliance's [website](#). This report includes draft minutes and documents from recent meetings.
  - B. [Executive Committee Report \(10 minutes\) – page 55](#)

The Executive Committee sets the agenda for Board meetings and acts in lieu of the Board between meetings. The Executive Committee may act on matters that are time-sensitive between regularly scheduled Board meetings and fulfill other duties as set forth in the by-laws or as otherwise directed by the Board of Directors. Actions by the Executive Committee are reported to the full Board at the next scheduled meeting. This report includes draft minutes from the previous meeting(s), two reappointment recommendations, and one appointment recommendation.
  - C. [Finance Committee Report \(10 minutes\) – page 59](#)

The Finance Committee's function is to review financial statements and recommend policies/practices on fiscal matters to the Board, including reviewing/recommending budgets, audit reports, and financial statements. This Committee also reviews and recommends policies and procedures for managing contracts and other purchase of service arrangements. This month's report includes documents, draft minutes from the previous meeting, and a contract recommended for approval.
  - D. **Items Pulled from Consent Agenda (10 minutes)**

**CEO Recommendation**

Receive the reports; consider/approve the committee recommendations (e.g., board appointments/reappointments, contracts, etc.)

**8. Closed Session (40 minutes)**

The Board will 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.

**9. Reconvene Open Session****10. Special Updates/Presentations****A. [Amendment to the By-Laws \(5 minutes\) – page 70](#)**

NC General Statute 122C-118.1 requires that every county in an LME/MCO catchment area have representation on the Area Board. On December 7, 2023, the Board approved a [Resolution](#) adding Harnett County into the Alliance catchment area effective February 1, 2024. The addition of Harnett County requires an amendment to the By-Laws. Please note: this item requires supermajority approval. Carol Wolff, General Counsel, will present the topic.

**B. [PMPM \(Per member, Per Month\) \(20 minutes\) – page 74](#)**

Alliance Health is contracted with the NC Department of Health and Human Services (DHHS) for the Medicaid Direct and Tailored Plan population. The contract is a capitated arrangement where payment is made to Alliance Health on a Per Member Per Month (PMPM) arrangement. Kelly Goodfellow, Executive Vice-President/Chief Finance Officer, will present the update.

**CEO Recommendation**

Receive the updates/presentations and approve the recommendation (e.g., recommended by-laws amendment).

**11. Adjournment**

Next Meeting: Thursday, March 2, 2023  
5200 W. Paramount Parkway, Morrisville, NC 27560



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

**ITEM:** Draft Minutes from the December 7, 2023, Board Meeting

**DATE OF BOARD MEETING:** February 1, 2024

**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 7, 2023, Board meeting.

**CEO RECOMMENDATION:** Approve the draft minutes from the December 7, 2023, Board meeting.

**RESOURCE PERSON(S):** David Hancock, Board Chair; Robert Robinson, CEO



Thursday, December 07, 2023

## AREA BOARD REGULAR MEETING

(virtual meeting via videoconference)

4:00-6:00 p.m.

**MEMBERS PRESENT:** Glenn Adams, Cumberland County Commissioner, JD; Leigh Altman, Mecklenburg County Commissioner, JD; Heidi Carter, Durham County Commissioner, MPH, MS; George Corvin, MD; David Curro, BS; Dena Diorio, MPA; Vicki Evans; Ted Godwin, Johnston County Commissioner; Jean Hamilton, Orange County Commissioner, Ph.D; David Hancock, MBA, MPAff (Board Chair); Tchernavia Montgomery, MSW; Lynne Nelson, BS (Board Vice-Chair); Cheryl Stallings, Wake County Commissioner, PhD; and Anthony Trotman, MS

**APPOINTED MEMBERS ABSENT:** D. Lee Jackson, BA

**GUEST(S) PRESENT:** Anna Cunningham, Wake CFAC Chair; M. Hekmatpour; Jeremy Hicks, Clifton Larson Allen, LLP

**ALLIANCE STAFF PRESENT:** Suzanne Alessi-Gruenberg, Administrative Assistant III; Brandon Alexander, Communications and Marketing Specialist II; Dave Brown, Deputy Chief Information Officer; 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; Veronica Ingram, Clerk to the Board; Mya Lewis, Waiver Contract Manager; Robert MacArthur, Chief Medical Officer; Brenda McGovern, Senior Vice-President/Utilization Management; Brian Perkins, Senior Vice-President/Strategy and Government Relations; Monica Portugal, Executive Vice-President/Chief Risk and Compliance Officer; Robert Robinson, CEO; Sean Schreiber, Executive Vice-President/Chief Operating Officer; Ashley Snyder, Senior Director of Accounting and Finance; Tammy Thomas, Senior Vice-President/Business Operations; Dianna White, Senior Vice-President/Financial Operations; Sara Wilson, Chief of Staff; and Carol Wolff, General Counsel

**1. CALL TO ORDER:** Board Chair David Hancock called the meeting to order at 4:02 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 Hancock reported the following: He reminded Board members that the Board does not typically meet in January and that some staff and board members are attending the i2i conference in Winston-Salem, hence today's virtual only meeting.
5. CEO's Report	Mr. Robinson reported the following: <ul style="list-style-type: none"><li>• He shared about two awards presented to Alliance at the i2i conference: Winner of Person-Driven Initiative for the Mecklenburg County MORES program, and a Crisis Program Partnership for the Wake County School-Based Team Crisis Program.</li><li>• Sara Wilson, Chief of Staff, presented an update on Medicaid Expansion, which became effective December 1, 2023.</li></ul>
6. Consent Agenda	<p>A. <a href="#">Draft Minutes from November 2, 2023, Board Meeting – page 4</a></p> <p>B. <a href="#">Audit and Compliance Committee Report – page 8</a></p> <p>C. <a href="#">Executive Committee Report – page 18</a></p> <p>D. <a href="#">Quality Management Committee Report – page 20</a></p> <p>The consent agenda was sent as part of the Board packet; it is attached to and made part of these minutes. Chair Hancock advised members that approval/adoption of the consent agenda is approval of board minutes and any committee recommendations; it is not approval of committee minutes, which are approved by the respective committee(s). There were no comments or discussion about the consent agenda.</p> <p><b><u>BOARD ACTION</u></b></p> <p>A motion was made by Ms. Diorio to adopt the consent agenda; motion seconded by Vice-Chair Nelson. Motion passed unanimously.</p>

Thursday, December 07, 2023

## AREA BOARD REGULAR MEETING

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

AGENDA ITEMS:	DISCUSSION:
7. Committee Reports	<p>A. <a href="#">Consumer and Family Advisory Committee – page 3</a> The Alliance Consumer and Family Advisory Committee (CFAC) is composed of consumers and/or family members from Durham, Wake, Cumberland, Johnston, Orange, or Mecklenburg 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 <a href="#">website</a>. This month's report included draft minutes and documents from recent CFAC meetings.</p> <p>Anna Cunningham, Wake County CFAC Co-Chair, presented the report, which included updates from the CFAC steering committee and each subcommittee meeting; there is a subcommittee for each county within Alliance's catchment area. The report included election of subcommittee chairpersons, past and upcoming local events, and presentations from Alliance staff and community partners. The CFAC report is attached to and made part of these minutes.</p> <p><b><u>BOARD ACTION</u></b> The Board received the report.</p> <p>B. <a href="#">Finance Committee – page 70</a> The Finance Committee's function is to review financial statements and recommend policies/practices on fiscal matters to the Board, including reviewing/recommending budgets, audit reports, and financial statements. This Committee also reviews and recommends policies and procedures for managing contracts and other purchase of service arrangements. This month's report included documents and draft minutes from the previous meeting and an annual audit report.</p> <p>David Hancock, Committee Chair, shared that today's committee report would primarily be the annual audit presentation. Jeremy Hicks, CLA (Clifton Larson Allen, LLP), shared that a detailed audit presentation was shared with the Board's Finance Committee, which met directly before this meeting. Mr. Hicks noted an extremely clean audit process, no unrecorded or past adjustments, and commended Alliance staff for their cooperation during the auditing process. He noted no significant findings or issues to discuss. The audit presentation is saved as part of the Board files. The Finance Committee report is attached to and made part of these minutes.</p> <p><b><u>BOARD ACTION</u></b> The Board received the report.</p>
8. Closed Session(s)	<p><b><u>BOARD ACTION</u></b> A motion was made by Dr. Corvin to enter closed session pursuant to NC General Statute 143-318.11 (a) (1) to prevent the disclosure of information that is confidential and not a public record under NCGS 122C-126.1; motion seconded by Ms. Montgomery. Motion passed unanimously.</p>
9. Reconvene Open Session	<p>The Board returned to open session.</p>
10. <a href="#">Special Updates/Presentation(s)</a>	<p>A. <a href="#">Harnett County Resolution – page 64</a> Pursuant to N.C.G.S. §122C-115.5, Alliance may add a county to its catchment area upon adoption of a resolution by a majority vote of the Board of Directors. The Resolution adding the County of Harnett to the Alliance catchment area was presented to the Board for approval. Carol Wolff, General Counsel, presented the resolution. The resolution is saved and attached to these minutes.</p> <p><b><u>BOARD ACTION</u></b> A motion was made by Mr. Curro to approve the resolution to add Harnett County to Alliance's catchment area; motion seconded by Commissioner Altman. Motion passed unanimously.</p>

Thursday, December 07, 2023

## AREA BOARD REGULAR MEETING

(virtual meeting via videoconference)

4:00-6:00 p.m.

AGENDA ITEMS:	DISCUSSION:
	<p>B. <a href="#">Annual Compliance Report – page 66</a></p> <p>In accordance with contractual obligations and federal regulations, Alliance shall have an effective compliance program with reasonable oversight by the governing board. The Board-approved Compliance Plan states that a report of compliance efforts will be presented annually to the Alliance Board. Monica Portugal, Executive Vice-President/Chief Risk and Compliance Officer, presented the report, which included an overview of the compliance program; how program effectiveness is measured, and accountability of the compliance program, which is monitored by the Board's Audit and Compliance Committee. The presentation is saved as part of the Board's files.</p> <p><b><u>BOARD ACTION</u></b></p> <p>The Board accepted the updates/presentations.</p>
11. Adjournment	All business was completed; the meeting adjourned at 5:18 p.m.

**Next Board Meeting**  
**Thursday, February 01, 2024**  
**4:00 – 6:00 pm**

Minutes approved by Board on Click or tap to enter a date..



## RESOLUTION of the BOARD OF DIRECTORS

THAT WHEREAS, On November 1, 2023, the Secretary of North Carolina Department of Health and Human Services issued Secretarial Directive 2023-001, pursuant to Section 9G.7A.(a20) of Session Law 2023-134 (the "Legislation") that directed the Secretary to bring the LME-MCOs into compliance with the population requirements of the Legislation by reducing the number of LME/MCOs to a total of no more than five, and at least four (the "Directive"), and

WHEREAS, the Directive, among other mandates, ordered Harnett County to realign with Alliance Health; and

WHEREAS, On November 7, 2023, the Secretary delivered a proposed Consolidation Plan to Alliance which provided a workplan to implement Secretarial Directive 2023-001, intended to minimize member disruption and provider abrasion; and


WHEREAS, The Plan ordered that the realignment of Harnett County with Alliance be effective on February 1, 2024; and

WHEREAS, pursuant to N.C.G.S. §122C-115.5, Alliance may add a county to its catchment area upon adoption of a resolution by a majority vote of the Board of Directors; and

NOW, THEREFORE BE IT RESOLVED that:

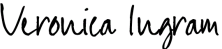
1. The Alliance Health Board of Directors, representing the counties of Cumberland, Durham, Johnston, Mecklenburg, Orange, and Wake, hereby agree to accept Harnett County as a member county of Alliance Health effective February 1, 2024.
2. The Alliance Health Board of Directors authorizes and directs the CEO to take the necessary actions, in partnership with Harnett County, its members, providers, and other stakeholders, to align Harnett County with Alliance Health.

Adopted this the 7<sup>th</sup> day of December 2023.

DocuSigned by:  
  
F9EB81F026E34EA...  
David Hancock, Chair of the Board of Directors

## CERTIFICATION

I, Executive Secretary to the Alliance Health Board of Directors, hereby certify this Resolution is a true and exact copy of a resolution adopted by the Board of Directors during a regular meeting on December 7, 2023.

DocuSigned by:  
  
41BBDAADA1C345C...  
Executive Secretary to the Board

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

**ITEM:** Quality Management Committee Report

**DATE OF BOARD MEETING:** February 1, 2024

**BACKGROUND:** The Quality Management (QM) Committee serves as the Board's monitoring and evaluation committee charged with the review of statistical data and provider monitoring reports. The goal of the committee is to ensure quality and effectiveness of services and to identify and address opportunities to improve LME/MCO operations and local service system with input from consumers, providers, family members, and other stakeholders.

This report includes draft minutes from the previous meeting.

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

**REQUEST FOR AREA BOARD ACTION:** Receive the report.

**CEO RECOMMENDATION:** Receive the report.

**RESOURCE PERSON(S):** George Corvin, Committee Chair; Chris Radley, Senior Vice-President/Quality Management; Laura Bardascino, Director of Quality Management



Thursday, December 07, 2023

## BOARD QUALITY MANAGEMENT COMMITTEE - REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560

1:00-2:30 p.m.

**APPOINTED MEMBERS PRESENT:** ☒ George Corvin, MD (Board Member/Committee Chair); ☐ Marie Dodson, ☒ Israel Pattison

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

**BOARD MEMBERS PRESENT:**

**GUEST(S) PRESENT:**

**STAFF PRESENT:** Kayla Brown, Administrative Assistant III; Aimee Izawa, Director of Community and Member Engagement; Dr. Robert MacArthur, Chief Medical Officer; Donna Hodge, Accreditation Manager; Emmanuel Lea, Director Transition of Care; Karen Borusiewicz, Clinical Quality Analyst; Karen Gluck, Data Analyst; Latasha Williams, Clinical Quality Analyst; Laura Bardascino, Director of Quality Management; Mariuca Tuxbury, Director Clinical Planning & Policy; Ramona Branch, Member Inclusion & Outreach Manager; Sabrina Borriello Jones, Clinical Quality Analyst; Schuyler Moreno, QM Data Manager; Stephanie Williams, Director of Supportive Housing; Suzanne Davis Marens, Senior Director- Access; Tia Grant; Ann Oshel, Senior VP Community Health & Well Being;

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

2. **REVIEW OF THE MINUTES** – The minutes from the November 2, 2023, meeting were reviewed; a motion was made by Mr. Pattison and seconded by Dr. Corvin to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. PIP Updates	<p>Laura Bardascino, Director of Quality Management, presented information about Performance Improvement Project Summaries. The October QIP Summary can be found in the committee files.</p> <p>Performance Improvement Project Summaries- 2023</p> <ol style="list-style-type: none"><li>1. Follow Up After ED Visit</li><li>2. TCL Provider Visits</li><li>3. Follow Up After Hospitalization</li></ol> <p>State has a mandated performance benchmark at 40%. However, the performance at Alliance Health is 22%.</p> <p>*Correction on DHB (Pg. 6) two different measures</p> <p>- 31% for Medicaid Direct and 25% for the tailored plan</p> <p>Emmanuel Ardae Lea, Director of Transition of Care presented information about the Transition of Care Model. The presentation can be found in the committee files.</p> <p>Transitional Care Management Model (Behavioral Health Inpatient) Overview</p> <ol style="list-style-type: none"><li>1. Core transitional care functions- BH In-patient Setting (admission through discharge)</li></ol>	N/A	1:05

