



919-651-8401
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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, March 7, 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
- 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, March 7, 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 February 1, 2024, Board Meeting – page 4](#)
 - B. [Audit and Compliance Committee Report – page 9](#)
 - C. [Executive Committee Report – page 17](#)
 - D. [Finance Committee Report – page 19](#)
 - E. [Quality Management Committee Report – page 30](#)

CEO Recommendation

Approve the February 1, 2024, Board minutes, receive the reports, and review/approve committee recommendation(s) (e.g., policies).

7. Committee Reports

A. [Consumer and Family Advisory Committee \(5 minutes\) – page 35](#)

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. Items Pulled from Consent Agenda (10 minutes)

CEO Recommendation

Receive the report(s).

8. Closed Session (25 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 Update/Presentation: ODL Programs (30 minutes) – page 63

Organizational development and learning (ODL) programs are instrumental to Alliance's ability to attract, develop, and retain our workforce. This presentation will outline a few of the key programs that have contributed to overall employee retention and engagement. Cheala Garland-Downey, Executive Vice-President/Chief Human Resources Officer and ODL staff will present the update.

CEO Recommendation

Receive the update/presentation.

11. Adjournment

Next Meeting: Thursday, April 4, 2024
3205 Freedom Drive, #100, Charlotte, NC 28208



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

ITEM: Draft Minutes from the February 1, 2024, Board Meeting

DATE OF BOARD MEETING: March 7, 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 February 1, 2024, Board meeting.

CEO RECOMMENDATION: Approve the draft minutes from the February 1, 2024, Board meeting.

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



Thursday, February 01, 2024

AREA BOARD REGULAR MEETING

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

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

APPOINTED MEMBERS ABSENT: None

GUEST(S) PRESENT: Marie Dodson, CFAC Chair (via Zoom); Denise Foreman, Wake County Manager's office (via Zoom); and Lewis Weatherspoon, Harnett County Commissioner (via Zoom)

ALLIANCE STAFF PRESENT: Suzanne Alessi-Gruenberg, Administrative Assistant III; Dave Brown, Deputy Chief Information Officer (via Zoom); Joey Dorsett, Senior Vice-President/Chief Information Officer; Cheala Garland-Downey, Executive Vice-President/Chief Human Resources Officer; Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Sandhya Gopal, Senior Director of Government Relations (via Zoom); Veronica Ingram, Clerk to the Board; Mya Lewis, Waiver Contract Manager (via Zoom); Robert MacArthur, Chief Medical Officer (via Zoom); Shawn Mazyck, Senior Vice-President/Provider Network (via Zoom); Charles McCormick, Deputy Chief Medical Officer; Brenda McGovern, Senior Vice-President/Utilization Management (via Zoom); Brian Perkins, Senior Vice-President/Strategy and Government Relations; Monica Portugal, Executive Vice-President/Chief Risk and Compliance Officer; Chris Radley, Senior Vice-President/Quality Management; Robert Robinson, CEO; Sean Schreiber, Executive Vice-President/Chief Operating Officer; 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 4:01 p.m.

AGENDA ITEMS:	DISCUSSION:
2. Agenda Adjustments	There were no adjustments to the agenda.
3. Public Comment	There were no public comments.
4. Chair's Report	<p>Chair Hancock reported the following:</p> <ul style="list-style-type: none">County Realignment: As directed by the Secretary of NC DHHS (Department of Health and Human Services), today is the first day of Harnett County's realignment to become part of Alliance's catchment area. He welcomed Harnett County on behalf of the Board and staff.Annual Compliance Forms: Per Policy G-1: Board of Directors Conflict of Interest, annual disclosures are needed for all Board members and are due by March 31. He thanked the 46% of Board members, who completed this item, and he shared that Monica Portugal, Chief Risk and Compliance Officer, is available if there are questions about the forms.Housing Documentary: In November the Board saw a short preview; today the Board viewed a video on lived experience; it is located on the agency's YouTube channel.Greetings from Harnett County: introduced Commissioner Lewis Weatherspoon, who shared greetings on behalf of Harnett County.Annual Budget Retreat: this annual meeting is part of Alliance's budget process and is scheduled for Monday, March 18 (1:00-3:30 p.m.) and will be held virtually only. Board members have the calendar invitation and will receive additional information in March.

Thursday, February 01, 2024

AREA BOARD REGULAR MEETING

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

AGENDA ITEMS:	DISCUSSION:
5. CEO's Report	<p>Mr. Robinson reported the following:</p> <ul style="list-style-type: none">• Staff Introductions: Robert MacArthur, Chief Medical Officer, introduced two staff: Chris Radley, Senior Vice-President/Quality Management; and Charles McCormick, Deputy Chief Medical Officer.• DSS Youth Update: Mr. Robinson provided an update on this topic, noting progress and areas of continued focus. The presentation is saved as part of the Board's files.• Harnett County Town Hall Update: Brian Perkins, Senior Vice-President/Strategy and Government Relations, provided an update of a recent and upcoming town hall; he shared the purpose and focus of these meetings.
6. Consent Agenda	<p>A. Draft Minutes from December 7, 2023, Board Meeting – page 4 B. Quality Management Committee Report – page 9</p> <p>The consent agenda was sent as part of the Board packet; it is attached to and made part of these minutes. There were no comments or discussion about the consent agenda.</p> <p><u>BOARD ACTION</u> A motion was made by Dr. Corvin to adopt the consent agenda; motion seconded by Ms. Diorio. Motion passed unanimously.</p>
7. Committee Reports	<p>A. Consumer and Family Advisory Committee – 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.</p> <p>The committee reports were sent as part of the packet. Marie Dodson, CFAC Steering Committee Chair, presented the report. Ms. Dodson shared an update from the Harnett County town hall and recent CFAC meetings, including recommended edits to NC General Statute 122C, attendance at recent community events, communication with elected officials, discussing state funding for behavioral health services and emergency respite care, and upcoming events. The CFAC report is attached to and made part of these minutes.</p> <p><u>BOARD ACTION</u> The Board received the report.</p> <p>B. Executive Committee Report – page 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 included draft minutes from the previous meeting(s), two reappointment recommendations, and one appointment recommendation.</p> <p>Chair Hancock presented the Committee's report, noting the appointment and reappointment process, criteria for filling vacancies, and the Committee's recommendations which were presented to the Alliance Board. The report is attached to and made part of these minutes.</p>

Thursday, February 01, 2024

AREA BOARD REGULAR MEETING

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

AGENDA ITEMS:	DISCUSSION:
	<p><u>BOARD ACTION</u> A motion was made by Mr. Curro to forward Vadna Munshi's application to the Durham County Commissioners and to recommend her appointment to Alliance's Board. Motion passed unanimously.</p> <p>A motion was made by Ms. Diorio to recommend to the Wake County Commissioners the reappointment of David Hancock and Lynne Nelson to Alliance's Board; motion seconded by Dr. Corvin. Motion passed unanimously.</p> <p>C. Finance Committee – page 70 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, draft minutes from the previous meeting, and a contract recommended for approval.</p> <p>David Hancock, Committee Chair, presented the report and requested staff to review the Committee's recommendations, which were presented for approval. Kelly Goodfellow, Executive Vice-President/Financial Operations, presented an overview of the recommended lease and two contracts. Per the By-Laws, the approval of the lease requires supermajority approval. The report is attached to and made part of these minutes.</p> <p><u>BOARD ACTION</u> A motion was made by Vice-Chair Nelson to approve the lease of 8520 Cliff Cameron Drive in Charlotte, NC for a term of 92 months at the initial rate of \$26.50/sq. ft. per year and other terms as presented, and to authorize the CEO to complete negotiations of the remainder of the terms of the lease and execute same; motion seconded by Dr. Corvin. Motion passed unanimously.</p> <p>A motion was made by Dr. Corvin 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; motion seconded by Ms. Diorio. Motion passed unanimously.</p> <p>A motion was made by Ms. Diorio to authorize the CEO to amend the contract with Penrod, Inc. for the implementation of the Salesforce Health Cloud solution in Member Services for \$425,950 bringing the total FY24 contract cost to \$564,190; motion seconded by Vice-Chair Nelson. Motion passed unanimously.</p>
8. Closed Session(s)	<p><u>BOARD ACTION</u> A motion was made by Vice-Chair Nelson 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. Diorio. Choose an item.</p>
9. Reconvene Open Session	<p>The Board returned to open session.</p>

Thursday, February 01, 2024

AREA BOARD REGULAR MEETING

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

AGENDA ITEMS:	DISCUSSION:
10. Special Updates/ Presentation(s)	<p>A. Amendment to the By-Laws – page 70 NC General Statute 122C-118.1 requires that every county in an LME/MCO catchment area have representation on the LME/MCO Board. On December 7, 2023, the Board approved a Resolution adding Harnett County to the Alliance catchment area effective February 1, 2024. The addition of Harnett County requires an amendment to the By-Laws. Please note: this item required supermajority approval.</p> <p>Carol Wolff, General Counsel, presented the update. Board members discussed guidelines in the by-laws, which includes the authority to suspend the By-Laws by supermajority approval. The presentation is saved as part of the Board's files.</p> <p><u>BOARD ACTION</u> A motion was made by Mr. Jackson to waive the requirement that Board members receive a copy of proposed changes 30 days prior to the effective date of changes to the Bylaws, and to approve the Bylaws amendment as presented (adding two seats for Harnett County residents); motion seconded by Commissioner Godwin. Motion passed unanimously.</p> <p>B. PMPM (Per member, Per Month) – 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.</p> <p>Kelly Goodfellow, Executive Vice-President/Chief Finance Officer, presented the update. Ms. Goodfellow highlighted how Medicaid funding is structured (e.g., categories of aid, rate cells, trend factors, program changes, etc.) and how this information impacts budget development. The presentation is saved as part of the Board's files.</p> <p><u>BOARD ACTION</u> The Board accepted the training/presentation.</p>
11. Adjournment	All business was completed; the meeting adjourned at 5:43 p.m.

Next Board Meeting
Thursday, March 07, 2024
4:00 – 6:00 pm

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



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

ITEM: Audit and Compliance Committee Report

DATE OF BOARD MEETING: March 7, 2024

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

This report includes minutes from the Committee's February meeting, as well as one policy, G-1 Board of Directors Conflict of Interest. The Audit and Compliance Committee voted to recommend to the Board to remove item F under Prohibited Conflicts of the Board of Directors Conflict of Interest policy.

SPECIFIC INFORMATION FOR BOARD REVIEW (if applicable/available): Committee requests Board approval to remove item F under Prohibited Conflicts of the Board of Directors Conflict of Interest policy. (G1 BOD Conflict of Interest)

REQUEST FOR AREA BOARD ACTION: Accept the report. Approve the proposal.

CEO RECOMMENDATION: Accept the report. Approve the proposal.

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



Wednesday, February 21, 2024

BOARD AUDIT AND COMPLIANCE COMMITTEE - REGULAR MEETING

(virtual meeting via videoconference)
4:00-5:00 p.m.

APPOINTED MEMBERS PRESENT: ☑George Corvin, MD; ☑David Curro, BS (Committee Chair); ☐D. Lee Jackson, BA

BOARD MEMBERS PRESENT: None

GUEST(S) PRESENT: Sherry Perkins, Director-HIPAA Privacy & Security; Mike Puckett (member of the public)

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

- 1. WELCOME AND INTRODUCTIONS** – The meeting was called to order at 4:09 p.m.
- 2. REVIEW OF THE MINUTES** – The minutes from the October 18, 2023, meeting were reviewed; a motion was made by Dr. Corvin to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Office of Civil Rights Report (Perkins)	Perkins reviewed HIPAA incidents and breaches for calendar year 2023 and the Annual Report to the Office of Civil Rights (OCR), referencing PowerPoint shared to screen. Perkins shared next steps and responded to questions from Curro. Corvin contributed related information.	N/A	N/A
4. Conflict of Interest Board Policy Revision (Portugal)	<p>The Board of Directors Conflict of Interest policy was sent to the Committee for review one week prior to this meeting. Portugal shared that the only proposed policy revision is to item F under Prohibited Conflicts, to remove a conflict that is not supported in Statutes. Corvin weighed in. Curro asked a question and Portugal answered.</p> <p>COMMITTEE ACTION: A motion was made by Dr. Corvin to recommend to the Board to remove item F under Prohibited Conflicts of the Board of Directors Conflict of Interest policy. Motion passed unanimously.</p> <p>Revised Policy: G-1 Board of Directors Conflict of Interest</p>	Will be submitted to the Board of Directors.	March 7, 2024
5. Internal Audits (Knight)	<p>Referencing a PowerPoint presentation shared to screen, Knight summarized the Tailored Care Management (TCM) Documentation Audit, covering objectives, scope, and overall audit results. Knight provided additional detail for the Committee. No questions from Committee.</p> <p>Knight referenced a shared PowerPoint presentation to also review the Grievances Audit, again covering objectives, scope, and overall audit</p>	N/A	N/A

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

Wednesday, February 21, 2024

BOARD AUDIT AND COMPLIANCE COMMITTEE - REGULAR MEETING
(virtual meeting via videoconference)
4:00-5:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	results. Knight explained QM processes for Committee. Curro asked a question; Knight responded.	N/A	N/A
6. Dashboards/Reports a. Work Plan/Audit Plan Dashboard b. Compliance Dashboard c. Quarterly Reports	<p>Portugal presented from the Compliance Dashboard for FY24 Q2 while sharing to screen, touching on volume of mandatory trainings, increase in number of staff, and security awareness campaigns for the organization, plus new categories tied to requirements from the State. Committee discussed.</p> <p>Portugal shared the Quarterly Reports for FY24 Q2, Portugal reviewed areas including Network Compliance, Provider Appeals, Fraud & Abuse, REOMB Mailings, Overpayments, and Compliance Reports. Portugal asked Committee to share what they would like to see going forward. Curro and Corvin provided input; Portugal provided feedback.</p>	<p>N/A</p> <p>Portugal will share data on four quarters going forward to better reflect trends; Ruppel will share SIU referrals and investigation data compared to other LME/MCOs at the October meeting.</p>	<p>N/A</p> <p>April 17, 2024</p>

7. **ADJOURNMENT:** The meeting adjourned at 4:59 p.m.; the next meeting will be April 17, 2024, from 4:00 p.m. to 5:00 p.m.

