



Area Board Regular Meeting

(via [videoconference](#))
Thursday, April 4, 2024
4:00-6:00 pm

AGENDA

1. Call to Order/Roll Call
2. Agenda Adjustments
3. Public Comments (10 minutes)
4. Chair's Report (10 minutes)
5. CEO Report (10 minutes)
6. Consent Agenda (5 minutes)
 - A. [Draft Minutes from March 7, 2024, Board Meeting and March 18, 2024, Budget Retreat – page 2](#)
 - B. [Executive Committee Report – page 8](#)
 - C. [Finance Committee Report – page 10](#)
 - D. [Quality Management Committee Report – page 22](#)

CEO Recommendation

Approve the March Board meeting and budget retreat minutes; receive the reports.

7. Committee Reports

- A. [Consumer and Family Advisory Committee \(5 minutes\) – page 27](#)

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 following meetings.

- B. Items Pulled from Consent Agenda (10 minutes)

CEO Recommendation

Receive the reports.

8. Special Update/Presentation:

- A. [HEDIS and Inovalon Overview \(15 minutes\) – page 52](#)

Chris Radley, Senior Vice-President/Quality Management, will provide an overview of HEDIS, the role of Inovalon in generating Alliance Health Plan's HEDIS measure rates, and the critical role that HEDIS plays in shifting from volume-based care to value-based care and in advancing the Quintuple Aim.

- B. [Population Trends \(15 minutes\) – page 53](#)

Amy Perry, Senior Vice-President/Population Health and Care Management, will review trends noted in the health of the Alliance Medicaid Direct membership. She will highlight opportunities to support members to improve health and accessing the right care, at the right time, and in the right setting.

CEO Recommendation

Receive the updates/presentations.

9. Adjournment

Next Meeting: Thursday, May 2, 2024
5200 W. Paramount Parkway, Morrisville, NC 27560

Estimated Time: 1 hour, 20 minutes



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

ITEM: Draft Minutes from March 7, 2024, Board and March 18, 2024, Budget Retreat Meetings

DATE OF BOARD MEETING: April 4, 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(s) are attached and submitted for review and approval by the Board.

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

REQUEST FOR AREA BOARD ACTION: Approve the draft minutes from March 7, 2024, Board and March 18, 2024, Budget Retreat meetings.

CEO RECOMMENDATION: Approve the draft minutes from March 7, 2024, Board and March 18, 2024, Budget Retreat meetings.

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



Thursday, March 07, 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 (via Zoom); Leigh Altman, Mecklenburg County Commissioner, JD (via Zoom); Heidi Carter, Durham County Commissioner, MPH, MS (via Zoom); George Corvin, MD (via Zoom); David Curro, BS; Dena Diorio, MPA (via Zoom); Jean Hamilton, Orange County Commissioner, PhD (via Zoom); David Hancock, MBA, MPAff (Board Chair); D. Lee Jackson, BA (via Zoom); Tchernavia Montgomery, MSW (via Zoom); Lynne Nelson, BS (Board Vice-Chair); Heather Skeens (via Zoom); Cheryl Stallings, Wake County Commissioner, PhD; and Anthony Trotman, MS (via Zoom)

APPOINTED MEMBERS ABSENT: Ted Godwin, Johnston County Commissioner

GUEST(S) PRESENT: Linda Campbell (via Zoom); Yvonne French, NC DHHS/DMH (Department of Health and Human Services/Division of Mental Health, Intellectual Disability, and Substance Abuse Services) (via Zoom); Lois Stickell (via Zoom); Brent Trout, Harnett County Manager (via Zoom)

ALLIANCE STAFF PRESENT: Suzanne Alessi-Gruenberg, Administrative Assistant III; Brandon Alexander, Communications and Marketing Specialist II (via Zoom); Phil Bell, Manager of Leadership Coaching and Mentoring, (via Zoom); Dave Brown, Deputy Chief Information Officer (via Zoom); Jen Carter, Manager of Organizational Change Management, (via Zoom); Joey Dorsett, Senior Vice-President/Chief Information Officer (via Zoom); Ulinda Fugate, Manager of Leadership Development Programs, (via Zoom); Chris Grub, Manager of Learning Technology Solutions, (via Zoom); 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; 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 (via Zoom); Robert Robinson, CEO; Tammy Thomas, Senior Vice-President/Business Evolution; Dianna White, Senior Vice-President/Financial Operations; Sara Wilson, Chief of Staff; and Carol Wolff, General Counsel

1. CALL TO ORDER: Board Chair David Hancock called the meeting to order at 4:03 p.m.

AGENDA ITEMS:	DISCUSSION:
2. Agenda Adjustments	There were no adjustments to the agenda.
3. Public Comment	There were no public comments.
4. Chair's Report	Chair Hancock: <ul style="list-style-type: none">• Welcomed new board member Heather Skeens, a Cumberland County resident.• Reminded board members, that per <i>Policy G-1: Board of Directors Conflict of Interest</i>, annual disclosures are needed for all Board members, and they are due by March 31, 2024.• The Board's annual budget retreat is part of the agency's budget process and is Monday, March 18, 2024, from 1:00-3:30 pm; it will be held virtually only.• The Board is holding its April 4, 2024, meeting in Charlotte. Additional information will be shared closer to the meeting.
5. CEO's Report	Mr. Robinson introduced Carol Wolff, General Counsel, who provided an update on a request from NC DHHS to provide input on potential revisions to NCGS (General Statute) 122C, legislation which relates directly to LME/MCOs and the people they serve.

Thursday, March 07, 2024

AREA BOARD REGULAR MEETING

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

AGENDA ITEMS:	DISCUSSION:
6. Consent Agenda	<p>A. Draft Minutes from February 1, 2024, Board Meeting – page 4</p> <p>B. Audit and Compliance Committee Report – page 9</p> <p>C. Executive Committee Report – page 17</p> <p>D. Finance Committee Report – page 19</p> <p>E. Quality Management Committee Report – page 30</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 Vice-Chair Nelson to approve the minutes; motion seconded by Mr. Curro. Motion passed unanimously.</p>
7. Consumer and Family Advisory Committee – page 35	<p>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 meetings is available on Alliance's website. This report included draft minutes and documents from recent meetings.</p> <p>David Curro, CFAC representative, presented the report. Mr. Curro reviewed recent CFAC events and participation in community events; he also shared ongoing collaborative efforts to provide guidance to Alliance staff and connect with community (e.g., working with an Alliance-provided consultant to help CFAC work most effectively). Mr. Curro requested an updated provider list be made available to persons served by Alliance and the public. The CFAC report is attached to and made part of these minutes.</p> <p><u>BOARD ACTION</u> The Board received the report.</p>
8. Closed Session(s)	<p><u>BOARD ACTION</u> A motion was made by Commissioner Stallings to enter closed session pursuant to NC § 143-318.11 (a) (1) to prevent the disclosure of information that is confidential and not a public record under NCGS 122C-126.1; motion seconded by Vice-Chair Nelson. Motion passed unanimously.</p>
9. Reconvene Open Session	<p>The Board returned to open session.</p>
10. Special Updates/ Presentation(s): ODL Programs – page 63	<p>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 provided the overview.</p> <p>Jen Carter, Manager of Organizational Change Management, reviewed Alliance's approach to change, which includes the ADKAR model, utilizing Change Champions (an internal/staff workgroup), focus groups, trainings and guides to support organization-wide initiatives.</p>

Thursday, March 07, 2024

AREA BOARD REGULAR MEETING

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

AGENDA ITEMS:	DISCUSSION:
	<p>Chris Grub, Manager of Learning Technology Solutions, reviewed Alliance's approach to engage employees with current technology to more effectively complete their roles and best support the people Alliance serves (e.g., internal and external platforms utilized by Alliance staff). This includes a February technology roadshow, which included multiple sessions to introduce staff to four new software platforms.</p> <p>Ulinda Fugate, Manager of Leadership Development Programs, reviewed Alliance's multiple approaches to internally developing leaders. She thanked executive leadership team and senior leadership team members for serving as mentors of the current Aspiring Leadership Program (ALP) cohort.</p> <p>Phil Bell, Manager of Leadership Coaching and Mentoring, provided an overview of Alliance's coaching and mentoring program, designed to empower leaders, individuals and teams to maximize their impact through coaching, mentoring and growth assessments.</p> <p><u>BOARD ACTION</u> The Board accepted the update/presentation.</p>
11. Adjournment	All business was completed; the meeting adjourned at 5:12 p.m.

Next Board Meeting
Thursday, April 04, 2024
4:00 – 6:00 pm

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



Monday, March 18, 2024

FY25 ALLIANCE BOARD BUDGET RETREAT

(virtual meeting via videoconference)

1:00 pm – 3:30 pm

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; Jean Hamilton, Orange County Commissioner, Ph.D.; David Hancock, MBA, MPAff (Board Chair); Tchernavia Montgomery, MSW; Lynne Nelson, BS (Board Vice-Chair); Heather Skeens, MBA; and Anthony Trotman, MS

APPOINTED MEMBERS ABSENT: Ted Godwin, Johnston County Commissioner; D. Lee Jackson, BA; and Cheryl Stallings, Wake County Commissioner, PhD

GUEST(S) PRESENT: Marie Dodson, Alliance CFAC; and Denise Foreman, Wake County Manager's office

ALLIANCE STAFF PRESENT: Suzanne Alessi-Gruenberg, Administrative Assistant III; Joey Dorsett, Senior Vice-President/Chief Information Officer; Cheala Garland-Downey, Executive Vice-President/Chief Human Resources Officer; Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Sandhya Gopal, Senior Director of Government Relations; Veronica Ingram, Clerk to the Board; Aimee Izawa, Director Community & Member Engagement; Robert MacArthur, Chief Medical Officer; Charles McCormick, Deputy Chief Medical Officer; Brenda McGovern, Senior Vice-President/Utilization Management; Ann Oshel, Senior Vice-President/Community Health and Well-Being; Monica Portugal, Executive Vice-President/Chief Risk and Strategy Officer; Brian Perkins, Senior Vice-President/Strategy and Government Relations; Amy Perry, Senior Vice-President/Population Health Care Management; Neal Roberts, Pharmacy Director; Robert Robinson, CEO; Sean Schreiber, Executive Vice-President/Chief Operating Officer; Ashley Snyder, Senior Director of Accounting and Finance; Dianna White, Senior Vice-President/Financial Operations; Sara Wilson, Chief of Staff; and Carol Wolff, General Counsel

1. Welcome/Introduction: The meeting began at 1:04 p.m.

AGENDA ITEMS:	DISCUSSION:
2. CFAC Presentation	Marie Dodson, Alliance CFAC Chair, reminded attendees of CFAC's purpose, which includes advising staff and Alliance's Board on multiple items affecting members including the annual budget. Ms. Dodson reviewed CFAC highlights including their strategic retreat, presence and activities within the counties in Alliance's catchment, and advocacy efforts regarding housing, transportation, crisis services and support, etc.
3. Financial Update	Dianna White, Senior Vice-President/Financial Operations, reviewed the current budget, financial summary as of January 31, 2024, contractual financial requirements (e.g., medial loss ratio (MLR), capital requirements, etc.), financial viability (e.g., fund balance, unrestricted/committed funds, revenue, capital reserve, etc.).
4. Tailored Plan Solvency Plan	Kelly Goodfellow, Executive Vice-President/Chief Financial Officer, reviewed contract requirements regarding solvency and plans to mitigate risk as the agency prepares to cover physical health and pharmacy costs in addition to behavioral health.
5. Administrative Review	Ms. Goodfellow provided a high-level overview of three categories of administrative funds (e.g., administrative operations budget, tailored plan implementation until July 1, 2024, and strategic plan initiatives).
6. Network Management	Sean Schreiber, Executive Vice-President/Chief Operating Officer, noted progress towards provider network % (contractual requirement), areas of network risk and plans to mitigate those risks.
7. Predictive Analytics	Amy Perry, Senior Vice-President/Population Health and Care Management, reviewed how predictive analytics helps within population health to improve member health outcomes. She reviewed sample data in predictive analytic profiles and how this can be used to improve the lives of members within Alliance's catchment area.

