



SOUTH CENTRAL REGIONAL ADVISORY BOARD MEETING MINUTES

Meeting Date: November 18, 2025 **Meeting Time:** 3:00pm-4:30pm

Meeting Place: Hybrid (In-Person & Virtual 514 E. Main Street, Beulaville NC 28518)

Board Members Attendance:

Name	In-Person	Virtual	Absent
Barbara Aycock , <i>Wayne County</i>			X
June Cummings , <i>Lenoir County</i>	X		
Jesse Dowe , <i>Duplin County</i>			X
Charlie Dunn, Jr. , <i>Jones County</i>	X		
Justin Edwards , <i>Duplin County</i>			X
Crystal Foster , <i>Carteret County</i>			X
Shevel Hunt , <i>Craven County</i>	X		
Steve P. Keen , <i>Wayne County</i>	X		
Robin Knapp , <i>Onslow County</i>			X
Lethia Lee , <i>Sampson County</i>			X
Janice Nichols , <i>Pender County</i>			X
Suzanne Nix , <i>Lenoir County</i>		X	
Kari Sanders , <i>Onslow County</i>		X	
JW Simmons , <i>Sampson County</i>		X	
Kyle Smith , <i>Jones County</i>	X		
Marianne Waldrop , <i>Carteret County</i>	X		
Lea Wolf , <i>Carteret County</i>		X	
Carli Woolard , <i>Craven County</i>			X

Staff:

Victoria Jackson, South Central Regional Vice President
Erika Beckner, Executive Assistant/Regional Advisory Board Clerk

Guest:

Holly Connor, South Central CFAC Chair/Governing Board Member

Agenda:

1. Call to Order
2. Roll Call
3. Oath of Office
 - a. Robin Knapp
4. Approval of September 23, 2025, Minutes
5. Adoption of the Agenda
6. Public Comments (3 minutes per comment)
7. Provider Network Council Comments
8. CFAC Report
9. Regional Vice President Report
10. Regional Board Member Comments
11. Chair and Vice Chair Vote
12. Governing Board Member Comments
13. Chairman Remarks
14. Adjournment

Minutes:

1. Call to Order	South Central Regional Advisory Board Chairperson, Steve P. Keen called the meeting to order at 3:02PM
Motion	N/A
2. Roll Call	Board Clerk, Erika Beckner performed the roll call. Quorum was verified.
Motion	N/A
3. Oath of Office	The Oath of Office was not administered to Commissioner Robin Knapp as he was not present.
4. Approval of September 23, 2025 Minutes	September 23, 2025 meeting minutes were included in the meeting book and presented for approval.
Motion	Shevel Hunt made a motion to approve September 23, 2025, minutes. Charlie Dunn Jr. made a second. The motion carried.
5. Adoption of the Agenda	The agenda for the South Central Regional Advisory Board meeting of November 18, 2025, was presented for approval.
Motion	Commissioner June Commings made a motion to adopt the November 18, 2025, agenda. Commissioner Charlie Dunn Jr. made a second. The motion carried.
6. Public Comment	None presented.
Motion	N/A

7. Provider Network Council Comments	No provider council representative present, however, the Provider Council's July 2025 Meeting Minutes were provided to the board.
Motion	N/A
8. CFAC Report	Presenter: Holly Connor Topics: CFAC Updates and Data Request Ms. Connor reported, Audrey Hart, Trillium's Head of Regional BH Community Crisis & Disaster Response delivered a presentation on disaster preparedness, offering valuable insights on how to effectively advocate for and support individuals during emergencies. She emphasized the importance of ensuring that people, especially those with critical needs, have access to necessary resources and support. Given North Carolina's susceptibility to severe weather, the discussion highlighted the need for proactive planning, particularly for vulnerable populations who rely on electricity for medical equipment and durable medical devices. Ms. Hart provided guidance on how to incorporate these considerations into Tailored Care Plans under the 1915(i) waiver. The presentation also stressed the importance of encouraging families and consumers to prepare in advance rather than waiting for a crisis to occur. Ms. Connor also reported that the South Central CFAC and Member Advisory Committee are still awaiting requested data to better inform advocacy efforts. Victoria Jackson is collaborating with Cindy Ehlers, and others at Trillium to obtain this information. In addition, Ms. Connor reported: • Some families continue to experience service denials and challenges. The South Central CFAC is working to understand these issues more fully and determine how best to advocate for due process. • A few members have been sent letters due to non-participation, in accordance with South Central CFAC bylaws. This is a part of ongoing efforts to maintain active and engaged membership. • The South Central CFAC is actively seeking new members and Ms. Connor encouraged the Advisory Board to invite families and consumers interested in participating to attend CFAC meetings and consider joining.