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 07, 2023

**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:
	<ol style="list-style-type: none"><li>2. Goals day of discharge be member facing, meet with the patient on the day of discharge, complete the 90-day assessment. Make an effort to include the CM and providers, prioritize close communication with CM, CO</li><li>3. 48 Hour Post Discharge Call: address 2 barriers (if the appoint has been scheduled or needs to be rescheduled and does the member have a mode of transportation). The CM will follow up with the member within 5 days to examine existing barriers.</li><li>4. Next Steps<ul style="list-style-type: none"><li>• There is currently a downward trend regarding follow-up appointments. The Department of Transition of Care has been working internally to streamline processes and create a centralized approach to after care activity. 08/2023-reassigned 48 hour follow up calls to transition of care team to help measure the level of productivity.</li></ul></li></ol>		
<b>4. Supportive Housing</b>	<p>Stephanie Williams, Director of Supportive Housing, presented information about different options of supportive housing that is provided by Alliance Health as well as data that is being used to evaluate why members are leaving supportive housing after a short period of time. The presentation can be found in the committee files.</p> <p>Housing is Healthcare</p> <ol style="list-style-type: none"><li>1. Array of Community Living Options (i.e., supervised living, bridge housing, permanent supportive housing, enhanced supportive housing, and transitional/recovery)</li><li>2. Bridge Housing: 3-month program, connected to enhance services such as care coordination, ACTT, CST, TCL), case management and peer support is on site with a contracted provider- helps individual move into permanent supportive housing or with family.</li><li>3. Enhanced Bridge Housing: 3–6-month program, clinical staff is available, complex MH needs, remote monitoring sensors (ex: if stove was left on, flooding, etc.)</li><li>4. Supportive Housing Programs: Enhanced Supportive Housing, Health/Housing case management, Varsity crest, Durham area supportive housing (supports individuals that have experienced homelessness), Wake Healthy @ Home (move into housing of their choice within Wake County). The individual does have a lease agreement typically for an apartment, lease is from 12-18, attached to Duke Health</li><li>5. Housing Partnerships: public housing authority (vouchers that will pay a percentage for rent and utilities), NC DHHS &amp; NC House Finance Agency</li></ol>	N/A	1:30

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 07, 2023

**BOARD QUALITY MANAGEMENT COMMITTEE - REGULAR MEETING**

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>(Alliance has 70% of targeted units mainly in the Charlotte and Durham area- members pay up to 25% of their rent and utilities Integrated Supportive Housing Program- 20% of units are set aside of</p> <p>6. Capital Investments: Working alongside partners in Wake and Durham County areas to increase member access. Tiny Home Village at Farm of Penny Lane</p> <p>7. Building Provider/Staff Competency</p> <p>8. Data in PSH: Focuses on transition to community living program by expanding data collection, enable tracking and monitoring not available through state platforms, internal TCL database for monitoring program implementation for all members throughout the TCL Journey</p> <p>Karen Gluck, Data Analyst, briefly explains the type of data that is being used to evaluate the transition to community living program. The purpose of this data is to determine future improvements for the program.</p> <p>TCL Separation Data Analysis Examining Separation Data to determine interventions that need to take place throughout Alliance and providers. The data is being examined by: - Age range, population, tenant's term, race, gender, and connection with a provider</p>		
<b>5. Discussions for Next Meeting- February 1<sup>st</sup>, 2024</b>	<p>Israel Pattison- Suggested information to be presented about the future of electronic health records for providers, administrators, and members within Alliance. (i.e; appointment reminders, member notes, keeping members updates, prescription refills, speaking with care managers, and how it creates better outcomes for members) as well as opportunities to integrate with other providers.</p> <p>Dr. George Corvin- Suggested information to be presented about corrections outreach and reporting items for jail liaisons.</p>	N/A	2:00

6. **ADJOURNMENT:** the meeting adjourned at 2:08PM; the next meeting will be February 1, 2024, from 1:00 p.m. to 2:30 p.m.

Thursday, December 07, 2023

**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:
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DRAFT

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:** Consumer and Family Advisory Committee (CFAC) Report

**DATE OF BOARD MEETING:** February 1, 2024

**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 Steering Committee meets at 5:30pm on the first Monday of each month, via 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 recent 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):** Marie Dodson, CFAC Steering Committee Chair; Ramona Branch, Member Inclusion and Outreach Manager; LaKeisha McCormick, Member Inclusion and Outreach Manager; Aimee Izawa, Community and Member Engagement Director



Monday, November 06, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Steering Committee**  
(virtual meeting via videoconference)  
5:30-7:00 p.m.

**APPOINTED MEMBERS PRESENT:** ☒ Marie Dodson- Chair, ☐ Vice Chair- Vacant, ☒ Regina Mays, ☒ Dave Curro, ☒ Annette Smith, ☐ Anna Cunningham, ☒ Jerry Dodson, ☐ Bobby Dixon, ☒ Felishia McPherson, ☐ Ellen Gibson, ☒ Carol Conway, ☐ Candace Alley, ☒ Linda Campbell, ☐ Michael Flood

**GUEST(S):** Stacey Harward, NCDHHS, Shirley Francis, Lois Stickell, Israel Graham, Shagun Guar

**STAFF PRESENT:** ☒ Aimee Izawa, Director of Community and Member Engagement; ☒ Ramona Branch, Member Inclusion and Outreach Manager ☒ LaKeisha McCormick, Member Inclusion and Outreach Manager, ☒ Victoria Mosey, ☒ Eileen Bennett, Member Inclusion and Outreach Specialist, ☒ Starlett Davis, Member Inclusion and Outreach Specialist, ☒ India Kay Perez, Member Inclusion and Outreach Specialist, ☒ Charline Mangum, Member Inclusion and Outreach Specialist, ☒ Douglas McDowell, Member Inclusion and Outreach Specialist, ☐ Warren Gibbs, Member Inclusion and Outreach Specialist, ☒ Rob Robinson, Chief Executive Officer, ☒ Brian Perkins, SVP Strategy & Government Relation, ☒ Sara Wilson, Chief of Staff • Strategy & Government Relations ☒ Sandhya Gopal, Senior • Director Government Relation

- 1. WELCOME AND INTRODUCTIONS** – the meeting was called to order at 5:32 pm
- 2. REVIEW OF THE MINUTES** – The minutes from the October 2, 2023, meeting were reviewed; a motion was made by Carol Conway and seconded by Felishia McPherson to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. CEO Update	<p><b>Rob Robinson, CEO Alliance Health &amp; Sara Wilson, Chief of Staff Alliance Health</b></p> <p><b>CFAC Steering Committee Update November 2023</b></p> <ul style="list-style-type: none"><li>• <b>Secretary Directive</b><ul style="list-style-type: none"><li>○ Approves the Consolidation Plan of Sandhills and Eastpointe (submitted 08/01/2023)</li><li>○ Eastpointe will be recognized as the surviving entity for the purpose of further consolidation with Trillium Health Resources.</li><li>○ The catchment areas of Sandhills Center, Eastpointe, and Trillium Health Resources will be combined except<ul style="list-style-type: none"><li>▪ Davidson – Partners</li><li>▪ Harnett – Alliance</li><li>▪ Rockingham – Vaya</li></ul></li></ul></li><li>• <b>Secretary Directive-Timeline</b></li></ul>		

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on 12/4/2023.

Monday, November 06, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Steering Committee**  
(virtual meeting via videoconference)  
5:30-7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none"><li>○ Sandhills will dissolve and align with Eastpointe.</li><li>○ Eastpointe shall consolidate with Trillium.</li><li>○ A consolidation agreement will be submitted to DHHS no later than 30 days from 11/01/2023.</li><li>○ DHB shall provide a proposed Consolidation Plan to the receiving LME/MCOs for Davidson, Harnett, and Rockingham within 7 days of 11/01/2023.</li><li>○ LME/MCOs have 7 days to provide a response/Consolidation Plan within 7 days after receipt of the consolidation Plan from DHB.</li><li>○ DHHS Contract Amendment 30 days after DHHS approval of Alliance/Harnett Consolidation Plan.</li></ul> <ul style="list-style-type: none"><li>● <b>Immediate Engagement</b><ul style="list-style-type: none"><li>○ Harnett County Manager's Office</li><li>○ Harnett County CFAC</li><li>○ Key Legislators</li></ul></li><li>● <b>Next Steps</b><ul style="list-style-type: none"><li>○ County Expansion Playbook:<ul style="list-style-type: none"><li>▪ Staffing</li><li>▪ Provider Network</li><li>▪ Stakeholder Communication</li></ul></li></ul></li></ul> <p><b>Questions/Comments/Concerns</b></p> <p><b>Rob Robinson</b> – More system change. There has been conversation and interest in consolidating the LME/MCOs. Currently there are 6 LME/MCOs, and 5 standard plans, statewide. This creates a lot for people to navigate. The General Assembly included terms in the budget, that said the Secretary would make the decision to get down to five but no more than four LME/MCOs. Secretary Directive is the decision that was made about the consolidation of the MCOs.</p> <p><b>Rob Robinson</b> – Consolidation between Eastpointe and Trillium is a true merger. No successor has been named. Both agencies are working together.</p>		
4. Public Comments	<ul style="list-style-type: none"><li>● <b>Cumberland</b> – N/A</li></ul>		



Monday, November 06, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Steering Committee**  
(virtual meeting via videoconference)  
5:30-7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none"><li>○ <b>Carol Conway</b> – Issues that have come up from parents in the IDD community: concern about AFL living and what to do when AFL staff quits, wage bump for DSPs, EOR – Observation that EORs are far more scrutinized than traditional providers, micromanaged and have tons of paperwork. Ask as to why EORs are not sitting on the provider counsel. Uncertainty around the extension of Appendix K, why the people who received it after 2016 have a larger sum of hours. What happens with LME/MCOs get full amount of money per waiver slot, where does the money go?</li><li>● <b>Durham</b> – N/A</li><li>● <b>Johnston</b><ul style="list-style-type: none"><li>○ Marie Dodson – Side by Side with DMHDDSUS<ul style="list-style-type: none"><li>▪ <b>Date/Time:</b> Monday, Nov. 20, 2023, 2:00-3:00 p.m.</li><li>▪ <b>Join Link:</b> <a href="#">Register here</a>   <b>English Flyer:</b> <a href="#">Download flyer</a> and <b>Spanish Flyer:</b> <a href="#">Download flyer</a></li></ul></li></ul></li><li>● <b>Mecklenburg</b> – N/A</li><li>● <b>Orange</b> – N/A</li><li>● <b>Wake</b> – N/A</li></ul> <p><b>Questions/Comments/Concerns – N/A</b></p>		
5. State Updates	<p><b>Stacey Harward, DHHS</b></p> <ul style="list-style-type: none"><li>● <b>State Consumer and Family Advisory Committee</b><ul style="list-style-type: none"><li>○ Date/Time: Wednesday, November 8, 2023, 9:00-3:00 p.m.</li><li>○ Location: 2104 Umstead Drive, Ashby Building, CR 115</li><li>○ Join Link: <a href="#">Register Here</a></li></ul></li><li>● <b>NC Medicaid Managed Care Back Porch Chats</b><ul style="list-style-type: none"><li>○ Date/Time: (Every 3rd Thursday of the month); Next Meeting: November 16, 5:30 – 6:30 pm</li><li>○ Register for 3rd Thursday webinars: <a href="#">Register Here</a></li></ul></li><li>● <b>State-to-Local Collaboration</b><ul style="list-style-type: none"><li>○ Date/Time: Wednesday, November 22, 2023, 6:00-7:30 p.m.</li><li>○ Join Link: <a href="#">Register Here</a></li></ul></li></ul>		

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on 12/4/2023.

Monday, November 06, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Steering Committee**  
(virtual meeting via videoconference)  
5:30-7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
6. Relational Agreement	<p><b>Questions/Comments/Concerns – N/A</b></p> <p><b>Needs Approval</b> – No quorum last month to complete the vote.</p> <ul style="list-style-type: none"> <li>• <b>A motion was made by</b> Carol Conway and <b>seconded by</b> Annette Smith to <b>approve the Relational Agreement</b>. Motion passed – <b>unanimously</b>.</li> </ul> <p><b>Questions/Comments/Concerns – N/A</b></p>		
7. LME/MCO Updates	<ul style="list-style-type: none"> <li>• <b>Membership Bios</b> – Aimee Izawa <ul style="list-style-type: none"> <li>○ All chairs and co-chairs should complete bios. Intended use is for publications, reports, making introductions and speaking at a public forum.</li> <li>○ Templates/examples were sent out previously. A guide will be sent out via MIOS to Chairs and Co-Chairs <ul style="list-style-type: none"> <li>▪ A couple sentences about who you are, why you participate in CFAC, and the county you represent.</li> </ul> </li> </ul> </li> <li>• <b>Strategic Planning questions?</b> <ul style="list-style-type: none"> <li>○ Examples that were drafted should be sent out and discussed in Local Meetings this month.</li> </ul> </li> <li>• <b>Shagun Guar</b>, Mecklenburg CFAC – needs approval to attend the Winter i2i Conference   Motion to approve attendance Linda Campbell, 2<sup>nd</sup> Felishia McPherson <ul style="list-style-type: none"> <li>○ <b>A motion was made by</b> Linda Campbell and <b>seconded by</b> Felishia McPherson to <b>approve Shagun Guar attendance of i2i conference</b>. Motion passed – <b>unanimously</b>.</li> </ul> </li> </ul> <p><b>Questions/Comments/Concerns</b>  <b>Felishia McPherson:</b> Received information that about approval for i2i scholarship. Will Alliance Health cover the hotel and travel cost?  <b>Aimee Izawa:</b> Put in the request and it will be covered as one of the slots at the end of the year. There have not been a lot of requests for conferences at this point, a lot of events happen in the spring.</p>		
8. Election Committee	<p><b>Small ad hoc committee needed for Vice Chair position?</b></p> <ul style="list-style-type: none"> <li>• <b>Carol Conway</b> nominated for CFAC Steering Committee Vice Chair.</li> </ul>		

Monday, November 06, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Steering Committee**  
(virtual meeting via videoconference)  
5:30-7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none"><li>○ <b>A motion was made at 6:50 pm by Dave Curro and seconded by Felishia McPherson to approve the Relational Agreement.</b> Motion passed – <b>unanimously</b>.</li></ul> <p><b>Questions/Comments/Concerns – N/A</b></p>		
9. Announcements	<p><b>Local CFAC Updates- County Chair/Co-chair</b></p> <ul style="list-style-type: none"><li>• <b>Annette Smith (Wake)</b> – First in-person Local Meeting in November. Alliance Health put together packets with Alliance Health CFAC Information and state brochures. Packets will be given to members who attend meeting, and the rest will be given to MIOS or other Alliance Health staff.</li></ul> <p>Global Quality Management- Marie Dodson</p> <ul style="list-style-type: none"><li>• <b>N/A</b></li></ul> <p>Human Rights Committee- Dave Curro/Marie Dodson</p> <ul style="list-style-type: none"><li>• <b>N/A</b></li></ul> <p>Board Meeting- Dave Curro/Marie Dodson</p> <ul style="list-style-type: none"><li>• Secretary Directive Update</li><li>• Housing is Health Care Video – shown by Ann Oshel. Video will be turned into a documentary and there will be a showing. Dates to come.</li></ul>		

10. **ADJOURNMENT:** the meeting adjourned at 7:00 pm; the suggested next meeting will be December 4, 2023, from 5:30 p.m. to 7:00p.m.