Monday, March 18, 2024

FY25 ALLIANCE BOARD BUDGET RETREAT

(virtual meeting via videoconference)

1:00 pm – 3:30 pm

AGENDA ITEMS:	DISCUSSION:
	Ms. Perry shared that quarterly profiles are expected. She reviewed potential next steps based on this information, which include staff training, identifying how to leverage these profiles to ensure members receive needed/identified care coordination and support to avoid crisis and improve health outcomes.
8. Adjournment	Ms. Goodfellow reviewed key take aways and the budget timeline: the recommended budget will be presented at the May board meeting and the budget will be approved at the June Board meeting. The presentation was saved as part of the Board's files; the meeting adjourned at 2:54 p.m.

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



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

ITEM: Executive Committee Report

DATE OF BOARD MEETING: April 4, 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, March 18, 2024

BOARD EXECUTIVE COMMITTEE - REGULAR MEETING

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

APPOINTED MEMBERS PRESENT: George Corvin, MD (Quality Management Committee Chair); David Curro, BS (Audit and Compliance Committee Chair, Client Rights/Human Rights Committee Chair); Dena Diorio, MPA (Network Development and Services Committee Chair); David Hancock, MBA, PFAff (Board Chair and Finance Committee Chair); and Lynne Nelson, BS (Board Vice-Chair)

APPOINTED MEMBERS ABSENT: None
BOARD MEMBERS PRESENT: None

GUEST(S): None
STAFF PRESENT: Suzanne Alessi-Gruenberg, Administrative Assistant III; 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 February 19, 2024, meeting; a motion was made by Dr. Corvin to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Update: Board Meeting in Mecklenburg County	As directed by the Board, staff coordinated space with Mecklenburg County and the April 4, 2024, Board meeting will be in Charlotte. Additional information will be shared when the April Board meeting packet is sent.	Ms. Ingram will forward information about the April Board meeting when the agenda packet is sent.	3/29/24
4. Agenda for April Board Meeting	Committee reviewed the draft agenda and provided input regarding how much time to allot for the special presentation/updates.	Ms. Ingram will forward the agenda to staff.	3/19/24

- 5. **ADJOURNMENT:** the meeting adjourned at 4:09 p.m.; the next meeting will be April 15, 2024, at 4:00 p.m.



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

ITEM: Finance Committee Report

DATE OF BOARD MEETING: April 4, 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: Receive the report.

CEO RECOMMENDATION: Receive the report.

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



Thursday, March 07, 2024

BOARD FINANCE COMMITTEE - REGULAR MEETING

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

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

BOARD MEMBERS PRESENT: None

GUEST(S) PRESENT: Denise Foreman (Wake County)

STAFF PRESENT: Kelly Goodfellow, Executive Vice-President/Chief Financial Officer; Rob Robinson, CEO; Mary Dahlsten, Grants Manager; Ashley Snyder, Senior Director of Accounting and Finance; Dianna White, Senior Vice-President/Financial Operations.

1. **WELCOME AND INTRODUCTIONS** – the meeting was called to order at 3:02PM

2. **REVIEW OF THE MINUTES** – The minutes from the February 1, 2024, meeting were reviewed; a motion was made by Mr. Jackson and seconded by Ms. Diorio 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 Summary of Savings/(Loss) by Funding Source, the Statement of Revenue and Expenses (Budget & Actual), Senate Bill 208 Required Ratios, DHB Contract Ratios, and Capital Reserves as of January 31, 2024.</p> <p>Ms. White discussed the financial reports.</p> <p>Summary of Savings/(Loss) by Funding Source</p> <ul style="list-style-type: none">• Currently see \$44.7M in savings-mostly from Medicaid.• In FY25 Risk Reserve will go away and be replaced by Underwriting Gain. However, the Underwriting Gain is considered admin revenue as opposed to the Risk Reserve being Service Revenue and there is no restriction on spending. <p>Statement of Revenue and Expenses</p> <ul style="list-style-type: none">• Medicaid Service Revenue – Increased \$7.5M from December which was \$81M<ul style="list-style-type: none">○ We saw rate increases in January that increased revenue about \$3.5M for the month and will going forward.○ December there was a Risk Corridor True-up of \$1.9M that decreased December revenue	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, March 07, 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:
	<ul style="list-style-type: none">○ There were other increases in the Risk Reserve Revenue and Capacity Building Revenue.• Medicaid Admin Revenue – Increased \$1.5M from the prior month. December was \$9M.<ul style="list-style-type: none">○ \$1.2M is related to TCM revenue. TCM is billed separately and not part of PMPM. The services provided by Alliance staff is classified as admin revenue.• Medicaid Waiver Service Expense _ Increased \$14.8M from the Prior Month. December was \$68M.<ul style="list-style-type: none">○ December was lower due to changes in IBNR of \$5.6M○ Milliman is estimating that January claims will come in \$4M higher than December and \$8M higher than November (\$2.6M being expansion).○ Includes adjustment of IBNR related to December claims of \$1M.○ Provider TCM claims and IBNR increased.○ Capacity Building and Crisis expenses also increased.• Admin expenses consistent with December which was \$13.4M. The increase was primarily due to professional services of \$400K. These expenses are trending under budget.• Savings shrunk to \$3.9M this month, down from \$10.6M in prior month. <p>Senate Bill 208 Required Ratios and DHB Contract Ratios</p> <ul style="list-style-type: none">• All contractual ratios are being met.• MLR for Medicaid Direct is at 87.8% and MLR for Expansion is 105.78% (benchmark is 85%)• Kelly Goodfellow discussed how main driver for the expansion claims is methadone services (only have 2 months of this data to go on.). Ms. Goodfellow also discussed that the State did not have a lot of data to determine the PMPM for the expansion population and will probably change for FY25 as there is more experience. <p>Capital Reserves (financial viability readiness)</p> <ul style="list-style-type: none">• By July 1, we must have 12.5% (\$201M) in capital reserve to launch Tailored Plan and then 9% after that. We project to cover the 12.5% total		

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

Thursday, March 07, 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>for July 1 by using the Risk Reserve balance and \$14.7M of unrestricted fund balance.</p> <ul style="list-style-type: none">Discussion ensued about if other LME's can meet this financial metric-Mr. Robinson asserts that meeting this metric is not a concern for other LME's and would not hold us back from launching TP as a State.		
4. Contract(s)	No contracts were brought to discuss	No next steps	
5. Budget Retreat Agenda	<p>Ms. Goodfellow discussed the retreat Agenda.</p> <ul style="list-style-type: none">IntroCFAC PresentationFinancial Update (where we are and financial viability)Tailored Plan solvency plan (Risk Mitigation)<ul style="list-style-type: none">Will focus on discussion around stop loss insurance; what bids have been received and how we can go forward with companies that are not wanting to insure members who utilize high risk pharmaceuticals (primarily).Ms. Goodfellow went into more detail about this issue. Ultimately, this will lead to proposal to the Board to commit funds to absorb costs for these high-risk members.Additional discussion between Ms. Goodfellow, Mr., Robinson, and Mr. Hancock on how members are being categorized and how we're seeing some members that have extenuating physical needs, not behavioral, but are still being placed with Alliance. We are analyzing this data to see if any members should be transitioned back to Standard Plans.Administrative Review<ul style="list-style-type: none">Focus being on how we are planning to utilize fund balance once the Capital Reserve requirement is lessened to 9%.Member Profile<ul style="list-style-type: none">Focus will be on predictive analytics (presented by Amy Perry.)Forecasting what members may be coming into the plan so we can drill down to the target pop we want to really focus on. <p>Mr. Jackson asked how these bids for stop loss insurance have been structured. Ms. Goodfellow went into greater detail on the process of current bids and how we can really curate a policy to fit our needs. Will go into more discussion on this at budget retreat.</p>	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, March 07, 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:
	Mr. Hancock asked if there would be any County discussions at the budget retreat. Ms. Goodfellow said that the focus of meeting will be on Tailored Plan and Medicaid.		
6. Reminders	a. FY 25 Budget Retreat – March 18, 2024, 1pm (virtual) b. April Meeting in Mecklenburg	No next steps	

7. **ADJOURNMENT:** the meeting adjourned at 3:39 PM; the next meeting will be April 4, 2024, from 3:00 p.m. to 4:00 p.m.



919-651-8401
AllianceHealthPlan.org



Finance Committee Meeting

Thursday, March 7, 2024
3:00-4:00 pm

AGENDA

- 1. Review of the Minutes – February 1, 2024**
- 2. Monthly Financial Reports as of January 31, 2024**
 - a. Summary of Savings (Loss) by Funding Source
 - b. Statement of Revenue and Expenses (Budget & Actual)
 - c. Senate Bill 208 Ratios
 - d. DHB Contractual Ratios
 - e. Capital Reserves
- 3. Contract(s)**
- 4. Budget Retreat Agenda**
- 5. Reminders**
 - a. FY 25 Budget Retreat – March 18, 2024, 1pm (virtual)
 - b. April Meeting in Mecklenburg
- 6. Adjournment**

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



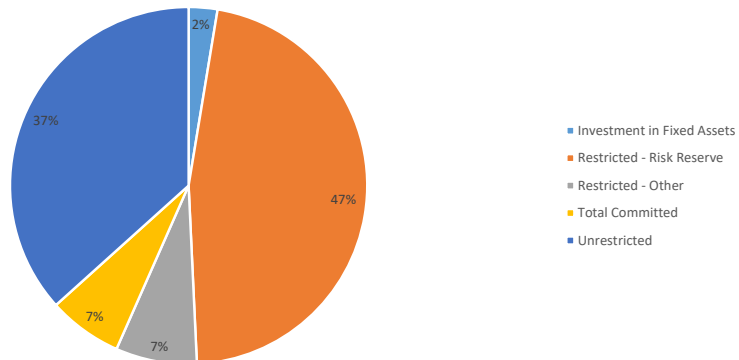
Summary of Savings/(Loss) by Funding Source as of January 31, 2024

	Revenue	Expense	Savings/(Loss)
Medicaid Waiver Services	\$ 559,763,112	\$ 518,472,093	\$ 41,291,019
Medicaid Waiver Risk Reserve	15,258,869	-	15,258,869
Federal Grants & State Funds	61,447,496	61,743,255	(295,759)
Local Funds	20,025,560	20,111,836	(86,276)
Administrative	70,969,891	87,728,277	(16,758,386)
Non operating	5,260,997	-	5,260,997
Total	\$ 732,725,925	\$ 688,055,461	\$ 44,670,464

