



Transforming Lives. Building Community Well-Being.

**Southern Regional Advisory Board (SRAB)  
Meeting Minutes from September 26, 2024  
Meeting: In Person 450 Country Club Road, Lumberton and  
Virtual - WebEx**

**Members Present**

**Virtual:** Commissioner Marty Cooke, Walter Ferguson, Steven Later, Jackie McLean, Commissioner Nick Picerno, David Stanley, Julie Varnam

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

**Members Absent:** Commissioner Lavern Coleman, Commissioner Dr. Danny Ellis, Dr. Mollie Glenn, Commissioner James Leach, Jerome McMillian, Commissioner Duke Williams

**Trillium Staff:** Cecelia Peers-Regional Vice President (Southern), Joy Futrell-Chief Executive Officer, Anne Kimball-Director Community Engagement and Empowerment, Kellie Baker- Vice President of Financial Strategy and Medical Economics Business Operations, Tracy Snowdon-Muller-Administration Pharmacy Director, Sandra Dunlap-Administrative Coordinator Southern Region (recorder)

**NCDHHS Staff:** Lisa Jackson, LME/MCO System Performance Liaison

**Guests:** Robin Silver

**Call to Order:** Chair Commissioner Zapple called the meeting to order at 4:04 p.m., welcomed members to the Southern Regional Advisory Board meeting, and took roll call.

**Adoption of the Agenda:** Chair Commissioner Zapple asked for a motion to approve the September agenda. Commissioner Smith motioned to accept the agenda. Commissioner Stephens seconded the motion. The motion carried.

**Approval of July minutes:** Chair Commissioner Zapple asked for a motion to approve the July minutes. Carol McCall motioned to accept the July minutes. Mary Ann Furniss seconded the motion. The motion carried.

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

Provider Support Services — 1-855-250-1539

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

[TrilliumHealthResources.org](https://TrilliumHealthResources.org)

450 Country Club Road, Lumberton, NC 28360



**Public Comment:** None

**Oath of Office for Julie Varnam:** In the presence of the Southern Regional Advisory Board members the Oath of Office was administered to Julie Varnam by Sandra Dunlap-Administrative Coordinator, Notary Public.

CEO Update: Joy Futrell, CEO of Trillium updated board members on the launch of the Tailored Plan.

- Modivcare, Trillium's medical transportation vendor, had some disruption in services early in the launch and have since noted a decline with those issues. Trillium has a staff person to manage and oversee those services.
- Personal Care providers experienced a slow start due to not having contracts in place and with the electronic visit verification process. Claim system experienced some issues regarding in-home key fob swipes and claims matching up. Hardship payments were issued to help providers keep the service active.
- Provider support line had high call volumes at the beginning of Tailored Plan launch and that has slowly declined but is not back to pre-launch volume.
- MCO financials across the board had some decline due to insufficient rates regarding computer systems upkeep. Long term financials have an improved outlook for the fiscal year.
- Child and Family Specialty Plan to be administered by Blue Cross Blue Shield with launch date to be determined.
- Allocated funds from the Expansion Bonus are being used for projects such as crisis, child mental health, and other outreach opportunities. The state is waiting on approval of a waiver to allow incarcerated individuals to receive Medicaid upon their release. That is speculated to launch July 1, 2025.
- Training team is hosting health summits, re-entry simulations, and Supporting Children Early simulations throughout our catchment.
- The State is now offering CIT and MHFA; therefore, Trillium will transition to offer simulations and health summits focused more on innovative care.
- Funding adjustments such as Medicaid Rebase are needed to assure statewide implementation of the Healthy Opportunities Pilot, otherwise that pilot and providers may see a decrease in rates. Trillium will not receive budget cuts this fiscal year.

Ms. Futrell asked for feedback, concerns, and/or comments regarding the Tailored Plan launch.

- Chair Commissioner Zapple asked Ms. Futrell about the potential for Trillium involvement the Tri-Share childcare pilot. This is a pilot related

- to childcare with collaboration from local governmental agencies. Ms. Futrell shared that we would look for more information on that.
- Mary Ann Furniss brought concerns from CFAC regarding the training of the Tailored Care Managers and an issue with some not being very knowledgeable about services and resources.
    - Ms. Futrell stated there are a number of issues with the roll-out and funding of TCM. Care Coordination was funded as an administrative cost, however TCM is now a billable service for Trillium and our providers. We have seen a significant turnover in care management staff and this makes it challenging to ensure the highest quality care management. The way the state has established the service, they would lose federal funding if they change the model.
  - Commissioner Smith asked about what Trillium is doing to emphasize the need for Innovations slots. Commissioner Smith asked for an update on state dashboards when available.
    - Ms. Futrell stated Trillium always lobbies for more slots. Trillium does offer supports for some of those families on the registry, such as Choose Independence and 1915i services (capitation limits apply).
  - Ms. Futrell gave an overview of an Innovations waiver and what services are available outside a facility institution.
  - Mary Ann Furniss asked when the TBI Waiver could be implemented.
    - Ms. Futrell stated possible July 1 launch.
  - Carol McCall asked about a Community Liaison Coordinator for Scotland County.
    - Cecelia Peers answered that Crystal Morrison who is currently a Trillium System of Care Coordinator was hired as a CLC to serve Scotland and 3 other counties.
  - Chair Commissioner Zapple asked for more clarification on Personal Care services.
    - Ms. Futrell stated that program assists members with their Activities of Daily Living, including personal hygiene and other care depending on a person's needs.
  - Commissioner Smith asked about the re-organizing of the board.
    - Ms. Futrell submitted an alternative board structure to the State and the Secretary will be responsible for appointing the members. The current Governing Board is continuing to meet until the new board is appointed.