# Consumer and Family Advisory Committee 2023 Retreat

**Summary**  
**10.02.2023**

# Attendance

**Total: 28**

**In person- 15**

**Virtual- 13**

# Survey Results

## 1. How would you rate your overall satisfaction of the September 23rd CFAC Retreat?

Above Average **10**      Average **3**      Below Average **0**

## 2. The sign-in (in-person) and login (virtual) process was smooth.

Strongly Agree **10**    Agree **3**    Neutral **0**    Disagree **0**    Strongly Disagree **0**

## 3. The session topics were timely and informative.

Strongly Agree **7**    Agree **5**    Neutral **0**    Disagree **0**    Strongly Disagree **0**

# Survey Results

**4. I will plan to attend future all county CFAC retreats (virtual or in-person).**

Strongly Agree **9**   Agree **4**   Neutral **0**   Disagree **0**   Strongly Disagree **0**

**5. I felt heard by the Alliance Health staff.**

Strongly Agree **9**   Agree **4**   Neutral **0**   Disagree **0**   Strongly Disagree **0**

# Survey Results N=13

## 6) What topics would you most like to learn about at future CFAC retreats?

- Legislative and LME/MCO priorities after T/P live
- T/P issues and benchmarks
- DSP crisis
- Housing
- Developmental Disabilities
- The future of CFAC with impending mergers. Collaboration between counties
- Know your state representatives



# Survey Results cont.

## 6) What topics would you most like to learn about at future CFAC retreats?

- The future of CFAC with impending mergers. Collaboration between counties
- Know your state representatives
- Housing
- Network Adequacy
- IDD Crisis Services

# Strategic Planning Topic Results

**\*Housing- 68 dots**

**\*Crisis & Supports- 41 dots**

**\*Transportation- 33 dots**

**\*Provider Network- 32 dots**

**Member Recruitment & Participation- 24 dots**

**Education- 21 dots**

**Training- 21 dots**

**Youth Services & Supports- 18 dots**

**Communication- 9 dots**

# Strategic Planning Topic Results

## Top 4

**Housing- 68 dots**  
**Crisis & Supports- 41 dots**  
**Transportation- 33 dots**  
**Provider Network- 32 dots**



Monday, October 09, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Durham County**  
(virtual meeting via videoconference)  
5:30-7:00pm

**APPOINTED MEMBERS PRESENT:** ☒ Vandna Munshi, ☐ Victoria Chibuogu Nneji, ☐ Latasha Jordan, ☒ Dave Curro, ☒ Brenda Solomon, ☐ Chris Dale, ☒ Pinkey Dunston, ☒ Regina Mays

**GUEST(S):** ☐ Suzanne Thompson, DHHS, ☐ Alexis N, ☐ Cynthia Harris, ☐ Marie Dodson – CFAC Steering Committee Chair

**STAFF PRESENT:** ☒ Ramona Branch, Member Inclusion and Outreach Manager; ☒ Aimee Izawa, Director of Community and Member Engagement; ☒ Victoria Mosey, Member Inclusion and Outreach Specialist

**ZOOM MEETING INFORMATION:**

<https://zoom.us/j/93161644497>

Meeting ID: 931 6164 4497

Dial by your location

• +1 646 931 3860 US

- 1. WELCOME AND INTRODUCTIONS (5 mins)** – the meeting was called to order at 5:39pm by Regina Mays.
- 2. REVIEW OF THE MINUTES (5 mins)** – The minutes from the September 11, 2023 meeting were reviewed; a motion was made by Dave Curro and seconded by Pinkey Dunston to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
<b>3. Public Comment: 5-10 mins</b>	<ul style="list-style-type: none"><li>- Regina Mays encouraged members to vote tomorrow, noting that this impacts things like the recent vote on Medicaid expansion, and all matters impacting the populations we serve and the services they receive. She mentioned people should encourage others to vote as well.</li><li>- Regina mentioned her recent participation in National Night Out with MIOS Victoria Mosey in a “high targeted area,” being able to have the school community there, have conversations about the violence in the community, and support an individual with his intake for services with TROSA. The individual was able to connect to care through hospitalization at Duke.</li><li>- Regina reported that there was a recent stabbing at Northern High School, reinforcing that CFAC can be seen as a support for others in CFAC for dealing with these kinds of events as they occur. Aimee Izawa identified that she knows Wake County has School-Based Care Coordination at the schools, but knows</li></ul>		

Monday, October 09, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Durham County**  
(virtual meeting via videoconference)  
5:30-7:00pm

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	that is not currently in Durham, reviewing that she is aware that they have compiled a crisis guide for teachers to use, and she could work on getting this information to send out to Durham Public Schools. She mentioned that she would also speak with the manager of special populations, Eric Johnson, regarding crisis collaboration and System of Care involvement.		
4. <b>State Updates: 5 mins</b>	<p>Suzanne Thompson</p> <ul style="list-style-type: none"> <li>- It was identified that the DHHS representation was not present on the call, with CHWB supervisors indicating that members should refer to the CE&amp;E email update sent out by DHHS each month, as those are the topics usually covered. Regina Mays and Dave Curro expressed concern about lack of state attendance, reviewing it might be worth while to email the state regarding their lack of participation. MIOS Manager Ramona Branch indicated there is likely short staffing and other obligations preventing their attendance, reviewing that the state has regardless requested a section be left for them in the meeting agenda.</li> </ul>		
5. <b>Reports (BOD, Steering Committee, State to Local, State CFAC, Conferences, Trainings, etc.): 10-30 mins</b>	<ul style="list-style-type: none"> <li>- Vote on prospective new members (Cynthia H, Alexis N)*</li> <li>- <i>Cynthia H and Alexis N were unexpectedly unable to attend. Additionally, each prospective member will need to complete the CFAC Membership Application and have it reviewed prior to CFAC vote.</i></li> <li>- Regina/Dave: Board Updates, Steering Committee</li> </ul> <p>Visiting CFAC Steering Committee Chair Marie Dodson reviewed that the most recent Steering Committee meeting mostly reviewed CFAC business and attempting to get clarity on CFAC finances.</p> <p>Dave Curro identified they are wanting visibility of funding for CFAC so that they can better portion CFAC funds. Dave identified that he spoke with the CFO at the recent Board meeting regarding the CFAC budget concerns he had, and discovered it was "not what it used to be," reviewing that it didn't seem to increase with the addition of Orange and Mecklenberg counties. Director of Community and Member Engagement Aimee Izawa indicated that the budget had been increased to adjust to the inclusion of Orange and Mecklenberg counties, but that this was done the year prior, and there were no adjustments made afterwards and no cuts to this year's funding. She noted that the last determined budget was a "guesstimate" of the financial needs of CFAC. Dave expressed concern about the amount of inflation and how that impacts the available funding. Regina expressed concern over the</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 11/13/2023.

**Monday, October 09, 2023**

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Durham County**  
(virtual meeting via videoconference)  
5:30-7:00pm

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>lack of visibility about the budget, even at the Steering Committee level, reviewing that she has never had this experience, even in other volunteer positions, where you had no access to, or visibility of, the budget. Aimee identified that she would follow-up to try and get a number to review or report out, with hope that she will be able to get a breakdown of funds used. She noted she already filed a request for this, but will follow-up again. Dave sought clarity if it could be discussed in the next leadership meeting, which Aimee confirmed.</p> <p>Dave identified that the recent Board meeting was a short meeting, mostly spent on reviewing the state budget presentation, with Brian attending – giving the same CFAC briefing report, and Dave reporting back to the board about the recent CFAC Retreat. They are waiting to see the state budget to hit in order to determine how to apportion funds. It was reviewed that CFAC meeting notes are typically two months behind in getting to the Board as they need to allow time for all CFAC meetings to occur in a given month, and then have these notes approved, before they can compile all the CFAC local sub-committee meeting minutes at the end of the month.</p> <p>- Discussion on any exiting members and related procedures Regina was able to speak with former CFAC Member Charlitta Burruss, who confirmed that she would be stepping down from the group entirely in order to attend to personal matters. It was noted that other members have stopped attending or are not engaged in attending events in the community. Regina reviewed the types of community meetings she attends on a regular basis, noting that Vandna also attends some, and sought clarification if any individuals wanted further involvement in other meetings (SCFAC, CFAC State to Local, community collaboratives, etc). No other interest was reported.</p> <p>Regina sought clarification if CFAC should pursue formalized letters to provide individuals upon end of their membership, noting that Alliance only provides formalized messaging for those ending their full 3 terms for CFAC, not for those who are choosing to leave for other reasons earlier. She expressed it would be good to have a cordial, professional message to thank them for their service. Aimee mentioned that Alliance has some form letters available in development for other situations ending membership, but noted that each of these documents would need to be reviewed and approved by the internal health literacy position, as well as the state. It was noted that informal emails could be sent thanking individuals for service, in addition to thank you cards to be purchased and signed by CFAC</p>		

Monday, October 09, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Durham County**  
(virtual meeting via videoconference)  
5:30-7:00pm

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>members. It was identified that no further contact would be made with Charlitta per her request.</p> <p>Brenda experienced connectivity issues during the meeting, and later reported to MIOS Victoria that she has been attempting meetings in regards to the aging population, homeless population, and nutrition for public health, reviewing that she is open to reporting back about engagement with those meetings and discussing CFAC during them. Brenda indicated that she would also be open to community events where she can sit at a table, noting limited mobility. She expressed interest in getting rack cards to hand out while she is out in the community.</p> <ul style="list-style-type: none"><li>- Discussion around periodic in person involvement? Regina acknowledged there have been some concerns vocalized about the return to community engagement events in light of COVID concerns, but that members made a commitment to engage with the community as part of becoming a CFAC member. She requested that any members identify any barriers or concerns around in person involvement. There was no response, and Dave encouraged individuals to think on it and report back the following month. Regina indicated that "it is not okay to receive a stipend for services not provided," reviewing that she wants to make sure CFAC funds are used for appropriate purposes, noting that some individuals may need to re-evaluate their memberships and contributions if they feel they are unable to effectively engage with the community at this time. MIOS Victoria noted that individuals could also engage with the community through phone calls and attendance at virtual community meetings. Dave noted that part of the expectation around community involvement is for them to talk to their communities about CFAC and recruit new members, in addition to serving as the voice of the community. MIOS Victoria will provide individuals with CFAC rack cards as requested.</li><li>- <b>Reminder:</b> Code of Conduct and Stipend Attestation Signed</li><li>- Any CFAC report-in: events, conferences, trainings Dave indicated interesting in having a schedule of important upcoming trainings sent out to assist with planning use of CFAC funds. It was noted that the budget retreat is in March, and this would be focused on more then, with Alliance fiscal year running from July-June each year. Dave noted that the Board pays for his conference attendance. Regina sought clarification if there was CFAC interest in any upcoming conferences. She reviewed that she recently attended a conference at NCCU and was able to have her fees covered and represent</li></ul>		

Monday, October 09, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Durham County**  
(virtual meeting via videoconference)  
5:30-7:00pm

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	CFAC through their financial offerings. Vandna indicated that there is the upcoming I/DD Summit in Chapel Hill this upcoming Saturday that should provide good information. It was identified that people would need to register to attend virtually. Dave reported that Carol, Orange CFAC member overseeing the event, reported that people can show up in person even if it says it's sold out on the site. Aimee indicated that Alliance sponsored this event. Alliance staff Sara Wilson and Ann Oshel will be presenting regarding Alliance's involvement with addressing housing needs. It was reviewed that Carol has a regular email address list for anyone interested in regularly being updated about I/DD concerns.		
6. MCO Updates: 5-10 mins	<p>Aimee/Ramona:</p> <ul style="list-style-type: none"><li>• NC Medicaid Expansion updates</li></ul> <p>Aimee noted that the state recently just published a toolkit regarding Medicaid expansion and how to talk to members about all these new changes, noting an increase in population that will be served, utilization of Medicaid funds vs. limited state funds, and helping people get connected to Medicaid. Aimee noted that they have a meeting on Thursday to discuss next steps and strategize community response and provide supports around this.</p> <p>Aimee noted that the RUN/Innovations Dashboard has been posted by the state, reviewing that it provides county by count data. It was discussed by Aimee, Dave, and MIOS Victoria that the state does apportion slots based on the highest need/longest waitlist counties, but that these are still limited. Dave reports that 350 slots are authorized. There is a 17,000 person waitlist for services. It's noted that individuals are moving to other counties in order to access services quicker. Dave noted that he recently went to a NC Assistive Technology Conference, and spoke with Disability Rights regarding the Samantha R settlement, and "they just laughed" regarding the RUN (Registry of Unmet Needs), noting that they are now 2 years in the 10 year settlement that is supposed to clear that waitlist. It was reviewed there are ongoing discussions between Disability Rights NC and NC DHHS on how to feasibly do this, with politics creating issues in approach as well. Regina indicated that it might be helpful to do another legislative day to</p>		



Monday, October 09, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Durham County**  
(virtual meeting via videoconference)  
5:30-7:00pm

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>address this. Dave reported that SCFAC oversees this, and Ramona indicated that it occurs in March of each year.</p> <ul style="list-style-type: none"><li>• CFAC Stipend Companion Document</li><li>• Youth Advisory Committee – Regina asked for an update regarding this concern, and Aimee noted that Alliance is still waiting on state approval for documents submitted regarding this committee.</li></ul> <p>Victoria:</p> <ul style="list-style-type: none"><li>• Nonprofit Outreach Regina indicated that she would like to more diversity in the Durham CFAC in terms of ethnicity as well as representation for Alliance populations served – TBI, I/DD, SUD, MH. She noted this feels particularly important with Medicaid expansion happening, and she wants to ensure there isn't a blind spot/oversight. She expressed interest in possibly reaching out to the Autism Society of NC. MIOS Victoria reviewed that nonprofit outreach efforts thus far have focused on engagement with El Futuro/El Centro in order to engage the Hispanic population, with Regina attending, and create further collaboration between entities. CFAC members were encouraged to think of other entities it'd be helpful to reach out to and collaborate with for this person. Post-meeting, Brenda informed MIOS Victoria that she feels street outreach would also be helpful, noting that she attends neighborhood events at Holloway St. and can hand out pamphlets there, as she feels like that area is a high Medicaid population.</li></ul>		
<b>7. Statutory Requirements and Recommendations: 50-60 mins</b>	<p><b>EVENT PLANNING FOR FY 23-24</b></p> <ul style="list-style-type: none"><li>- Discuss upcoming conferences and any potential interest (see above)</li><li>- CFAC Budget – being intentional with funds (see above)</li><li>- Proposed Event Ideas:<ul style="list-style-type: none"><li>o Town Hall</li><li>o Medicaid Enrollment event: Host at Urban Ministries/Homeless Shelter: Medicaid Worker, Enrollment Broker, Ombudsman Regina mentioned interest in having this as a CFAC event at a homeless shelter, reviewing that she has already reached out to Urban Ministries and a Shelter Aboard member in Durham to discuss potential coordination with this Medicaid enrollment event. It's estimated that 600,000 people will join Medicaid. It's noted CFAC would need to set a</li></ul></li></ul>		

Monday, October 09, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Durham County**  
(virtual meeting via videoconference)  
5:30-7:00pm

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>day, coordinate with the library and DSS workers, even if its after December 1<sup>st</sup>, knowing that not everyone will be pushed through to Medicaid by then. Regina reports that she left a message with the DSS supervisor to see if their attendance is a possibility or not due to short staffing. It was reinforced that this would be important due to all the Medicaid changes coming and the significant amount of individuals that are uninsured.</p> <ul style="list-style-type: none"><li>o Resource fair with cross-service vendors (I/DD, TBI, MH, SUD)</li><li>- Possible free event venues: Reality Ministries, UNC, Durham Co. Library, Durham Tech, etc.</li><li>- Podcast proposal: follow-up</li></ul> <p>It was identified that Aimee would like CFAC to come up with a proposal better explaining the purpose and intent of the podcast before presenting it to the CFAC Steering Committee and then Alliance leadership. Dave expressed interest in possibly having this be an adhoc committee other CFAC members could attend. It was identified that Aimee, Dave, and MIOS Victoria would arrange a meeting to discuss the podcast proposal, with Regina as a passive participant. No one else expressed interest in joining.</p> <p><b>STATUTORY REQUIREMENTS:</b></p> <p>(1) Review, comment on, and monitor the implementation of the contract deliverables between area authorities and the Department of Health and Human Services. (2) Identify service gaps and underserved populations. (3) Make recommendations regarding the service array and monitor the development of additional services. (4) Review and comment on the area authority budget. (5) Develop a collaborative and working relationship with the area authority's member advisory committees to obtain input related to service delivery and system change issues. (6) Submit to the State Consumer and Family Advisory Committee findings and recommendations regarding ways to improve the delivery of mental health, intellectual and developmental disabilities, substance use disorder, and traumatic brain injury services, including Statewide issues.</p>		

**ADJOURNMENT:** Dave Curro moved to adjourn and it was seconded by Vandna. The suggested next meeting will be November 13, 2023, at 5:30 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 11/13/2023.

