

Chair: Gary Bass, MSW, LCSW (CEO, Pride in North Carolina) | President of the Provider Council

Date: July 11, 2024

Location: Virtual – Webex

Time: 10:00 AM - 12:00 PM

Provider Council Members	Present
Amy Drozda, LCSW Program Manager Easter Seals UCP/Port	<input checked="" type="checkbox"/>
Angie Rouse, BS, QP CEO Riverbend Services, Inc.	<input checked="" type="checkbox"/>
Ashley Sparks, MSW, LCSW Executive Director – Child & Adolescent Facility Based Crisis Program Alexander Youth Network	<input checked="" type="checkbox"/>
Barry Dixon, MA CEO Dixon Social Interactive Services	<input checked="" type="checkbox"/>
Brittany Jozefowicz, MA, LCMHC Owner Open Gate Counseling Services, PLLC	<input type="checkbox"/>
Candice Brinkley, BA, QP Area Director I/DD Eastern NC Home Care Management Corp.	<input checked="" type="checkbox"/>
Carol S. Franklin, PhD, MSN Ed, BSN, RN Director of Nursing – Behavioral Health Coastal Market Novant Health	<input type="checkbox"/>
Chris Faulkner, LCSW Group Practice Owner Family Solutions, PLLC	<input checked="" type="checkbox"/>
Debbie Lee Stehling, BS, QP VP of Operations, Long Term Supports and Services Monarch	<input checked="" type="checkbox"/>
Diane Henry, MSN, BSN, RN-BC Clinical Director of Behavioral Services First Health of the Carolinas, Inc. Behavioral Services	<input type="checkbox"/>
English Albertson, BS, QP Chief Strategy Officer Primary Health Choice, Inc.	<input checked="" type="checkbox"/>
Eric Christian, MA Ed., LCMHC, NCC Director of Behavioral Health Integrations Community Care of North Carolina	<input checked="" type="checkbox"/>
Gary Bass, MSW, LCSW CEO Pride in North Carolina	<input checked="" type="checkbox"/>
Jeannie King, MS Regional Vice President Pinnacle Family Services of NC, LLC	<input checked="" type="checkbox"/>
Jennifer Moore, MA Operations Director A Caring Heart Case Management	<input checked="" type="checkbox"/>
Jerry Earnhardt, MS, LCMHCS, LCMHC Regional Operations Director for Triad Area Daymark Recovery Services	<input checked="" type="checkbox"/>
Joyce Barnes, QP, BS Program Manager Herbert Reid Home, Inc.	<input type="checkbox"/>
Kelvin Barnhill CEO Better Days Ahead	<input checked="" type="checkbox"/>
Kerri Erb, QP, MPA Chief Program Officer Autism Society of NC	<input checked="" type="checkbox"/>
Leann Henkel Mid-State CFAC Chairperson Precision Fabrication	<input checked="" type="checkbox"/>
Linda McDaniel, MSN, RN, CCM, CMCN Utilization Review Nurse Crossroads Behavioral Health Unit - Carolina East Medical Center	<input type="checkbox"/>
Luanne Welch, BS CEO/President Easter Seals UCP North Carolina & Virginia, Inc. & PORT Health Services, Inc	<input checked="" type="checkbox"/>
Margaret Weller-Stargell, BA President & CEO Coastal Horizons Center	<input type="checkbox"/>
Melani Green, LCMHC, LCAS, CCS-I Owner & CEO The M.E. Green House	<input type="checkbox"/>
Melody Campbell, MA CEO & Director Carolinas Home Care Agency	<input type="checkbox"/>
Natasha Holley, LCSW, LCAS, CCS CEO Integrated Family Services	<input checked="" type="checkbox"/>
Patrice Bryant, MS, LCMHC, QS, LCAS-A CEO Yotaron Enrichment Resource Center	<input checked="" type="checkbox"/>
Roger Jones VP of Operations, Eastern Region RHA	<input checked="" type="checkbox"/>
Ron Rau, BA, MBA President & CEO Alcohol & Drug Services of Guilford, Inc.	<input checked="" type="checkbox"/>
Russell Herring CEO AssistedCare at Home	<input checked="" type="checkbox"/>
Seslie Roughton, BS, QP Chief Operations Officer - Eastern Region Skill Creations	<input checked="" type="checkbox"/>
Steve Hess Chief Program Officer Family Service of the Piedmont, Inc.	<input checked="" type="checkbox"/>
Tieka Martin-Green Outreach Coordinator and Consultant The Lighthouse Home	<input checked="" type="checkbox"/>
Tonya Fuller-Johnson Owner/CEO Miss Daisy's & Associates/Miss Daisy's Gentlemen of the Future	<input type="checkbox"/>
Victor Moore, PHD Business, MBA Director Progressive Care Services	<input checked="" type="checkbox"/>
Trillium Representative Attendees (Present)	
Amber Byrum Network Auditing Manager	
Brien Lassiter Trainer - CIT	
Brooke Mickelson Director of Training & Community Relations	
Dana Painter Contracts Manager-Monitoring	
Jackie Tadeo Training Director	
Jamie Robertson Administrative Assistant - Network Management	
Khristine Brewington VP of Network Management	
Kimberly Wagner Provider Relations & Engagement Manager	
Krissy Vestal Head of Performance Improvement	
Linda Isbell Unit Director	
Meagan Evans Hospital Consultant	
Rasheedah Pittman Administrative Assistant - Network Management	
Sarah Willhite Senior Training Development Manager	
Guest	
Lisa Jackson LME-MCO System Performance Liaison Division of MH/DD/SUS	