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



BOARD OF DIRECTORS POLICIES & PROCEDURES

TITLE:	Board of Directors Conflict of Interest
BOARD POLICY #:	G-1
LINES OF BUSINESS:	All lines of business
RESPONSIBILITY:	Board of Directors, Chief Executive Officer
REFERENCE(S):	Section 1902(a)(4)(C) of the SSA; 2 CFR § 200.318(c)(1); 42 CFR 438.58, 438.610; NCGS §§ 108A-65, 122C-118.1(b), 143B-139.6C., 108A-65, 14-234, 126-4; Medicaid Direct Contract IV.A.6.q. Conflict of Interest
NCQA STANDARDS:	N/A
APPROVAL DATE:	05/03/2012
LATEST REVISION DATE:	09/07/2023
LATEST REVIEW DATE:	09/01/2023
NEXT REVIEW DATE:	09/30/2024
REVIEW CYCLE:	Annual

I. PURPOSE

The purpose of this policy is to establish standards and guidelines to prevent conflict of interest on the part of members of the Alliance Health (“Alliance”) Board of Directors (hereinafter “Board”). The policy is intended to supplement, but not replace, any applicable federal or state laws, rules, and regulations governing conflict of interest. This policy is also intended to meet the requirements of the North Carolina Department of Health and Human Services (NCDHHS) contractual requirements regarding conflict of interest.

II. POLICY STATEMENT

It is the policy of Alliance to ensure that none of its Board members have conflicts of interest with any of the provider agencies with which Alliance has a contractual or a member/recipient referral relationship. It is also the policy of Alliance to undertake reasonable actions to verify that Board members who have been officers or employees of the State of North Carolina and have been responsible for the expenditure of substantial amounts of federal, state, or county money under the North Carolina Medicaid programs, abide by all applicable federal conflict of interest requirements in accordance with North Carolina General Statutes (NCGS) § 108A-65.

Each Board of Directors member shall fulfill his or her responsibilities consistent with all Federal and State laws and regulations, Board of Directors and Alliance policies, and Board of Directors By-Laws regarding avoidance of conflict of interest, including section 1902(a)(4)(C) of the Social Security Act, 42 CFR § 438.58, and NCGS §§ 108A-65 and 143B-1396C. This includes the avoidance of the perception of conflict of interest which might undermine the efforts of the Board of Directors to maintain public confidence and trust in Alliance.

III. DEFINITIONS

TITLE: Board of Directors Conflict of Interest	LATEST REVISION DATE: 9/7/2023	PAGE: 2 of 5
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Provider agency: Agency, organization or individual that is contracted with Alliance to deliver publicly funded mental health, intellectual/ developmental disability, substance abuse or other treatment, habilitation, rehabilitation, educational, training, and/or recovery related services to consumers.

Publicly funded: Funded with State, County, Medicaid, or Federal Block Grant Funds.

Vendor: Company or other entity that provides goods and services needed to develop, maintain or operate the corporation.

Conflict of Interest: Situations in which financial or personal interests may adversely affect, or have the appearance of adversely affecting, an individual's professional judgment in performing any activity or duty in connection with his/her role as a Board member.

IV. RESTRICTIONS AND REPORTING

1. Identification

Board of Directors will be educated on conflict of interests. Each Board member is responsible for identifying potential, perceived and prohibited conflict of interests.

2. Prohibited Conflicts

Certain activities are deemed a conflict of interest and are therefore prohibited; specifically, Board members are prohibited from the following:

- a. Receiving reimbursement as consultant or employee from Alliance or being employed by Alliance during the time they serve as board member.
- b. No member of the Board of Directors may be a 'family member', as defined in Section IV-3.b. of this policy, of any employee of Alliance.
- c. Representing him or herself to be an independent agent of the Board of Directors representing any potential Board of Directors action or position.
- d. No person registered as a lobbyist under Chapter 120C of the General Statutes shall be appointed to or serve on the Board of Directors (NCGS 122C -118.1)
- e. Having a personal interest, direct or indirect financial investment, an ownership interest (whether by stock ownership, partnership, or otherwise), any arrangement for the payment of any commissions, rewards, or any other financial or tangible consideration or benefit, board membership, or employment with any Provider Agencies with which Alliance has a current contractual or referral relationship. Except that, Membership of a Board of County Commissioners who is also a member of the Board of Directors of any nonprofit hospital due to his/her status as a County Commissioner shall not be prohibited from serving on the Board of Directors even if the nonprofit hospital is contracted with Alliance. Any such member must recuse themselves from any Board of Directors votes that may impact the nonprofit hospital and must likewise recuse themselves from any hospital Board votes that may impact Alliance. A list of the provider agencies with which Alliance has contractual or referral relationships is available on the Alliance website. A list of vendors shall be provided to Board members upon request.

~~f. Serving on the Consumer and Family Advisory Committee, unless the appointed member as reflected in the bylaws.~~

~~g.f.~~ Having any interest in an Alliance vendor as follows:

- i. The Board member is a director, officer, partner, or direct or indirect owner of the beneficial interest in more than 5% of the equity in the vendor.
- ii. The Board member has a family member who is a director, officer, partner, or direct or indirect owner of the beneficial interest in more than 5% of the equity in the vendor.

TITLE: Board of Directors Conflict of Interest	LATEST REVISION DATE: 9/7/2023	PAGE: 3 of 5
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- ~~h.g.~~ Personally having or having a family member who has any interest in any mortgage, deed of trust, note, or other financial interest in a vendor where the value of such interest equals more than 5% of the value of the assets of the vendor.
- ~~i.h.~~ Employment with the State of North Carolina, the Federal government, or the fiscal intermediary in any position that exercises any authority or control over Alliance, its contracts, or its performance.
- ~~j.i.~~ Offer, promise, or engage in discussions regarding future employment or business opportunity with any current North Carolina Department of Health and Human Services (NCDHHS) employee (or such employee's spouse or minor child) if such NCDHHS employee participated personally and substantially in the procurement of any NCDHHS contracts or the oversight of such contracts as a NCDHHS employee.
- ~~k.j.~~ Promise or give a gift to any NCDHHS employee or any family member of a NCDHHS employee.
- ~~l.k.~~ Undertake any work that represents a potential conflict of interest without prior written approval of Alliance and NCDHHS.
- ~~m.l.~~ Solicit or obtain from NCDHHS any non-public information relating to NCDHHS' criteria or processes for evaluating bids to enter into or renew a contract with NCDHHS.
- ~~n.m.~~ Serving on the Board if:
 - i. debarred, suspended, or otherwise excluded from participating in procurement activities under the Federal Acquisition Regulation or from participating in non-procurement activities under regulations issued under Executive Order No.12549 or under guidelines implementing Executive Order No. 12549; or
 - ii. being an affiliate, as defined in the Federal Acquisition Regulation, of a person described above in 'i'.
- ~~o.n.~~ No Board member may have a relationship with an individual or entity that is excluded from participation in any Federal health care program under section 1128 or 1128A of the Act.
- ~~p.o.~~ A person representing or potentially representing a vendor, a provider, or a funder in an adversarial role to Alliance (e.g., attorney for provider).

3. Potential and Perceived Conflicts

To ensure accurate disclosure and consideration of potential and perceived conflicts of interest, the following relationships must also be reported and may be deemed a conflict of interest:

- a. Having a family member who has a financial investment, an ownership interest (whether by stock ownership, partnership, or otherwise), any arrangement for the payment of any commissions, rewards, or any other financial or tangible consideration or benefit, board membership, or employment with any provider agencies with which Alliance has a contractual or referral relationship.

For purposes of this policy, "family members" include:

- a. The Board member's spouse.
- b. The Board member's parents, children, and siblings.
- c. The Board member's stepparents, stepchildren, stepbrothers, and stepsisters.
- d. The Board member's father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, and sister-in-law.
- e. The Board member's grandparents and grandchildren.
- f. A spouse of any of the Board member's grandparents or grandchildren.

V. REQUIREMENTS

TITLE: Board of Directors Conflict of Interest	LATEST REVISION DATE: 9/7/2023	PAGE: 4 of 5
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Certain actions are required on the part of Board members for effective implementation of this policy:

1. Board members must observe the highest moral and ethical standards in any dealings in which they represent the Board of Directors.
2. Board members must disclose on an ongoing basis any conflict or the appearance of a conflict of interest and depending on the circumstances, may be prohibited from serving or restricted in voting based on the disclosure.
3. All Board members are required to update the information on the disclosure form whenever a potential conflict arises.
4. Board members who are aware of any violations by any board members of this policy are required to report them to the Board of Directors Chair. The Board Chair shall notify the Chief Executive Officer of the reported violation.

VII. CONFLICT OF INTEREST DISCLOSURE AND RESOLUTION PROCESS

1. The Conflict of Interest (COI) Disclosure form will be distributed no later than the February Board meeting.
2. Board members are required to submit COI Disclosure forms by March 31 each fiscal year.
3. Board members who do not submit COI Disclosure forms by the due date will have their membership on the Board suspended to include eligibility for stipends and financial reimbursement until such time the form is submitted. Board members who do not fully comply with the provisions in this Policy may be subject to removal from the Board.
4. Compliance Officer and Legal Counsel review forms and make recommendation to the CEO. Recommendations may include prohibition from voting to resignation from the Board.
5. Compliance Officer and Legal Counsel notifies Audit & Compliance Committee (Committee) Chair of the conflict and the recommendation to remove/avoid the conflict prior to Committee meeting.
6. Committee Chair calls Board member with identified conflict to discuss conflict and recommendation prior to the Committee meeting. Board member is offered the opportunity to remove the conflict prior to presenting to the Committee:
 - a. If Board member removes the conflict, a new disclosure form is filled out reflecting no conflict.
 - b. If Board member does not remove conflict, it is presented to the Committee.
 - c. While conflict of interest issues are being reviewed, the Board member and subject of the potential conflict may be prohibited from serving or restricted from voting.
7. Committee hears the conflict and makes a final recommendation to the Board. The Committee will invite the Board member to be present when the matter is considered by the Committee.
8. Committee submits recommendation to the full Board as consent agenda item using Agenda Action Form (AAF) and a separate document identifying the Board Member, his/her conflict, and proposed solution.

TITLE: Board of Directors Conflict of Interest	LATEST REVISION DATE: 9/7/2023	PAGE: 5 of 5
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9. The Board of Directors shall make the final decision regarding the disposition of all conflict of interest issues.



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

ITEM: Executive Committee Report

DATE OF BOARD MEETING: March 7, 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.