Fund Balance Detail

	June 30, 2023	Change	January 31, 2024
Investment in Fixed Assets	9,613,885	(97,868)	9,516,017
Restricted - Risk Reserve	155,331,704	15,258,869	170,590,573
Restricted - Other			
State Statutes	15,576,663	-	15,576,663
Prepays	2,097,230	4,587,187	6,684,417
Mecklenburg	30,938	(21,938)	9,000
Cumberland	4,593,636	-	4,593,636
Durham	109,482	(64,338)	45,144
Restricted - Other	22,407,950	4,500,911	26,908,860
Committed			
Intergovernmental Transfer	4,907,800	(2,862,883)	2,044,917
Reinvestments - Administrative - TP Implementation	20,700,000	(14,073,868)	6,626,132
Mecklenburg Realignment Funds	14,361,641	(304,464)	14,057,176
Orange Realignment Funds	1,823,121	-	1,823,121
Total Committed	41,792,562	(17,241,215)	24,551,346
Unrestricted	91,823,723	42,249,768	134,073,492
Total Fund Balance	\$ 320,969,824	\$ 44,670,464	\$ 365,640,289

Restricted	19,661,911
Unrestricted	25,008,553
Total Fund Balance Change	\$ 44,670,464



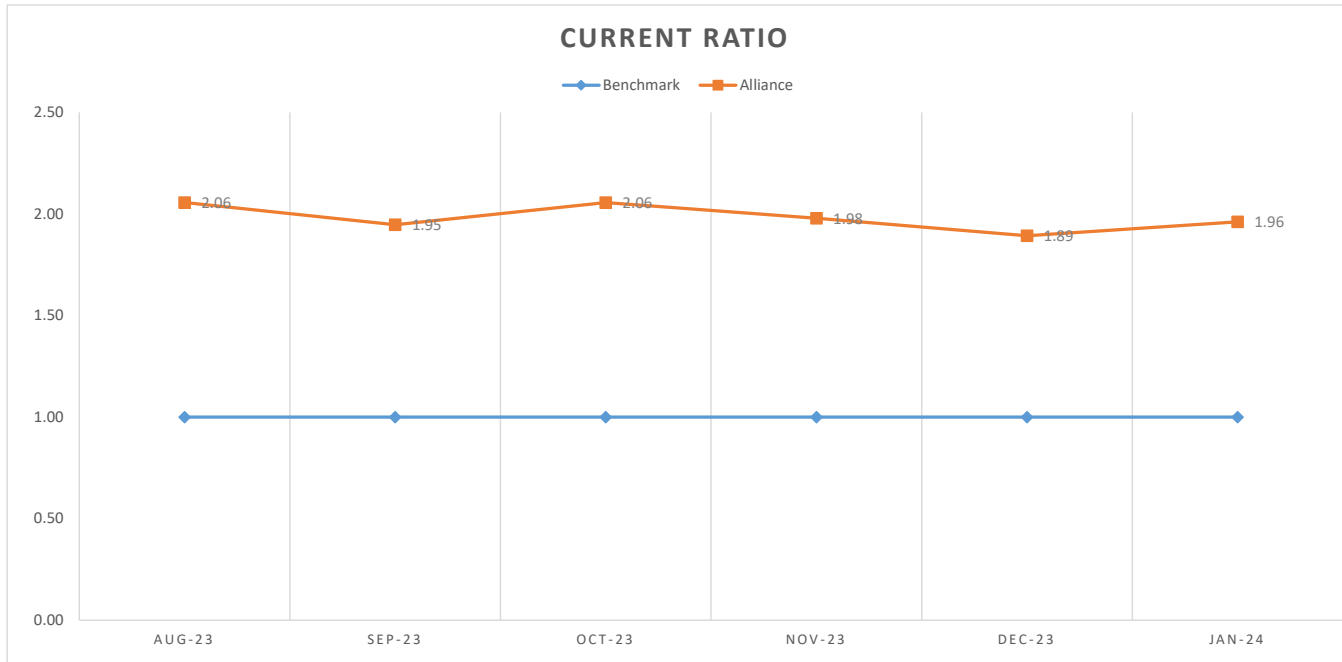


Alliance Health
Statement of Revenue and Expenses
As of January 31, 2024

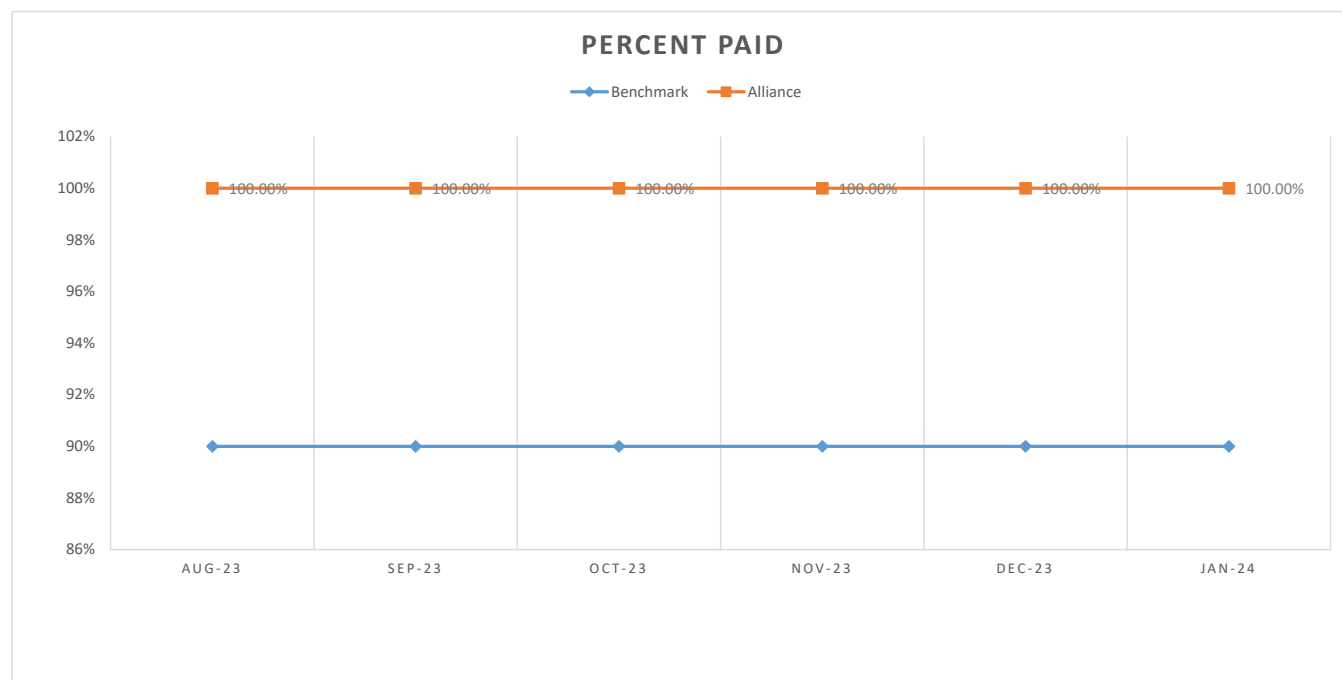
	For the Qtr Ending 09/30/2023	For the Qtr Ending 12/31/2023	Month Ending 01/31/2024 <small>Actual</small>	Year to Date Actual 01/31/2024	Current Year Budget 06/30/2024	Budget Remaining 06/30/2024 <small>Remaining Budget</small>
Revenue						
Service Revenue						
Medicaid Waiver Service	226,587,699	259,876,875	88,557,408	575,021,981	1,264,983,710	689,961,729
State and Federal Grants	25,264,773	26,817,026	9,365,696	61,447,496	121,376,073	59,928,577
Local Grants	8,419,821	8,624,276	2,981,463	20,025,560	53,632,970	33,607,410
Total Service Revenue	<u>260,272,293</u>	<u>295,318,177</u>	<u>100,904,567</u>	<u>656,495,037</u>	<u>1,439,992,753</u>	<u>783,497,716</u>
Administrative Revenue						
Medicaid Waiver	26,186,401	27,987,858	10,490,341	64,664,600	169,385,832	104,721,232
State and Federal	1,769,905	2,477,868	707,962	4,955,735	6,931,637	1,975,902
Local	252,941	160,265	87,347	500,554	922,029	421,475
Other Lines of Business	363,858	363,858	121,286	849,002	1,455,432	606,430
Total Administrative Revenue	<u>28,573,105</u>	<u>30,989,849</u>	<u>11,406,936</u>	<u>70,969,891</u>	<u>178,694,930</u>	<u>107,725,039</u>
Total Revenue	<u>288,845,398</u>	<u>326,308,026</u>	<u>112,311,503</u>	<u>727,464,928</u>	<u>1,618,687,683</u>	<u>891,222,755</u>
Expenses						
Service Expense						
Medicaid Waiver Service	206,189,433	229,738,726	82,543,934	518,472,093	1,264,983,710	746,511,617
State and Federal Service	25,438,329	26,849,104	9,455,822	61,743,255	121,376,073	59,632,818
Local Service	8,473,214	8,648,326	2,990,296	20,111,836	53,632,970	33,521,134
Total Service Expense	<u>240,100,976</u>	<u>265,236,156</u>	<u>94,990,052</u>	<u>600,327,184</u>	<u>1,439,992,753</u>	<u>839,665,569</u>
Administrative Expense						
Salaries and Benefits	28,593,621	31,003,850	11,454,875	71,052,346	125,412,782	54,360,436
Professional Services	2,668,935	3,823,129	1,421,183	7,913,247	23,423,549	15,510,302
Operational Expenses	3,633,750	3,794,940	1,333,994	8,762,684	29,858,599	21,095,914
Total Administrative Expense	<u>34,896,306</u>	<u>38,621,919</u>	<u>14,210,052</u>	<u>87,728,277</u>	<u>178,694,930</u>	<u>90,966,652</u>
Total Expenses	<u>274,997,282</u>	<u>303,858,075</u>	<u>109,200,104</u>	<u>688,055,461</u>	<u>1,618,687,683</u>	<u>930,632,221</u>
Non Operating						
Non Operating Revenue	2,107,317	2,361,489	792,192	5,260,997	1,000,000	(4,260,997)
Non Operating Expense	-	-	-	-	1,000,000	1,000,000
Total Non Operating	<u>2,107,317</u>	<u>2,361,489</u>	<u>792,192</u>	<u>5,260,997</u>	<u>-</u>	<u>(5,260,997)</u>
Current Year Change in Net Position	<u>15,955,433</u>	<u>24,811,440</u>	<u>3,903,591</u>	<u>44,670,464</u>	<u>-</u>	<u>(44,670,464)</u>