**Monday, October 09, 2023**

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Durham County**  
(virtual meeting via videoconference)  
5:30-7:00pm



Tuesday, October 10, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Wake County**  
(virtual meeting via videoconference)  
5:30pm-7pm

**APPOINTED MEMBERS PRESENT:** ☐ Alicia Jones, ☒ Anna Cunningham, ☒ Trula Miles, ☒ Rasheeda McCallister,  
☒ Benjamin Smith, ☒ Annette Smith,  
**GUEST(S):** None

**STAFF PRESENT:** ☒ Aimee Izawa, Director of Community and Member Engagement, ☒ Ramona Branch, Member Inclusion and Outreach Manager,  
☒ Charline Mangum, Member Inclusion & Outreach Specialist

1. **WELCOME AND INTRODUCTIONS** – the meeting was called to order at 6:02
2. **REVIEW OF THE MINUTES** – The minutes from the **September 12, 2023**, meeting was reviewed; a motion was made by Truila and seconded by Anna to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3.) State Updates	Suzanne Thompson		
4.) CFAC In House Report	<p>Annette: Led meeting, Marie Dropped in shared some resources.</p> <ul style="list-style-type: none"><li>All applicants have been submitted their forms, waiting for 1 more person. CFAC Members will engage more in community, recruit someone from TBI population for CFAC.</li><li>Anna- Suggest breaking teams down into their personal specialty to better focus on what each member brings to the table.</li></ul> <p>Anna: Brooks Avenue Church of Christ (700 Brooks Ave, Raleigh, NC 27607)</p> <ul style="list-style-type: none"><li>available to CFAC for meetings, has options for hybrid, Anna will have key if NOT in attendance Charline will have access to open. Space has handicap accessibility, and food can be served in the space. church services specific population served by Alliance, Good area to recruit and give out information regarding Alliance services and CFAC.</li><li>All members have voted to go back face to face and try to invite a friend along.</li></ul> <p><b>Top 4 Focus:</b> Housing, Transportation, crisis &amp; supports, Provider networks.</p>		

Tuesday, October 10, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Wake County**  
(virtual meeting via videoconference)  
5:30pm-7pm

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3.) State Updates	Suzanne Thompson		
	<ul style="list-style-type: none"> <li>Ramona, Lakiesha, And Aimee are creating a plan for the MIOS to work with CFAC towards creating an action plan.</li> </ul>		
5.) Companion Document Review	Review upon next meeting		
6.) Wake Charter	<p>Ramona read off the charter edits were made to the following:</p> <ul style="list-style-type: none"> <li>Responsibilities: #1-Added: with the option of also having a co-chair, #7 Added: Alliance Health BOD, #8-Added: Wake CFAC Committee and interested community members.,9, Edied to: Recruiting</li> <li>Authority #'s: 4- ensure a quorum, 6: Follow through with any action items needed.</li> <li>compositions: Representation from each of the 4 domains: MH, SUD, IDD, TBI</li> <li>meetings #'s: 3- added: Alliance Health liaison,7-edited to: reminded.</li> </ul> <p>Charter was voted on Unanimously by committee with moving forward with Anna Putting in a Motion and Rasheedah to 2<sup>nd</sup>.</p>		
7.) LME/MCO Updates	Medicaid Expansion-N/a Tailored Plan Delay-NA		
8.) Education			
9.) Statutory Requirements	Time Permitting-N/A		
10.) Public Comments			
11.) Announcements			

12.) **ADJOURNMENT:** the meeting adjourned at at 7:13; the next meeting will be November 14, 2023, from 5:30 p.m. to 7:00 p.m.



Tuesday, October 17, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Steering Committee**  
521 North Brightleaf Boulevard, Smithfield, NC 27577  
5:30-7:00 p.m.

**MEMBERS PRESENT:** Jerry Dodson (Chair), Bobby Dixon (Co-Chair), Jason Phipps, Marie Dodson, Albert Dixon, Dana Stanley, Leanne George

**GUEST(S):** Stacey Harward CFAC State Liaison

**STAFF PRESENT:** Ramona Branch, Member Inclusion and Outreach Manager; Aimee Izawa, Director of Community and Member Engagement; Warren Gibbs Member Inclusion and Outreach Specialist

Join Zoom Meeting

<https://zoom.us/j/96789588508>

Topic: Johnston County CFAC Meeting

Time: Oct 17, 2023 05:30 PM Eastern Time (US and Canada)

Please download and import the following iCalendar (.ics) files to your calendar system.

Monthly: [https://zoom.us/meeting/tJlqf-CtpjMvGtyDPwXNIY5ONvXeGyHrdHW6/ics?icsToken=98tyKuCuqTMjH9ydtRmPRowAB4qgXe\\_xiFxYjbdEuC\\_yO5fW1bZGPR6N5VmOMrU](https://zoom.us/meeting/tJlqf-CtpjMvGtyDPwXNIY5ONvXeGyHrdHW6/ics?icsToken=98tyKuCuqTMjH9ydtRmPRowAB4qgXe_xiFxYjbdEuC_yO5fW1bZGPR6N5VmOMrU)

Meeting ID: 967 8958 8508

Meeting ID: 967 8958 8508 Find your local number: <https://zoom.us/u/adSbStDPmb>

- 1. WELCOME AND INTRODUCTIONS** – the meeting was called to order by Chair at 5:30 pm
- 2. REVIEW OF THE MINUTES** – The minutes from the September 19, 2023, minutes were reviewed; a motion was made by Marie Dodson and seconded by Jason Phipps

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Comment-15-30 mins	<ul style="list-style-type: none"><li>NAMI Conference and Award Winner-Albert Dixon shared he received two awards from event the Mike Myers Award and Advocate of the Year</li><li>Feedback from CFAC Retreat-Marie thanked Alliance Staff for their hard work organizing the event and stakeholders' participation in person and virtual</li><li>Completion of CFAC Applications, Stipend Attestations, Code of Conduct Forms</li></ul>	<p>MIOS will upload and file additional documents completed by virtual stakeholders.</p> <p>Alliance staff will research and confirm</p>	<p>By 11/15/23</p> <p>By next CFAC Meeting</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 11/21/2023.

**Tuesday, October 17, 2023**

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Steering Committee**  
 521 North Brightleaf Boulevard, Smithfield, NC 27577  
 5:30-7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none"> <li>Chair Jerry Dodson opened the floor to discuss possible fundraising for subcommittee.</li> <li>State CFAC liason Stacey Harward stated State and Local CFAC's per policy are not allowed to fundraise.</li> <li>Albert Dixon discussed attending the opening of new Recovery Centers in Johnston County through Temple Church. Stated 300 were in attendance and facility has Peace on Earth agency for Men in recovery and Grace Recovery for Women.</li> </ul>	fundraising policy for Local CFAC's	
4. CFAC Updates-15 mins	<ul style="list-style-type: none"> <li>Strategic Planning-Aimee shared goals are being coordinated based on feedback from retreat and top 5 goals will be discussed for all area CFAC's to organize and come up with resources for during fiscal year</li> <li>CFAC and Community Inclusion-MIOS discussed the purpose of community inclusion and requested stakeholder's assistance in reporting local resources and agencies that focus on member needs</li> </ul>	Goals are to be presented once finalized in future CFAC meeting	TBD
5. State Updates	<ul style="list-style-type: none"> <li>Stacey Harward presented dates for next State to Local Call 10/25</li> <li>Shared feedback from previous week's State CFAC meeting stating there was a presentation on the Council of Aging and WeCare program.</li> <li>Stacey discussed information was available for a presentation at local CFAC stakeholder meetings if requested.</li> <li>Also shared State Webpage information featuring recording and slides from meeting</li> </ul>	Stakeholders will research resources for information regarding state updates	
6. MCO Updates	<ul style="list-style-type: none"> <li>Aimee Izawa reminded stakeholders on being selective on conferences to attend and delegation of members to be in attendance (12 per year, 2 from each catchment area)</li> <li>Aimee also shared that regions may be changing, and budget information meetings are held virtually monthly that stakeholders could attend; Ramona listed website in chat...<a href="https://medicaid.ncdhhs.gov/blog/2023/10/03/new-nc-medicaid-dashboard-innovations-waiver-waitlist">https://medicaid.ncdhhs.gov/blog/2023/10/03/new-nc-medicaid-dashboard-innovations-waiver-waitlist</a></li> </ul>	Updates will be provided regarding conference and regional changes as they come	TBD
7. Tailored Plan Updates	<ul style="list-style-type: none"> <li>Ramona Branch had no new Tailored Plan Updates</li> <li>Discussed Quarterly Leadership Meeting scheduled for 10.18.23</li> </ul>		
8. Reports-Steering Committee, State to Local	<ul style="list-style-type: none"> <li>Updates from CFAC members in attendance at various forums and activities such as State CFAC Meeting, State to Local Call, and any webinars, discussions, events, or trainings held.</li> </ul>		

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on 11/21/2023.

Tuesday, October 17, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING  
Steering Committee**

521 North Brightleaf Boulevard, Smithfield, NC 27577

5:30-7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
Call, State CFAC, Events-15 mins	<ul style="list-style-type: none"><li>• Feedback from IDD summit on Saturday in Chapel Hill was shared stating CFAC's from different catchment areas attended, as well as Councilmen and DHHS representatives who were guest speakers. Members also shared testimonials.</li><li>• Senior Tarheel Legislation-Marie Dodson Steering Committee Chair shared information from Steering Committee Meeting</li><li>• Shared her new role as the NC Tarheel Legislative Representative for Johnston County using her new position to promote CFAC and advocate for Mental Health community.</li><li>• Stated Brian Perkins from Alliance shared information regarding Behavioral Health Funding while CEO Rob Robinson discussed the contract term being four years and starting no later than 7/1/2024</li><li>• Jerry Dodson discussed the Innovation Waiver now having 350 new slots to fill on waiting list</li></ul>		
9. Statutory Requirements and Recommendations-15 mins	<ul style="list-style-type: none"><li>• Code of Conduct-stakeholders were reminded to view the new code of conduct form and sign that they agree to the policy</li></ul>		
10. Announcements-10 mins	<ul style="list-style-type: none"><li>• Veteran's Day Activity-Freedom Biker Church Sat. 11/11</li><li>• Med Assist-12/14-12/15</li></ul>		

11. **ADJOURNMENT:** the meeting adjourned at 7:00pm; Marie Dodson motioned to adjourn, and Jason Phipps seconded; the next meeting will be November 21, 2023, from 5:30 p.m. to 7:00 p.m.



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

**Monday, October 23, 2023**



**APPOINTED MEMBERS PRESENT:** ☐ Ron Clark-not present ☒ Linda Campbell-in person ☐ Ruth Reynolds-not present, ☒ Randy Sperling-in person, ☒ Beverly Corpening-virtual ☒ Shagun Gaur-virtual ☒ Melida Baldera ☒ Alan McDonald, ☒ Michael Flood- ☒ Lois Stickell-, ☒ Shari Phillips-Stratton-, ☒ Jim Sonda-in person

**GUEST(S):** ☐ Suzanne Thompson, NCDHHS ☒ Kathy Dozier ☒ Marie Dodson, Chair Alliance Steering Committee

**STAFF PRESENT:** ☒ Aimee Izawa, Director Community & Member Engagement ☐ Lakeisha McCormick, Manager, Member Inclusion ☒ Eileen Bennett Member Inclusion and Outreach Specialist

1. **WELCOME AND INTRODUCTIONS** – the meeting was called to order by Linda Campbell at 7:03pm.
2. **REVIEW OF THE MINUTES** – The minutes from the September 25, 2023, meeting were reviewed; a motion was made by Alan McDonald and seconded by Lois Stickell to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. State Updates-5 mins	Suzanne Thompson-was not present at the meeting		
4. Guest Speaker 30 mins	Jenna Flynn of the Autism Society gave a presentation on the Registry of Unmet Needs. The presentation was distributed to the CFAC Committee. Alan McDonald, Linda Campbell, Jim Sonda, Randy Sperling asked several questions regarding her presentation.		
5. Charter Review-20 mins	Eileen noted that we will need to review our charter and decide if we have any changes. Lois had a change to the charter wanting to take out the language a mandatory event for CFAC's to organize. Eileen noted that Lakeisha stated in the August meeting that the language come out of the Charter. Michael Flood had a question about attending the Steering Committee meeting and his attendance based on the charter. Eileen noted that Lois has been attending the Steering Committee meeting and taking very good notes. Aimee explained the statutory requirements for the CFAC "Purpose Section" of the charter. Aimee noted the "Purpose Section" of the Charter were added to each charter because they were in the State Statute language for CFAC, and they were inserted in the County CFAC's so that they can serve as a reminder to stay focused on the goals of the CFAC. Linda asked a few more questions regarding the "Purpose Section" of the Charter and the State level subcommittees. There was some confusion regarding the levels of committees and how they report to the state, to the county and to the Alliance led Steering Committee. Aimee noted that we have a Human Rights Committee and the Global Quality Assurance Committee within Alliance. Aimee noted that you can		

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on 11/27/2023.

**Monday, October 23, 2023**

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING  
Mecklenburg County**

5200 W. Paramount Parkway, Morrisville, NC 27560

5:30-7:00 p.m.

**MINUTES**

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>attend those Alliance led meetings as well as the Board Meetings. The Board meetings is open to the public. Eileen noted that Fantasia sends out minutes of meetings within the county. Lois asked how we get in the middle of contributing. Randy noted that she attends the meetings. There was some confusion at the State Level Committees on who attends and can contribute to those meetings. At our last meeting Suzanne clarified who can attend and participate in the State Level Committees. Aimee noted that within Alliance we are going to have some additional committees to be involved in and that she will share those with the Committee. Kathy Dozier asked if there was a list of committees that could be distributed so they can see the possibilities. Eileen noted that she would provide a list of meetings that the public can attend. Under the "Tasks" section of the Charter, Alan asked a question about the purpose Task #3. Alan feels that we are not understanding what the service gaps are from Alliance. Eileen noted that anyone on the Meck CFAC committee can ask a question and we can help find the answer for them. Eileen noted that CFAC is a self-governing body and can control what is discussed each month. Aimee and Eileen noted that we can have training and that anyone on the CFAC can offer guest speakers to discuss. Randy noted that the public comment is built into the meeting so that members/public can offer their stories/information. Jim noted that the group can be least helpful when all we discuss is one specific topic. Michael noted that the Chair and Vice Chair set the agenda and that if someone needed more time, they can run through the leadership to add more time for a particular topic. Eileen verified the changes to the second bullet under "tasks" Charter that everyone had agreed to. Aimee noted that the first bullet seems to be redundant and would need to be discussed. Jim and Alan added in some suggestions for the wording change to the charter. First bullet CFAC will seek opportunities to receive input about mental health, IDD/DD, TBI, Substance Abuse service systems. Second Bullet will be deleted. Jim made a motion to change the charter as noted, and Michael Seconded-Motion carried. Beverly suggested that she would like the wording included that we can change the charter at any time. Eileen noted that the document can be changed at any time.</p>		
<b>6. Public Comment</b>			
<b>7. LME/MCO Updates</b>	Eileen		

**Monday, October 23, 2023**

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING  
Mecklenburg County**

5200 W. Paramount Parkway, Morrisville, NC 27560

5:30-7:00 p.m.