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): David Hancock, Board Chair; Robert Robinson, CEO



Monday, February 19, 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); and Lynne Nelson, BS (Board Vice-Chair)
APPOINTED MEMBERS ABSENT: David Hancock, MBA, PFAff (Board Chair and Finance Committee Chair)
BOARD MEMBERS PRESENT: None

GUEST(S): None
STAFF PRESENT: Suzanne Alessi-Gruenberg, Administrative Assistant III; 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 4:02 p.m.
- 2. **REVIEW OF THE MINUTES** – The Committee reviewed minutes from the January 8, 2024, meeting; a motion was made by Ms. Diorio and seconded by Dr. Corvin to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Updates A. Budget Retreat B. April Board Meeting Location C. CEO Updates/Reminders	A. Vice-Chair Nelson reminded the committee that the annual budget retreat is the same day as the March 18, 2024, executive committee meeting. B. Vice-Chair Nelson reminded the committee that the April Board meeting will take place at Alliance’s Mecklenburg County office. C. Mr. Robinson shared updates from Harnett County town hall meetings and the agency’s progress towards Tailored Plan go-live on July 1, 2024.	A. Committee members will attend the FY25 Board Budget Retreat. B. Ms. Ingram will forward information about the April Board meeting. C. N/A	A. 3/18/24 B. After 3/18/24 C. N/A
4. Agenda for March Board Meeting	Committee reviewed the draft agenda and provided input.	Ms. Ingram will forward the agenda to staff.	2/20/24

- 5. **ADJOURNMENT:** the meeting adjourned at 4:09 p.m.; the next meeting will be March 18, 2024, at 4:00 p.m.



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

ITEM: Finance Committee Report

DATE OF BOARD MEETING: March 7, 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): N/A

REQUEST FOR AREA BOARD ACTION: Approve the report.

CEO RECOMMENDATION: Approve the report.

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



Thursday, February 01, 2024

BOARD FINANCE COMMITTEE - REGULAR MEETING
5200 W. Paramount Parkway, Morrisville, NC 27560
3:00-4:00 p.m.

FINANCE COMMITTEE MEMBERS PRESENT: ☑Dena Diorio, MPA; ☑David Hancock, Committee Chair, MBA, MPAff; and ☑D. Lee Jackson, BA

-Discussion at top of meeting on Vickie Evans' retirement. She is retiring from Cumberland County effective 2/8/24 and retiring from Alliance Board effective 1/31/24.

BOARD MEMBERS PRESENT: none

GUEST(S) PRESENT: none

STAFF PRESENT: Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Dianna White, SVP of Financial Operations; Ashley Snyder, Sr. Director of Accounting & Finance; Mary Dahlsten, Grants Manager

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

2. REVIEW OF THE MINUTES -The minutes from the December 7, 2023 Finance Committee meeting were reviewed; a motion was made by Ms. Diorio and seconded by Mr. Jackson to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Monthly Financial Reports	<p>The monthly financial reports were discussed which includes Statement of Net Position, Summary of Savings/(Loss) by Funding Source, the Statement of Revenue and Expenses, Senate Bill 208 Required Ratios, DHB Contract Ratios, and Capital Reserves as of December 31, 2023.</p> <p>Ms. White discussed the financial reports.</p> <p>Statement of Net Position</p> <ul style="list-style-type: none">Assets increased ~\$57M since September or 12% mainly due to the increase in Cash of \$44M and increase in our risk reserve account of \$7M.Higher than usual claims liabilities from last quarter-due to need to reprocess claims with new rates for Innovations retro to July 1st per State mandate.We received approval of our FY22 Rick Corridor proposal. This allows us to keep \$24.7M of our liability to use on specific projects; thus, reducing our liability payment to the State. <p>Summary of Savings/(Loss) by Funding Source</p> <ul style="list-style-type: none">Current savings are ~\$40.7M (majority related to Medicaid)Ms. Goodfellow gave background on how acquiring Harnett brought on rate changes that will be distributed throughout the Alliance catchment area by 3/1/24. These rate increases will have ~\$10M impact for Medicaid and will help to decrease the savings. The rate changes came to be	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, February 01, 2024

BOARD FINANCE COMMITTEE - REGULAR MEETING
5200 W. Paramount Parkway, Morrisville, NC 27560
3:00-4:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>because of the Harnett acquisition and Sandhills having higher rates than Alliance across most procedure codes.</p> <ul style="list-style-type: none">Discussion ensued on where Alliance aims to be by EOY on savings amount. Ms. Goodfellow explained that we aim be within risk corridor amount (estimated at ~\$20M) by EOY so we don't have to pay back the State. <p>Statement of Revenue and Expenses</p> <ul style="list-style-type: none">Large revenue and expenses in December tied to increase in our capitation rate for Innovations and rate increases to providers also for Innovations. <p>Senate Bill 208 Required Ratios, DHB Contract Ratios</p> <ul style="list-style-type: none">Meeting all SB208 ratios and the Defensive interval.The Medical Loss Ratio is 87.71% compared to the 85% requirement.Included the MLR % for the expansion population. Expansion will roll into MD/TP on 7/1 and will not need to be reported separately. <p>Capital Reserves</p> <ul style="list-style-type: none">Projected as of December 2023, we would have to use \$20.2M of unrestricted funds to meet the 12.5% capital reserve requirement. We anticipate we will get updated targets from the state due to expansion and Harnett County. We also will receive \$5.4M of risk reserves for Harnett County.		
4. Contracts	<p>Ms. Goodfellow discussed a contract amendment with Acero Health.</p> <ul style="list-style-type: none">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. This amendment will increase current contract amount by \$1M and extend contract terms to November 2024. This is to integrate State and Medicaid claims processing into one seamless system as we move towards TP.A motion was made by Mr. Jackson 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; motion seconded by Ms. Diorio. Motion passed unanimously. <p>Ms. Goodfellow and Ms. White discussed a contract amendment with Penrod, Inc.</p> <ul style="list-style-type: none">Alliance currently contracts with Penrod for ongoing configuration and updates of Salesforce Health Cloud which is used by multiple Alliance departments. Penrod has implemented the Health Cloud solution across	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, February 01, 2024

BOARD FINANCE COMMITTEE - REGULAR MEETING
5200 W. Paramount Parkway, Morrisville, NC 27560
3:00-4:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>the Provider Network department, Claims Department, Provider Helpdesk and Practice Transformation to track and report on all customer/provider interactions. This amendment will increase the current contract by \$425,950. This will implement the Salesforce Health Cloud solution in the Member Services department to enable the call center to manage and document members' calls within one system; improving efficiencies for Alliance and members.</p> <ul style="list-style-type: none">• A motion was made by Mr. Jackson to authorize the CEO to amend the contract with Penrod, Inc. for the implementation of the Salesforce Health Cloud solution in Member Services for \$425,950 bringing the total FY24 contract cost to \$564,190; motion seconded by Ms. Diorio. Motion passed unanimously.		
5. Lease(s)	<p>Ms. Goodfellow discussed a new lease for a building in Mecklenburg County.</p> <ul style="list-style-type: none">• This will allow Alliance administrative staff access to improved space to work in a location closer to the majority of staff homes, enabling them to provide better service to members.• A motion was made by Ms. Diorio to approve the lease at 8520 Cliff Cameron Drive in Charlotte, NC for a term of 92 months at the initial rate of \$26.50/sq. ft. per year and other terms as presented and to authorize the CEO to complete negotiations of the remainder of the terms of the lease and execute same; motion seconded by Mr. Jackson. Motion passed unanimously.	No next steps	
6. Reminders	<p>FY 25 Budget Retreat – March 18, 2024, 1pm (virtual)</p> <ul style="list-style-type: none">• Ms. Goodfellow gave background on what is planned for discussion, especially on where Alliance is with considerations around the need for solvency/stop loss insurance plan as we transition to TP. Agenda will be sent around in advance at March Finance Committee meeting. <p>April Meeting in Mecklenburg (Freedom Drive Location), meeting invites have been updated.</p>	Ms. Goodfellow will prepare an agenda for the Budget Retreat and share at the March meeting.	

7. **ADJOURNMENT:** the meeting adjourned at 03:40 PM; the next meeting will be March 7, 2024, from 3:00 p.m. to 4:00 p.m.

Finance Committee Meeting

Thursday, February 1, 2024
3:00-4:00 pm

AGENDA

1. Review of the Minutes – December 7, 2023

2. Monthly Financial Reports as of December 31, 2023

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

3. Contract(s)

- a. 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.
- b. A **motion** to recommend the Board authorize the CEO to amend the contract with Penrod, Inc. for the implementation of the Salesforce Health Cloud solution in Member Services for \$425,950 bringing the total FY24 contract cost to \$564,190.

4. Lease(s)

- a. A **motion** to recommend that the Board approve the lease of 8520 Cliff Cameron Drive in Charlotte, NC for a term of 92 months at the initial rate of \$26.50/sq. ft. per year and other terms as presented and authorize to the CEO to complete negotiations of the remainder of the terms of the lease and execute same.

5. Reminders

- a. FY 25 Budget Retreat – March 18, 2024, 1pm (virtual)
- b. April Meeting in Mecklenburg

6. Adjournment

Next Meeting: Thursday, March 7, 2024 from 3:00 - 4:00
Alliance Health
Hybrid meeting available in person and via Teams



Alliance Health
Statement of Net Position
As of December 31, 2023

	Prior Year 06/30/2023 Actual	Current Year 09/30/2023 Actual	Current Year 12/31/2023 Actual	YTD Change 12/31/2023 Summary	YTD % Change 12/31/2023 % Change
Assets					
Current Assets					
Cash and cash equivalents	213,484,828	173,083,140	217,333,498	3,848,670	1.8 %
Restricted cash	4,734,057	4,734,057	4,734,057	-	- %
Short term investments	99,066,755	150,930,173	152,938,735	53,871,980	54.4 %
Due from other governments	13,791,847	23,154,836	27,224,693	13,432,847	97.4 %
Accounts receivable, net of allowance	1,164,018	1,335,845	1,640,401	476,382	40.9 %
Sales tax refund receivable	299,339	365,949	414,268	114,929	38.4 %
Prepaid expenses	2,097,231	1,871,105	3,310,484	1,213,253	57.9 %
Total Current Assets	334,638,075	355,475,105	407,596,136	72,958,061	21.8 %
Noncurrent Assets					
Noncurrent Restricted cash	155,331,704	161,461,530	168,347,182	13,015,478	8.4 %
Other Assets	321,460	321,461	321,461	-	- %
Capital Assets, Net of AD	30,526,980	29,564,660	28,460,046	(2,066,933)	(6.8) %
Deferred Outflows of Resources	30,203,730	30,203,730	30,203,730	-	- %
Total Noncurrent Assets	216,383,874	221,551,381	227,332,419	10,948,545	5.1 %
Total Assets	551,021,949	577,026,486	634,928,555	83,906,606	15.2 %
Liabilities and Net Position					
Liabilities					
Current Liabilities					
AP and Other Current Liabilities	29,922,395	36,627,487	39,171,130	9,248,735	30.9 %
Claims and Other Service Liabilities	62,722,114	61,896,194	90,016,000	27,293,886	43.5 %
Unearned Revenue	40,376,599	37,247,182	42,318,025	1,941,426	4.8 %
Current Portion of Accrued Vacation	3,834,386	3,834,386	3,834,386	-	(0.0) %
Due to Other Entities	35,357,947	42,873,458	40,013,090	4,655,144	13.2 %
Total Current Liabilities	172,213,441	182,478,707	215,352,631	43,139,191	25.0 %
Noncurrent Liabilities					
Net Pension Liability	39,551,020	40,551,020	41,551,020	2,000,000	5.1 %
Accrued Vacation	815,070	815,070	815,070	-	0.0 %
Other Noncurrent Liabilities	17,472,593	16,256,430	15,473,136	(1,999,457)	(11.4) %
Total Noncurrent Liabilities	57,838,683	57,622,521	57,839,226	543	0.0 %
Total Liabilities	230,052,124	240,101,228	273,191,857	43,139,734	18.8 %
Net Position					
Capital Assets at Beginning of Year	9,613,885	9,613,885	9,613,886	-	- %
Restricted	160,065,761	160,065,761	160,065,761	-	- %
Unrestricted	151,290,178	151,290,178	151,290,178	-	- %
Current Year Change in Net Position	-	15,955,433	40,766,873	40,766,872	- %
Total Net Position	320,969,824	336,925,257	361,736,698	40,766,872	12.7 %
Total Liabilities and Net Position	551,021,948	577,026,485	634,928,555	83,906,606	15.2 %



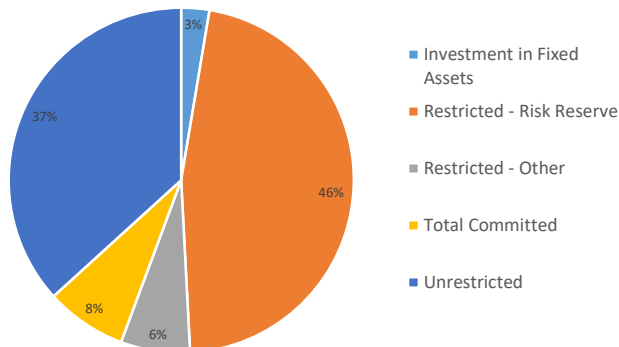
Summary of Savings/(Loss) by Funding Source as of December 31, 2023