- David Stanley thanked Trillium staff for reaching out to Brunswick County during the intense rain they received. Mr. Stanley asked about the transfer of members from Trillium to BCBS under the Child and Family Specialty plan, and data and statistics on Suicide Awareness.
  - Ms. Futrell answered that Trillium will continue providing services until BCBS builds a network to start serving members. Our Population Health Assessment of Trillium's 46 counties has data that will be made available to the counties soon.

**Trillium Financial Overview:** Kellie Baker, Vice President of Financial Strategy, presented a financial overview (presentation included)

- Commissioner Zapple asked for clarification as to how the county funds are utilized.
  - Ms. Baker replied that Trillium is working to align the different legacy processes into a unified process. Ms. Futrell added that some county funds are not equal and that the funds can be allocated at the request of counties.
- Commissioner Smith asked about the county annual contributions.
  - Ms. Futrell answered that what counties give is up to each county and not increase is being requested, but we would prefer to not have a reduction.

**November Meeting Reschedule:** Chair Commissioner Zapple led board discussion regarding rescheduling the November meeting due to the Thanksgiving holiday.

Commissioner Smith motioned to reschedule the November meeting to December 5 @ 4:00. Carol McCall seconded the motion. None opposed, the motion carried.

**Governing Board Report:** Commissioner Stephens reported the recent Governing Board will meet October 24.

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

- There are 12 Southern Region CFAC Members – 1 Bladen, 3 Brunswick, 1 Hoke, 1 Lee, 3 Moore, 3 Robeson.
- Overview of Trillium Operations Report provided by Cecelia Peers.
- Information on Trillium committees distributed to increase CFAC representation.
- CFAC to meet with Cindy Ehlers October 30.

- Quality of Care standards discussion.

**Director's Report:** Cecelia Peers Regional Vice President (Southern) of Trillium, shared her report.

- Operations Report shared with board members and will be sent via email.
- Guilford County Town Hall, the last for the 18 new counties, was held September 10. The Regional Operations Team is summarizing the feedback and will share with board members.
- Mid-Year updates on Medicaid Managed Care and Tailored Plan are being scheduled with Commission Boards for the Southern Region.
- School based therapy RFP is complete. Robeson and Moore counties to develop a MOU between chosen providers and the schools.
- Benchmarks Conference in Cherokee is scheduled for October, board members are encouraged to attend.
- State is using money from Medicaid Expansion to fund crisis services. A check presentation will be held in Wilmington on October 8 for the facility based crisis center that is scheduled to re-open.
- Parallel Journey of Breast Cancer and Depression Summit on Oct 11.
- Re-entry Simulations will be held in UNC Pembroke on November 6 and Brunswick Community College on November 19.
- A Supporting Children Early simulation is in planning stages for Hoke County, date to be determined.
  
- Marie Britt asked about how many opioid treatment centers there in the Trillium catchment area. Ms. Peers will gather the information and report back.
  
- Commissioner Smith encouraged board members to experience the Re-entry simulation.

**Board Comments/Concerns:**

- Commissioner Smith express gratitude in accommodating his recent absences. He also thanked Cecelia Peers and Anne Kimball for briefing Commissioners and Cecelia's attendance at the Steven's Center open house.
- Marie Britt announced the playground is well underway and that she is excited about the school-based therapy.
- Commissioner Stephens thanked Trillium regarding planning the Re-entry simulation in Robeson County.

- Commissioner Picerno noted that the Moore County office is not being utilized and what Trillium's intention is with the property. Ms. Futrell stated there are conversations around the best use for the buildings.
- Julie Varnam stated she is appreciative of Trillium's support in New Hanover County regarding the Poe Center and Sold-Out Youth.
- Chair Commissioner Zapple noted the issue of IDs and the negative cascade due to not having one. He's conferred with other agencies to come up with a plan to help ease this burden. Looking forward to the check presentations, and the "Robin Hood" (Wilmington) facility.

**Adjournment:** Commissioner Smith motioned to adjourn the meeting; Commissioner Picerno seconded the motion. All in favor, none opposed. The meeting adjourned at 6:02 p.m.

Respectfully submitted,



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Sandra Dunlap, Administrative Coordinator



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Commissioner Rob Zapple, Chair