**MINUTES**

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>CFAC Conference and Stipends-There was a discussion regarding the CFAC stipends for conferences. Eileen noted that each county will receive two conference opportunities per year. Eileen noted that the i2i conference is coming in December and that if anyone would like to attend, that the Meck CFAC would need to vote on if they would like one of their 2 spots to be utilized for that conference. No one indicated they would like to attend the i2i conference. Lois noted that the i2i was more for providers.</p> <p>CFAC Goals-Eileen noted that CFAC Retreat goals will be distributed to the group. Meck CFAC will pick goals and create specific measures to demonstrate that they are meeting them.</p>		
<b>8. Reports</b>	<p>Monthly Meeting updates from CFAC Members</p> <p>Alan attended the Side-by-Side DHHS meeting on September the 25<sup>th</sup>. Alan noted that the Director of DHHS was present at the meeting. The focus is to provide updates on policies and procedures for the servicing and systems we provide for mental health. They are providing an audience for providers, members, family members. Alan noted that for each meeting they will pick topics of interest and topics based on the feedback on in the chats. This meeting was about the innovations waiver. Alan noted they will be leveraging the Medicaid expansion to increase coverage. They are working with CMS and LME/MCO consolidation. They were very adamant on Transparency and Collaboration. He noted they did discuss the budget. Alan noted the meetings are monthly. You must register for the meeting.</p> <p>Randy attended the Human Rights Committee. Randy noted that no specifics are brought to the HRC and the outcomes. Randy felt that the HRC is not useful. Linda asked some questions to Randy about the process and the information that the committee members receive. Randy noted that the presentation of the grievances and the numbers that Alliance sees in a quarterly time is given to the group. Randy noted that Meck County has more incidents than other counties and that is because it is bigger but that there seems to be no solution to lessening the incidents. Randy noted that HIPAA laws prevent them from understanding specifics. Aimee noted that the HRC incident reporting is just one part of the HRC. There is another clinical team that looks at the specifics and causes and the HRC is looking for overall trends. Sometimes there are incidents that happen that could be concerning, for instance, a person passing away in a facility naturally or a bite in a childcare center.</p>		

**Monday, October 23, 2023**

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING  
Mecklenburg County**

5200 W. Paramount Parkway, Morrisville, NC 27560

5:30-7:00 p.m.

**MINUTES**

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	Aimee noted that Alliance continually follows up with providers to report their incidents. Aimee directed the members to Dave Curro for more specific questions.		
<b>9. Announcements CFAC November and December Meeting Dates</b>	Linda Campbell noted we need to discuss meeting dates. Monday after Thanksgiving November 27 <sup>th</sup> , 2023. The Committee agreed that was a good date. December 18 <sup>th</sup> will be the new date for the December Committee. A Motion was made by Randy Sperling and Alan McDonald seconded. Motion Carried to change the meeting to December 18 <sup>th</sup> .		
<b>10. Adjournment</b>			

11. **ADJOURNMENT:** the meeting adjourned at 7:14 pm; the next meeting will be November 27, 2023, from 5:30 p.m. to 7:00 p.m.



Tuesday, October 24, 2023

## CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING Orange County

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

**APPOINTED MEMBERS PRESENT:** X Steve Furman □ Allen Dittmer X Carol Conway-Chair X Candace Alley X Kent Earnhardt  
X Linda Shipman X Kate Shipman X Krista Zelt-Caraway X Stanly Cotton

**GUEST(S):** Stacey Harward-NCDHHS

**STAFF PRESENT:** X Douglas McDowell, Member Inclusion and Outreach Specialist, X Ramona Branch, Member Inclusion and Outreach Manager.  
X Aimee Izawa, Director of Community and Member Engagement; LaKeisha McCormick, Member Inclusion and Outreach Manager; X Ruth Thompson-Family  
Partner-Orange County

Join Zoom Meeting

<https://zoom.us/j/96025778547>

Topic: Orange County CFAC Meeting

Time: Aug 22, 2023 05:30 PM Eastern Time (US and Canada)

Please download and import the following iCalendar (.ics) files to your calendar system.

Monthly: <https://zoom.us/meeting/tJltdeyvgTMvHtM5v3r5qL-83o1XiG0a5Y2e/ics?icsToken=98tyKuCurjkhHdOdtR2ARowAAojoZ-3wtlxYgrdwyQm2EXVCTk6uZe0TCrtYQNmF>

Meeting ID: 960 2577 8547---

One tap mobile

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• +1 646 931 3860 US

• +1 301 715 8592 US (Washington DC)

• +1 305 224 1968 US

• +1 309 205 3325 US

• +1 507 473 4847 US



- 1. WELCOME AND INTRODUCTIONS** – the virtual meeting was called to order at 5:30 p.m.
- 2. REVIEW OF THE MINUTES** – The minutes from the September 26, 2023, meeting were reviewed; a motion was made by Carol Conway and seconded by Linda Shipman to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Comments	I/DD Summit Recap-Carol Conway offered a detailed update about what was accomplished during the summit and reported on progress in strengthening lines of communication between communities, stakeholders, services providers, and the legislators.	NA	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 11/28/2023.

**Tuesday, October 24, 2023**

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
4. State Updates	Stacy Harward was present from the NCDHHS for NC state updates-Information and updates about Medicaid expansion was reported on. It is noted that members should refer to the CE&E email update sent out by DHHS each month, as all state updates for that month are usually covered there.	NA	Ongoing
5. Speaker/Educational Time Ruth Thomson-Family Partner-Alliance Health	Ruth Thomson, Family Partner, with Alliance Health offered a PowerPoint presentation, thoroughly covering what the role of the family partner entails. The family partner role works to support local care management efforts through a combination of activities with youth, families, stakeholders, various public and private agencies. They advocate and collaborate for development of processes and agreements that specifically address the critical community needs of youth and families, who may or may not be enrolled with the MCO. They foster relationships and partnerships that aid in the identification and referral to the MCO of youth and families that meet special needs or high-risk. They facilitate the process to connect individuals and families to service providers in the community and educates and assists youths and families in their choices, using person-centered-planning approaches, and cultural competence skills gained through their lived experience. They assist families in linking with appropriate services and will make referrals for families as needed. The family partner can work with provider agencies to ensure the occurrence of and fidelity to Child and Family Team and provides technical assistance as needed; They can also develop and provide ongoing training and technical assistance to build family leadership, family and professional partnerships, and implement family driven practices. There were several questions from various members in attendance, Ruth Thomson shared her contact information, and the links to any information shared. <a href="mailto:rthomson@alliancehealthplan.org">rthomson@alliancehealthplan.org</a>	NA	
6. Reports- BOD, Steering Committee, State to Local, State CFAC, Conferences, Trainings, Etc.	<p>*September 2023 notes for state to local-*See attached reports</p>  <p>September State to Local CFAC Meeting</p> <p>*CFAC Report September 2023 -Notes</p>  <p>Alliance Health September 2023 CFAC</p>	NA	Ongoing
7. LME/MCO Updates	Aimee and Ramona discussed updates related to the NC Medicaid Expansion. Aimee shared that the state has recently published a toolkit to inform members		

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on 11/28/2023.

**Tuesday, October 24, 2023**

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING  
Orange County**

5200 W. Paramount Parkway, Morrisville, NC 27560

5:30-7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>about the expansion and how it will affect the population served. She noted the importance of understanding the utilization of Medicaid funds versus limited state funds and helping people connect to Medicaid. A meeting is scheduled for Thursday to discuss next steps, strategize community response, and provide support. Aimee discussed the fact that there will be some additional committees to be involved in, moving forward, and that youth are still going to be utilized as discussed several months back, and that she will share any and all updates concerning committees and changes in coming meetings.</p> <p>Aimee also mentioned there was a lack of progress as the Registry of Unmet Needs (RUN) - which is meant to clear the waitlist - has not been successful even after 2 years of its 10-year mandate. that the RUN/Innovations Dashboard has been posted by the state, providing county-specific data. Aimee discussed how the state apportions slots based on the highest need/longest waitlist counties but acknowledged that there are still limitations in place. There are 350 authorized slots for the waiver but there is a waitlist of 17,000 people awaiting services. It was noted that some individuals are relocating to other counties to expedite access to services. Aimee also mentioned that there are ongoing discussions between Disability Rights NC and NC DHHS on how to feasibly address this issue, with politics creating complications in finding a solution.</p> <p>Other items discussed included the CFAC Stipend Companion Document and the Youth Advisory Committee. Aimee shared that Alliance is currently waiting for state approval of the submitted documents for the Youth Advisory Committee. Ramona Branch shared about the need to develop the strategic goals based on results from the 2023 retreat, decided and submitted by the first of December. Douglas, Carol, Candace needs to come together, with other CFAC mem - Reminder: Code of Conduct and Stipend Attestation Signed -Any CFAC report-in: events, conferences, trainings to determine what strategic goals they want to work on for the fiscal year-</p>		
8. Statutory Requirements	Orange county's charter voted on. Carol brought up the need to get the charter completed. Motion by Carol, Charter was adopted, and approved, seconded by Kate Shipman and unanimously passed.by attending members.	NA	Ongoing
9. Announcements & Upcoming Event Planning	Will get together before next meeting to discuss strategic goal planning and which goals are most needed and appropriate for the community moving forward in the fiscal year. Strategic Goals CFAC Goals- SMART Goals- The Orange CFAC will review goals from the CFAC Retreat and make a SMART goal for each goal that is	Schedule a time to meet to discuss strategic goals for the fiscal year	Ongoing

Tuesday, October 24, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING  
Orange County**

5200 W. Paramount Parkway, Morrisville, NC 27560

5:30-7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	relative to the area. We will discuss what a SMART goal is and brainstorm possible goals to vote on to be completed this fiscal year (end of June 2023)		

10. **ADJOURNMENT:** the meeting adjourned at 7:02 p.m.; the next meeting will be November 28, 2023, from 5:30 p.m. to 7:00 p.m.





Thursday, October 26, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Cumberland County**  
711 Executive Place, Fayetteville, NC 28305  
5:30-7:00 p.m.

**APPOINTED MEMBERS PRESENT:** Felishia McPherson, Ellen Gibson, Renee Lloyd, Tekeyyon Lloyd

**GUEST(S):** Dorothy Johnson

**STAFF PRESENT:** Ramona Branch, Member Inclusion and Outreach Manager; Aimee Izawa, Director of Community and Member Engagement; Starlett Davis, Member Inclusion Outreach Specialist, Cindy Murphy, Senior Director of Community and Member Engagement

Join Zoom Meeting

<https://zoom.us/j/97470177831>

Topic: Cumberland County CFAC Meeting

Time: September 28, 2023 05:30 PM Eastern Time (US and Canada) Virtual

Please download and import the following iCalendar (.ics) files to your calendar system.

Monthly: [https://zoom.us/meeting/tJMpcOmpqTwiGdUpVp1ftHEggQBqsqK0RrYh/ics?icsToken=98tyKuCvqjwqG9OSuBqGRowEBo\\_Cc-vwtmZHjadojCn1UiZHSibxMdNgI6FuO4ji](https://zoom.us/meeting/tJMpcOmpqTwiGdUpVp1ftHEggQBqsqK0RrYh/ics?icsToken=98tyKuCvqjwqG9OSuBqGRowEBo_Cc-vwtmZHjadojCn1UiZHSibxMdNgI6FuO4ji)

Meeting ID: 974 7017 7831

One tap mobile

+13126266799,,97470177831# US (Chicago)

+16465588656,,97470177831# US (New York)

Meeting ID: 974 7017 7831

- 1. WELCOME AND INTRODUCTIONS** – the meeting was called to order at 5:35pm
- 2. REVIEW OF THE MINUTES** – The minutes from the September 28, 2023, meeting were reviewed; a motion was made by Ellen Gibson and seconded by Tekeyyon Lloyd to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. <b>Welcome and Introductions- 10 min</b>	The meeting was called to order by Felishia McPherson at 5:35 pm.	N/A	N/a

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on 11/14/2023.

Thursday, October 26, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Cumberland County**  
 711 Executive Place, Fayetteville, NC 28305  
 5:30-7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
4. <b>Review of the Minutes – 5 min</b>	The minutes from the September 28, 2023 meeting were reviewed; a motion was made by Ellen Gibson and seconded by Tekeyyon Lloyd to approve the minutes.	N/A	N/A
5. <b>PUBLIC COMMENT- 10 min</b>	Felishia and Ellen Starlett gave information on the Homeless and Hunger Stand Down event. This is an opportunity for recruitment, community engagement, and to obtain information needs and gaps in the community. Starlett will send more information via email. Ellen Gibson is doing a community event in December and needs 150 information packets for her event. Starlett and Aimee would assist.	Please see Aimee, Ramona, or Star for any questions.	Ongoing
6. <b>STATE UPDATES- 10 MINS</b>	<b>Suzanne Thompson-</b> Susan/State rep was not present. Ramona reminded the committee to refer to the CE&E updates and emails to stay updated on current events and trainings.	Please see Aimee, Ramona, Suzanne or Star for any questions.	Ongoing
7. <b>MCO Updates- 10 min</b>	<b>Aimee Izawa and Ramona Branch</b> <b>CFAC Application-</b> reminder and questions Aimee and Ramona went over the basics of the CFAC Application. Aimee introduced Cindy Murphy. She is the Senior Director of Community and Member Engagement. Her contact information is <a href="mailto:cmurphy@alliancehealthplan.org">cmurphy@alliancehealthplan.org</a> . Aimee discussed the Medicaid Toolkit that was released She also answered questions on possible resources and where to go for certain answers with the committee.	Please see Aimee, Ramona, or Star for any questions.	Ongoing
8. <b>Speaker: 15-30 min</b>	<b>TBD</b> Starlett reminded the CFAC committee of their responsibility in finding speakers for the meeting. She went over how to go about it and how she could possibly support them. Amy Perry from the Autism Society may possibly be the speaker for November. Felishia asked about the new director for NAMI coming in January.	Please see Star with any questions.	Ongoing
9. <b>Statutory Requirements and Recommendations: 15-30 min</b>	<b>Strategic Goals</b> <b>CFAC Goals- SMART Goals- The Cumberland CFAC will review goals from the CFAC Retreat and make a SMART goal for each goal that is relative to the area. We will discuss what a SMART goal is and brainstorm possible goals to vote on to be completed this fiscal year (end of June 2023)</b>  Starlett went over What SMART goals stood for and gave examples. They are below. She also went over the broad goals decided during the CFAC retreat and	Please see Aimee, Ramona, or Star for any questions.	November 13, 2023

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on 11/14/2023.