Motion	N/A
9. Regional Vice President Report	Presenter: Victoria Jackson 1. Tailored Plan & Operations Update Ms. Jackson reviewed the Tailored Plan Operations, CEO, Medicaid Enrollment, and Finance Reports. She noted the reports are in the members' packet. For the Tailored Plan Operations Report, Ms. Jackson mentioned how it highlights stable performance across key service areas. Member eligibility remained consistent, with slight increases in Tailored Plan members and a modest decrease in Medicaid Direct enrollment. The Member & Recipient Services Call Center maintained high service levels, answering over 94% of calls within 30 seconds and keeping abandonment and blockage rates near zero. Utilization Management saw a significant rise in Medicaid requests, all processed within required timeframes, with expedited and routine requests exceeding 99% compliance. Quality Management reported a slight decline in Medicaid complaints and a small increase in state-funded complaints, with resolution rates remaining high. Ms. Jackson highlighted the CEO's report drawing the board members' attention to the community engagement efforts and operational updates. For the Finance Report, she indicated the report outlines Trillium's financial performance and funding updates. In addition, Ms. Jackson referenced the Medicaid Enrollment Report indicating minor fluctuations in enrollment across the region. 2. Children and Families Specialty Plan Reminder/ Update Ms. Jackson provided an update regarding the Children and Families Specialty Plan, indicating the following: ● Go-live date December 1, 2025 ● Approximately 11% of Trillium's membership (children and families in the foster care system) to Blue Cross Blue Shield (BCBS). ● Trillium remains dedicated to serving members until they transition and continue to work closely with NCDHHS. The advisory board members discussed the impact and posed the question of who monitors the transition and ongoing care of the children

and families within the foster care system. Ms. Jackson explained BCBS and NC DHHS's monitoring role.

3. Medicaid Rebase Rate Reduction

Ms. Jackson provided information on the Medicaid rebase rate reduction and other changes effective October 1, 2025. She explained the breakdown of the rate reductions and the continued work on them.

In addition, she and the advisory board members discussed the court ruling related to reinstatement of rates for research-based behavior health therapy, which is a service for individuals diagnosed with Autism.

4. Local & State Initiatives

Ms. Jackson provided an update on local and state initiatives and reported the following:

- **Advanced Health Together Learning Community:**
 - DHHS initiative in partnership with Trillium and Open Minds.
 - Focus on training, certification, and expanded access to care.
- **Member Technology Initiatives:**
 - Attend Behavior: App-based caregiver support for ADHD, autism spectrum, and IDD across 46 counties.
 - SomeThings: Free virtual mental health support for teens via text/phone, insurance-blind.
 - Talkspace: Free virtual therapy for justice-impacted teens (ages 13–17).
 - CHES Health: Now includes veteran mental health support.
 - TULA (Trillium Ultimate Living Assistant): Remote support and monitoring for individuals with Intellectual Developmental Disorders.
- **Annual County Commissioners Presentations:** All presentations to the County Commissioners are completed.
- **Regional Community Events:**
 - NC MedAssist Mobile Pharmacy:
 - Date: December 20.
 - Details: Free OTC medications; online ordering available.

	○ Ms. Jackson and Ms. Kateisha Jones are volunteering at the event. ▪ Opioid Overdose First Aid & CPR Training: ○ Date: December 3, 8:00 AM–2:30 PM. ○ Location: Stanley White, New Bern. ● i2i Winter Conference: ▪ Dates: January 14–15. ▪ Location: Benton Convention Center, Winston-Salem. ▪ Ms. Jackson reminded the advisory board members if they are interested in attending to please let the South Central team know as quickly as possible. Vice Chair Hunt posed a question about the previously shared One Community inclusion events. Ms. Jackson explained Trillium’s partnership with One Community and their focus on health literacy. In addition, she described the events and how the activities are geared towards everyone regardless of their abilities. Vice Chair Hunt requested the informational link to be shared with the county for their social media promotion. <i>A detailed Regional Vice President report was provided in the board members’ packet, which included five supportive attachments: Tailored Plan Operations Report, Chief Executive Officer Report, Finance Report, Medicaid Enrollment Data Report, and South Central Region Training/Events Report.</i>
Motion	N/A
10. Regional Board Member Comments	Vice Chair Hunt mentioned Trillium representative attending Craven County Foster Care Stakeholder meeting and good news for county. She explained that in previous years the county had 100 or more children in foster care, while the most recent report shows a significant decrease in the number of children in the system. Vice Chair Hunt emphasized that she and other county leaders know this positive change cannot be credited to one specific agency, but rather to everyone working together, including Trillium and their resources provided. She expressed appreciation for Trillium’s role in helping children and their families in the foster care system. Commissioner June Cummings mentioned the Recovery Program and their annual conference providing a wealth of information. She expressed appreciation to Trillium for helping to make the conference happen. In addition, Commissioner Cummings explained the Recovery

