



Transforming Lives. Building Community Well-Being.

## TRILLIUM HEALTH RESOURCES GOVERNING BOARD MEETING MINUTES

**Meeting Date:** October 23, 2025

**Board Members Present: (Noted present with an "X" mark)**

<input checked="" type="checkbox"/> Randy Abbott-Guilford County	<input checked="" type="checkbox"/> Tony Hunt-Hoke County- <i>virtual</i>
<input checked="" type="checkbox"/> English Albertson-Wayne County	<input checked="" type="checkbox"/> Priscilla Little-Reid-Anson County
<input type="checkbox"/> Marie Britt-Robeson County	<input checked="" type="checkbox"/> Sheron Mosby-Pasquotank County
<input checked="" type="checkbox"/> Holly Connor-Onslow County	<input checked="" type="checkbox"/> Janice Nichols-Pender County
<input checked="" type="checkbox"/> L.S. Bo Dean, Jr.-New Hanover County- <i>virtual</i>	<input checked="" type="checkbox"/> Michelle Osborne-Harnett County
<input checked="" type="checkbox"/> Walter Ferguson-Lee County	<input checked="" type="checkbox"/> Wally Overman-Dare County
<input checked="" type="checkbox"/> Leann Henkel-Randolph County	<input checked="" type="checkbox"/> Wilson Raynor-Wayne County
<input checked="" type="checkbox"/> Flor Herrera-Picasso-Wilson County	<input checked="" type="checkbox"/> Denauvo Robinson-Pasquotank County
<input checked="" type="checkbox"/> Laticia Hill-Godette-Pitt County	<input checked="" type="checkbox"/> Lorraine Washington-Greene County

**Staff:**

Terrell Alston, Kellie Baker, Brian Boykin, Christie Edwards, Senitria Goodman, Patrick Hinnant (virtually), Victoria Jackson, Lisa A. Jarman, Dr. Mike Lewis, Bobby Lowe, Melissa Owens, Cecelia Peers, Dr. Michael Smith, Katherine Thomas, Anthony Ward

**Guests:**

Emma Sizemore and Katherine Tinker, Eternal Hope Therapeutics

**Agenda:**

- I. Call to Order
- II. Roll Call
- III. Ethics Statement
- IV. Adoption of the Agenda
- V. Consent Agenda
  - i. Draft Governing Board Minutes-August 28, 2025
  - ii. Mid-State Regional Advisory Board Minutes-July 22, 2025
  - iii. North Central Regional Advisory Board Minutes-July 22, 2025
  - iv. Northern Regional Advisory Board Minutes-July 8, 2025
  - v. South Central Regional Advisory Board Minutes-July 22, 2025
  - vi. Council on Health Disparities Minutes-August 18, 2025
  - vii. Provider Council Minutes-May 8 and July 10, 2025
  - viii. Consumer and Family Advisory Committee Relational Agreement
- VI. Public Comments
- VII. Board Comments/Concerns
- VIII. CEO Report
- IX. Security Process Update
- X. At-Large Process

**Member & Recipient Services — 1-877-685-2415**

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- XI. Chair Report**
- XII. Convene Finance Committee Meeting**
- XIII. Closed Session pursuant to N.C.G.S. 143-318.11(a)(3), and 143-318.11(a)(1)**
- XIV. Adjournment**

**I. Call to Order**

The Trillium Health Resources Governing Board meeting was held in person at the StateView Hotel in Raleigh, NC and via Webex on October 23, 2025.

Trillium Governing Board Chair, Dr. Denauvo Robinson, welcomed everyone and called the meeting to order at 4:00 p.m.

**II. Roll Call**

Governing Board Clerk, Ms. Lisa A. Jarman, performed the roll call and stated that there was a quorum.

**III. Ethics Statement**

Governing Board Vice Chair, Commissioner Priscilla Little-Reid, read the Ethics Statement. In accordance with Chapter 138A of the North Carolina General statutes, every Board member has a duty to avoid both conflicts of interest and the appearance of conflict. No Board member disclosed any conflict.

**IV. Adoption of the Agenda**

Dr. Denauvo Robinson entertained a motion to approve the October 23, 2025, agenda.

**Motion was made by Mrs. Lorraine Washington to approve the October 23, 2025, Agenda.** Mr. Wally Overman made a second. The motion carried.

**V. Consent Agenda**

Dr. Denauvo Robinson requested a motion to approve the consent agenda.

**Motion was made by Commissioner Priscilla Little-Reid to approve the October 23, 2025, Consent Agenda.** Ms. Janice Nichols made a second. The motion carried.

**VI. Public Comments**

Ms. Crystal Foster expressed her concern about physical health denials, due process rights and the relationship between Trillium and Caroline Complete Health/Centene. She requested that the trends in physical health denials be researched to protect the public system.