Division of Health Benefits Ratios - As of January 31, 2024



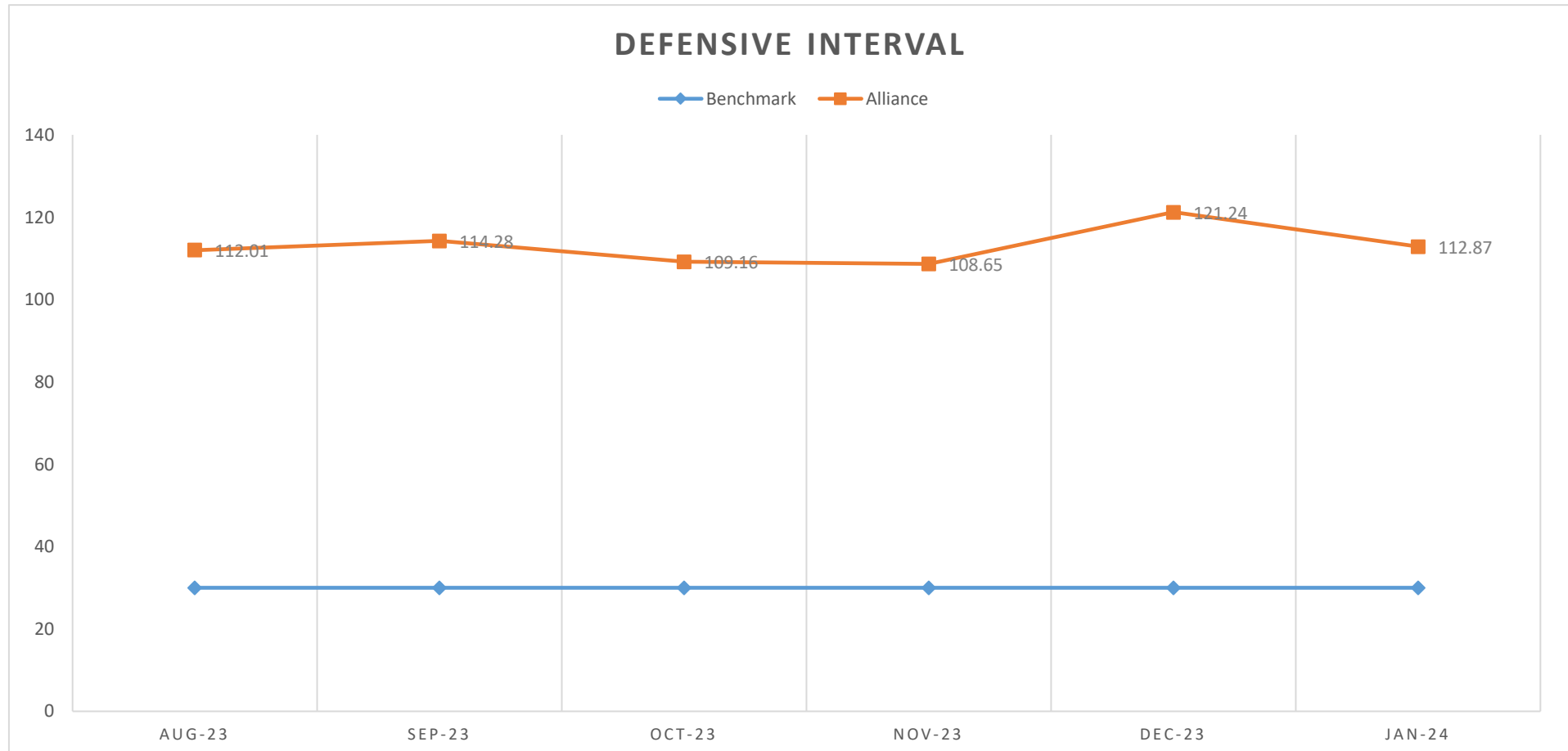
Current Ratio = Compares current assets to current liabilities. Liquidity ratio that measures an organization's ability to pay short term obligations. The requirement is 1.0 or greater.



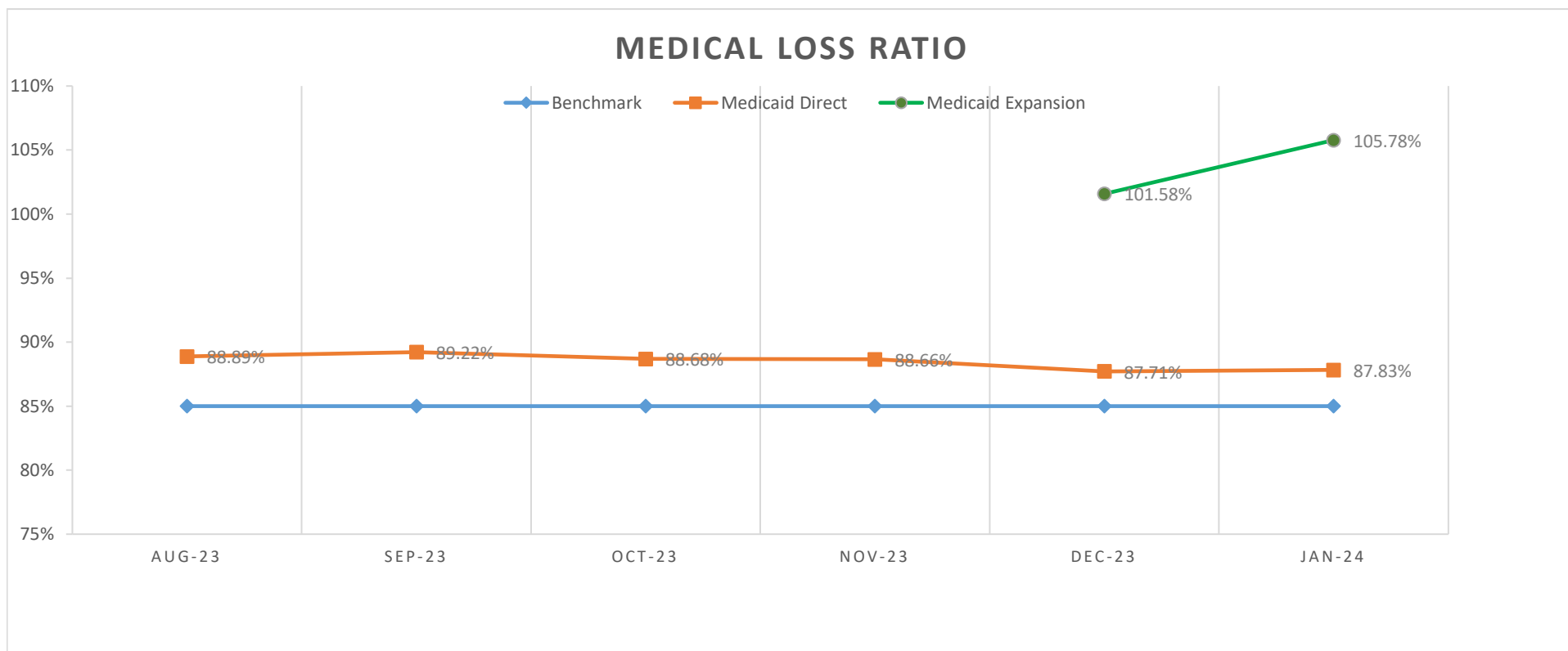
Percent Paid = Percent of clean claims paid within 30 days of receiving. The requirement is 90% or greater.



Division of Health Benefits Ratios - As of January 31, 2024



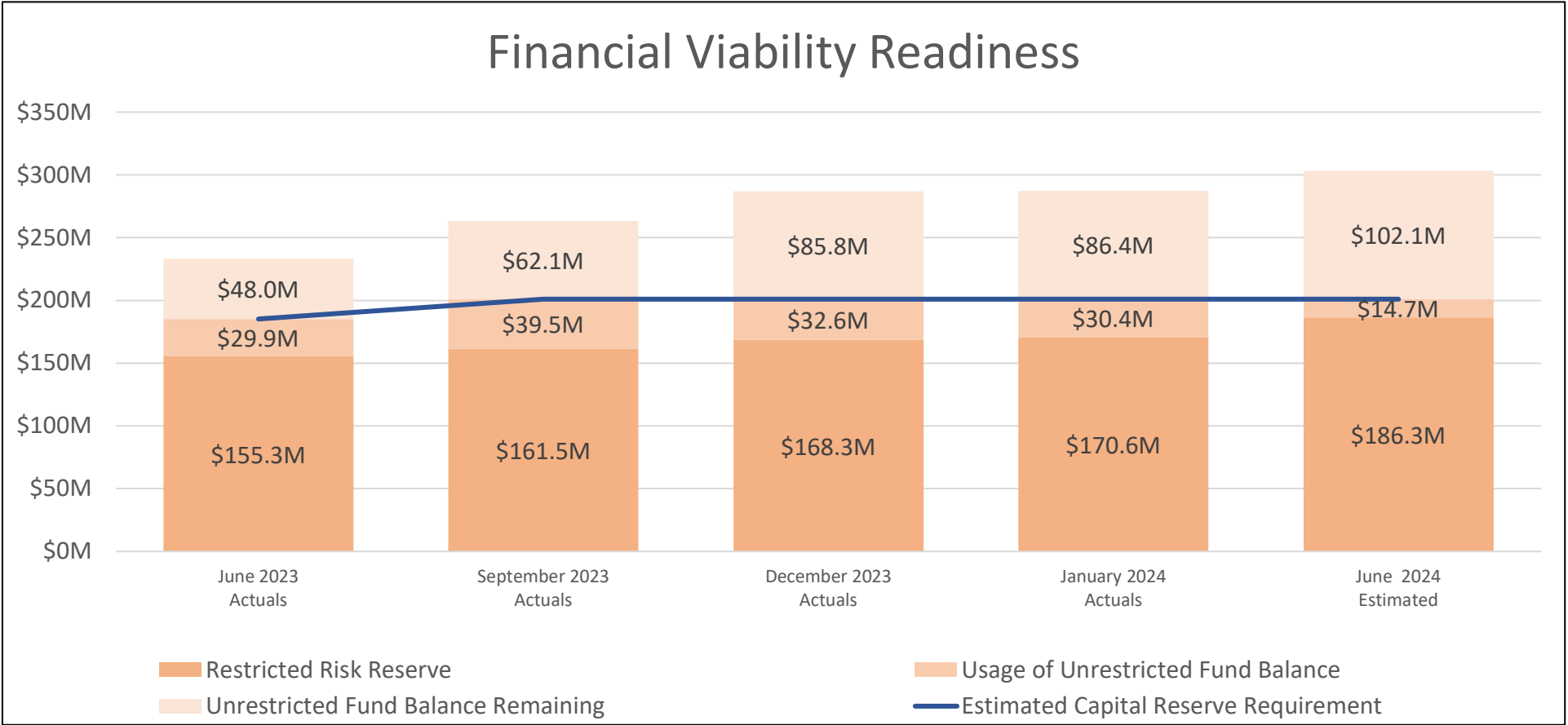
Defensive Interval = Cash + Current Investments divided by average daily operating expenses. This ratio shows how many days the organization can continue to pay expenses if no additional cash comes in. The requirement is 30 days or greater.



Medical Loss Ratio (MLR) = Total Services Expenses plus Administrative Expenses that go towards directly improving health outcomes divided by Total Medicaid Revenue. The requirement is 85% or greater cumulative for the rating period (7/1/22-3/31/23). The requirement for Medicaid Direct is 85% or greater cumulative for the rating period (4/1/23-6/30/24). The requirement for Tailored Plan is 88% or greater cumulative for the rating period.