Thursday, October 26, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Cumberland County**  
711 Executive Place, Fayetteville, NC 28305  
5:30-7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>the challenges submitted. Each local committee is to make a specific goal for each broad goal relative to their area. The broad goals and challenges are listed below. Starlett presented all the goals and information and asked the committee if they had any ideas on goals at that time. Ellen expressed a big interest in adding to the housing goal. However, she wanted to research it further and bring it back to the committee. Starlett suggested that the members really take a look at the goals and have some ideas ready before the meeting to make the process a bit easier. The goals are due on the November 13<sup>th</sup> in person meeting date.</p> <p><b>SMART Goal</b></p> <p>S-Specific- The action step has to be specific to Cumberland County and something that will work well in the county.</p> <p>M- Measurable- The actions step has to be something that can produce data. Ex. If the goal is for the committee to be trained, it needs to be that X number of members will be trained by this date.</p> <p>A-Achievable- The action step needs to be something that can actually be done before the end of the fiscal year. It needs to be simple enough for the committee to complete and impactful.</p> <p>R- Relevant- The action step needs to be something that is relevant and specific to the community you live in and the people Alliance serves, severe and profound population.</p> <p>T- Time Bound- The action step has to have an end date/due date. It can not be a goal/action step that keep going indefinitely. The end date for all of the action steps cannot be later than June 30, 2024, end of fiscal year. They can be completed sooner than that as well.</p> <p><b>Housing</b></p> <p>Broad Goal: CFAC Members will support Alliance Health's work to address accessible housing for all members and recipients.</p>		

Thursday, October 26, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Cumberland County**  
711 Executive Place, Fayetteville, NC 28305  
5:30-7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>(County CFAC's will create at least 1 realistic action step on how they will meet this goal)</p> <ul style="list-style-type: none"><li>• Increase partnerships</li><li>• Equal, affordable housing and accessibility</li><li>• Educate on zoning effects</li><li>• Wraparound supports for apartment living &amp; tiny homes</li><li>• Coordinator for assistance on how to apply</li><li>• Access to temporary housing for homeless</li><li>• IDD housing for kids with IDD</li><li>• Group Homes needed for kids</li><li>• Streamline housing development for non-professionals</li><li>• Moving IDD adults out of the family home- Under 30% AM I slots</li><li>• Less paperwork</li><li>• DSP workforce housing</li></ul> <p><b>Crisis &amp; Supports</b></p> <p>Broad Goal: CFAC members will increase awareness around crisis and support services for Alliance Health members and recipients.</p> <p>(County CFAC's will create at least 1 realistic action step on how they will meet this goal)</p> <ul style="list-style-type: none"><li>• Planning for crisis issues when you know an issue is going to arise</li><li>• Expand NC Start for individuals with IDD needs</li><li>• Not enough beds, no triage in hospitals for MH patients</li><li>• Little utilization of CIT</li><li>• Cuffing MH patients during crisis</li><li>• Transitional options between residential &amp; regular outpatient therapy for autistic children</li><li>• Trained and available staff for MH supports for folks with IDD dual diagnosis</li><li>• No questions asked- provide whatever care is necessary &amp; help with paperwork</li><li>• Full time crisis support</li><li>• Wraparound services for IDD</li><li>• Communication &amp; Training for preparedness</li><li>• Limited providers in Johnston County</li><li>• DSP pay increase</li></ul>		

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on 11/14/2023.

Thursday, October 26, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Cumberland County**  
711 Executive Place, Fayetteville, NC 28305  
5:30-7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none"><li>• More support for anxiety related issues</li><li>• Early intervention &amp; preventative care</li><li>• Need detox in Johnston County</li><li>• Crisis support for youth</li></ul> <p><b>Transportation</b> Broad Goal: CFAC Members will identify and address barriers to safe and accessible transportation in the Alliance Health catchment area. (County CFAC's will create at least 1 realistic action step on how they will meet this goal)</p> <ul style="list-style-type: none"><li>• Personal vehicle breakdown after hours assistance</li><li>• Cross country service</li><li>• Adequate mileage reimbursements for DSP's</li><li>• Safety</li><li>• Easy Access</li><li>• Emergency transportation for people on crisis for those who do not want to call 911</li><li>• Lack of transportation in rural areas for appointments</li><li>• JCATS- even though they have expanded services, there is still an accessibility concern</li><li>• Lack of staffing, appointments missed, and long wait times for those that cannot use public transportation</li><li>• Transportation for daily living needs, not just doctor's appointments</li><li>• Increase accessibility</li><li>• Reliability</li><li>• Training for IDD population for use of public transportation</li><li>• How to qualify for/ access Go Raleigh, Go Durham, Go Wake</li></ul> <p><b>Provider Network</b> Broad Goal: CFAC Members will increase awareness to Alliance Health's member and recipients access to care and provider network adequacy. (County CFAC's will create at least 1 realistic action step on how they will meet this goal)</p> <ul style="list-style-type: none"><li>• No providers- limited in Johnston County</li><li>• Living wages with focus on Peer Support &amp; DSP's</li></ul>		

Thursday, October 26, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Cumberland County**  
711 Executive Place, Fayetteville, NC 28305  
5:30-7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none"><li>• Adequate staffing at providers</li><li>• Decrease waitlist</li><li>• Access to psychological testing &amp; clinical assessments</li><li>• Access to telehealth &amp; internet</li><li>• Ensure health of network</li><li>• Timely connection to services</li><li>• Transparency</li><li>• Benefits for providers</li><li>• Contract overview &amp; oversight not sufficient</li><li>• Network adequacy of 2 per 30-mile radius is not sufficient</li><li>• Training for providers</li><li>• Need more qualified providers</li><li>• Higher pay</li><li>• Transition Supports</li><li>• Increase provider choice in rural counties</li></ul>		
10. Upcoming Meeting	<b>The CFAC committee's meeting for November falls on the holiday. The CFAC committee voted to have an in-person meeting on November 13, 2023 at 5:30pm at the Alliance office. It will be the holiday celebration and will be a potluck dinner. Each member will bring a dish and email what they will be bringing prior to. Guest are also welcome and can bring a dish. Alliance will be providing food as well.</b>	Please see Aimee, Ramona, or Star for any questions.	November 13, 2023

11. **ADJOURNMENT:** the meeting adjourned at 6:30pm; the next meeting will be November 13, 2023, from 5:30 p.m. to 7:00 pm in person.



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

**ITEM:** Executive Committee Report

**DATE OF BOARD MEETING:** February 1, 2024

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

This report includes draft minutes from the previous meeting(s), two reappointment recommendations, and one appointment recommendation.

**SPECIFIC INFORMATION FOR BOARD REVIEW (if applicable/available):** Consider two reappointment recommendations (David Hancock-Wake County, Lynne Nelson-Wake County) and one appointment recommendation (Vandna Munshi-Durham County) for Alliance's Board.

**REQUEST FOR AREA BOARD ACTION:** Receive the report. Approve the proposal(s).

**CEO RECOMMENDATION:** Receive the report. Approve the proposal(s).

**RESOURCE PERSON(S):** David Hancock, Board Chair; Robert Robinson, CEO



Monday, December 18, 2023

## BOARD EXECUTIVE COMMITTEE - REGULAR MEETING

(virtual meeting via videoconference)

4:00-6:00 p.m.

**APPOINTED MEMBERS PRESENT:** George Corvin, MD (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); David Hancock, MBA, PFAff (Board Chair and Finance Committee Chair); and Lynne Nelson, BS (Board Vice-Chair)

**APPOINTED MEMBERS ABSENT:** None

**BOARD MEMBERS PRESENT:** None

**GUEST(S):** Michael Morrow, Harnett County Assistant County Manager; Coley Price, Harnett County Deputy Manager; and Brent Trout, Harnett County Manager

**STAFF PRESENT:** Suzanne Alessi-Gruenberg, Administrative Assistant III; Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Veronica Ingram, Clerk to the Board; Brian Perkins, Senior Vice-President/Strategy and Government Relations; Robert Robinson, CEO; Sara Wilson, Chief of Staff; and Carol Wolff, General Counsel

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
2. Meet and Greet with Harnett County staff.	As directed by the Secretary of NC DHHS (Department of Human Services) Harnett County will realign/join Alliance effective February 1, 2024. Executive Committee members and Harnett County staff met.	N/A	N/A
3. Review of Minutes	The Committee reviewed minutes from the November 20, 2023, meeting. <b>COMMITTEE ACTION:</b> A motion was made by Mr. Curro and seconded by Dr. Corvin to approve the minutes as submitted. Motion passed unanimously.	N/A	N/A
4. Closed Session	<b>COMMITTEE ACTION:</b> A motion was made by Dr. Corvin to enter closed session pursuant to North Carolina General Statute (NCGS) 143-318.11 (a) (1) to prevent the disclosure of information that is confidential and not a public record under NCGS 122C-126.1. Motion seconded by Vice-Chair Nelson. Motion passed unanimously.	N/A	N/A
5. Reconvene Open Session	Committee returned to open session.	N/A	N/A
6. Updates	A. January Committee Meeting: Chair Hancock reminded Committee members of the alternative date for the January meeting due to an agency holiday. B. FY25 Budget Retreat: Kelly Goodfellow, Executive Vice-President/Chief Financial Officer, reminded Committee members of the upcoming annual event and requested input regarding modality: hybrid or virtual. Committee recommended holding the budget retreat virtually.	A. Committee will meet the second Monday in January. B. Ms. Ingram will add the topic to chair notes for the February Board meeting.	A. 1/8/24 B. 2/1/24
7. Agenda for Upcoming Board Meeting	Committee reviewed the draft agenda for the February 1, 2024, meeting and provided input. Committee may review the agenda again at the January meeting and provide any updates, if needed. Committee requested adding the by-laws to the February agenda.	Ms. Ingram will forward the agenda to staff.	1/9/24

8. **ADJOURNMENT:** the meeting adjourned at 5:28 p.m.; the next meeting will be January 8, 2024, at 4:00 p.m.





Monday, January 08, 2024

## BOARD EXECUTIVE COMMITTEE - REGULAR MEETING

(virtual meeting via videoconference)

4:00-6:00 p.m.

**APPOINTED MEMBERS PRESENT:** George Corvin, MD (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); David Hancock, MBA, PFAff (Board Chair and Finance Committee Chair); and Lynne Nelson, BS (Board Vice-Chair)

**APPOINTED MEMBERS ABSENT:** None

**BOARD MEMBERS PRESENT:** None

**GUEST(S):** None

**STAFF PRESENT:** Suzanne Alessi-Gruenberg, Administrative Assistant III; Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Veronica Ingram, Clerk to the Board; Brian Perkins, Senior Vice-President/Strategy and Government Relations; Robert Robinson, CEO; Sara Wilson, Chief of Staff; 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 December 18, 2023, meeting; a motion was made by Mr. Curro and seconded by Vice-Chair Nelson to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Lease	<p>Kelly Goodfellow, Executive Vice-President/Chief Financial Officer, reviewed details for a potential new office space in Cumberland County. Ms. Goodfellow provided an overview of the lease.</p> <p><b><u>COMMITTEE ACTION</u></b> A motion was made by Mr. Curro and seconded by Dr. Corvin to recommend that the Board approve the lease of 705 Keystone Court in Fayetteville, NC for a term of 7 years at the initial rate of \$26/sq. ft. per year and other terms as presented and to authorize the CEO to complete negotiations of the terms of the lease and execute same. Motion passed unanimously.</p>	Topic will be added to the Finance Committee Report for the February Board meeting.	1/9/24
4. Updates A. Budget Retreat B. Board Meeting Alternate Location C. Board Members' Terms D. Board Seat Recommendations	<p>A. Chair Hancock reminded the committee that the annual budget retreat is the same day as the monthly executive committee meeting.</p> <p>B. Chair Hancock announced that, per the Board's direction and in collaboration with Mecklenburg County staff, a location for the April Board and Finance Committee meetings has been procured (in Charlotte, NC).</p> <p>C. Chair Hancock shared that two board member's terms end March 31, 2024. Committee discussed terms.</p> <p><b><u>COMMITTEE ACTION</u></b> A motion was made by Ms. Diorio and seconded by Dr. Corvin to recommend that the Alliance Board forwards Lynne Nelson and David Hancock's reappointment requests to the Wake Board of County Commissioners. Motion passed unanimously.</p> <p>D. Robert Robinson, CEO, reviewed recommendations to ensure local presence on the Alliance Board as required by NCGS (North Carolina General Statute) 122C; this is impacted by the recent realignment of Harnett County with Alliance as required by the Secretary of NC DHHS (Department of Health and Human Services); the realignment is effective February 1, 2024.</p> <p><b><u>COMMITTEE ACTION</u></b> A motion was made by Ms. Diorio and seconded by Dr. Corvin to recommend to the Board, adding two seats for Harnett County to the Alliance Board. Motion passed unanimously.</p>	<p>A. N/A B. Ms. Ingram will forward information about the April Board meeting to staff and Board members. C. The Board will review the topic at the next meeting. D. The Board will review the topic at the next meeting.</p>	<p>A. N/A B. By 3/15/24 C. 2/1/24 D. 2/1/24</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, January 08, 2024

## BOARD EXECUTIVE COMMITTEE - REGULAR MEETING

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
5. Agenda for February Board Meeting	Committee reviewed the draft agenda and provided input. Mr. Robinson advised moving the current Topic 10: Special Updates/Presentation: DSS Youth to the CEO Report, and replacing it with PMPM (per member, per month) presentation.	Ms. Ingram will forward the agenda to staff.	1/9/24
6. Closed Session	<b><u>COMMITTEE ACTION</u></b> A motion was made by Mr. Curro to enter closed session to advise the attorney; motion passed unanimously.	N/A	N/A
7. Reconvene Open Session	The Committee reconvened open session.	N/A	N/A

8. **ADJOURNMENT:** the meeting adjourned at 5:16 p.m.; the next meeting will be February 19, 2024, at 4:00 p.m.



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

**ITEM:** Finance Committee Report

**DATE OF BOARD MEETING:** February 1, 2024

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

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

**SPECIFIC INFORMATION FOR BOARD REVIEW (if applicable/available):** The committee is submitting a request to authorize the CEO to amend the contract with Acero Health Technologies for additional hours to support requirements related to the BH/IDD Tailored Plan contract for an amount not to exceed \$1,000,000.

**REQUEST FOR AREA BOARD ACTION:** Approve the proposal.

**CEO RECOMMENDATION:** Approve the proposal.

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



## Acero Health Technologies Contract

Alliance Health has been working with Acero Health for IT consulting, requirements gathering, and documentation, application development, and quality assurance activities related to the BH/IDD Tailored Plan Contract requirements.

Alliance needs to extend the existing contract (originally dated for March 1, 2022, through February 28, 2023) through November 30, 2024. The work in this contract is focused on system analysis, the creation of detailed system design documents, application development, integrated testing activities and go-live support associated with the rapidly changing system and business requirements coming directly from the Alliance Business Units, the Department, as well as development and implementation support for the Alliance IT Modernization Strategic Initiatives.

The contract extension is a time and materials contract for additional hours not to exceed 10,000 hours. These hours are needed to supplement the work being done by the internal Alliance Development and Data Interoperability Staff.

Below are descriptions of some of the planned projects and estimated completion dates:

Project Description	Target Completion Date
Continue the support of PCP and AMH+/CMA Assignments Logic Updates and processes for the State Assignment Logic Requirements.	7/1/2024
System Development within the Alliance Claims System to Support Tailored Plan Go-Live on 7/1/2024.	6/30/2024
Other Projects that are Identified in the Ongoing Business Review Discussions with the Various Alliance Business Units and the Department that are needed to meet State Tailored Plan System Requirements	6/30/2024
Development, Support and Resolution of Annual System and Portal Penetration Security Testing and Internal Vulnerability Scans.	11/30/2024

Upgrade of the Current Angular Software to the Latest Version and any Development and Support Needed to the Existing User Interfaces	11/30/2024
Quality Assurance Support for End-to-End Testing with the State	6/30/2024
Post Tailored Plan Go-Live Support as Requested by Alliance	11/30/2024

**Contract Extension Not to Exceed Amount: \$1,000,000 (Total Contract Not to Exceed \$4,000,000)**

**Extend Contract Period through November 30, 2024. (Total Contract Period: March 1, 2022 – November 30, 2024)**

**A motion to recommend the Board authorize the CEO to amend the contract with Acero Health Technologies for additional hours to support requirements related to the BH/IDD Tailored Plan contract for an amount not to exceed \$1,000,000.**



Thursday, December 07, 2023

## Joint Committee Meeting of Finance & County Commissioner Advisory Board (CCAB)

(virtual meeting via videoconference)

2:30-4:00 p.m.

