



Transforming Lives. Building Community Well-Being.

**Southern Regional Advisory Board (SRAB)
Meeting Minutes from March 12, 2024
Meeting:
In Person – 450 Country Club Rd, Lumberton
Virtual – WebEx**

Members Present

In-Person: Chair Commissioner Rob Zapple, Carol McCall, Commissioner Kirk Smith, Commissioner Wixie Stephens, Marie Britt, Mary Ann Furniss

Virtual: Commissioner Marty Cooke, Walter Ferguson, Dr. Mollie Glenn, Commissioner Nick Picerno, Commissioner David Stanley

Call-in Only: None

Members Absent: Commissioner Lavern Coleman, Commissioner Dr. Danny Ellis, Steven Later, Commissioner James Leach, Jackie McLean, Jerome McMillian, Kathy Webb, Commissioner Duke Williams

Trillium Staff: Cecelia Peers–Vice President Southern Region, Victoria Jackson–Vice President South Central Region, Dave Peterson–Vice President North Central Region, Anthony Ward–Vice President Mid–State Region, Sandra Dunlap–Administrative Coordinator Southern Region (recorder), Desmetress Howard–Administrative Assistant North Central Region

Guests: None

Call to Order: At 2:35 p.m. Commissioner Zapple welcomed members to the first Southern Regional Advisory Board meeting of the year, took roll call, and asked those in attendance to introduce themselves.

Oath of Office: Chair Zapple introduced Desmetress Howard, Administrative Assistant/Notary of Trillium to administer the Oath of Office for new board members. Marie Britt, Walter Ferguson, Commissioner McCall, Commissioner Picerno, Commissioner Smith, and Commissioner Stephens were sworn in as new members.

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

Provider Support Services — 1-855-250-1539

Administrative & Business Matters — 1-866-998-2597

TrilliumHealthResources.org

450 Country Club Road, Lumberton, NC 28360



Adoption of the Agenda: Chair Zapple opened the floor for a motion to adopt the meeting agenda. Commissioner Smith made the motion to accept the agenda as presented, Ms. McCall seconded the motion. All in favor, none opposed, the motion carried.

Public Comment: None

Board Comments/Concerns:

- MCO Communication/Access to Services a priority post-consolidation
- Strategic Marketing/Billboards
- The Healing Place (New Hanover)
- Opioid Task Force (Scotland)
- CPS Court Reuniting Families (Scotland)
- New Library, Athletic Park, Jail Study (Lee)
- The New Program-SU/MH Re-entry (Lee)
- Veterans Treatment Court (Lee/Harnett)
- Behavioral Health Services Innovation (46 catchment)
- Crisis Services Need/Medical Detox

Consolidation Update: Cecelia Peers-Vice President Southern Region of Trillium shared consolidation updates with the board.

- Consolidation with Eastpointe and Sandhills Center became effective January 1 operationally and February 1 for members
- Continuity of care was the top priority. Network teams onboarded approx. 800 Legacy Sandhills Center service providers and 400 Legacy Eastpointe providers
- Onboarded Legacy Sandhills Center and Legacy Eastpointe staff to Trillium.
- Care Management staff remained consistent to keep members supported
- Staff team placement and roles being determined
- Stakeholders can contact usual staff
- Providers Office Hours were held daily to answer providers questions regarding onboarding and claims
- Member and Family Office Hours were held weekly to answer questions and familiarize them with consolidation processes and services
- New Employee Orientation was held in February to educate new staff on Trillium operations

- Regional Model was maintained to keep a local presence and retain efforts by having a CFAC and Regional Advisory Board for each region to advise the Governing Board
- Regions are Northern, North Central, South Central, Southern, and Mid-State
- Regional Operations team has Vice Presidents that support the board and works closely with stakeholders (health department, sheriff's offices, DSS, school systems)
- VPs and Community Liaisons attend community meetings (Multi-disciplinary, S/U collaborative groups, and events/marketing)
- Community Engagement & Empowerment Directors (Anne Kimball and Terrell Alston) are recently developed roles that support CFAC, regional projects/initiatives, and provide additional coverage for VPs
- Mobile Crisis was onboarded during consolidation

Governing Board Update: Chair Zapple and Mary Ann Furniss reported on the recent Governing Board meeting.

- Full day workshop for board members
- DHHS presented on Medicaid Contracts
- Bylaws discussion
- Provider contracts discussion
- Election of board officers (TBD)

CFAC Report: Mary Ann Furniss reported on the recent CFAC meeting.

- Cecelia Peers reviewed the structure of regional CFAC
- Reduction in CFAC members due to re-structuring
- Recruiting underway for new members to fill vacant county seats
- Presentation (Terrell Alston - Community Engagement & Empowerment Director)
- Election of CFAC Chair (Mamie Hutnik) and Vice Chair (Mary Ann Furniss)
- State CFAC requested that 122C statue be tabled until the long session in 2025
- Consolidation report (Cecelia Peers-VP Southern Region)
- Community liaison report(Dena Hamilton, Community Liaison Coordinator)

Director's Report: Cecelia Peers-Vice President Southern Region of Trillium shared the Director's report.

- Tailored Plans go live July 1 and to serve 180,000 Medicaid eligibles
- Trillium readiness reviews underway

- Whole person care, behavioral health and physical health care networks operating in sync
- Pharmacy benefits & Non-emergency medical transportation are additional service lines to TP
- Some TP specific services reviewed: child and adolescent treatments – intensive in-home services, multi-systemic therapy services, psychiatric residential treatment facilities, adult treatments – assertive community treatment team model, community support teams, psychosocial rehabilitation programs for mental health, non-medical community residential, medically monitored residential treatment, intermediate care facility (I/DD)
- April 15–May 15 member choice period for primary care provider, if members have not chosen by May 16 they will be auto enrolled
- May 23–June 7 Tailored Plans will send out welcome letter packets with ID card and a handbook to members
- Members will be designated to Trillium plans based on service need, utilization and diagnosis
- Orientation for board members to be scheduled
- Executive leadership efforts to keep Medicaid savings reinvestment projects from sundowning and becoming sustainable beyond June 30 by shifting them to Medicaid and state billing funding models and rolled into county maintenance of effort funds
- Warm hand-off of the counties that have moved out of the Southern region to Victoria Jackson–VP South Central region
- VPs and Community Liaisons attend community meetings (Robeson DSS Multi-disciplinary Team Meeting, Bladen & Columbus Opioid Steering Committee, Community Stakeholders Breakfast Meetings)
- Native American Health Summit– April 20
- Re-entry Simulation to take place in Halifax
- Hoke County Suicide Prevention Symposium – April 12 @ Health Department
- Major Thomas of the Hanover Sheriff's Office and Cecelia Peers shared a CIT presentation with the NC Association of People Supporting Employment First
- Trillium had table at Scotland County Egg Hunt for Teens – Health Department

Selection of New Meeting Date/Time: Next meeting date to be set after the Governing Board meeting.

Adjournment: Carol McCall made a motion to adjourn the meeting, Commissioner Stephens seconded the motion. All in favor, none opposed. The meeting adjourned at 4:21 p.m.

Respectfully submitted,

Sandra Dunlap

Sandra Dunlap, Administrative Coordinator

Rob Zapple

Commissioner Rob Zapple, Chair

