

February 25, 2021

**TRILLIUM HEALTH RESOURCES
GOVERNING BOARD MEETING MINUTES**

The Trillium Health Resources Governing Board met on Thursday, February 25, 2021, at 4:00 p.m. via WebEx.

Members Present: Gary Bass, David Clegg, Jimmy Farrington, Mary Ann Furniss, Tracey Johnson, Ron Lowe, Janice Nichols, Wayne Petteway, Dr. Denauvo Robinson, Emmie Taylor and Lea Wolf.

Members Absent: Jim Madson

Staff Present: Bland Baker, Cindy Ehlers, Joy Futrell, Richard Leissner, Mike Lewis, Michelle Martin, Dave Peterson, Dr. Michael Smith, Leza Wainwright, Dennis Williams and Rita Joyner, Clerk.

Guests: Lisa Jackson, liaison with the NC Department of Health and Human Services (DHHS), Sheri Slater, Onslow County Assistant County Manager.

I. CALL TO ORDER

Ms. Furniss called the February 25, 2021 meeting to order at 4:00 p.m.

II. DECEMBER 10, 2020 MEETING MINUTES FOR APPROVAL

Ms. Furniss called for a motion to approve the December 10, 2020 meeting minutes. Mr. Clegg so moved. The motion, seconded by Mr. Lowe, was unanimously approved.

III. PUBLIC COMMENTS

Ms. Sheri Slater, Onslow County Assistant County Manager, shared some comments about an event that occurred in their community over the weekend in which she feels the system failed a family. Ms. Slater stated that there is a breakdown from what we have asked the magistrate to do and what Mobile Crisis is actually carrying out. She would like to have this looked into to see if there is additional education that can be provided for either group or if we need to consider a different process. Ms. Wainwright asked that the board allow staff to assess the situation and come back to them with a response.

Ms. Slater also expressed concerns about a recent RFP released by Trillium. Ms. Wainwright responded that the Onslow County proposal was not responsive to the requirements of RFP.

IV. ADOPTION OF AGENDA

Ms. Furniss called for a motion to adopt the agenda. Ms. Taylor so moved. The motion, seconded by Commissioner Johnson, was unanimously approved.

V. BOARD COMMENTS/CONCERNS

Commissioner Farrington apologized for having to miss the last couple of meetings due to his mother's recent health issues. He shared that she is doing well and expressed thanks to all who had sent well wishes.

VI. CONVENE FINANCE COMMITTEE MEETING

Ms. Furniss entertained a motion to recess the Governing Board meeting in order for the Finance Committee meeting to convene. Mr. Lowe so moved. The motion, seconded by Ms. Nichols, was unanimously approved.

VII. BUDGET REVISION II FISCAL YEAR 2020 - 2021

Ms. Futrell reported that the second budget revision for fiscal year 2020 - 2021 is a net increase of \$14,152,590. The majority of the increase is in Contracts & Grants and is 100% on the State side with several contracts related to COVID and most is one-time money. This brings our budget to \$616,003,858.

Ms. Furness inquired about the decrease to the Federal Child Substance Abuse account and what accounts for that. Ms. Futrell stated that she did not have that information with her and would look this up and report back to the board.

Mr. Petteway moved to approve the budget revision. The motion, seconded by Ms. Nichols, was unanimously approved.

VIII. HIGH LEVEL THOUGHTS ON THE RFA

Executive Team members gave a presentation on what they have identified as their high level reactions to the Tailored Plan RFA. Ms. Wainwright explained that the presentation was the big picture and that more detail would be added at each subsequent meeting for the remainder of the calendar year.

IX. CEO REPORT

Ms. Wainwright discussed the following items from her written report to the board.

RFA Response

Our RFA response was 1,126 pages and required supporting documentation totaling 1,105 pages for a grand total of 2,231 pages. There were fifty plus "Subject Matter Experts" (SMEs) who took the lead on putting the words down on paper. Our consultants helped to organize the project and the Transition Team kept everyone on task and moving in the same direction.