Ms. Holly Connor stated that during the recent State to Local meeting, the same issues with denials and due process are being expressed at another LME/MCO in the state of North Carolina.

Ms. Joy Futrell stated that she has not seen any data that compared the four LME/MCOs regarding denials, but she stated that there will be more denials under Managed Care as compared to Medicaid Direct because it is a straight fee for service.

**VII. Board Comments/Concerns**

Ms. Holly Connor requested copies of meeting minutes from all Trillium committees. The minutes of the committees will be placed under the consent agenda.

Mr. Walter Ferguson asked about nominating Commissioner Priscilla Little-Reid to remain on the Trillium Governing Board as the At-Large appointee. It was clarified that her appointment must come from the Mid-State Regional Advisory Board.

Mr. Bo Dean expressed his appreciation to Ms. Cecelia Peers, RVP, in the Southern region, for following up on consumer concerns in his area. Mr. Dean expressed a disconnect between the needs of consumers and the response to the needs-especially in the area of integrated family services and the response time from mobile crisis.

Mr. Dean mentioned the opening of the Behavioral Health Urgent Care (BHUC) in Pitt County and is hopeful that it will become an example for other communities.

Mr. Dean asked if there would be opportunities for Trillium to fill in the gaps due to the Federal Government potentially not funding the Supplemental Nutrition Assistance Program (SNAP). Ms. Futrell acknowledged that it was a big concern as many of the people that are covered in Trillium's health plan rely on SNAP. She stated that Care Managers and other teams have local connections that can be utilized but those will not be a replacement for SNAP.

Mrs. Lorraine Washington expressed concern about the independent living apartments throughout the state and members not receiving services.

**VIII. CEO's Report**

Ms. Joy Futrell provided updates on Trillium operations.

Community Update

Ms. Futrell reviewed some of the impacts in the community Trillium has made recently. The opening of the Integrated Family Services, Inc. BHUC facility was the first in Eastern North Carolina. The funding was provided to Trillium through the North Carolina General Assembly Medicaid expansion funds.

Ms. Futrell stated that Trillium is partnering with several counties, health departments, and other partners to host "Community Baby Showers" to support mothers and provide supplies, resources, and care.

Ms. Futrell reminded the Board that community outreach and engagements are updated weekly on the Trillium website and invited them to visit the site to stay connected with all activities.

Operations Update

Ms. Futrell provided an update on the Trillium property restructuring, stating that the property project team continues to move forward with plans to realign certain properties. Ms. Futrell stated that Trillium continues to increase member access to care through enabling technology, including the Trillium Ultimate Living Assistance (TULA).

Leadership presented this technology at a recent conference in Philadelphia where they received good feedback.

Ms. Futrell provided an update on the salary study that Human Resources has been conducting with the assistance of a nationally recognized independent consulting firm. The comprehensive study was done to ensure that Trillium's pay practices are fair, consistent, and aligned with the broader market. Salary increases will be given to approximately 65% of staff with a small number of staff receiving a reduction. These reductions will be made in January 2026. The next phase of the salary study will involve researching how to align salaries to ensure that Trillium stays up to date with market trends.

#### Hot Topics

Ms. Futrell stated that the service of Research Based Behavioral Health Therapy (RB-BHT) has been identified by NCDHHS as a rapidly growing service that needs further evaluation to ensure children who need this care have timely access. The service is primarily for individuals with autism and other related diagnoses. DHHS has announced that it will release a white paper on this service this month.

#### Legislative Update

Ms. Futrell reviewed the Mini Budget House Bill 125 that passed on July 30, 2025. The amount NCDHHS determined was needed to fully fund the Medicaid program for this fiscal year was not included in the budget. NCDHHS will implement rate reductions across various services starting October 1, 2025, due to budget shortfalls. Implications for providers and members may include that these cuts will hinder access to care for essential services and that providers may be forced to stop accepting Medicaid due to lower payments.

#### Personnel Changes/Other

Ms. Futrell announced that Terrell Alston has been hired as Trillium's Chief of Staff. She reviewed his background and education and stated that he will serve as an important link between all aspects of Trillium.

#### Board Updates

The different appointing authorities have received notification about the individuals who have a one year term on the Board. Letters have been sent to the Mid-State Regional Advisory Board, the North Central CFAC, and the Health Disparities Council to inform them of the need to appoint a member to the Governing Board. A detailed report was included in the meeting materials.

### **IX. Security Process Update**

Chief Information Officer, Dr. Mike Lewis provided a review of the recent security breach of the vendor that supports the Governing Board portal. He provided an overview of the action and response to the breach and outlined the policies and procedures that are in place for this kind of event. No data was compromised. Data exposure was limited to names and email addresses for three Trillium employees and one Board member.