	Revenue	Expense	Savings/(Loss)
Medicaid Waiver Services	\$ 473,449,095	\$ 435,928,159	\$ 37,520,936
Medicaid Waiver Risk Reserve	13,015,478	-	13,015,478
Federal Grants & State Funds	52,081,800	52,287,433	(205,633)
Local Funds	17,044,097	17,121,540	(77,443)
Administrative	59,562,954	73,518,225	(13,955,271)
Non operating	4,468,805	-	4,468,805
Total	\$ 619,622,229	\$ 578,855,357	\$ 40,766,872

Fund Balance Detail

	June 30, 2023	Change	December 31, 2023
Investment in Fixed Assets	9,613,885	(67,476)	9,546,409
Restricted - Risk Reserve	155,331,704	13,015,478	168,347,182
Restricted - Other			
State Statutes	15,576,663	-	15,576,663
Prepays	2,097,230	1,213,254	3,310,484
Mecklenburg	30,938	(21,938)	9,000
Cumberland	4,593,636	-	4,593,636
Durham	109,482	(55,505)	53,977
Restricted - Other	22,407,950	1,135,811	23,543,761
Committed			
Intergovernmental Transfer	4,907,800	(2,453,900)	2,453,900
Reinvestments - Administrative - TP Implementation	20,700,000	(11,603,810)	9,096,190
Mecklenburg Realignment Funds	14,361,641	(269,188)	14,092,453
Orange Realignment Funds	1,823,121	-	1,823,121
Total Committed	41,792,562	(14,326,898)	27,465,664
Unrestricted	91,823,723	41,009,957	132,833,682
Total Fund Balance	\$ 320,969,824	\$ 40,766,872	\$ 361,736,698

Restricted	14,083,813
Unrestricted	26,683,059
Total Fund Balance Change	\$ 40,766,872



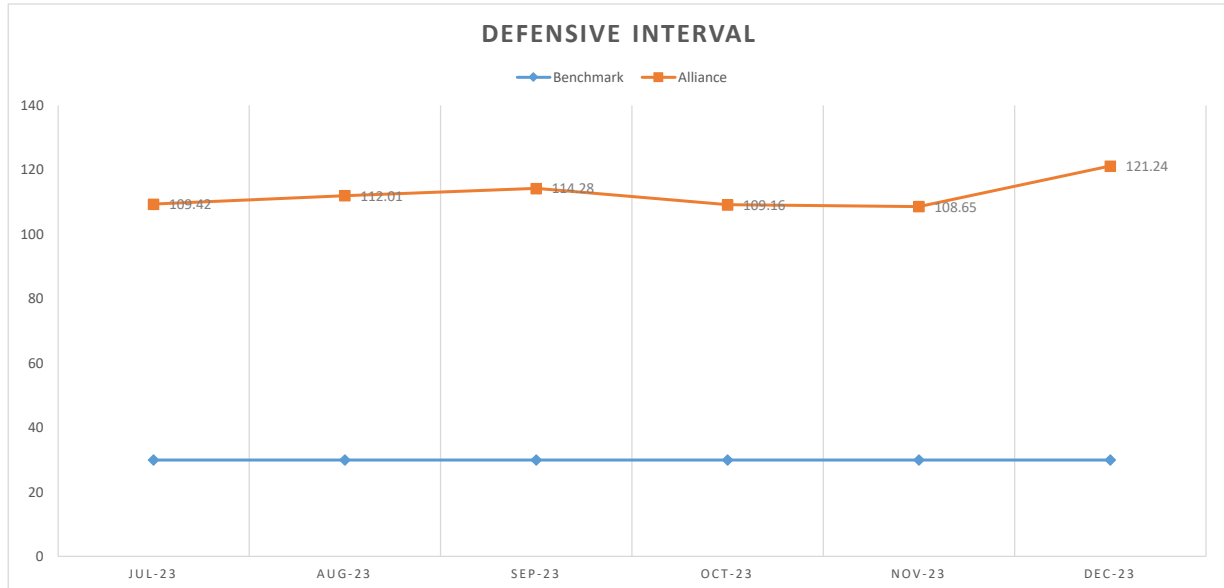


Alliance Health Statement of Revenue and Expenses As of December 31, 2023

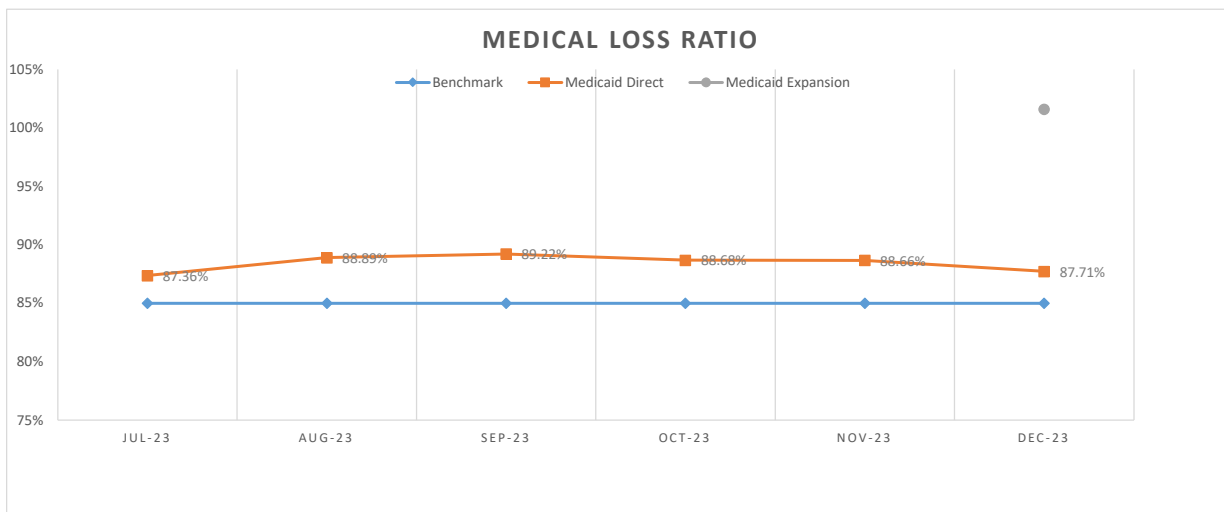
	For the Qtr Ending 09/30/2023	Month Ending 10/31/2023 <small>Actual</small>	Month Ending 11/30/2023 <small>Actual</small>	Month To Date 12/31/2023 <small>Actual</small>	Year to Date Actual 12/31/2023	Current Year Budget 06/30/2024	Budget Remaining 06/30/2024 <small>Remaining Budget</small>
Revenue							
Service Revenue							
Medicaid Waiver Service	226,587,699	77,039,573	101,873,140	80,964,162	486,464,573	1,264,983,710	778,519,137
State and Federal Grants	25,264,773	9,529,332	9,250,953	8,036,740	52,081,800	121,376,073	69,294,273
Local Grants	8,419,821	2,789,548	241,671	5,593,058	17,044,097	53,632,970	36,588,873
Total Service Revenue	260,272,293	89,358,453	111,365,764	94,593,960	555,590,470	1,439,992,753	884,402,283
Administrative Revenue							
Medicaid Waiver	26,186,401	9,478,396	9,493,760	9,015,702	54,174,259	169,385,832	115,211,573
State and Federal	1,769,905	1,061,944	707,962	707,962	4,247,773	6,931,637	2,683,864
Local	252,941	(15,687)	83,564	92,388	413,206	922,029	508,823
Other Lines of Business	363,858	121,286	121,286	121,286	727,716	1,455,432	727,716
Total Administrative Revenue	28,573,105	10,645,939	10,406,572	9,937,338	59,562,954	178,694,930	119,131,976
Total Revenue	288,845,398	100,004,392	121,772,336	104,531,298	615,153,424	1,618,687,683	1,003,534,259
Expenses							
Service Expense							
Medicaid Waiver Service	206,189,433	68,798,904	93,220,196	67,719,626	435,928,159	1,264,983,710	829,055,551
State and Federal Service	25,438,329	9,514,372	9,349,812	7,984,920	52,287,433	121,376,073	69,088,640
Local Service	8,473,214	2,807,420	245,737	5,595,169	17,121,540	53,632,970	36,511,430
Total Service Expense	240,100,976	81,120,696	102,815,745	81,299,715	505,337,132	1,439,992,753	934,655,621
Administrative Expense							
Salaries and Benefits	28,593,621	9,763,708	10,257,151	10,982,990	59,597,471	125,412,782	65,815,311
Professional Services	2,668,935	1,557,662	1,225,859	1,039,608	6,492,064	23,423,549	16,931,484
Operational Expenses	3,633,750	1,210,703	1,191,485	1,392,753	7,428,690	29,858,599	22,429,910
Total Administrative Expense	34,896,306	12,532,073	12,674,495	13,415,351	73,518,225	178,694,930	105,176,705
Total Expenses	274,997,282	93,652,769	115,490,240	94,715,066	578,855,357	1,618,687,683	1,039,832,326
Non Operating							
Non Operating Revenue	2,107,317	779,051	791,934	790,504	4,468,805	1,000,000	(3,468,805)
Non Operating Expense	-	-	-	-	-	1,000,000	1,000,000
Total Non Operating	2,107,317	779,051	791,934	790,504	4,468,805	-	(4,468,805)
Current Year Change in Net Position	15,955,433	7,130,674	7,074,029	10,606,736	40,766,873	-	(40,766,872)



Division of Health Benefits Ratios - As of December 31, 2023



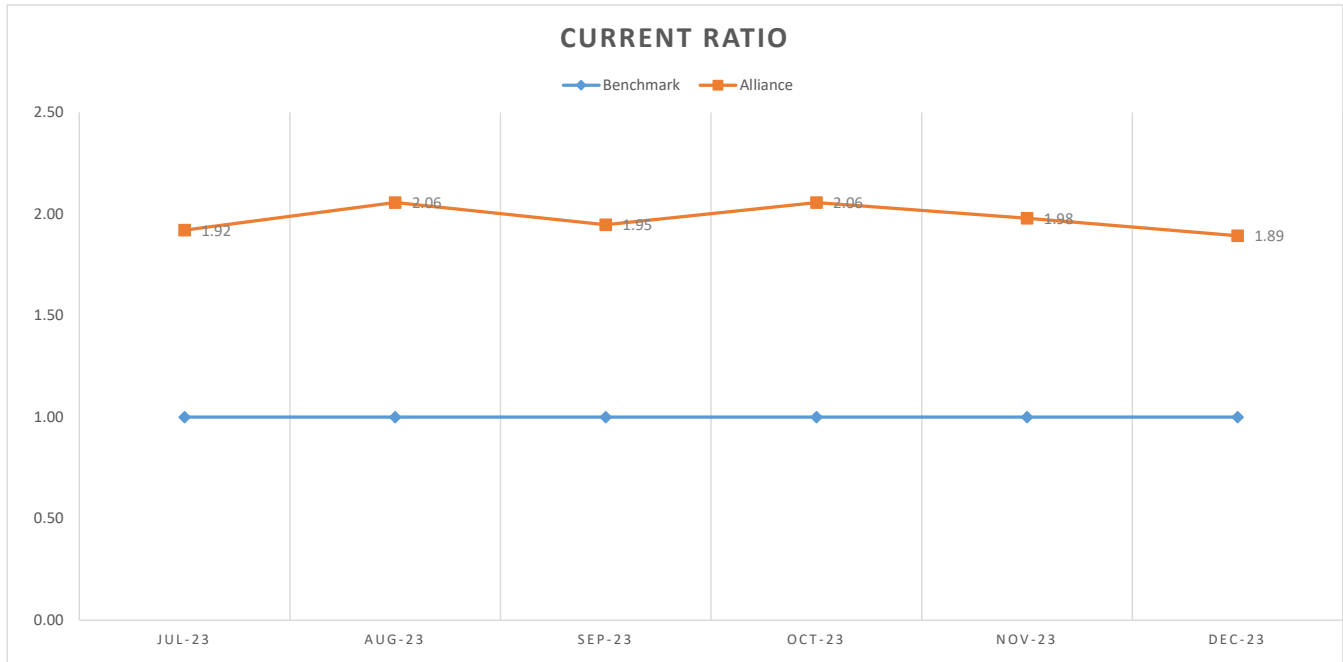
Defensive Interval = Cash + Current Investments divided by average daily operating expenses. This ratio shows how many days the organization can continue to pay expenses if no additional cash comes in. The requirement is 30 days or greater.