	Program in Lenoir County partners with Trillium and Greene County to provide resources that support the care and well-being of children and their families in the foster care system.
Motion	N/A
11. Chair and Vice Chair Vote	Chair Keen referred to the South Central Regional Advisory Board Bylaws and opened the floor to vote on the role of Chair. Commissioner Shevel “Sherry” Hunt was nominated in the previous meeting. Commissioner Marianne Waldrop made a motion to elect Commissioner Shevel “Sherry Hunt” as the Chair of the South Central Regional Advisory Board. Commissioner June Cummings made the second. The motion carried unanimously. Chair Keen opened the floor to vote on the role of Vice Chair. Commissioner June Cummings was nominated in the previous meeting. Commissioner Shevel “Sherry” Hunt made a motion to elect Commissioner June Cummings as the Vice Chair of the South Central Regional Advisory Board. Commissioner Charles Dunn Jr. made the second. The motion carried unanimously.
Motion	See above
12. Governing Board Member Comments	In Ms. Janice Nichols absence, Ms. Holly Connor provided the Governing Board with comments. She reported the following: • Salary Study Completion: Ms. Connor noted that the salary study had been finalized, with generally positive feedback from staff. While some adjustments may not be favorable for all, efforts were made to ensure employees understood the rationale behind their compensation based on job titles and responsibilities. She emphasized this as a key milestone following the recent consolidation. • Advocacy for ABA Services: Ms. Connor highlighted the advocacy efforts surrounding ABA therapy, referencing the lawsuit initiated by BCBAs to protect access to these essential services for families and individuals who rely on them. • Behavioral Health Urgent Care (BHUC): She praised the establishment of a BHUC in Pitt County by Integrated Family Services. Although outside the South Central catchment area,

	she acknowledged its value for families needing immediate behavioral health support, especially for children, as emergency rooms are often not suitable. • Mobile Crisis Concerns: She echoed concerns raised by Mr. Bo Dean (New Hanover County) regarding ongoing challenges with mobile crisis services and the need for improved support for families. • CFAC: Ms. Connor mentioned the change in position for Mr. Terrell Alston and the adjustment with CFAC. • Rate Cuts and Budget Concerns: She voiced concern over anticipated rate cuts and the lack of a finalized state budget, noting the negative implications for services and providers. • Member-at-Large Vacancy: She reported that Mr. Terrell Alston had also contributed to a process for filling an upcoming Member-at-Large vacancy, which has now been initiated. • Next Meeting: The next Governing Board meeting is scheduled for December 11.
Motion	N/A
13. Chairman Remarks	Mr. Keen formally acknowledged the transition of leadership, expressing his gratitude for the opportunity to serve as Chair. He extended his appreciation to fellow board members and staff for their collaboration and support during his tenure. He welcomed the incoming Chair and Vice Chair, expressing full confidence in their leadership and vision for the Board's continued success. Mr. Keen emphasized the importance of continuity, collaboration, and commitment to the mission, and pledged his ongoing support. Chair Shevel Hunt expressed deep appreciation for the leadership and stability provided by Mr. Keen. She credited his guidance with fostering a productive and mission-focused environment for the board, enabling members to collaborate effectively and define shared goals. She noted that the foundation laid by Mr. Keen would continue to guide the board's efforts, with confidence that current members would carry forward the mission.

	Chair Hunt also offered personal thanks, acknowledging Mr. Keen's mentorship and ongoing availability for consultation. Presentation: A Certificate of Appreciation was presented to Mr. Steve Keen on behalf of Trillium Health Resources, recognizing his service as Chair of the South Central Regional Advisory Board. The certificate highlighted his contributions to improving behavioral health, intellectual and developmental disability, and traumatic brain injury services in North Carolina.
Motion	N/A
14. Adjournment	Chair Hunt asked for further business to be brought before the board. As there was none, she requested a motion to adjourn.
Motion	Commissioner Marianne Waldrop made a motion to adjourn the November 18, 2025 South Central Regional Advisory Board meeting. Commissioner June Cummings second the motion. The motion carried. The meeting adjourned at 4:25 PM.

Transcribed by: Erika Beckner, Clerk to the Board

Shevel K. Hunt

16 June 26

Shevel Hunt, South Central Advisory Board Chairperson

Date