Financial Viability Readiness - As of January 31, 2024





FY25 Budget Retreat Agenda

1. Introduction
2. CFAC presentation
3. Financial Update
4. Tailored Plan solvency plan
5. Administrative review
6. Member profile



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

ITEM: Quality Management Committee Report

DATE OF BOARD MEETING: April 4, 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, MD, Committee Chair; Chris Radley, Senior Vice-President/Quality Management; Laura Bardascino, Director of Quality of Management



Thursday, March 07, 2024

BOARD QUALITY MANAGEMENT COMMITTEE - REGULAR MEETING

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

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

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

BOARD MEMBERS PRESENT:

GUEST(S) PRESENT:

STAFF PRESENT: Kayla Brown, Administrative Assistant III; Donna Hodge, Accreditation Manager; Karen Borusiewicz, Clinical Quality Analyst; Laura Bardascino, Director of Quality Management; Schuyler Moreno, QM Data Manager; Suzanne Davis Marens, Senior Director- Access; Tia Grant; Caroline Caveney, HEDIS Manager; Chris Radley, Senior VP Quality Management; Todd Parker, Director of IGA; Colleen Kinslow, Director of Community Care Management; Shameka Fair Banks, Director of Health Equity; Charles McCormick, Deputy Chief Medical Director

- 1. WELCOME AND INTRODUCTIONS** – the meeting was called to order at 1:02
- 2. REVIEW OF THE MINUTES** – The minutes from the February 1, 2024, meeting was reviewed; a motion was made by Mr. Pattison and seconded by Ms. Dodson 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 approve minutes from February 1 st , 2024; motion seconded by Ms. Dodson. Motion passed unanimously.		1:02
4. . Incident, Grievances, and Appeals, Todd Parker, Dir of IGA, QM	Todd Parker, the Director of Incidences, Grievances, and Appeals presented information regarding the overview of incidents, grievances, and appeals. What is an incident? Any happening which is not consistent with the routine operation of a facility or service or the Incidences have 3 levels. L1- Provider level L2 & L3- Reported into NC IRIS <ul style="list-style-type: none">Clinical Quality Review Committee- This committee will review all level 2 and level 3 incidences.QM- The Quality Management department is responsible for reviewing if proper steps were taken when an incident occurs. Incident Report Breakdown Q1 FY24 1126 Reports were entered into NC IRIS for 861 members (2% if total enrollment) 753 children (6% of children enrolled) 373 adults (.84% enrolled) *Adults have higher level 3 incidents due to deaths but less incidences overall		1:05

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

Thursday, March 07, 2024

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>*Children have more level 2 incidences</p> <p>TOP 10 Reporting Providers</p> <p>#1- Thompson Child & Family Focus</p> <p>#2- Alexander Youth</p> <p>#3- Hope services</p> <p>Member Deaths</p> <p>Unknown-37 (Level 3)</p> <p>Terminal Illness- 22 (3 Level 3; 19 Level 2)</p> <p>Accident-5 (Level 3)</p> <p>Suicide-3 (Level 3)</p> <p>Homicide/Violence- 2 (Level 3)</p> <p>*Clinical Quality Review Committee will review all deaths after the OCM report.</p> <p>Complaints & Grievances:</p> <p>Complaint- non-member expressions of dissatisfaction about any matter other than decisions regarding requests for Medicaid services made by non-members.</p> <p>Grievance: a member/legal guardian or provider's express of dissatisfaction about any matter other than decisions regarding requests for Medicaid services.</p> <p>177 (77%) Member Grievance- member/legal guardian</p> <p>22 (10%) Provider</p> <p>29(9%) External stakeholders- outside entities</p> <p>3 (1%) Compliments</p> <p>**67 Internal Employee Concerns not member related (298 total)</p> <p>Grievance by County</p> <p>Top 3</p> <p>-Wake County having the most grievances (95)</p> <p>Mecklenburg County (77)</p> <p>Durham County (49)</p> <p>Nature of Issue (Top 5)</p> <p>*These issues tend to overlap*</p> <p>Quality of Services 83</p> <p>LME/MCO Functions 72</p> <p>Access to Services 32</p> <p>Authorization/Payment/Billing 27</p> <p>Abuse, Neglect, Exploitation 24</p>		

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

Thursday, March 07, 2024

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>Grievances are submitted by: Members, MCO Staff, Guardian, Provider, Parent, Family Member, Anonymous, Other, Consumer/advocate, DMH/DD/SAS</p> <p>Appeals Data Appeals has 2 levels L1 Plan Level- Denial of services *Appeals data can be found within the "UM Committee PowerPoint" presentation located in the committee's files.</p>		
5. HEDIS Overview, Caroline Caveney, HEDIS Mgr., QM	<p>Caroline Caveney, HEDIS Manager, presented information regarding the overview of HEDIS. The presentation can be found in the committee documents.</p> <p>What is Hedis? HEDIS® is a set of standardized performance measures designed to ensure that the public has the information it needs to compare organization performance.</p> <ul style="list-style-type: none">• HEDIS® is developed and maintained by the National Council of Quality Assurance (NCQA).• It is used to ensure that the public, policy makers, and payers have the information that they need to compare health plan performance. The NCQA is a private organization dedicated to improving healthcare quality by developing quality standards and performance measures. <p>What are the benefits of HEDIS®? HEDIS® measures health plan and provider performance. HEDIS® makes it possible to compare the performance of health plans on an apples-to-apples basis. HEDIS® is a component of a larger system that requires accountability and quality improvement in healthcare. HEDIS® provides a way to discover gaps in healthcare network performance and the provision of care. HEDIS® works to improve patient outcomes and decrease the cost of care through preventative services.</p> <p>What are the different sources of HEDIS data collection? Hybrid, Administrative, Survey, and ECDS</p> <p>How to Improve HEDIS® Measure Performance and Close Gaps in Care Data Accuracy & Integrity, Provider Collaboration, Education & Training, Regular Audits, Technology Utilization, Continuous Improvement</p>		1:45

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

Thursday, March 07, 2024

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>Common Gaps in Care A person is overdue for a recommended screening A person does not follow the recommendations for taking a prescription medication to manage a specific condition, a person doesn't share with their provider how a newly prescribed medication from another doctor might interfere with current medication, a person can't find or access the care they need in their network or area.</p> <p>HEDIS® Timeline A sample of the HEDIS timeline can be found within the presentation in the committee's files. Please reference to slides 14-16. Common</p> <p>HEDIS® Terminology A list of Common HEDIS terminology can be found within the presentation in the committee's files. Please reference to slides 17-20.</p> <p>If you have any questions please contact, Caroline Caveney RN BSN MHA HEDIS Manager ccaveney@alliancehealthplan.org</p>		
6. Topics for next meeting on May 2, 2024	Quality Improvement Plan updates, NCI Survey Results, statistics regarding the aging population,		2:05

7. **ADJOURNMENT:** the meeting adjourned at 2:20; the next meeting will be May 2, 2024, from 1:00 p.m. to 2:30 p.m.



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

ITEM: Consumer and Family Advisory Committee (CFAC) Report

DATE OF BOARD MEETING: April 4, 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, Harnett, 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 Zoom. 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 January CFAC meetings, local CFACs did not meet in December 2023. The CFAC Steering Committee did not meet in January 2024.

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

REQUEST FOR AREA BOARD ACTION: Accept the report.

CEO RECOMMENDATION: Accept the report.

RESOURCE PERSON(S): Marie Dodson, CFAC Steering Committee Chair; Ramona Branch, Member Inclusion and Outreach Manager; LaKeisha McCormick, Member Inclusion and Outreach Manager; Aimee Izawa, Community and Member Engagement Director



Monday, January 08, 2024

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, ☒ Dave Curro, ☐ Chris Dale, ☒ 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

ZOOM MEETING INFORMATION:

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

Meeting ID: 931 6164 4497

Dial by your location

• +1 646 931 3860 US

- 1. WELCOME AND INTRODUCTIONS (5 mins)** – the meeting was called to order at 5:35pm by Regina Mays
- 2. REVIEW OF THE MINUTES (5 mins)** – The minutes from the November 13, 2023 meeting were reviewed; a motion was made by Dave and seconded by Vandna to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Comment: 5-10 mins	None.		
4. State Updates: 5 mins	<p>Suzanne Thompson: No state members present.</p> <p>Ramona mentioned individuals can review the CE&E, and the big update will be provided at the SCFAC meeting on Wednesday with the CEO's of all MCO's. Individuals are encouraged to join virtually to listen to these updates, although only SCFAC members can ask questions of the MCO's.</p> <p>Meeting Registration - Zoom (zoomgov.com)</p> <p>Regina encouraged others to attend if they could at all, reviewing it provides useful information.</p>		

Monday, January 08, 2024

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
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 member: Alexis N Alexis was voted in unanimously as a CFAC member.- Any CFAC report-in: events, conferences, trainings One Community in Recovery training coming up in March, chance for scholarships available for the conference, but individuals could also apply for CFAC funds. NC One Community in Recovery Conference (wakehealth.edu) <p>Any interested individuals should notify MIOS Victoria ASAP to assist with approvals from Durham CFAC and the CFAC Steering Committee and proceed with registration in a timely fashion.</p> <p>Per Aimee: NC TIDE coming up in Wilmington on April 22nd-April 24th Legislative Breakfast: February 3rd, 2024 Disability Rights NC conference: May 1st, 2024</p> <p>Regina mentioned that it might be helpful to have a working calendar to ensure people are updated on events going on in the community as they come up. Ramona indicated that MIOS Fantasia sends out the calendar each month for individuals to review. Aimee reviewed that there is an internal CHWB calendar, but it's solely for staff. Dave sought clarification if several months of events from the internal CHWB calendar could be shared with all CFAC rather than reviewing it with just the Steering Committee or in the monthly calendar. Dave indicated that he's wanting it sent out each month with the agenda, reviewing that he receives about 7-8 emails a day from Alliance, which gets to be too much to consume. Aimee reinforced that this is why the events are sent out an event calendar with the monthly CFAC notes, and noted that sending out the internal CHWB calendar in full each month would be too much and not make sense, as it includes a lot of internal meetings that wouldn't be relevant to CFAC. Aimee indicted that she would speak with Fantasia and her supervisor about if it would be feasible to send out 3 months of calendar events ahead of time each month, honed in on only relevant events, reviewing that these are updated routinely, particularly as upcoming months get closer. It's noted that events tend to be added with increased frequency as it gets closer to the month of the event, not typically several months out.</p> <p>Regina mentioned that she is attempting to work with the Durham City Fair Housing department to get a next meeting arranged to work towards a Fair Housing conference. Regina mentioned that she will be on a panel with the HEART team on the third Saturday of this month at the district pack 1 meeting, noting that a lot of people aren't aware of who they are and that they exist. Other CFAC members indicated they were not aware of HEART, and Regina provided education that they work</p>		

Monday, January 08, 2024

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>with 911 for emotional support crises. Regina will share a flyer as available for the various meetings they plan to host in the community to tell individuals about who they are and what they do. Regina mentioned they have intervened in significant situations such as a woman being half naked in the street, and one where a call was dropped and they knocked door to door to find the individual.</p> <ul style="list-style-type: none">- Regina/Dave: Steering Committee Updates: No meeting in January.- Upcoming Events: Durham Local Re-Entry Council Resource Fair: 01/10/24, 1:30-4:30pm Justice Services Department, Multi-purpose Room 326 E. Main St., Durham, NC 27701 Alliance contacts: Laylon Williams and Debra Duncan All Neurotypes Autism and Neurodivergent Wellness, Resource, and Respite Fair: 1/20/24, 10:00am-2:00pm Eno Valley Elementary School and the Hub Farm 117 Milton Rd, Durham, NC 27712 Alliance contact: Douglas McDowell and Nancy Kent, potential: James Osborn Duke Medicaid Enrollment and Resource Fair, 1/27/24, 10:00am-2:30pm Wilson Center for Science and Justice: 1121 W. Chapel St. Suite 201, Durham, NC 27701 Alliance contacts: Victoria Mosey and Debra Duncan MIOS Victoria has new role/responsibility of reviewing and coordinating all events in Durham and will list all upcoming events in the agenda each month, reviewing that she could also field any questions regarding events and connections to other Alliance staff associated with events.- CFAC Membership Drive – ideas?: Regina encouraged other CFAC members to think about strategies to engage the community and foster relationships with locating more potential CFAC members. Dave identified that going to events could assist with developing relationships and locating members. It was identified by Regina that we don't want to just meet numbers, but find appropriate people. Cynthia indicated that it might be a good idea to post this information in the Durham County libraries since they host a lot of community events. Regina sought clarification if there was a way to disperse information about CFAC to Duke and advertise through them. Ramona reviewed that any communications about CFAC would need to be		