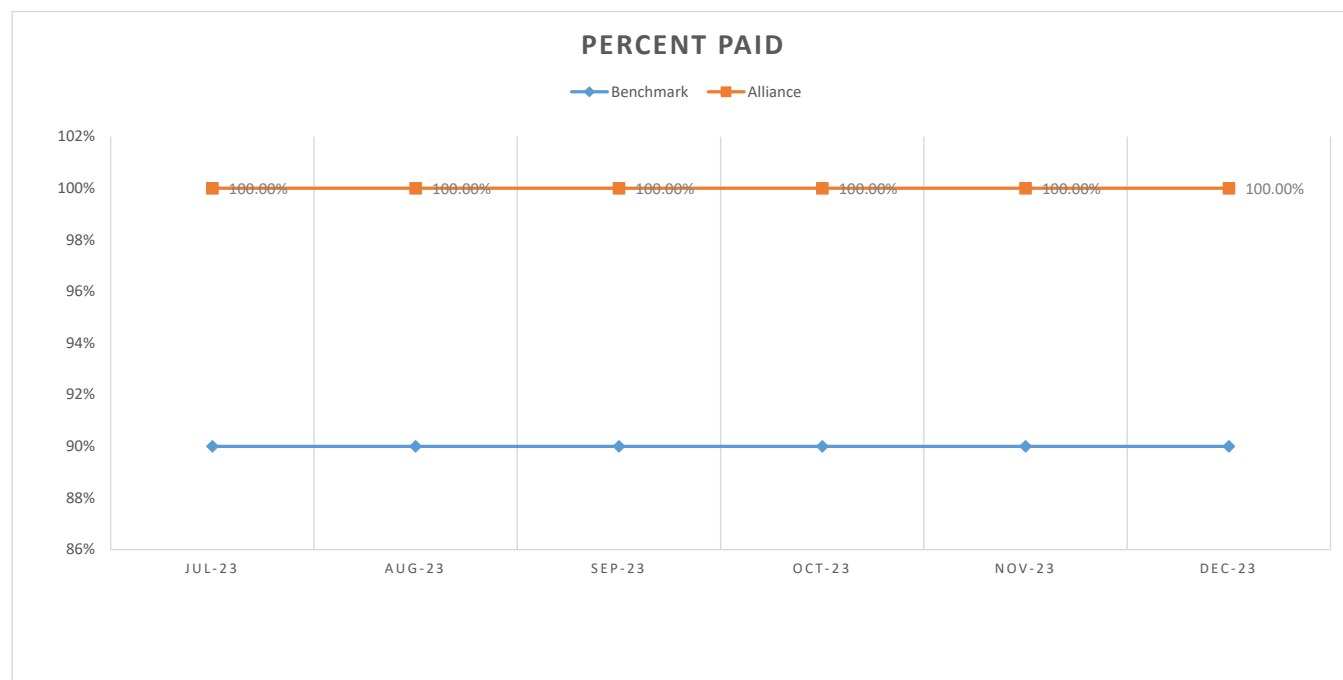
Medical Loss Ratio (MLR) = Total Services Expenses plus Administrative Expenses that go towards directly improving health outcomes divided by Total Medicaid Revenue. The requirement is 85% or greater cumulative for the rating period (7/1/22-3/31/23). The requirement for Medicaid Direct is 85% or greater 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.



Division of Health Benefits Ratios - As of December 31, 2023



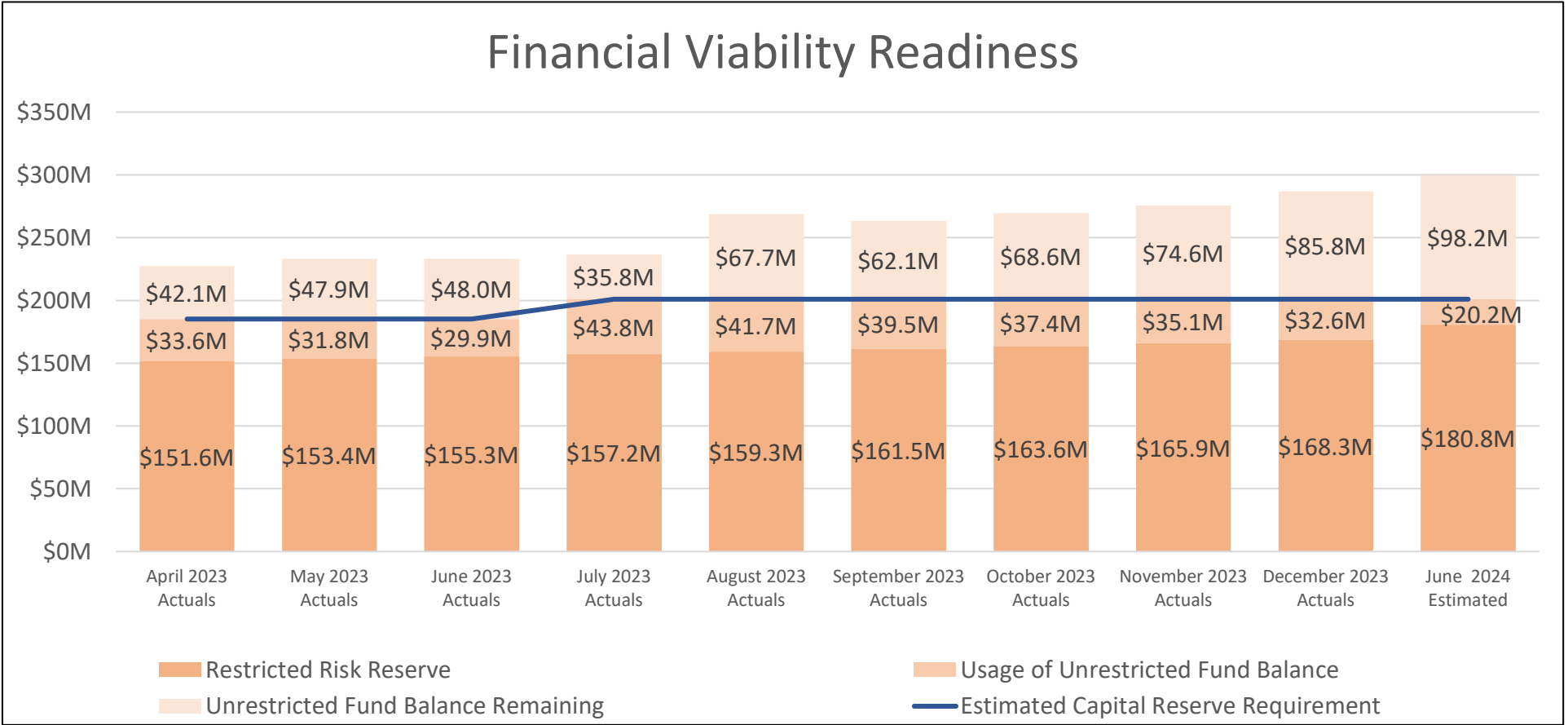
Current Ratio = Compares current assets to current liabilities. Liquidity ratio that measures an organization's ability to pay short term obligations. The requirement is 1.0 or greater.



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



Financial Viability Readiness - As of December 31, 2023





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

ITEM: Quality Management Committee Report

DATE OF BOARD MEETING: March 7, 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)



Saturday, October 01, 2022

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, ☐ Dave 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; Caroline Caveney, HEDIS Manager; Minoti Parab, Utilization Management Medical Director

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

2. **REVIEW OF THE MINUTES** – The minutes from the December 7, 2023, meeting were reviewed; a motion was made by Mr. Pattison and seconded by Dr. George Corvin to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3.	COMMITTEE ACTION: A motion was made by Mr. Pattison to Click or tap here to enter text. ; motion seconded by Dr. George Corvin. Motion passed unanimously.		1:00
4. Jail Liaison Outreach	Ardae Lea, Dir. Transition of Care, PHCM; Laura Smith, Mgr. Transition of Care, PHCM; Clint Williams, Sup. Transition of Care, PHCM present information regarding Jail Liaison Outreach programs. Purpose: Assist Alliance members while detained in detention Role Overview of Jail Liaison: <ul style="list-style-type: none">• Identify members.• Schedule face to face visits for members that are detained longer than 7 days.• Identify any behavioral, physical, or social health needs for post release planning.• Support detention staff/health providers for consultation and release planning• Currently two jail liaison positions for Wake, Cumberland, and Johnston counties		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.](#)

Saturday, October 01, 2022

BOARD QUALITY MANAGEMENT COMMITTEE - REGULAR MEETING

5200 W. Paramount Parkway, Morrisville, NC 27560

1:00-2:30 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none">• There are no visits for Wake and Orange County due to staffing.• No staff position designation to cover Mecklenburg county currently. <p>Challenges/barriers for Jail Liaisons CJ Leads disrupted as of 08-10-22 for all LMNCOs. Add - 20:15</p> <ul style="list-style-type: none">• Undue administrative burden• Hinders liaison's time to meet with members. <p>Cumbersome to access members in Wake County Jail</p> <ul style="list-style-type: none">• Jail safety/security <p>Limited staff capacity to cover Orange/Durham counties. Added Harnett County as of Feb 1st</p> <p>Department of Adult Correction Role Overview Initiative funded by DHHS our workflow is based on requirements outlined in the allocation letter.</p> <p>Purpose: to provide support to individuals with serious mental illness (SMI) who are being released from DAC</p> <ul style="list-style-type: none">• First 90 days at least four contacts with each recipient per month including one in person contact.• After initial 90 days- at least one contact per month with additional contacts tailored to needs. <p>*Average of four DAC referrals per month- 16 referrals as of today</p> <p>Current DAC Challenges/Barriers</p> <ul style="list-style-type: none">• Prohibited bringing in electronics, creates a barrier for completing CNS & CMCA.• Communication challenges due to high prison staff turnover and being understaffed, social workers cover multiple prisons, probation officers in the field, and lack of awareness about the scope of the program (extending the process)• Lack of housing resources for sex offenders and homeless population• Lack of contact methods post release for homeless recipients, ie, cell phone, stable address, etc.		

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1:00-2:30 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
5. Opioids Initiative Updates	<p>Carlyle Johnson, Ph.D. Dir. of Provider Network Strategy and Initiatives presents Opioids Initiative Updates</p> <p>Current Status of Overdose Crisis 108,000 US drug overdose deaths in a year 12 people die each day in NC of an overdose, was previously 4 people per year. Most deaths are associated with synthetic opioids (fentanyl) Increase contamination of Xylazine</p> <p>Fourth Wave of Overdose Deaths Rise of Fentanyl with stimulants in 2015-current year has steadily increased each year.</p> <p>Xylazine Veterinary tranquilizer- “tranq” or “tranq dope” Causes sedations, increases overdose risk. Associated with skin ulcers, abscesses, and related conditions.</p> <p>Trends in adolescent deaths Adolescent deaths from fentanyl triples from 2019-2021 Deaths of black adolescents increased by factor of 5 over last two years</p> <p>State efforts- Priorities for the opioid and substance use action plan Equity and lived experienced at the Center, Prevention, Reduce harm, Connect to care.</p> <p>Strategies for improving treatment access. Harm reduction (prevention of overdoses, reduction in disease, engagement in treatment), expansion of opioid treatment options, emergency department initiation of treatment, post overdose response teams, housing/employment support</p> <p>Naloxone Nasal naloxone approved for over-the-counter status and currently available at pharmacies, increase distribution by vending machines, including detention</p>		1:40

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1:00-2:30 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>facilities. *Alliance distributed 6.828 boxes of naloxone, approximately \$300k</p> <p>Opioid Treatment Overview Medications for Opioid Use Disorder programs include: Opioid Treatment Program Office Based Opioid Treatment</p> <p>OBOT Challenges</p> <p>OBOT Opportunites Low threshold models of care, bundles payment models, specially for uninsured, and integration of peer supports</p> <p>Recent/Pending Policy changes Removal of DEA X-waiver, approval of naloxone for OTC status, new SUD 1115 waiver services, NC Medicaid expansion, Justice-involved reentry initiative (1115 demonstration waiver)- allow Medicaid to stay with person while in detention and to bill while in detention</p> <p>FY24 Challenges Change in clinical coverage policy and increased reimbursement rate for opioid treatment and reduction of state/federal funding</p> <p>FY24 Opportunities Tailored plan expansion, Medicaid expansion, collaboration on use of opioid settlement funding</p>		
6. CQI Committee Update	<p>Chris Radley, SVP of Quality Management provides updates regarding the CQI Committee</p> <p>Potentially will merge certain CQI subcommittees together in order to effectively keep traction regarding projects that are happening within other committees.</p>		2:15
7. Discussions of Topics for March 7 th , 2024 Meeting	N/A		

8. **ADJOURNMENT:** the meeting adjourned at 2:21:; the next meeting will be March 7, 2023, from 1:00 p.m. to 2:30 p.m.