Ms. Wainwright stated that she wanted the board to know that there were some people who deserved special recognition. Cindy Ehlers and three of her key staff, Khristine Brewington, VP of Network Operations, Christie Edwards, VP of Clinical Operations and Meagan Veillette, Neighborhood Connections Unit Director went above and beyond. They had the bulk of the questions to which to respond and they did an amazing job in getting everything done.

The second group that deserves recognition is the Transition Team: Kit Brown, Jennifer Cottle, Melissa Owens, Jason Rice and Megan Roberson. In retrospect, the decision to create a team who could focus on the future without having to be bogged down with operations in the present proved to be invaluable. Ms. Wainwright stated that they were a life-saver in this process and she is very grateful to all of them.

Tailored Plan Preparation

DHHS now has 4 months to score the applications. During that time we will be working on our responses to the 4 "empty region" questions. This is the Department's new euphemism for an LME/MCO region if they do not award a Tailored Plan to the current occupant of that LME/MCO region.

There is also the much harder work to be done of actually becoming a Tailored Plan. A few additional staff are being added to the Transition Team and will become our Implementation Team. We are working with our Standard Plan partner, Carolina Complete Health. They are a unique organization, because they are a

collaboration between Centene (one of the large national Managed Care companies), the NC Medical Society, and the NC Association of Federally Qualified Health Centers. We also have to finalize our contract with our Pharmacy Benefit Manager (PBM). We have narrowed this down to two finalists, but we have been advised not to finalize this contract until as close to the go-live date as possible.

Meetings with County Commissioners, Managers and DSS

We are having regional meetings with the county commissioners, County Managers and county DSS Directors. The first meeting with the Central Region was on Monday, February 22nd, the meeting with the Northern Region is scheduled for Wednesday, March 3rd, and the Southern Region meeting is on Tuesday, March 9th. The point of these meetings is to make sure that all of our key partners are aware of everything that Trillium offers in the communities, but we also want to hear what people think is or is not working and if there are any gaps in services. If we find that there are gaps, we are hoping that we can partner with the NC Association of County Commissioners in a joint advocacy effort.

Foster Care Plan

On February 11, 2021, the Department announced that they are moving forward with the creation of a Specialized Foster Care Plan with a goal of it going live at the same time the Tailored Plan goes live. Their goal is to release an RFP in the spring with bids due in the fall. Only Standard Plans and BH/IDD Tailored Plans will be eligible bidders.

Diversity and Inclusion

We are in the process of creating a Director position for Diversity and Inclusion (D&I). In December, ScottMadden launched a 50 question, anonymous survey to all 456 Trillium employees. 91% of staff participated. The questions were on a 4 point scale and overall Trillium was graded at a 3.4 and the survey showed us where we have room to grow. One thing we did not anticipate was that the satisfaction level of employees who have been with us between 6-10 years is lower than the satisfaction level of employees with less tenure or employees with more tenure. Our hypothesis is that may be due to the lack of promotional opportunities by the time you hit the 6 year mark and/or because we do not have a merit pay program, they are probably feeling some salary stagnation. ScottMadden is providing assistance in this area. They are also helping us to narrow down choices for a vendor to assist us with D&I training.

X. CFAC REPORT

Ms. Furniss, Southern Region CFAC designee, Mr. Lowe, Northern Region CFAC chair, and Mr. Petteway, Central Region CFAC chair, gave reports on behalf of their respective committees.

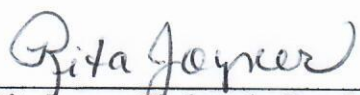
XI. CHAIR'S REPORT

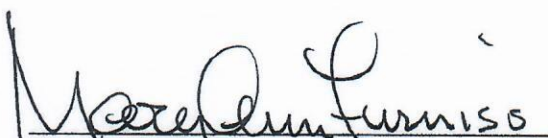
Ms. Furniss expressed appreciation for all of the excellent work that was done on the RFA, stating that it was a tremendous effort, especially in the midst of COVID.

XII. ADJOURNMENT

With there being no other business, Ms. Furniss called for a motion to adjourn. Ms. Nichols so moved. Commissioner Johnson seconded the motion which was unanimously approved.

The meeting adjourned at 6:15 p.m.


Rita Joyner, Clerk to the Board


Mary Ann Furniss, Governing Board Chair