Monday, January 08, 2024

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>reviewed by the state before it could be sent out as advertising, and indicating that word of mouth is the most effective means of sharing information as well as attending events.</p> <ul style="list-style-type: none">- Durham Public School System – currently hosting county board elections, trying to encourage them to join CFAC meetings. Duke SWs also requesting further information. Ramona identified they could always be provided CFAC Rack Cards already approved by the state, and it doesn't need to officially be a resource fair. Ramona identified it could even be a good idea to bring up in PTA meetings. Ramona reviewed that individuals could talk about CFAC to any relevant community based organization or committee. MIOS Victoria reviewed that CFAC materials could be shared with, and mailed to, any organization that requests it on a regular basis. It was identified that this might be tricky with the school system as it would likely require finding the appropriate point of contact that would need to approve disbursement of materials and may change from school to school. Regina mentioned there are increased concerns around family homelessness (about 40 current, 20-30 pending), and re-zoning occurring, forcing individuals to change school districts. MIOS Victoria indicated she would follow-up with Regina regarding these concerns, and potentially pull in SOC Ashley Bass-Mitchell and Family Partner Kamu Mimy.		
6. MCO Updates: 5-10 mins	<p>Aimee/Ramona:</p> <ul style="list-style-type: none">• NC Managed Care updates• Aimee: Harnett County will be absorbed by Alliance Health effective 02/01/2024 and begin receiving services through the MCO then.		
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). SEE PAGE 3 of Alliance CFAC Strategic Goals FY24 doc.</p> <ul style="list-style-type: none">- Monthly review of CHWB Sharepoint calendar of Alliance events for CFAC to attend: see above.- Housing: Regina re: Durham receiving CNI (Choice Neighborhood Investment) grant and councilwoman conversations Dave: review community housing opportunities (ARC of NC, etc)		

Monday, January 08, 2024

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>Regina encouraged CFAC members to look into Section 811, which is different from Section 8, comes with a lot of government funds, so it's worth looking into further. It was reviewed that this covers the Supportive Housing type of programs including ARC of NC, etc.</p> <p>Regina identified that she would follow up with Durham Neighborhood Improvement Services regarding next steps with the Fair Housing event.</p> <ul style="list-style-type: none">- Crisis and Supports: Regina – more about HEART and CIT systems, possibly coordinate speaker (Laylon Williams) – discuss coordinating questions ahead of time. Identified points of contact, determine F/U steps.- Aimee: I/DD Council – in discussion about Alliance hosting a viewing of the family storytelling developmental disability video possibly in person and/or virtually. Aimee mentioned she will meet with them again this Friday to determine next steps. Dave indicated that Reality Ministries would likely be willing to provide space for an event like this.- Transportation: Dave attending recent GoTriangle Board of Trustees meeting, provide review. <p>Not addressed due to time constraints.</p> <ul style="list-style-type: none">- Provider Networks: Aimee, Ramona, and MIOS Victoria looking into appropriate staff follow-up. <p>Dave identified it might be good to have the goal focus on coming up with a list of providers that give mental health therapy to individuals with I/DD, reviewing that the majority of providers do not provide this service with exception of Monarch, who only does telehealth. Victoria Nneji reinforced this concern, reviewing that even in speaking with her CM, and the CM speaking with her supervisor, they were unable to provide much guidance. Regina mentioned concerns of her son remaining on the waitlist and having mental health crises in the interim, and the difficulties this presents. Aimee identified that Alliance is aware of this need/gap in services, and acknowledges this was something frequently discussed. It was identified that Aimee, Ramona, and MIOS Victoria have been in discussion about this, with meeting planned to determine next steps in how Alliance will address this.</p> <p>Per Vandna: "I feel overall there are very few resources available for IDD community"</p>		

Monday, January 08, 2024

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>Per Victoria N: “And people have had to pay out of pocket for mental health even with the Innovations waiver.”</p> <ul style="list-style-type: none">- Access to Care: Regina mentioned that families are dropping out of Medicaid and losing access to medication coverage, struggling with finding funds to cover needed medications. Dave Curro mentioned the end of COVID coverage resulted in 800,000 losing Medicaid, with only 600,000 coming back in. Regina mentioned that many individuals are still confused about Medicaid eligibility and she has been assisting them with re-applying to re-gain coverage.- Vandna identified having concerns about the DSP (Direct Support Professional) crisis and wanting to see what they can do to assist with addressing it. Aimee identified she is hoping the increase in wages will assist with the DSP crisis, but it will take time to see if it helps address this, and that it's a long process that's being worked on. Aimee reports that she has a meeting with the DD council this week to address this concern. She reports that she would like to screen the DSP crisis documentary in the counties of the Alliance catchment area to reinforce the concerns around the DSP crisis and how it ends up coming onto the families regarding lack of staff and waiting for services. It was identified that the DHHS Side-By-Side webinar today addressed this concern. Dave Curro, Vandna Munshi, and Cynthia Harris were all present at the webinar. Dave Curro identified that he recruited two personal care attendants himself to provide care for his son. Regina mentioned that she's found in her own experience working in the direct support field that the agencies try to underpay the employees and request individuals to go outside their role. Cynthia reported that she had a difficult time finding employment in the field without a driver's license, and was fortunate to get a job with Easter Seals where she could conduct meetings over Zoom. <p>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>		

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on 2/12/2024.

Monday, January 08, 2024

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:

ADJOURNMENT: Dave moved to adjourn and it was seconded by Victoria Nneji at 7:08pm. The suggested next meeting will be February 12, 2024, at 5:30 p.m.



Tuesday, January 09, 2024

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, ☒ Nancy Johns
☒ Benjamin Smith

GUEST(S): ☐ Suzanne Thompson; ☐ Stacey Harward; ; ☒ Angela Gale McCants; ☒ Karen Blake; ☒ Johnnie Thomas, ; ☒ Jennifer Melton

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 5:30pm

2. REVIEW OF THE MINUTES – The minutes from the **November 14, 2023** meeting were reviewed; a motion was made by Rasheeda McCallister and seconded by Trula Miles to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Comment (10 mins)	No public comments shared.		
4. CFAC In House Report	<ul style="list-style-type: none">Recognition of our new guests and how they learned about our CFAC.Hybrid meetings agreed to be the goal and we have in-person capability at Brooks Avenue Church of Christ. February is agreed to be hybrid if at least three people will be present. Most will still be virtual. Final determination will be shared via email.Discussion Topic about including organizational goals and objectives for our Wake CFAC Committee as part of our overall strategic planThis was agreed upon and several goals were proposed and agreed to be included as key current goals which were achievable within 1st Quarter 2024:To educate ourselves and others through timely topical trainings at our meetings. Topics were reviewed for 2024 Qtrs 1 and 2 that included TCL Initiative, WRAP, NCSTART, Alliance Tailored Plan, 122C Overview, 1915 I Option, etc. Follow-up for next meeting is to look at available trainings already online on the Alliance Health website.		

Draft minutes may be submitted with the monthly Board packet. minutes approved on 2/13/2024.



Tuesday, January 09, 2024

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING Wake County

(virtual meeting via videoconference)
5:30pm-7pm

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none">To increase connections with other previous Alliance Wake CFAC members and others who are currently serving in Consumer/Family representative roles in the Alliance committee structure: Human Rights Committee, Strategic Quality Improvement Plan Committee, Alliance Executive Board, (is there representation on the Strategic Communication Committee?), etc.To evaluate if we have openings in the consumer / family representative roles in the Alliance organizational opportunities.Follow-up question was asked of support staff to please review and share these exact meetings with their schedules, status of membership needs, criteria of roles, and a roster of consumer/family representatives with their roles and contact info. Added request to help us increase connectivity throughout our catchment area CFACs with those who are representing us in these key roles.To increase recruitment, each member invites at least one person to our meetings and to actively share about our CFAC in at least one community at event and/or in other opportunities as we are out and about, and to also actively look for candidates who can fill the openings in areas of need for increased representation in mental health, substance use disorders, and traumatic brain injury. Also, suggested was to add individuals who have sensory disabilities like loss of hearing and loss of vision.To increase outreach and awareness goal, each member will identify and share about community opportunities and will participate / support however possible being at local area events and/or conferences coming up.On this goal, immediate upcoming opportunities for participation in area community events and conferences were reviewed and individual members shared their interest to participate, and follow-up actions were identified and appropriate connections made to complete needed steps. Report updates will be shared at our February meeting.		



Tuesday, January 09, 2024

CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING Wake County

(virtual meeting via videoconference)
5:30pm-7pm

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<ul style="list-style-type: none">All agreed to continue to focus on our Top 4 Focus Goals as identified below. Input was shared as to potential added goals and it was decided that each member is to bring forward their input in preparation for our February meeting on these below:Nancy Johns voted in.		
5. State Updates	December CE&E- State Rep sent via email info for our members to review on their own this month		
6. LME/MCO Updates			
7. Announcements	I2i Conference Spring Conference; Legislative Breakfast – members shared their interest in follow-up		

- 10.) **ADJOURNMENT:** Nancy Johns motioned to adjourn. Benjamin Smith seconded. All voted in favor.
Meeting adjourned at 7:04pm; the next meeting will be **February 13, 2024**, from 5:30 p.m. to 7:00 p.m.



Tuesday, January 16, 2024

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

MEMBERS PRESENT: ☒ Marie Dodson, ☒ Jerry Dodson, ☒ Jason Phipps, ☒ Albert Dixon, ☐ Bobby Dixon, ☒ Leanne George, ☒ Dana Stanley

GUEST(S): ☒ Deborah McQueary, ☒ Stacey Harward CFAC State Liaison, ☒ Eric Edwards (Day by Day)

STAFF PRESENT: ☒ Aimee Izawa, Director Community & Member Engagement ☒ Ramona Branch, Manager, Member Inclusion & Outreach,
☒ Laurie Graham, Member Inclusion & Outreach Specialist

Join Zoom Meeting

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

Topic: Johnston County CFAC Meeting

Time: January 16, 2024, 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 Find your local number: <https://zoom.us/u/adSbStDPmb>

- 1. WELCOME AND INTRODUCTIONS** – the meeting was called to order at 5:32 pm
- 2. REVIEW OF THE MINUTES** – The minutes from the November 21, 2023, minutes were reviewed; a motion was made by Jason Phipps and seconded by Albert Dixon

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Comment-15-30 mins	Jason Phipps share information on housing Albert Dixon – shared about new low-income housing developments		
4. CFAC Updates-15 mins	<ul style="list-style-type: none">Strategic Planning – Review – CFAC met on 1/13/24 to discuss a few items discussed during SCFAC and go over Smart objectives for Johnston County.Housing/Transportation goals – CFAC will be watching presentations on housing – Laurie will get a list of presentations and email members. Dana had shared during 1/13/24 meeting the “Key” program which helps	Laurie – will provide a list of presentations for Better Help housing presentations and send to CFAC.	1/30/24

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on 2/20/2024.