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

ITEM: Consumer and Family Advisory Committee (CFAC) Report

DATE OF BOARD MEETING: March 7, 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 November 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 & Outreach Manager; LaKeisha McCormick, Member Inclusion & 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>Rob Robinson, CEO Alliance Health & Sara Wilson, Chief of Staff Alliance Health</p> <p>CFAC Steering Committee Update November 2023</p> <ul style="list-style-type: none">• Secretary Directive<ul style="list-style-type: none">○ Approves the Consolidation Plan of Sandhills and Eastpointe (submitted 08/01/2023)○ Eastpointe will be recognized as the surviving entity for the purpose of further consolidation with Trillium Health Resources.○ The catchment areas of Sandhills Center, Eastpointe, and Trillium Health Resources will be combined except<ul style="list-style-type: none">▪ Davidson – Partners▪ Harnett – Alliance▪ Rockingham – Vaya• Secretary Directive-Timeline		

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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">○ Sandhills will dissolve and align with Eastpointe.○ Eastpointe shall consolidate with Trillium.○ A consolidation agreement will be submitted to DHHS no later than 30 days from 11/01/2023.○ DHB shall provide a proposed Consolidation Plan to the receiving LME/MCOs for Davidson, Harnett, and Rockingham within 7 days of 11/01/2023.○ LME/MCOs have 7 days to provide a response/Consolidation Plan within 7 days after receipt of the consolidation Plan from DHB.○ DHHS Contract Amendment 30 days after DHHS approval of Alliance/Harnett Consolidation Plan. <ul style="list-style-type: none">● Immediate Engagement<ul style="list-style-type: none">○ Harnett County Manager's Office○ Harnett County CFAC○ Key Legislators● Next Steps<ul style="list-style-type: none">○ County Expansion Playbook:<ul style="list-style-type: none">▪ Staffing▪ Provider Network▪ Stakeholder Communication <p>Questions/Comments/Concerns</p> <p>Rob Robinson – 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>Rob Robinson – 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">● Cumberland – N/A		

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(virtual meeting via videoconference)
5:30-7:00 p.m.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none"> ○ Carol Conway – 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? • Durham – N/A • Johnston <ul style="list-style-type: none"> ○ Marie Dodson – Side by Side with DMHDDSUS <ul style="list-style-type: none"> ▪ Date/Time: Monday, Nov. 20, 2023, 2:00-3:00 p.m. ▪ Join Link: Register here English Flyer: Download flyer and Spanish Flyer: Download flyer • Mecklenburg – N/A • Orange – N/A • Wake – N/A <p>Questions/Comments/Concerns – N/A</p>		
5. State Updates	<p>Stacey Harward, DHHS</p> <ul style="list-style-type: none"> • State Consumer and Family Advisory Committee <ul style="list-style-type: none"> ○ Date/Time: Wednesday, November 8, 2023, 9:00-3:00 p.m. ○ Location: 2104 Umstead Drive, Ashby Building, CR 115 ○ Join Link: Register Here • NC Medicaid Managed Care Back Porch Chats <ul style="list-style-type: none"> ○ Date/Time: (Every 3rd Thursday of the month); Next Meeting: November 16, 5:30 – 6:30 pm ○ Register for 3rd Thursday webinars: Register Here • State-to-Local Collaboration <ul style="list-style-type: none"> ○ Date/Time: Wednesday, November 22, 2023, 6:00-7:30 p.m. ○ Join Link: Register Here 		

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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>Questions/Comments/Concerns – N/A</p> <p>Needs Approval – No quorum last month to complete the vote.</p> <ul style="list-style-type: none"> • A motion was made by Carol Conway and seconded by Annette Smith to approve the Relational Agreement. Motion passed – unanimously. <p>Questions/Comments/Concerns – N/A</p>		
7. LME/MCO Updates	<ul style="list-style-type: none"> • Membership Bios – Aimee Izawa <ul style="list-style-type: none"> ○ All chairs and co-chairs should complete bios. Intended use is for publications, reports, making introductions and speaking at a public forum. ○ 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"> ▪ A couple sentences about who you are, why you participate in CFAC, and the county you represent. • Strategic Planning questions? <ul style="list-style-type: none"> ○ Examples that were drafted should be sent out and discussed in Local Meetings this month. • Shagun Guar, Mecklenburg CFAC – needs approval to attend the Winter i2i Conference Motion to approve attendance Linda Campbell, 2nd Felishia McPherson <ul style="list-style-type: none"> ○ A motion was made by Linda Campbell and seconded by Felishia McPherson to approve Shagun Guar attendance of i2i conference. Motion passed – unanimously. <p>Questions/Comments/Concerns Felishia McPherson: Received information that about approval for i2i scholarship. Will Alliance Health cover the hotel and travel cost? Aimee Izawa: 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>Small ad hoc committee needed for Vice Chair position?</p> <ul style="list-style-type: none"> • Carol Conway nominated for CFAC Steering Committee Vice Chair. 		

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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">○ A motion was made at 6:50 pm by Dave Curro and seconded by Felishia McPherson to approve the Relational Agreement. Motion passed – unanimously. <p>Questions/Comments/Concerns – N/A</p>		
9. Announcements	<p>Local CFAC Updates- County Chair/Co-chair</p> <ul style="list-style-type: none">• Annette Smith (Wake) – 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. <p>Global Quality Management- Marie Dodson</p> <ul style="list-style-type: none">• N/A <p>Human Rights Committee- Dave Curro/Marie Dodson</p> <ul style="list-style-type: none">• N/A <p>Board Meeting- Dave Curro/Marie Dodson</p> <ul style="list-style-type: none">• Secretary Directive Update• 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.		

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.



Monday, November 13, 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

STAFF PRESENT: ☒ Ramona Branch, Member Inclusion and Outreach Manager; ☐ Aimee Izawa, Director of Community and Member Engagement; ☒ Victoria Mosey, Member Inclusion and Outreach Specialist; ☒ Cindy Murphy, Snr. Director of Community and Member Engagement; ☒ Laurie Graham, Member Inclusion and Outreach Specialist

ZOOM MEETING INFORMATION:

<https://zoom.us/j/9316164497>

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 5:35pm
- 2. REVIEW OF THE MINUTES (5 mins)** – The minutes from the October 16, 2023 meeting were reviewed; a motion was made by Dave Curro and seconded by Victoria Nneji to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Comment: 5-10 mins	<ul style="list-style-type: none">- New staff were introduced with their roles reviewed: Cindy Murphy, Snr. Director of Community and Member Engagement and Laurie Graham, Member Inclusion and Outreach Specialist for Johnston County.- Vandna indicated that she is appreciative of all the services Alliance has, but reviewed that accessing them and qualifying for them is frustrating, noting that her son just got off the Innovations Waiver waitlist after 12 years and she is still filling out paperwork. She reports that the individual is in independent living and the area he resides in has been prone to break-ins, with her wanting to get him a door camera security system to address this concern. She reports that Alliance was requiring her to get three quotes from camera security systems before she could get the cost covered, noting that these companies were reluctant to provide a quote, and it ultimately became so difficult and frustrating,		

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AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>that the family decided to pay out of pocket for the camera security system. She reports that her son's occupational therapist has recommended safety knobs on the stove and other recommendations like an electric can opener, and this still hasn't been approved by Alliance and their excessive processes. She noted that it's been over a year and the individual still has no services, additionally having an issue with transportation. It's reported that her son relies on her for transportation, and that she cannot do it all on her own, with Medicaid only doing certain doctor's appointments, and her being unable to see well at night. She reports that she also has to escort her son to the doctor's appointments to ensure that his medical information is appropriately communicated and managed. It's identified that he has no support with transportation outside of medical appointments, and that there is a long window of wait time. MIOS Victoria discussed the availability of NEMT (Non-Emergency Medical Transportation) with Modivcare, which could be requested via the Alliance Member and Recipient Service line or Durham DSS. Ramona clarified that Alliance will assist with the initial medical appointments through Modivcare, but are unable to do ongoing appointments until starting as a Tailored Plan, reviewing people would need to contact Durham DSS for other medical appointments in the meantime. Ramona indicated she would talk further with Vandna outside of the meeting to discuss her transportation and service barriers. It was reinforced that anyone experiencing service or community barriers could contact MIOS Victoria or Ramona. It was identified that Standard Plan Medicaid can also offer transportation to its recipients if it's a barrier (such as being far away and public access inconvenient).</p>		
4. State Updates: 5 mins	<i>Suzanne Thompson: N/A. Refer to DHHS newsletters sent via email.</i>		
5. Reports (BOD, Steering Committee, State to Local, State CFAC, Conferences, Trainings, etc.): 10-30 mins	<ul style="list-style-type: none">- Vote on prospective new members (Cynthia H, Alexis N)*: Waiting on CFAC Member applications from the two prospective members.- Regina/MIOS Victoria: Nonprofit Outreach: El Futuro, Brain Injury Association of NC: Regina discussed visits with MIOS Victoria at the Brain Injury Association of NC and El Futuro in order to gain further knowledge about TBI, recruit CFAC members, and address community issues of the Latinx/Hispanic communities. It was identified that Regina and MIOS Victoria also have been regularly engaging with Durham DSS regarding reported Fair Housing concerns in the Durham community, noting that the #1 reported Fair Housing complaint is disability		

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AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>discrimination. Regina reviewed the difficulties individuals have around deciding whether or not to disclose disabilities as part of the application process and current tenancy, and the need for us to reach the community more directly for them to receive information about their tenancy rights and disability accommodations. She reinforced that one of the best attributes of CFAC is that it's a group of individuals with varying lived experience, and that some CFAC member likely has lived experience with this type of issue. She also noted that she has been meeting with a data analytics company, Data Works, to review and compile data regarding the housing crisis in the Durham area. It was reviewed that the ultimate hope of these conversations with Durham DSS was to create a Housing Summit for the community comprised of housing support providers, MH and I/DD providers, individuals served, and landlords, with options for break out groups and networking for these groups and for individuals in the community to attend and gather information.</p> <p>Dave noted that Work Together NC and UNC TEACH recently received a several million dollar grant to work on this issue. He noted the success with the recent I/DD Housing Summit in Orange county hosted by Alliance and Orange County CFAC, in addition to the recent Inclusive Housing Summit being hosted in Raleigh that day. It was reinforced by Regina and MIOS Victoria that it would be good to have a summit to foster collaboration among all the orgs, including representation for all Alliance populations (MH, SUD, I/DD, TBI). Dave also noted the various complicating factors with getting affordable housing for these populations in the community, reviewing that NC Arc has been having issues with placing individuals with the HUD (811) Housing Choice voucher and ensuring ongoing supports for these individuals and compliance with standards. It was reviewed by MIOS Victoria, Regina, and Dave that there are distinct categories of Section 8 vouchers in addition to the mainstream one, with Dave noting that the typical Section 8 voucher only has the individual paying 30% of their income and does support the disabled population. MIOS Victoria noted that Alliance Health Housing Department does have some allocation from DSS for Housing Choice Vouchers and some oversight in the application process for its members, reviewing that she recently discovered that the Housing Choice Vouchers designated for the Indian Affairs office has been opened up to the mainstream voucher population for Alliance CM/CHW staff to apply for on behalf of the individuals served by TCM. Victoria N. sought clarification if a family home could receive those subsidy and meet those qualifications. Dave mentioned that HUD would require yearly inspections, with other type of</p>		

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	<p>vouchers requiring more frequent inspections. He noted that it could be done, but that it would be a complicated process.</p> <p>Ramona mentioned that Alliance does provide ongoing housing educational trainings through their Better at Home training program with monthly offerings, which MIOS Victoria will send out to the group. MIOS Victoria reviewed that these sessions are recorded and uploaded to the Alliance Better at Home youtube channel for future review by any interested parties, but noted that this content is designed moreso for providers, and MIOS Victoria received clarification in communication with Alliance Director of Supportive Housing, Stephanie Williams, that Alliance does not have any member-facing housing related material at this time, but that there is a plan to work on this. Stephanie informed MIOS Victoria that they were just in the beginning stages of approaching forming this work group and starting this process, and Stephanie agreed to include MIOS Victoria to be involved in the workgroup and creation of these materials. Dave noted that his Alliance podcast idea might also be another appropriate place to discuss these housing issues, with Dave and MIOS Victoria reviewing that they have met with Aimee to begin crafting the proposal to submit to upper management for review. Dave noted that Ann Oshel is also working on a housing is healthcare documentary to be released, with the Alliance Health Board having already seen a brief clip on what they will be developing further.</p> <ul style="list-style-type: none">- Any CFAC report-in: events, conferences, trainings: N/A- Regina/Dave: Steering Committee Updates: It was identified that Carol Conway, Orange County CFAC chair has been elected as Steering Committee Co-Chair.- CFAC re-applying for membership: MIOS Victoria indicated that the only fully completed application for Durham CFAC received at this time was Dave's, noting that every other person received email update regarding the remaining components of their applications needed. Victoria and Regina completed paper CFAC Membership applications, provided to MIOS Victoria to upload and submit. MIOS Victoria will follow up with Brenda and Chris, who were absent. MIOS has exchanged communication with Pinkey regarding remaining aspects, and Vandna indicated she will follow-up via email.		