**FINANCE COMMITTEE MEMBERS PRESENT:** ☒ Dena Diorio, MPA; ☒ Vicki Evans; ☒ David Hancock, Committee Chair, MBA, MPAff; and ☐ D. Lee Jackson, BA

**CCAB MEMBERS PRESENT:** ☒ Glenn Adams, Cumberland County Commissioner, JD; ☒ Leigh Altman, Mecklenburg County Commissioner, JD; ☒ Heidi Carter, Durham County Commissioner, MPH, MS; ☒ Jean Hamilton, Orange County Commissioner, Ph.D; ☒ Cheryl Stallings, Wake County Commissioner, PhD and ☒ Ted Godwin, Johnston County Commissioner

**BOARD MEMBERS PRESENT:** George Corvin, MD

**GUEST(S) PRESENT:** Jeremy Hicks, CLA; M. Hekmatpour

**STAFF PRESENT:** Rob Robinson, CEO; Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Dianna White, SVP of Financial Operations; Ashley Snyder, Sr. Director of Accounting & Finance; Arieanna Perry, Senior Accountant; Joshua Knight, Director of Internal Audit; Monica Portugal, Chief Compliance Officer; Dave Messinger, Accounting Manager; Sara Wilson, Chief of Staff; Suzanne Alessi,-Gruenberg, Administrative Assistant III

- 1. WELCOME AND INTRODUCTIONS** – the meeting was called to order at 2:31PM
- 2. REVIEW OF THE MINUTES** -The minutes from the November 2, 2023 Finance Committee meeting were reviewed; a motion was made by Ms. Evans and seconded by Ms. Diorio 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, 2023. Ms. White discussed the financial reports.</p> <ul style="list-style-type: none"><li>• Through 10/31/23, we have savings of \$23M.</li><li>• The majority of the savings is related to Medicaid Services</li><li>• The administrative loss of \$8.2M is in line with the budgeted amount the Board committed for TP Administrative losses and IGT.</li><li>• Medicaid Service Revenue and Expense is in line with the Q1 monthly average.</li><li>• Local admin revenue is negative due to Q1 true ups.</li><li>• Professional services expense increased due to renewals of software contracts.</li><li>• Meeting all SB208 ratios and the Defensive interval. The Medical Loss Ratio is 88.68% compared to the 85% requirement which is a \$20.9M cushion.</li></ul>	No next steps	

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 07, 2023

**Joint Committee Meeting of Finance & County Commissioner Advisory Board (CCAB)**

(virtual meeting via videoconference)

2:30-4:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none"><li>Capital Reserve requirement for TP go live updated for Medicaid Expansion estimates to \$201M. As of October 2023, would have to use \$20.8M of unrestricted funds to meet the 12.5% capital reserve requirement.</li></ul>		
4. Contracts	No contracts were reviewed	No next steps	
5. FY23 Audit Presentation by CliftonLarsonAllen LLP (CLA)	<p>Jeremy Hicks from CliftonLarsonAllen LLP (CPA) presented Alliance's June 30, 2023, audit report.</p> <ul style="list-style-type: none"><li>Discussed the required auditor communications to the Board.</li><li>Alliance received an unmodified opinion, which Mr. Hicks explained is the highest level of assurance we can receive.</li><li>Mr. Hicks discussed Alliance's estimates and they determined they were reasonable.</li><li>There were no material weaknesses or other deficiencies.</li><li>There was one finding noted in the compliance testing related to the provider documentation support. This was related to medical records and testing. They made a selection of 40 providers, one of those providers were unable to provide documentation to support the dates of services that were provided for \$70.00.</li><li>Overall, Mr. Hicks said Alliance has an extremely clean audit.</li><li>The Audit presentation is saved as part of the committee's files.</li></ul>	No next steps	
6. Closed Session	A motion was made by Ms. Altman and seconded by Ms. Stallings 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.		

7. **ADJOURNMENT:** the meeting adjourned at 03:12PM; the next meeting will be February 1, 2024, from 3:00 p.m. to 4:00 p.m.



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## **Finance Committee Meeting**

Thursday, December 7, 2023  
2:30-4:00 pm

### **AGENDA**

- 1. Review of the Minutes – November 2, 2023**
- 2. Monthly Financial Reports as of October 31, 2023**
  - a. Summary of Savings (Loss) by Funding Source
  - b. Statement of Revenue and Expenses (Budget & Actual)
  - c. Senate Bill 208 Ratios
  - d. DHB Contractual Ratios
  - e. Capital Reserves
- 3. Contract(s)**
- 4. FY 23 Audit Presentation by CliftonLarsonAllen LLP (CLA)**
- 5. Closed Session**
  - a. A **motion** 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.
- 6. Adjournment**

*Next Meeting: Thursday, February 1, 2024 from 3:00 - 4:00*  
*Alliance Health*  
*Hybrid meeting available in person and via Teams*





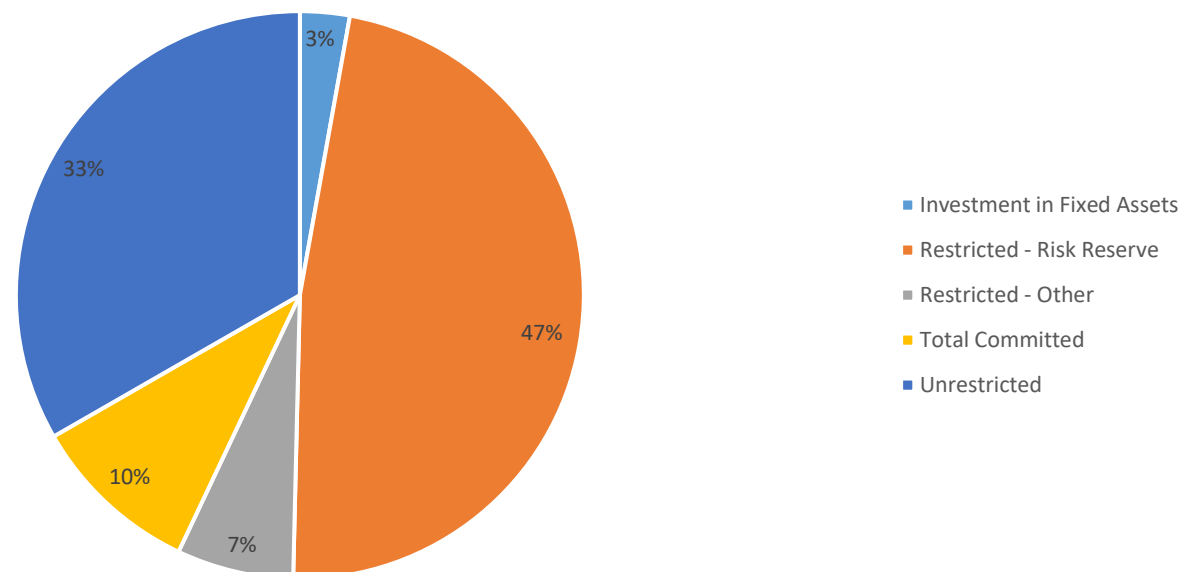
### Summary of Savings/(Loss) by Funding Source as of October 31, 2023

	Revenue	Expense	Savings/(Loss)
Medicaid Waiver Services	\$ 295,365,615	\$ 274,988,337	\$ 20,377,278
Medicaid Waiver Risk Reserve	8,261,656	-	8,261,656
Federal Grants & State Funds	34,794,107	34,952,701	(158,594)
Local Funds	11,209,368	11,280,633	(71,265)
Administrative	39,219,044	47,428,380	(8,209,336)
Non operating	2,886,367	-	2,886,367
Total	\$ 391,736,157	\$ 368,650,051	\$ 23,086,106

### Fund Balance Detail

	June 30, 2023	Change	October 31, 2023
Investment in Fixed Assets	9,613,885	116,254	9,730,139
Restricted - Risk Reserve	155,331,704	8,261,656	163,593,360
Restricted - Other			
State Statutes	15,576,663	-	15,576,663
Prepays	2,097,230	555,061	2,652,291
Mecklenburg	30,938	(17,872)	13,066
Cumberland	4,593,636	-	4,593,636
Durham	109,482	(53,393)	56,089
Restricted - Other	22,407,950	483,796	22,891,746
Committed			
Intergovernmental Transfer	4,907,800	(1,635,933)	3,271,867
Reinvestments - Administrative - TP Implementation	20,700,000	(6,670,620)	14,029,380
Mecklenburg Realignment Funds	14,361,641	(201,374)	14,160,267
Orange Realignment Funds	1,823,121	-	1,823,121
Total Committed	41,792,562	(8,507,927)	33,284,634
Unrestricted	91,823,723	22,732,327	114,556,052
Total Fund Balance	\$ 320,969,824	\$ 23,086,106	\$ 344,055,932

Restricted	8,861,706
Unrestricted	14,224,400
Total Fund Balance Change	\$ 23,086,106



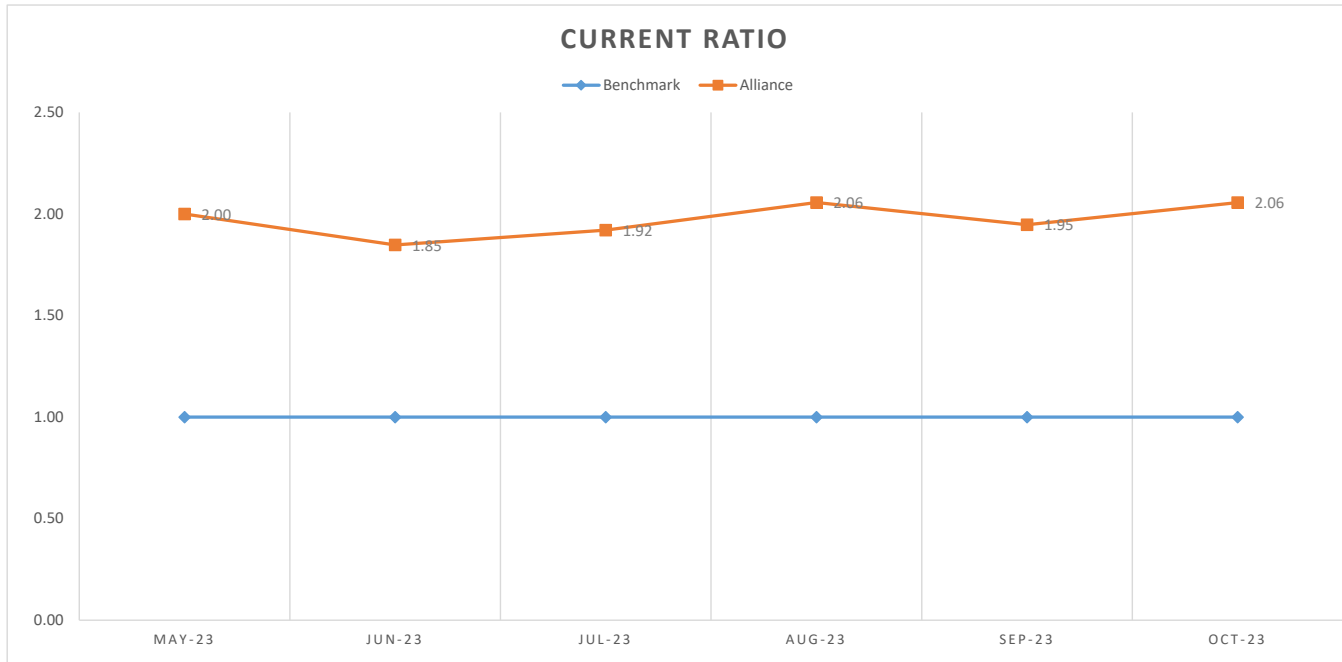


# Alliance Health Statement of Revenue and Expenses As of October 31, 2023

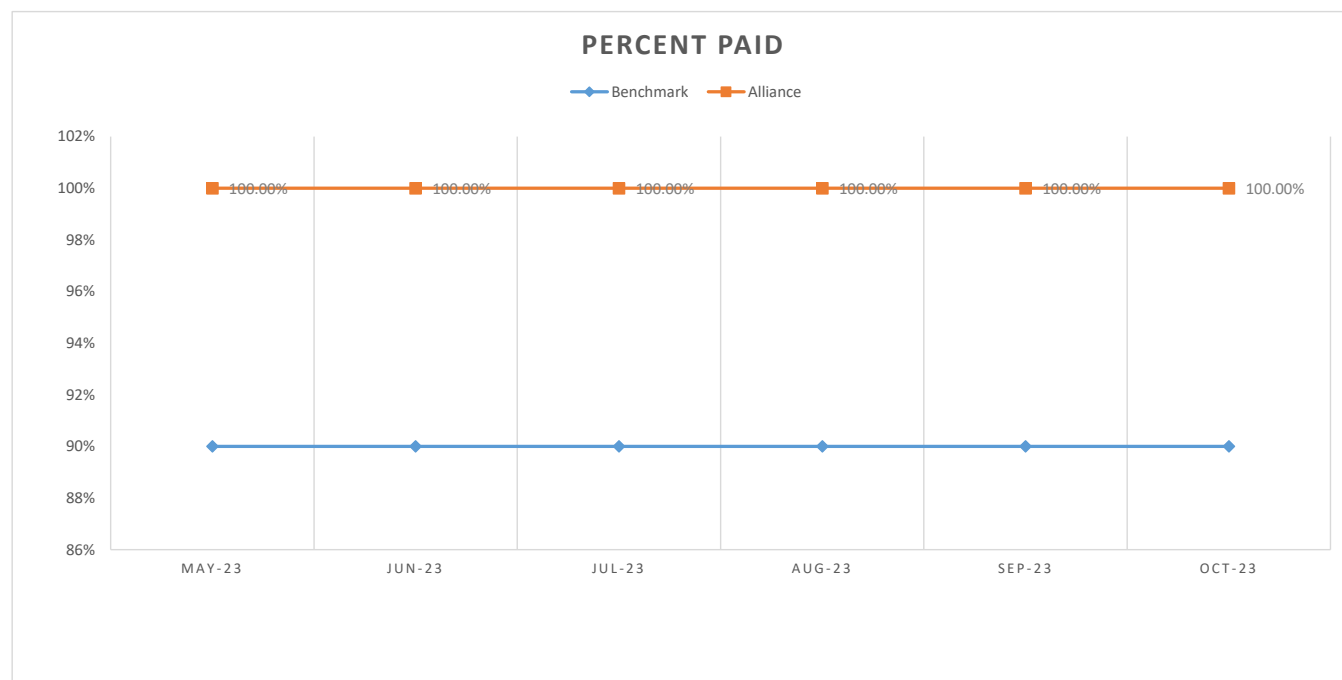
	For the Month of 07/31/2023	For the Month of 08/31/2023	For the Month of 09/30/2023	For the Month of 10/31/2023	Year to Date Actual 10/31/2023	Current Year Budget 06/30/2024	Budget Remaining 06/30/2024 Remaining Budget
Revenue							
Service Revenue							
Medicaid Waiver Service	73,531,501	70,367,051	82,689,147	77,039,573	303,627,271	1,264,983,710	961,356,439
State and Federal Grants	7,626,373	8,135,015	9,503,386	9,529,332	34,794,107	121,376,073	86,581,966
Local Grants	2,483,814	2,722,999	3,213,006	2,789,548	11,209,368	53,632,970	42,423,602
Total Service Revenue	83,641,688	81,225,065	95,405,539	89,358,453	349,630,746	1,439,992,753	1,090,362,007
Administrative Revenue							
Medicaid Waiver	10,380,402	11,789,785	4,016,214	9,478,396	35,664,797	169,385,832	133,721,035
State and Federal	577,637	602,301	589,968	1,061,944	2,831,849	6,931,637	4,099,788
Local	76,813	16,552	159,576	(15,687)	237,254	922,029	684,775
Other Lines of Business	121,286	121,286	121,286	121,286	485,144	1,455,432	970,288
Total Administrative Revenue	11,156,138	12,529,924	4,887,044	10,645,939	39,219,044	178,694,930	139,475,886
Total Revenue	94,797,826	93,754,989	100,292,583	100,004,392	388,849,790	1,618,687,683	1,229,837,893
Expenses							
Service Expense							
Medicaid Waiver Service	68,455,027	64,419,449	73,314,957	68,798,904	274,988,337	1,264,983,710	989,995,373
State and Federal Service	7,840,204	8,017,327	9,580,798	9,514,372	34,952,701	121,376,073	86,423,372
Local Service	2,483,814	2,725,613	3,263,786	2,807,420	11,280,633	53,632,970	42,352,337
Total Service Expense	78,779,045	75,162,389	86,159,541	81,120,696	321,221,671	1,439,992,753	1,118,771,082
Administrative Expense							
Salaries and Benefits	9,658,284	9,839,312	9,096,026	9,763,708	38,357,330	125,412,782	87,055,452
Professional Services	876,727	853,415	938,794	1,557,662	4,226,598	23,423,549	19,196,951
Operational Expenses	1,118,675	1,217,168	1,297,905	1,210,703	4,844,452	29,858,599	25,014,147
Total Administrative Expense	11,653,686	11,909,895	11,332,725	12,532,073	47,428,380	178,694,930	131,266,550
Total Expenses	90,432,731	87,072,284	97,492,266	93,652,769	368,650,051	1,618,687,683	1,250,037,632
Non Operating							
Non Operating Revenue	643,380	748,269	715,667	779,051	2,886,367	1,000,000	(1,886,367)
Non Operating Expense	-	-	-	-	-	1,000,000	1,000,000
Total Non Operating	643,380	748,269	715,667	779,051	2,886,367	-	(2,886,367)
Current Year Change in Net Position	5,008,475	7,430,974	3,515,985	7,130,674	23,086,107	-	(23,086,107)