Mr. Patrick Hinnant, Chief Information Security Officer and Certified Information Systems Security Professional continued the presentation with an overview of Trillium's cybersecurity program and the daily, ongoing processes required to successfully complete an SOC 2 Type II Assessment.

**X. At Large Process**

Ms. Futrell reviewed the need for a standardized process of the Governing Board for selection of an individual for the At Large seat. She reminded the Board that former NCDHHS Secretary, Kody Kinsley appointed the initial Trillium Board members and established the term limits. The appointing authority for the At Large seat is the Governing Board.

Mr. Terrell Alston delivered a presentation on a proposed standardized process for the task of selecting an At Large member. The vacancy announcement will be promoted via email, the Trillium website, newsletters, and social media. Interested individuals will submit an application along with a resume. The process includes the Chair of the Governing Board appointing a temporary Ad-hoc committee of current board members to review the qualified applicants and interview the candidates. The Ad-hoc committee will present the top candidates for a full board vote.

The At Large application was reviewed by the Board members.

Mr. Alston presented a timeline for this process so that the recommendations to the full Governing Board will be presented during the December 11, 2025, meeting and the chosen applicant can take the Oath of Office during the February 26, 2026, meeting.

Commissioner Tony Hunt shared his opinion that the chosen candidate be from within Trillium's catchment area.

**Motion was made by Mr. Wally Overman to approve the At Large Governing Board member selection process.** Mr. Randy Abbott made a second. The motion carried.

**XI. Chair's Report**

Dr. Denauvo Robinson recommended a three person Ad-hoc committee to review the applicants and conduct interviews of the qualified candidates. Mr. Walter Ferguson requested that there be an alternate member on standby. Dr. Robinson asked Dr. Laticia Hill-Godette and Mr. Bo Dean to serve with him on the Ad-hoc committee. Mrs. Lorraine Washington volunteered to be the alternate.

Dr. Robinson thanked the Governing Board members for their involvement and participation, especially for working through processes since it is new. He also expressed his appreciation to Ms. Futrell and Trillium staff.

Dr. Robinson encouraged the Board members to attend the i2i Winter Conference scheduled for January 2026.

Dr. Laticia Hill-Godette asked about ways for the Board to follow up on public comments as well as ways to celebrate and share good news and accomplishments of internal staff.

**XII. Convene Finance Committee Meeting**

Dr. Denauvo Robinson entertained a motion to recess the Governing Board meeting and to convene the Finance Committee meeting.

**Mrs. Lorraine Washington made a motion to recess the Governing Board meeting and to convene the Finance Committee meeting.** Dr. Laticia Hill-Godette made a second. The motion carried.

**XIII. Closed Session**

Dr. Robinson requested a motion to go into Closed Session pursuant to N.C.G.S. 143-318.11(a)(3), and 143-318.11(a)(1).

**Motion was made by Mr. Wally Overman to enter into Closed Session.** Commissioner Priscilla Little-Reid made a second. The motion carried.

The Governing Board entered into Closed Session at 5:56 p.m.

**Motion was made by Mr. Wally Overman to exit Closed Session.** Ms. Sheron Mosby made a second. The motion carried.

The Governing Board resumed open session at 6:14 p.m.

Upon returning to open session, Dr. Robinson requested a motion to approve the Closed Session notes of June 25 and August 28, 2025.

**Motion was made by Mrs. Lorraine Washington to approve the Closed Session notes of June 25, and August 28, 2025.** Ms. Sheron Mosby made a second. The motion carried.

**Adjournment**

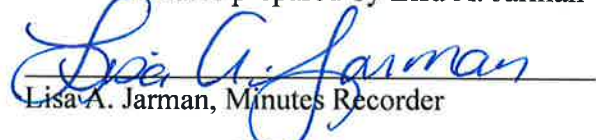
Dr. Denauvo Robinson asked for any further business to be brought before the Board. As there was none, he asked for a motion to adjourn.

**Motion was made by Mr. Wally Overman to adjourn the October 23, 2025, Governing Board meeting.** Commissioner Priscilla Little-Reid made a second. The motion carried.

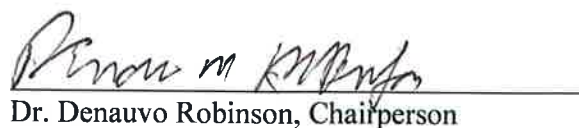
The meeting adjourned at 6:16 p.m.

The next Governing Board meeting is scheduled for December 11, 2025.

Minutes prepared by Lisa A. Jarman

  
Lisa A. Jarman, Minutes Recorder

12-12-2025  
Date

  
Dr. Denauvo Robinson, Chairperson

12/11/2025  
Date