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Durham County
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5:30-7:00pm

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
6. MCO Updates: 5-10 mins	<p>Aimee/Ramona:</p> <ul style="list-style-type: none">NC Managed Care updates: Alliance Health has gained Harnett county as part of their catchment, and the merge will begin effective immediately. Sandhills will dissolve into Eastpointe MCO, which will then merge with Trillium MCO, with unclear new primary MCO or new combined name. Exception counties were Rockingham, Davidson, and Harnett, distributed among the other MCO's. The state will now be down to 4 MCO's.		
7. Statutory Requirements and Recommendations: 50-60 mins	<p>SMART (Specific, Measurable, Attainable, Realistic, Timely) GOAL PLANNING Topics: Housing, Crisis and Supports, Transportation, Provider Network (See attachment provided for generated ideas)</p> <p>Examples provided by MIOS Supervisors Ramona Branch and LaKeisha McCormick were reviewed.</p> <p>- Housing: It was identified that the goal would be for each CFAC member to attend at least one housing summit, conference, training, or committee meeting prior to the end of the fiscal year, and report back to CFAC.</p> <p>Vandna expressed concern that only 2 people per county could attend a training each year. She indicated she felt it would be important for each county to set their own SMART goals for the strategic plan and annual reporting. It was reinforced by Ramona and MIOS Victoria that this is the plan. Victoria sought an update regarding when they might be receiving a copy of the CFAC budget. Dave indicated that they have been asking for a CFAC budget for years without result. MIOS Victoria indicated that Aimee has worked on requested this information from the appropriate parties and is working to compile it to bring it to CFAC, efforts pending. MIOS Victoria also reinforced that Alliance publishes its full annual budget on the Alliance Health website as legally obligated to do so, reviewing that the annual budget was recently approved by the board, and has not been published yet. Dave verified that this representation of board activity was accurate. Ramona clarified that the CFAC budget is one lump sum of funds, not divided up equally among counties and covers all trainings/conferences requested/approved, stipends, fees, events, etc. It was noted that Alliance received the funds remaining from the former MCO to help adjust the funds for incorporation of Orange and Mecklenberg into CFAC, but it's unclear if this would be this case with Harnett county, as the details around dissolution and merging are still being discussed. Per request, it was identified that</p>		

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5:30-7:00pm

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>Ramona is unclear whether the legislative breakfast is considered part of the 2 people per county a year for training policy, or whether it would be considered separately. It was noted that Alliance covered all who wanted to attend last year, and that the \$25 attendance fee should be reasonable, but that she would look into it.</p> <p>It was identified that MIOS Victoria can help brainstorm ideas for housing training, etc. involvement for individuals unclear on direction. Regina reinforced that each county CFAC will be doing something a little different to meet the needs of each county, noting different processes and DSS support.</p> <p>- Crisis and Supports: It was identified that CFAC would plan to have a communication session with CIT, HEART, and the Sherriff to review their policies around individuals with I/DD in crisis, and assist with arranging education and support around this.</p> <p>Dave noted that he has been having particularly difficulty with linking his son with mental health therapy due to his I/DD diagnosis. He reviewed that he has tried going down a list of providers given to him by Access and none are willing to take individuals with dual-diagnosis MDD/I/DD except Monarch, who only provides telehealth services. He indicated that Carolina Outreach will only take I/DD members if they are in a crisis at their Behavioral Health Urgent Care. Other CFAC members echoed this concern. Victoria indicated that this seems to not be covered through Medicaid or the waiver. MIOS Victoria indicated this might be an appropriate Provider Networks/adequacy goal for CFAC to address.</p> <p>Regina identified a recent incident where she was called by a community member to assist a woman who was naked and sitting in the middle of the road. She indicated that individuals are aware that if they get arrested or involuntarily committed, they can usually guarantee they get a 30 day script. She additionally expressed that although there are relationships with HEART, EMS, and the Sherriff, the Sherrif are transporting individuals to the ED when they are not supposed to (per comment made by former CHWB Supervisor Doug), with the individuals leaving from the ED short after. There have been delay times with HEART, and it's unclear if they're equipped to handle an I/DD individual in crisis and provide adequate follow-through support and linkage to mental health services for this population. Regina indicated that there is a difference between county and city funds, which creates part of the issue.</p>		

Monday, November 13, 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:
	<ul style="list-style-type: none">- Transportation: It was identified that CFAC would seek out a presentation from the MPO/GoTriangle/Durham Access (appropriate transportation entity) for CFAC to gather information, provide recommendations, and do Q and A. MIOS Victoria will work on fostering connection between Alliance and MPO/GoTriangle/Durham Access. <p>It was identified that Regina and Dave regularly attend the MPO (Metropolitan Planning Organization) committee that has oversight and involvement with local public transportation. Dave indicated that it would be helpful to have more collaboration between Alliance and GoTriangle transportation lines. It was identified that MIOS Victoria would figure out the appropriate person at Alliance to assist with transportation barriers, noting SDOH team within Alliance. Concerns were raised about wheelchair accessibility, limited spots, advising to use bus, length of public transportation, and no sidewalks in these areas – forcing individuals to put themselves in danger. It was determined that the goal would be to have a meeting between Alliance and the Metropolitan Planning Organization and have the MPO do a presentation to CFAC to provide information and Q and A.</p> <ul style="list-style-type: none">- Provider Networks: CFAC will have a meeting with Provider Networks to discuss concerns about ongoing MH support for those with I/DD (dual diagnosed) in the community post-crisis, noting lack of trained staff and resources provided by the Member Recipient and Services line. <p>See notes from Crisis and Supports. Dave requested a meeting with Sean Schreiber to address these provider network concerns and determine appropriate follow-up based on that conversation. Ramona indicated that the appropriate leadership representative regarding Provider Networks would now be Sean Meczik, and indicated that Ramona and MIOS Victoria would follow-up to arrange a time for Provider Networks to meet with CFAC to address this concern.</p> <p>EVENT PLANNING FOR FY 23-24: Not discussed</p> <ul style="list-style-type: none">- Proposed Event Ideas:<ul style="list-style-type: none">o Town Hall		

Monday, November 13, 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:
	<ul style="list-style-type: none">○ Medicaid Enrollment event: Host at Urban Ministries, Families Moving Forward, Housing for New Hope: Medicaid Worker, Enrollment Broker, Ombudsman○ Resource fair with cross-service vendors (I/DD, TBI, MH, SUD)- <i>Possible free event venues: Reality Ministries, UNC, Durham Co. Library, Durham Tech, etc.</i>- Podcast proposal: follow-up <p>STATUTORY REQUIREMENTS:</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> <p>Victoria had a question regarding focus on community-oriented goals, reviewing that she felt it was important to focus on the statutory requirements around addressing barriers, needs, and gaps. She indicated that it would be helpful to identify trends in impact after reporting concerns and what impact CFAC is making, if any. Dave identified that it is important to engage with the community as they are representatives of the community, its how they find out the issues that are affecting the community as a whole, and recruiting CFAC members. MIOS Victoria reinforced that it is CFAC responsibility to engage with the community in order to be able to engage the community around barriers and provide education. Dave seconded desire to have a tracking requests and follow-up steps in a separate document outside the CFAC meeting minutes. It was identified that MIOS Victoria would work on creating this document for future follow-up and monitoring of CFAC requests and efforts.</p> <p>Victoria requested follow-up in arranging a meeting with a CM Supervisor to address communication issues with Care Management and the community – with individuals not knowing their assigned Care Manager, and not understanding 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 1/8/2024.

Monday, November 13, 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:
	scope of the Care Manager's role and responsibilities. MIOS Victoria and Ramona indicated they would follow-up with coordinating this.		

ADJOURNMENT: Dave Curro moved to adjourn and it was seconded by Victoria Nneji. The suggested next meeting will be December 11, 2023, at 5:30 p.m.



Tuesday, November 14, 2023

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

APPOINTED MEMBERS PRESENT: ☒ Annette Smith, ☒ Anna Cunningham, ☒ Trula Miles, ☒ Rasheeda McCallister,
☒ Benjamin Smith
GUEST(S): ☐ Suzanne Thompson; ☐ Stacey Harward

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 5:38
- 2. REVIEW OF THE MINUTES** – The minutes from the **October 10, 2023**, meeting was reviewed; a motion was made by Rasheeda and seconded by Trula to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Comment	<ul style="list-style-type: none">•Nancy “we have a sick care system, waiting until crisis to happen, focus more on being well.”•Anna “IDD/Complex needs, care takers needing care for•Annette: updated Cindy of retreat CFAC had and how things went.•informed CFAC of the positive information received and her experience with the wellness event she attended with Wendy Gant•Alliance has event calendars being sent out.•I2I conference: Grant funding available through NC Counsel of disabilities•Housing conference: Information/content available to the group (Anna will share)•Are people staying in flow of the information and feeling informed?•Nancy: Families may have lack of knowledge of the resources and information shared: difficult to search for help, Access to internet, Barriers for the non-English speaking.•Annette: What type of calls are 988 getting?•Rasheedah: overlap of crisis, Elderly parents left with adult kids needing support, Lack of services for Physical health and dental.•60 counties NO child Psychiatrist•Annette: Geriatric health•Anna: Will see about Kim from UNC coming to speak.		



Tuesday, November 14, 2023

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING Wake County

(virtual meeting via videoconference)

5:30pm-7pm

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
4. CFAC In House Report	<p>NO DECEMBER MEETING.</p> <p>Top 4 Focus 2024</p> <ul style="list-style-type: none">•Housing:<ul style="list-style-type: none">-TCL training open to everyone (Nancy could help)-Set up regular housing training day-Assist community with getting housing training<ul style="list-style-type: none">• Transportation:• Crisis & Support:-How can wake county help improve hospitals stays for people-having access to members wants/needs in hospital during crisis (phone, cigarettes) Triangle springs model-CIT officers NOT identifying members crisis as a crisis-EMS referring psychiatric emergency as NOT true emergency.•Provider networks <p>Events:</p> <ul style="list-style-type: none">•Each member will engage in 2 events/conference for the yr.•Recovery group at Church: Alliance info has been provided•Calendar color coded-ADD CFAC to calendar. <p>Member recruitment:</p> <ul style="list-style-type: none">•Find TBI, MH, SUD•Other Alliance Committees to engage: Global Quality (Marie, Israel) Human rights: (Dave, Randy)•No Speaker for 1/2023 WORK on GOALS•Social network engagement		
5. State Updates	November CE&E- State Rep		
6. LME/MCO Updates	Medicaid Expansion- Go Live Dec 1 Harnett County Alignment with Alliance		
7. Announcements	<ul style="list-style-type: none">•how is it accessing NC 360, network of care: work to create link and plan.•seek out feedback from social network connections regarding barriers and bring to CFAC		

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on 1/9/2024.



Tuesday, November 14, 2023

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
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10.) **ADJOURNMENT:** the meeting adjourned at 7:06 the next meeting will be **January 9, 2024**, from 5:30 p.m. to 7:00 p.m.