Tuesday, January 16, 2024

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:
	<p>supplement housing hosts. CFAC is interested in learning more about this program. Marie is working on scheduling a meeting with JCATS to hear an update on services. JCATS is trying to expand into Clayton but running into issues with coming up with enough drivers.</p> <ul style="list-style-type: none"> Develop Goals for Crisis and Support and Provider Network - CFAC developed goals for these two which include reaching out to learn more about CIT program in Johnston County – Charlene Meyers will let us know when she’s available but is looking at March or May. Provider Network – Members are interest in finding out specific data related to Provider lists for Johnston County – Will request Alliance presentation. Discuss topics of interest and speakers for presentations CFAC and Community Inclusion 	<p>Marie schedule JCATS presentation</p> <p>Waiting to hear from Charlene – Laurie will follow up.</p> <p>Laurie will reach out to Alliance to arrange a presentation</p>	<p>2/20/24</p> <p>2/20/24</p> <p>2/20/24</p>
5. State Updates	<ul style="list-style-type: none"> Stacey Harward – No State Updates – Reminded CFAC next SCFAC meeting will be held at Alliance Headquarters for February 7, 2024. 		
6. MCO Updates	<ul style="list-style-type: none"> Aimee Izawa – Johnston County hosted Alliance Med Assist Event and served or 500 Individuals – 400 In person. Left over meds were distributed to several programs including Smithfield Rescue Mission, who sent their appreciation. Wake County will host the next Med Assist program Friday, January 19, 2024. February 3rd is the Legislative breakfast 		
7. Tailored Plan Updates	<ul style="list-style-type: none"> Harnett County will be fully on-board February 1st. Harnett County Town Hall – January 31, 2024 @ 5:30 pm - 6:30 pm Training Room 103A, Resource Center and Library, Lillington, NC, 27546 <p>Harnett County will be invited to attend Johnston County CFAC meeting until we can gain enough interest.</p>		
8. Reports-Steering Committee, State to Local Call, State CFAC, Events-15 mins	<ul style="list-style-type: none"> NC One Community and Recovery Conference is being held March 6-8. Jerry requested to attend. Leanna Motioned to accept and Jason Seconded. Additional conferences mentioned Disability Conference May 1 – open for enrollment is Feb 15th, NC Tides April 22-24. 		

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on 2/20/2024.

Tuesday, January 16, 2024

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:
9. Announcements-10 mins	<ul style="list-style-type: none">Biden administration announced they are granting 300,000 million to employee more counselors in school.Please keep Bobby Dixon and family in thoughts and prayers. His mother was hospitalized.		

10. **ADJOURNMENT:** the meeting adjourned at 6:49 p.m.; the next meeting will be February 20, 2024, from 5:30 p.m. to 7:00 p.m.



Tuesday, January 23, 2024

Orange County Consumer and Family Advisory Committee
550 Smith-Level Rd. Carrboro, NC 27510
(Hybrid Meeting via Zoom)
5:30pm- 7:00pm

APPOINTED MEMBERS PRESENT: ☑ Steve Furman- X-Carol Conway-Chairperson X Kent Earnhardt X Stanley Cotton X Krista Caraway X Kate Shipman X Linda Shipman

BOARD MEMBERS PRESENT:

GUEST(S): ☑ Suzanne Thompson-NCDHHS, ☑ Jennifer Meade, DHHS X Stacy Harward

☑ Christa Caraway, ☑ Lorraine Lapointe

STAFF PRESENT: ☑ Ramona Branch, Member Inclusion & Outreach Manager ☑ Aimee Izawa- Director Community & Member Engagement

☑ Douglas McDowell, Member Inclusion and Outreach Specialist-Orange

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=98tyKuCurjkhHdOdtR2ARowAAojoZ-3wtlxYgrdwyQm2EXVCTk6uZe0TCrtYQNmF>

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• +1 309 205 3325 US

• +1 507 473 4847 US

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
1. Welcome and Introductions- 10 min	Introductions were made with Carol Conway leading off, around the room and then virtually. Carol Conway- discussed goals in greater detail- suggested to	NA	NA



Tuesday, January 23, 2024

Orange County Consumer and Family Advisory Committee
550 Smith-Level Rd. Carrboro, NC 27510
(Hybrid Meeting via Zoom)
5:30pm- 7:00pm

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	increase recruitment that members invite someone to the meeting and actively share about the CFAC and its role in the community.		
2. Review of the minutes- 5 min	Minutes were reviewed and motioned by Carol Conway and seconded by Linda Shipman. Motion approved.	NA	NA
3. Public Comment-10 min	Brief Introductions were made due to the number of new guests- Removed from agenda list-Krista C. shared about a situation concerning abuse and neglect with an Alliance member, and the gaps in services noted as a result of the experience. Possible disconnect with various agencies within the county. More discussions to follow. Carol shared about events and meetings recently attended.	NA	NA
4. Speaker: 15-30 min	No presentation -Goal topics were discussed at greater length here-with an agreement made on topics and direction to go. More to come		
5. State Updates- 10 mins	Stacey Harward had no new updates to speak of: February Updates, reminding CFAC to report to their Governing Boards concerns related to Social Determinants of Health and Reminded and encouraged subcommittee to attend State CFAC meetings that are open to the public such as the State to Local CFAC call. State asking for more participation from local CFAC subcommittee members. State to local joint call January 25 th , 2024 Local CFAC's encouraged to attend. Ramona reiterated the importance of CFAC members occasionally reviewing the DHHS website, and any documents sent out throughout the month from MIOS and other Alliance Health staff.	NA	NA
6. Reports- 15 min BOD, Steering Committee, State to Local, State CFAC Conferences, Trainings, etc.	Ramona went over the upcoming conferences and asked the members to please let them know before the Feb Steering Committee meeting if they want to attend. At that point, they will be voted on and approved. Encouraging participation from all local CFAC subcommittees for adequate representation. It is important to have all voices heard and in the conversations. Ramona Branch reiterated the need for representation from all local CFAC subcommittees.	NA	NA
7. MCO Updates 10 min	Ramona- Discussed upcoming legislative breakfast and other events upcoming: Ramona asked if any members wanted to attend the One in Recovery Conference, Kent Earnhardt and Candace Alley wanted to attend. Ramona said there would be more information coming.. Kent Earnhardt wants to attend One in Recovery, may have scholarship. Ramona mentioned	NA	NA

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this committee at a later date, minutes approved on 2/27/2024



Tuesday, January 23, 2024

Orange County Consumer and Family Advisory Committee
550 Smith-Level Rd. Carrboro, NC 27510
(Hybrid Meeting via Zoom)
5:30pm- 7:00pm

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	individuals can review the CE&E, and a big update will be provided at the SCFAC meeting on Wednesday with the CEOs of all MCO's. CFAC members encouraged to join virtually for updates, although the SCFAC members are the only ones permitted to and can ask questions of the MCO's.		
8. Statutory Requirements and Recommendations 15-30 min	The statutory requirements are as follows: (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.	NA	NA
9. Announcements	Further discussions about TBI members and possibilities, Douglas says there has still been no response from efforts to make contact with the traumatic brain injury association. Carol says she will continue checking into this Krista C. says she may know some possible recruits.	NA	NA
10. Adjournment	Carol made a motion to adjourn, Linda S. seconded, and all remaining members unanimously agreed	NA	NA

ADJOURNMENT: the meeting adjourned at 7:00 p.m.; the next meeting will be February 27, 2024, from 5:30 p.m. to 7:00 p.m.



711 Executive Place, Fayetteville, NC 28305
5:30-7:00 p.m.

Thursday, January 25, 2024

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

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
4. Review of the Minutes – 5 min	The minutes from the November 14, 2023 meeting were reviewed; a motion was made by Renee Lloyd and seconded by Feleshia McPherson to approve the minutes.	N/A	N/A
5. PUBLIC COMMENT- 10 min	<p>Ellen Gibson</p> <p>ADA Updates- emailed by Shirley Francis and reported out by Starlett Davis: Our November meeting had three speakers for the meeting, Kim Molnar, Millers Crew and Share Our Stories Support Group; Cynthia Billops, Executive Director, Community Based Developmental Services; and MaKia Aikens, Autism Society of North Carolina Camp Royall. The meeting was very informative and presentations were excellent. It was well attended and hope this will continue for 2024. Our next meeting is Wednesday, February 21st at 6 pm via Zoom. We will discuss having our May meeting in person. Our speaker for February will be Tina Ivins, Executive Director, Family Support Network of South Eastern NC, Inc. Family Support Network (FSN) is a network of 12 affiliated programs across the state who are dedicated to providing support to families of loved ones with IDD, behavioral health challenges, and special healthcare needs. They have a monthly newsletter, "The Village Connector". If anyone would like more information on these organizations, please send me an email at francisjavs@aol.com or give me a call at 910-488-2608. Also, we are always looking for speakers for the meetings. If you know of anyone who would like to participate, please let me know.</p> <p>Feleshia- Legislative Breakfast- Feb 3, 2024. NAMI African American Inclusion Black History Month Luncheon at Cape Fear Botanical Gardens on Feb 23, 2024, in the Grand Hall. It is at 11:45am. Free to the public and food will be served. There will also be artist and presentations.</p>	Please see Felishia, Ellen, Shirley and Starlett for questions.	Ongoing
6. STATE UPDATES- 10 MINS	<p>Stacey Harward</p> <p>The State to Local call was last night and it was very informative. The 122c was sent out and CFAC was asked to respond to it. You are only looking at 170 and 171, things pertinent to State and Local CFACs. Please make any recommendations and into your rep. State CFAC will meet at Alliance again on Feb 14, 2024, and reps from Standard plans will be there to give updates. Stacey</p>	Please see Starlett, Ramona, and/or Aimee for any questions.	Ongoing

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on 2/22/2024.

Thursday, January 25, 2024

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:
	will be sending out email from Jennifer Meade on CFAC participation in a 90-minute focus group on Feb 29 th at 9am for recommendation for those in the I/DD, TBI, and severely mentally ill population.		
7. MCO Updates- 10 min	<p>Ramona Branch TP Updates Harnett County Town Hall will Wednesday, January 31, 2024, at 5:30pm to 6:30pm/ She invited the Cumberland CFAC. It is located at 455 McKinny Parkway, Lillington, NC. We go live on Feb 1st. Cumberland will have another MED Assist event on Friday, March 22, 2024, at the Fuller Rec center in Fayetteville. We would love to CFAC support. Legislative Breakfast is on Feb 3, 2024, at the Friday Center. No one from Cumberland asked to participate. The feedback from the 122c on 170 and 171 is to go to Marie Dodson. That needs to be in before Jan. 30th. The State CFAC is going to begin preps for their annual report. They are looking for feedback from local CFACs on the MCOs, challenges, positives, etc.</p> <p>Ellen Gibson brought up getting CEUs from the conferences she has attended. Ramona explained how to go about getting those when going to the conference. She explained to make sure you sign up for the CEUs when registering. For example, the i2i conference....She suggested going to the i2i website and looking for credentials/trainings/CEUs or reaching out to Ms. Jean Overstreet for assistance. Starlett will assist if needed. She also suggested the SHEC site and they have trainings and will keep up with all you have taken.</p>	<p>Please see Starlett, Ramona, and/or Aimee for any questions.</p> <p>122c Feedback due to Marie Dodson by Jan. 30, 2024</p>	<p>Ongoing</p> <p>Jan. 30, 2024</p>
8. Reports-Steering Committee, State to Local Call, State CFAC, Events- 15 mins	<p>Upcoming Conferences and Members that want to participate. NC One Community and Recovery Conference is being held March 6-8. Additional conferences mentioned Disability Conference May 1 – open for enrollment is Feb 15th, NC Tides April 22-25. Starlett and Ramona went over the upcoming conferences and asked the members to please let them know before the Feb Steering Committee meeting if they want to attend. They will have to be voted on and approved. Feleshia and Ellen then shared their confusion on the conference policy. Ramona went over the policy with the committee to provide clarity. Two CFAC members from each county can go to 2 conferences a year while being sponsored by Alliance, i.e. Alliance pays for conference registration, room, and gives stipend. If the CFAC member gets a scholarship or assistance outside of Alliance for those expenses,</p>	<p>Please see Starlett, Ramona, and/or Aimee for any questions.</p> <p>Please reach out to Starlett before Feb, 5th for conference participation to be voted on and approved during the Steering Committee meeting.</p>	<p>Ongoing</p> <p>Before Feb. 5, 2024</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 2/22/2024.