## Division of Health Benefits Ratios - As of October 31, 2023



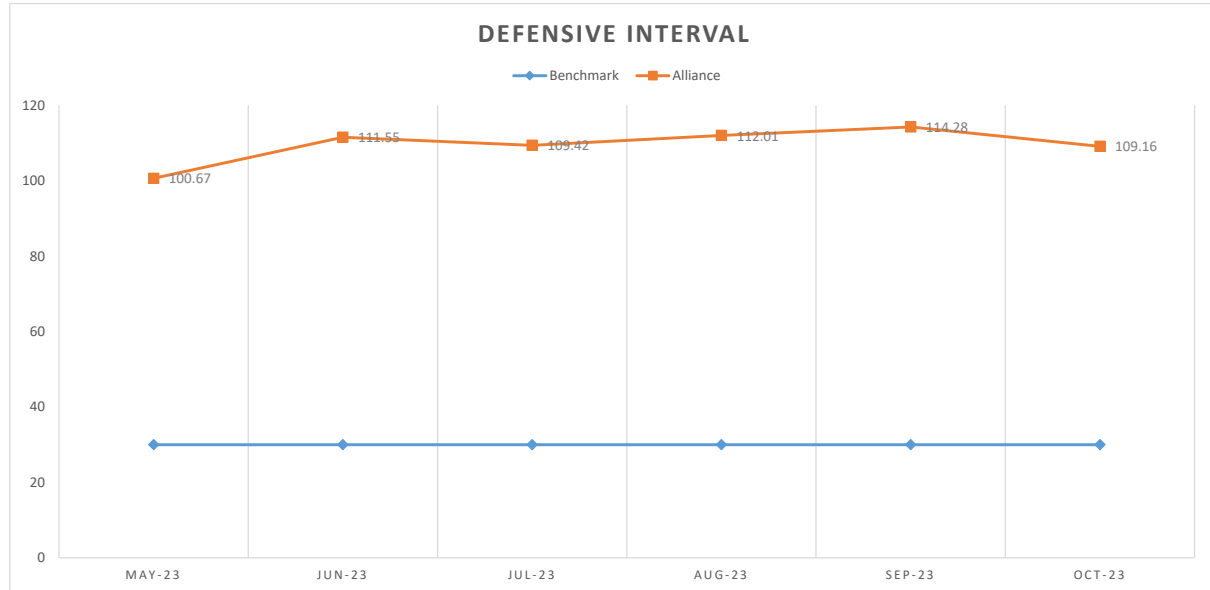
**Current Ratio** = Compares current assets to current liabilities. Liquidity ratio that measures an organization's ability to pay short term obligations. The requirement is 1.0 or greater.



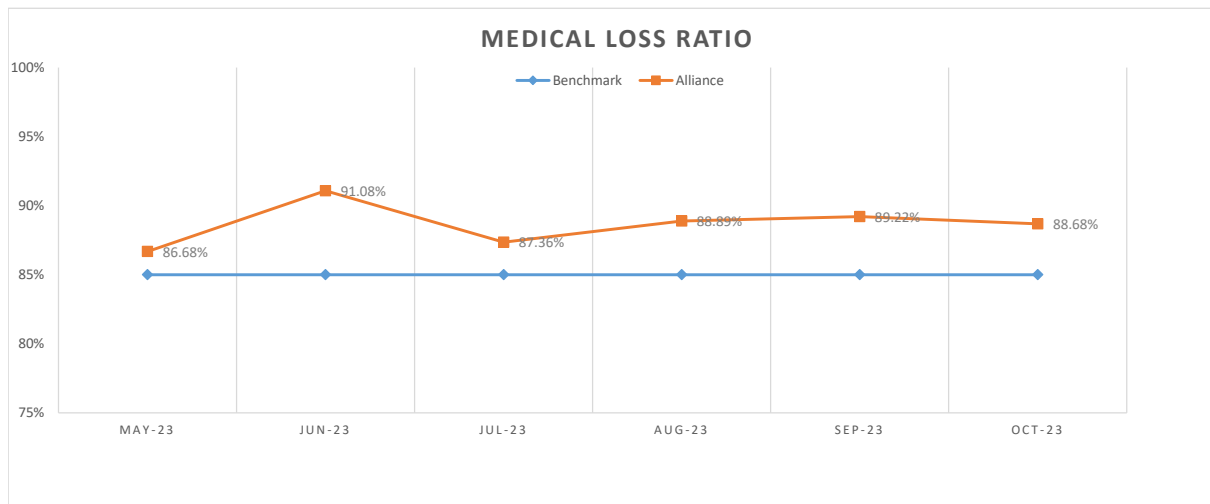
**Percent Paid** = Percent of clean claims paid within 30 days of receiving. The requirement is 90% or greater.



## Division of Health Benefits Ratios - As of October 31, 2023



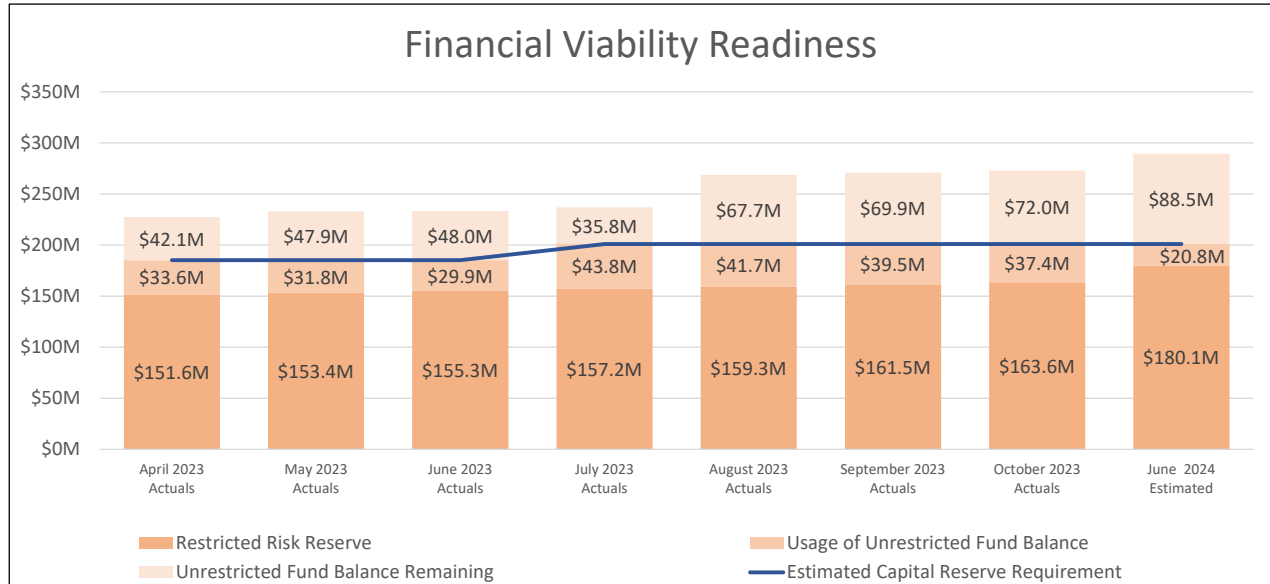
**Defensive Interval** = Cash + Current Investments divided by average daily operating expenses. This ratio shows how many days the organization can continue to pay expenses if no additional cash comes in. The requirement is 30 days or greater.



**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 (7/1/22-3/31/23). The requirement for Medicaid Direct is 85% or greater cumulative for the rating period (4/1/23-6/30/24). The requirement for Tailored Plan is 88% or greater cumulative for the rating period.



### Financial Viability Readiness - As of October 31, 2023





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

**ITEM:** Amendment to Board By-Laws

**DATE OF BOARD MEETING:** February 1, 2024

**BACKGROUND:** NC General Statute 122C-118.1 requires that every county in an LME/MCO catchment area have representation from each county on the Area Board. On December 7, 2023, the Board approved a Resolution adding Harnett County into the Alliance catchment area effective February 1, 2024. The addition of Harnett County requires an amendment to the Alliance Health Board By-Laws to add representation of Harnett County to the Alliance Board. The Board Executive Committee evaluated various governing structures to ensure representation by all counties on the Board and recommends increasing the Board size to 21 members, adding 2 seats for Harnett County. It is also prudent at this time to amend the By-Laws to update Alliance's Mission, Vision, and Values to reflect those approved in Alliance's latest strategic plan. Both modifications are shown in the attachment for Board consideration.

Due to the timing of the addition of Harnett County and cadence of the Area Board meetings, it is requested that the Board waive the requirement that Board members receive a copy of proposed changes 30 days prior to the effective date of changes to the By-Laws so that the changes can be effective February 1, 2024. Please note: this agenda item requires supermajority approval.

**SPECIFIC INFORMATION FOR BOARD REVIEW (if applicable/available):** Review/consider proposed amendments to the By-Laws as included in the packet.

**REQUEST FOR AREA BOARD ACTION:** Approve the proposal.

**CEO RECOMMENDATION:** Approve the proposal.

**RESOURCE PERSON(S):** Carol Wolff, General Counsel



February 1, 2024

Re: Proposed changes to Alliance Health Board Bylaws

General Statute requires that every county in the catchment area have representation on the area Board. On December 7, 2023, the Alliance Board approved the addition of Harnett County into the Alliance catchment area effective February 1, 2024. The addition of Harnett County requires an amendment to the Alliance Health Board Bylaws to add representation of Harnett County to the Alliance Board. The Board Executive Committee has evaluated various governing structures and recommends increasing the Board size to 21 members and adding 2 seats for Harnett County. At this time, it is also prudent to amend the Bylaws to update Alliance's Mission, Vision and Values to reflect those approved in Alliance's latest strategic plan.

The following changes to the Board Bylaws will be brought to the February 1, 2024 Board meeting for your consideration.

1. Mission, Vision and Values were updated in the latest Alliance Health Strategic Plan. The Board approved the statements on September 7, 2023.

### **MISSION STATEMENT**

~~To improve the health and well-being of the people we serve by ensuring highly effective, community-based support and care.~~ To improve the health and well-being of the people in our communities with complex needs.

### **VISION STATEMENT**

~~To be a leader in transforming the delivery of whole person care in the public sector.~~ The people we serve experience equitable and integrated care, so they live healthy, satisfying lives.

### **VALUES STATEMENT**

~~We keep the commitments we make to our stakeholders and to each other. We ensure high-quality services at a sustainable cost.~~

- We behave in a manner that is consistent with our values.
- We are responsible for our decisions and actions.
- We keep our commitments to stakeholders, members, recipients and each other.
- We meet the performance goals and targets for each of our roles.

**Collaboration:** ~~We actively seek meaningful and diverse partnerships to improve services and systems for the people we serve. We value communication and cooperation between team members and departments to ensure that people receive needed services and supports.~~

- We build relationships, putting people first.
- We develop meaningful and diverse partnerships to improve services and systems.
- We pursue opportunities for teamwork to enhance creativity, problem-solving, and overall outcomes.

**Compassion:** ~~Our work is driven by dedication to the people we serve and an understanding of the importance of community in each of our lives.~~

- We dedicate our energy and time to the people and communities we serve.
- We prioritize the needs of others.
- We assume positive intent.

**Dignity and Respect:** ~~We value differences and seek diverse input. We strive to be inclusive and honor the culture and history of our communities and the people we serve.~~

- We treat each other with dignity and respect.
- We learn the culture and history of the people and communities we serve.
- We seek diverse input, showing genuine interest in the thoughts, feelings, and perspectives of others.
- We create an inclusive environment and avoid making assumptions based on a person's identity.

**Innovation:** ~~We challenge the way it's always been done. We learn from experience to shape a better future.~~

- We create new ways to best serve members and recipients.
- We learn from experience to shape a better future.
- We continuously evolve and find more efficient and effective ways of accomplishing our work.
- We embrace and adapt to change, recognizing that innovation requires flexibility and agility.

2. With the addition of Harnett County, the Alliance Executive Committee is recommending that the Board add 2 seats for Harnett County. This change will increase the number of board seats to 21.

## **ARTICLE II STRUCTURE**

### **B. COMPOSITION**

1. The Board of Directors shall consist of ~~nineteen (19)~~ twenty-one (21) members.
2. The membership of the Board shall reside within the Alliance catchment area.
3. As of ~~December 2, 2024~~ February 1, 2024, Board seats are allocated to the individual



catchment area counties as follows and will be filled and vacated through attrition of current Board members:

CFAC	
Cumberland County	
Durham County	
<b><u>Harnett County</u></b>	<b><u>2</u></b>
Johnston County	2
Mecklenburg County	4
Orange County	2
Wake County	4

3. There is reference to the Alliance counties under the Finance Committee section. The following change is proposed to address all of the counties.

#### **E. COMMITTEES**

- a. Finance Committee (NCGS 122C-119 (d))
- i. This committee shall be composed in a manner consistent with NCGS 122C-119, having at least 3 members, two of whom have expertise in budgeting and fiscal control. The Finance Officers of ~~Durham, Cumberland, Johnston, Mecklenburg, Orange, and Wake Counties~~ or designee of each county in the Alliance catchment area may serve as ex-officio members.



## Alliance Health BOARD OF DIRECTORS Agenda Action Form

**ITEM:** Special Update/Presentation: PMPM (Per Member, Per Month)

**DATE OF BOARD MEETING:** February 1, 2024

**BACKGROUND:** Alliance Health is contracted with the NC Department of Health and Human Services (DHHS) for the Medicaid Direct and Tailored Plan population. The contract is a capitated arrangement where payment is made to Alliance Health on a Per Member Per Month (PMPM) arrangement.

**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):** Robert Robinson, CEO; Kelly Goodfellow, Executive Vice-President/Chief Finance Officer