Tuesday, November 14, 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: Renee Lloyd, Tekeyyon Lloyd, Carson Lloyd Jr. Shirley Francis, Ellen Gibson, Felishia McPherson

GUEST(S): Dorothy Johnson, April Francis, Jason Francis

STAFF PRESENT: Starlett Davis, Member Inclusion Outreach Specialist

1. **WELCOME AND INTRODUCTIONS** – the meeting was called to order at 5:37pm
2. **REVIEW OF THE MINUTES** – The minutes from the October 26, 2023, meeting was reviewed; a motion was made by Renee Lloyd and seconded by Tekeyyon Lloyd to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Welcome and Introductions- 10 min	The meeting was called to order by Ellen Gibson at 5:37pm.	N/A	N/A
4. Review of the Minutes – 5 min	The minutes from the October 26, 2023 meeting was reviewed; a motion was made by Renee Lloyd and seconded by Tekeyyon Lloyd to approve the minutes.	N/A	N/A
5. PUBLIC COMMENT- 10 min	<p>Felishia and Ellen</p> <p>Elen challenged everyone to bring a friend to the meetings to increase the chances of membership. She also announced that there will be a Community Feeding day on Person St. where the old bus stop used to be. It is sponsored by Lay Millionaire and E&E. It is on Saturday at 12 noon. They are giving away coats, blankets and clothes.</p> <p>Starlett reminded the committee about the Homeless and Hunger Standdown, sponsored by the United Way, on Friday, November 17th at 9am. It is at the VFW on Chance Street. All members are encouraged to attend. They can join Alliance at their table and walk around and share information and flyers.</p> <p>Shirley Frances announced that the ADA will have their last meeting of the year, via Zoom on November 15th at 6pm. They will have 3 speakers this meeting,</p>	Please see Felishia, Ellen, and Starlett for questions.	Ongoing

Tuesday, November 14, 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:
	Felishia McPherson reminded everyone of the NAMI Leadership Council and their scholarship program. She explained that they had scholarships available for One in Recovery Conference this year. They provided her a scholarship to go to the i2i Conference in December. Starlett was asked to look into Ellen possibly going to the i2i in December. Starlett will follow up with Ellen and Felishia.		
6. STATE UPDATES- 10 MINS	Suzanne Thompson- No State Rep Refer to State communications via email for updates.	Please see Starlett, Ramona, and/or Aimee for any questions.	Ongoing
7. MCO Updates- 10 min	Aimee Izawa and Ramona Branch- Starlett Davis CFAC objectives are due by the end of the month No State to local Call this month due to holiday No further information on Harnett county alignment	Please see Starlett, Ramona, and/or Aimee for any questions.	Ongoing
8. Speaker: 15-30 min	N/A	N/A	N/A
9. December Meeting	Will we have a December CFAC meeting The committee voted to not have a meeting in December and return to virtual/hybrid meeting in January 2024. Felishia made a motion. Ellen seconded it. There will not be a December CFAC meeting.	Please see Starlett, Ramona, and/or Aimee for any questions.	Ongoing
10. Statutory Requirements and Recommendations: 15-30 min	Strategic Goals- Starlett Davis, Ramona Branch, Aimee Izawa 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 goals to vote on to be completed this fiscal year (end of June 2023), These will be voted on and approved by the end of the meeting. The committee went over the broad goals and what SMART goals are. The committee discussed and voted on the goal below. Housing Objectives At least 50% of the Cumberland CFAC members will attend 1 Alliance Health Housing training before June 30, 2024. Crisis and Supports Objectives	Please see Starlett, Ramona, and/or Aimee for any questions.	Ongoing

Tuesday, November 14, 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>Cumberland County CFAC members will reach out to their county CIT and request a presentation or training on current crisis procedures for members with MH/SUD/IDD/TBI before June 30, 2024.</p> <p>Transportation Objections By June 30, 2024, CFAC members will identify at least 3 transportation barriers in their community.</p> <p>Provider Network Objectives By June 30, 2024, CFACs will explain how Alliance Health Member and Recipient Services functions as evidence by a presentation from Alliance Health Call Center. Starlett will set up a presentation with Call center supervisor.</p> <p>The SMART Goals were voted on. Motion was made by Felishia and 2nd by Shirley.</p> <p>If time permits, choose/ discuss a Statutory Requirements: (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>		

11. **ADJOURNMENT:** the meeting adjourned at 6:16 pm; the next meeting will be January 25, 2024, from 5:30 p.m. to 7:00 p.m virtually.



Tuesday, November 21, 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): Stacy Harward, State CFAC Liaison

STAFF PRESENT: Aimee Izawa, Director of Community and Member Engagement; Cindy Murphy, Sr Director of Community and Member Engagement; Laurie Graham, Member Inclusion and Outreach Specialist; Warren Gibbs, Community Inclusion Planning Coordinator

Join Zoom Meeting

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

Topic: Johnston County CFAC Meeting

Time: November 21, 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

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 at 5:35 pm

2. REVIEW OF THE MINUTES – The minutes from the October 17, 2023, minutes were reviewed; a motion was made by Marie Dodson and seconded by Bobby Dixon

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Comment	<ul style="list-style-type: none">Jerry Dodson, Chair called for a motion to adjust CFAC meetings to include public comments and announcements till the end of each meeting and proceed with speakers at the beginning. Motion accepted by Jason and seconded by Albert.Stacey Harward – notified CFAC that she could speak at anytime as it's her responsibility to attend the CFAC meeting.Marie Dodson (Steering Committee Chair) attended the JCats health fair and stated they are expanding services and opening a hub in Clayton but are currently lacking drivers.	MIOS will confirm and adjust template	January 16, 2024

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on 1/16/2024.

Tuesday, November 21, 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"> Albert Dixon – Carolina Home is collecting non-perishable food items for their food drive. If anyone would like to donate Albert will accept them. 		
4. Membership	<ul style="list-style-type: none"> Dorothy Best Cassandra Williams Herbert Deborah McQueary <p>Have not been attendance for several meetings, outreach needed to see if they would like to remain on CFAC- If so, they will need to complete application and submit for approval and complete stipend attestation and Code of conduct- after approved application they can be voted back in at the following meeting.</p> <ul style="list-style-type: none"> CFAC member, Jason Phipps, requested that we suspend not remove Dorothy Best from our communications list due to personal circumstances preventing her from attending. 	<p>Previous Members will be removed from the active member list.</p> <p>Dorothy Best will remain on the Communication list but Cassandra and Deborah will be removed.</p>	By next CFAC Meeting
5. Strategic Planning	<ul style="list-style-type: none"> Aimee discussed Strategic Planning (SMART) goals and reviewed examples. Create Objectives for the 4 goals- share examples document. CFAC MIOS explained Goals for Johnston County CFAC are to represent what we know and don't know about our community and what information can we provide to the LME/MCO so they can better understand what barriers the community faces and how to work for better inclusion for its members. CFAC discussed the lack of resources for both housing and transportation across Johnston County and how to best address them. Goals for both were written. Additional goals for Crisis/Support and Provider network have been tabled until the January 2024 meeting. 	<p>MIOS will assist CFAC in writing Housing and Transportation goals to be submitted.</p> <p>CFAC will reach out to both housing authority and JCATS to set up presentations for future</p>	<p>January 16, 2024</p> <p>January 16, 2024</p>
6. State Updates	November CE&E – Stacey Harward had no new updates	State CFAC Liaison will inform local CFAC of any new updates at January mtg.	
7. MCO/Tailored Plan Updates	<ul style="list-style-type: none"> Aimee Izawa – reminded CFAC members on the inclusion of Harnett County. While Harnett County does have a CFAC it is more broadly based and many of its members may end up with another provider. LME/MCO and State CFAC Liaison will inform CFAC when more information about 	LME/MCO and State CFAC will provide more information as it becomes available.	TBA
8. Reports-Steering Committee, State to Local	<ul style="list-style-type: none"> Marie Dodson - I2I – Awards announced -Alliance received two awards: Alliance Health Wake School Based Team Partnership (Quality Innovations 		

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on 1/16/2024.

Tuesday, November 21, 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	Award) & Mecklenburg County Mobil Outreach Response Engagement Services (Person-Driven Initiatives) <ul style="list-style-type: none">• Senior Tarheel Legislation-Marie Dodson Steering Committee Chair – No Updates		
9. Announcements-10 mins	<ul style="list-style-type: none">• Med Assist-12/14-12/15 – Aimee announced fliers would be sent out for CFAC to distribute to the community on this free over the counter medication program. Recommended contacting local churches to facilitate distribution of information across the county. Request for Volunteers needed to help with both days.• No State to Local call for November due to the holiday	Fliers will be provided to CFAC to distribute	TBA

10. **ADJOURNMENT:** the meeting adjourned at 7:06pm; the next meeting will be January 16, 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, November 27, 2023



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

GUEST(S): ☐ Suzanne Thompson, NCDHHS

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

1. **WELCOME AND INTRODUCTIONS** – the meeting was called to order by Linda Campbell at [Click or tap here to enter text.](#)
2. **REVIEW OF THE MINUTES** – The minutes from the October 23, 2023, meeting were reviewed; a motion was made by [Click or tap here to enter text.](#) and seconded by [Click or tap here to enter text.](#) to approve the minutes. [Choose an item.](#)

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. State Updates-5 mins	Suzanne Thompson		
4. New Member Vote	Linda Campbell-Kathy Dozier		
5. Public Comment			
6. LME/MCO Updates	CFAC Objectives and Goals Discussion Recruitment for Membership Schedule K Updates		
7. Reports	Monthly Meeting updates from CFAC Members		
8. Statutory Requirements and Recommendations	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 authorities member advisory committees to obtain input related to service delivery and system change issues. (6) Submit to the State Consumer and Family Advisory Committee findings and recommendations regarding ways to improve the delivery of mental health, intellectual and developmental disabilities, substance use disorder, and traumatic brain injury services, including Statewide issues.		

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on 1/22/2024.

Monday, November 27, 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:
9. Adjournment			

10. **ADJOURNMENT:** the meeting adjourned at [Click or tap here to enter text.](#); the next meeting will be November 27, 2023, from 5:30 p.m. to 7:00 p.m.



Tuesday, November 28, 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 X Carol Conway-Chair ☐ Candace Alley X Kent Earnhardt X Linda Shipman
X Kate Shipman X Krista Zelt-Caraway X Stanly Cotton

GUEST(S): Brittney Peters-Barnes-NC Start

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;

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/tJltdeyvqTMvHtM5v3r5qL-83o1XiG0a5Y2e/ics?icsToken=98tyKuCurjvHdOdtR2ARowAAojoZ-3wtlxYgrdwYQm2EXVCTk6uZe0TCrtYQNmF>

Meeting ID: 960 2577 8547---

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Dial by your location

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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 meeting was called to order at 5:30 p.m.

2. REVIEW OF THE MINUTES – The minutes from the October 24, 2023, meeting were reviewed; a motion was made by Kent Earnhardt and seconded by Kate Shipman to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Comments-10-15 minutes	Carol Conway shared updates about speaking at the County Commissioners meeting, about CFAC and I/DD business. New staff were introduced: Cindy Murphy, Snr. Director of Community and Member Engagement Carol Conway brought up the need for more information and education on the TBI Waiver. Douglas will follow up by contacting the Brain Injury Association of NC.		

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on 1/23/2024.

Tuesday, November 28, 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- 10 mins	Medicaid Expansion-Upcoming Dec 1 st .		
5. Speaker/Reports/Educational- 15 min	NC Start Presentation Crisis NC START - Easterseals UCP North Carolina & Virginia		
6. Reports-15 Minutes- BOD, Steering Committee, State to Local, State CFAC Conferences, Trainings, etc	Aimee and Ramona shared information on the newly available Medicaid Expansion Website Toolkits: -The Website Toolkit is a resource designed to help organizations and individuals promote Medicaid expansion in North Carolina. -It includes customizable website content, social media graphics and messages, and talking points. -The toolkit is meant to be used by healthcare providers, community organizations, and other stakeholders to educate and engage the public on the benefits of Medicaid expansion. -The website sign form is an important tool for individuals to show their support for Medicaid expansion. -By signing the form, individuals can join the call for expanded access to Medicaid and send a message to state legislators. -The sign form is also available for organizations to collect signatures and show their support for Medicaid expansion. -The sign form can be printed or filled out electronically and submitted online. *Kent Earnhardt inquired about the financial parameters for people to eligible for the new coverage, and others in the meeting praised the Website Toolkit and Sign Form as valuable resources for promoting Medicaid expansion. -		
7. LME/MCO Updates-10 minutes	Ramona mentioned the various meetings and events, i.e., Legislative breakfast upcoming, reiterating the fact that typically two members from the CFAC will attend and report back, with it being fair and rotating among members on the committee		
8. Statutory Requirements-15 minutes	Goal Topics-Discussed-Possible vote-Applications, stipend attestations, code of ethics, etc TBI Representative- Needed-discussed		
9. Announcements-	Vote to take December off for holidays-. Option to cancel December's meeting was voted on, and unanimously approved by all attendees.		

10. ADJOURNMENT: the meeting adjourned at [Click or tap here to enter text.](#); the next meeting will be December 26, 2023, from 5:30 p.m. to 7:00 p.m.



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

ITEM: Organizational Development and Learning (ODL) Programs

DATE OF BOARD MEETING: March 7, 2024

BACKGROUND: Organizational development and learning programs are instrumental to Alliance's ability to attract, develop, and retain our workforce. This presentation will outline a few of the key programs that have contributed to overall employee retention and engagement.

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

REQUEST FOR AREA BOARD ACTION: Receive the presentation.

CEO RECOMMENDATION: Receive the presentation.

RESOURCE PERSON(S): Cheala Garland-Downey, Chief Human Resources Officer; Chris Grubb, Learning Technology Solutions Manager; Jen Carter, Organizational Change Management Manager; Phil Bell, Leadership Coaching and Mentoring Manager; Ulinda Fugate, Leadership Development Programs Manager