Thursday, January 25, 2024

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:
	it does not count as one of their conferences. Ramona also explained that LaKeisha would be sending out a list of conferences for the year.		
9. Statutory Requirements and Recommendations: 15-30 min	<p>Strategic Goals- Starlett Davis, Ramona Branch, Aimee Izawa</p> <p>CFAC Goals- SMART Goals- The Cumberland CFAC will review goals approved and see progress made. We will discuss what is needed to continue to progress and complete the goals for the fiscal year.</p> <p>Starlett went over the strategic goals set by the committee to see the progress. Starlett reminded them of what still needed to be done. We also discussed what part of the goals were certain members responsibility as they volunteered for them. This will be a regular agenda item for each meeting.</p> <p>If time permits, choose/ discuss a 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>	Please see Starlett, Ramona, and/or Aimee for any questions.	Ongoing

10. **ADJOURNMENT:** the meeting adjourned at 6:18pm; the next meeting will be February 22, 2024, from 5:30 p.m. to 7:00 p.m. virtually.

Monday, January 22, 2024



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

5200 W. Paramount Parkway, Morrisville, NC 27560

5:30-7:00 p.m.

MINUTES

APPOINTED MEMBERS PRESENT: ☒ Ron Clark-In person ☒ Linda Campbell-In person ☒ Ruth Reynolds-In person ☒ Randy Sperling-In Person ☒ Beverly Corpening-Virtual ☐ Shagun Gaur ☒ Melida Baldera-Virtual ☒ Alan McDonald-In person ☒ Lois Stickell-In person ☒ Jim Sonda-In person and his support dog Cinder ☒ Kathy Dozier-Virtual

GUEST(S): ☒ Jennifer Meade, Assistant Director as Advocacy and Empowerment NCDHHS-in person ☒ Stacey Howard, NCDHHS-Virtual ☒ Matt Diedrich, Oxford House-Virtual ☒ Amanda McGurt, Oxford House-Virtual ☒ Mary Johnson, family member ☒ Marie Dodson, Johnson County CFAC/Steering Committee Chair-Virtual

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

Join Zoom Meeting

<https://zoom.us/j/99829069054>

- 1. WELCOME AND INTRODUCTIONS** – the meeting was called to order by Linda Campbell at 7:03pm
- 2. REVIEW OF THE MINUTES** – The minutes from the November 27, 2023, meeting were reviewed; a motion was made by Alan McDonald and seconded by Ruth Reynolds to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. State Updates-5 mins	Jennifer Meade introduced her herself as Assistant Director as Advocacy and Empowerment. She gave a brief description of her position for the group. Jennifer noted that she had visited last year and remembers all the friendly faces. She wanted to ensure that she visited our CFAC and other CFACs around the state and touch base and answer questions and concerns and if you need anything that you are welcome to contact her. She also introduced Stacy Harward who provided-a brief update from the state. Ron asked Jennifer some questions surrounding Peer Supports and what the state provides. Jennifer noted that she manages the contract for certification of Peer Support Specialists, trainings, and curriculum. Linda asked a question about training for Direct Support Providers. Jennifer noted that Ginger Yarbrough would be the correct contact for that information. Stacey noted that the next State to Local meeting is this Weds from 6-7:30 pm and the State is February 14 th at Alliance Health in Morrisville, NC. Alan asked about our RUN flyer and Jennifer noted that she would follow up on status. Linda asked a question with		

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, January 22, 2024

**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:
	regard to peer support and the deaf community if there were ASL accommodations. Jennifer did not know if Peer Support Classes had an ASL accommodations but noted she would follow up on that.		
4. Public Comment	<p>Randy offered her goodbyes and offered some recommendations and thoughts on the CFAC Board and the relationship with CFAC and Alliance and how to proceed going forward. Marie Dodson gave some information about the One Recovery Conference if anyone is interested. She noted that Alliance allows 2 spots per CFAC to go conferences. Marie also noted that she sent out some information regarding the 122 C statute which relates to CFAC. Marie noted that the statute itself has been around for quite some time and the language included in is antiquated in and needs to be changed. She noted that she was hoping for some comments and suggestions about the language. Marie also noted that it is very difficult to attain the Budget for CFAC from Alliance. She noted that right now it's unclear what the CFAC budget is and that she feels concerned that we don't know. She feels like our budget should be increased based off the new counties we have required. She noted that other LME/MCO's have line-item budgets that they work with. Marie also noted that we need to fix our by-laws and Relational agreement as well. Marie also brought up that we only have one seat on the Board of Directors and feels that with the addition of the counties we may need to have more. Marie spoke briefly about the Human Rights Committee. She noted that Mecklenburg County has a higher than usual level 2-3 incident report for the quarter. Marie said that the Human Rights Committee had concerns with this as the percentages for all counties should be close. Marie also noted that the next State CFAC meeting will be at Alliance and encouraged everyone to go. Ron noted that there are many conferences and why are we not hearing about them. Eileen noted that Mecklenburg has 1 spot left for Conferences since Shagun went to the i2i Conference in the Fall. Aimee noted that we are happy to sponsor anyone who would be willing to go to conferences. Lois asked some follow up questions regarding the 2-conference policy. Alan requested a list of the conferences for the year so that the members can submit their interest. Lakeisha noted that we will submit a list for the members to review of the conferences. Marie noted that there are many conferences listed on the state Monthly Newsletter. Lakeisha requested that the guests to our meeting introduced themselves. Matt Diedrich and Amanda McGurt introduced themselves. Both work with the Oxford Houses in Mecklenburg County. Matt described the Oxford House for the CFAC members. Mary Johnson also introduced herself as a family member of one of our members.</p>		

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5. LME/MCO Updates	Lakeisha noted that Harnett County will transition to Alliance on February 1, 2024. There will be a town hall on January 31, 2024, in Harnett County; it is a hybrid option, from 5:30-6:30 and the flyer was sent out. The Town Hall is open to the community. She also noted that February 3 is the Legislative Breakfast. Aimee requested that Lakeisha speak to the partnership with North Carolina Council of Developmental Disabilities to roll out a screening of the "UNMET." It is for the Spanish Speaking community, and they are solidifying the location and there will be a flyer created and sent out. She noted that she hoped that they could spread awareness of the event. There were some questions about the movie itself. Aimee gave a brief description of what the movie is focused on and the overall story. Aimee encouraged everyone to see it and come to the event if you could. Lakeisha noted the movie will be in Spanish and she noted she will find out if English speaking members would be able to attend as well. Jim noted that the best way to get the word out with the Spanish Community may be through the Faith Community. Lakeisha noted that Gladys Blakeman our MIOS that is Spanish Speaking and has connections to the Spanish Community and the Spanish Faith Community that we will make all efforts to spread the word.		
6. Election	Elections were held and the members voted via ballot and online ballot for their candidate. For the 2024/2025 Mecklenburg CFAC Linda Campbell will be the Chair and Alan McDonald will be the Co-chair.		
7. Reports	Lois provided an overview of the steering committee. She noted that Sara Wilson gave an overview of Medicaid Expansion and described the new enrollment numbers. Lois also noted that raises for direct support and how they would be receiving that money and that the increase would happen in February 1, 2024. They are not flat raises. Jennifer Meade noted that she doesn't have a lot more information about it. Both Lois and Linda described how their providers were handling the raises for their employees. Lois noted that the providers had to sign an attestation that the majority of the money for salary increase would be mostly given to the employees, but Lois noted that the attestation form is completed. Lois noted that the increase is supposed to be retroactive, but they have not heard how that will be administered or if that is required. Lois asked some questions with Appendix K- Alan noted that it is set to expire in February. Jim asked Alan some questions about Appendix K extensions and if it expires. Linda noted that parents will not be able to provide services going forward after the Appendix K expiration. Aimee noted that		

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	she received an Appendix K guidance document and she noted that she would send to Eileen, and she can send it out to the group for explanations. Alan attended the Side by Side, and he noted the topic was on Direct Support Providers (DSP). The state has a three-year plan to improve the support for the DSP. Alan noted there were some DSPs in the meeting and they described what was meaningful for them in how they administer care. He noted that the DSP's noted they needed to have a platform where the DSP's can collaborate as well as offer resources and structure to the DSP. Alan noted that all the DSP's requested there be "in the field" training for them as they felt that would help them administer better care. Alan noted there is a 3-year plan by the state to provide more support.		
8. Statutory Requirements and Recommendations	Linda noted that she would like to have a speaker to the Mecklenburg CFAC that is part of the deaf community. Jim and Alan asked some questions regarding the speaker. Lois asked Lakeisha/Eileen how many members in the deaf community are in fact Alliance Members. Linda also noted that she was considering transportation and housing speakers as well. Eileen noted that the strategic goals and how their speakers need to be surrounding those goals.		
9. Adjournment			

10. **ADJOURNMENT:** the meeting adjourned at 7:08 pm; the next meeting will be February 26, 2024, from 5:30 p.m. to 7:00 p.m.



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

ITEM: Special Update/Presentation: HEDIS and Inovalon Overview

DATE OF BOARD MEETING: April 4, 2024

BACKGROUND: This presentation provides an overview of HEDIS, the role of Inovalon in generating Alliance Health Plan's HEDIS measure rates, and the critical role that HEDIS plays in shifting from volume-based care to value-based care and in advancing the Quintuple Aim.

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

REQUEST FOR AREA BOARD ACTION: Accept the presentation.

CEO RECOMMENDATION: Accept the presentation.

RESOURCE PERSON(S): Chris Radley, Senior Vice-President/Quality Management



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

ITEM: Special Update/Presentation: Population Trends

DATE OF BOARD MEETING: April 4, 2024

BACKGROUND: The purpose of this presentation is to bring awareness of trends noted in the health of the Alliance Medicaid Direct membership. It will highlight areas of opportunities to support members to improve health and accessing the right care, at the right time, and in the right setting.

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

REQUEST FOR AREA BOARD ACTION: Discuss the presentation.

CEO RECOMMENDATION: Discuss the presentation.

RESOURCE PERSON(S): Amy Perry, Senior Vice-President/Population Health and Care Management