1. Agenda Topic: Announcing Approvers of Motions**Presenter(s): Gary Bass**

Discussion	<ul style="list-style-type: none"> Provider Council Members are to always announce their first and last name prior to making or seconding a motion so that the Provider Council Secretary can capture the motion approvers within the Meeting Minutes. 				
Conclusions	<ul style="list-style-type: none"> N/A 				
Action Items	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td>N/A</td> <td>N/A</td> </tr> </tbody> </table>	Person(s) Responsible	Deadline	N/A	N/A
Person(s) Responsible	Deadline				
N/A	N/A				

2. Agenda Topic: Approval of Meeting Agenda**Presenter(s): Gary Bass**

Discussion	<ul style="list-style-type: none"> Ron Rau made a motion to approve the meeting agenda as written; Ashley Sparks seconded. Today's meeting agenda was unanimously approved by the Provider Council. 				
Conclusions	<ul style="list-style-type: none"> N/A 				
Action Items	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td>N/A</td> <td>N/A</td> </tr> </tbody> </table>	Person(s) Responsible	Deadline	N/A	N/A
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3. Agenda Topic: Approval of May 09, 2024 Meeting Minutes**Presenter(s): Gary Bass**

Discussion	<ul style="list-style-type: none"> The May 09, 2024 Meeting Minutes were sent to the Provider Council ahead of today's meeting for review; there were no needed additions or modifications. Barry Dixon made a motion to approve the Meeting Minutes as written; Angie Rouse seconded. The Meeting Minutes were unanimously approved by the Provider Council. <ul style="list-style-type: none"> Provider Council members will begin approving the Meeting Minutes by email and the By-Laws will be updated to reflect this change. Meeting Minutes are posted to Trillium's website once the Provider Council approves the minutes. 				
Conclusions	<ul style="list-style-type: none"> N/A 				
Action Items	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td>Gary Bass Rasheedah Pittman</td> <td>09/12/24</td> </tr> </tbody> </table>	Person(s) Responsible	Deadline	Gary Bass Rasheedah Pittman	09/12/24
Person(s) Responsible	Deadline				
Gary Bass Rasheedah Pittman	09/12/24				

4. Agenda Topic: Voting for Luanne Welch to join the Provider Council**Presenter(s): English Albertson**

Discussion	<ul style="list-style-type: none"> English introduced Luanne Welch, CEO/President of Easter Seals UCP North Carolina & Virginia, Inc. & PORT Health Services, Inc. Jennifer Moore made a motion to approve Luanne joining the Provider Council as a member; Kelvin Barnhill seconded. Luanne was unanimously voted onto the Trillium Provider Council. 				
Conclusions	<ul style="list-style-type: none"> N/A 				
Action Items	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td>N/A</td> <td>N/A</td> </tr> </tbody> </table>	Person(s) Responsible	Deadline	N/A	N/A
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5. Agenda Topic: Reducing Provider Council Meeting time to 90 Minutes**Presenter(s): Gary Bass**

Discussion	<ul style="list-style-type: none"> The Provider Council has agreed to shorten meetings to 90 minutes since a full 2 hours have not been needed. This change will take effect for the 09/12/24 Provider Council meeting. The By-Laws will be updated to reflect this change. 				
Conclusions	<ul style="list-style-type: none"> N/A 				
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6. Agenda Topic: CFAC Updates**Presenter(s): Leann Henkel**

Discussion	<ul style="list-style-type: none"> Leann represents the Mid-State region, and will also begin sharing updates from the other CFAC regions. There will be an in-person Town Hall in the 18 counties that were part of the consolidation. <ul style="list-style-type: none"> Town Hall flyers have been shared with the Provider Council prior to today's meeting.
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	<ul style="list-style-type: none"> ○ CFAC is recruiting additional members and will have members attend these Town Halls to engage with families and consumers. ● At CFAC meetings, updates are received from entities such as DSS Engagement. ● On 08/02/24, there will be a CFAC Chair retreat to collaborate and align. ● Mid-State CFAC is sponsoring a verbal de-escalation training, which will be held on 08/10/24 from 9am-3pm at the Asheboro office. This event is free. <ul style="list-style-type: none"> ○ CFAC requests that providers advertise the de-escalation training to consumers and clients. ● Tonight at 6:00pm, there will be a virtual Town Hall for CFAC members to provide feedback about their experiences thus far with Tailored Plans. 						
Conclusions	● N/A						
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● N/A	N/A	N/A					

7. Agenda Topic: Change from Webex to Microsoft Teams Webinar for Provider Council Meetings

Presenter(s): Khristine Brewington

Discussion	<ul style="list-style-type: none"> ● Trillium is switching from Webex to Microsoft Teams as the Provider Council meeting platform, beginning with the 09/12/24 meeting. ● Provider Council members will receive a cancelled invitation from Webex, and receive a new invitation emailed to them by the Provider Council Secretary. ● Provider Council meetings are now open to the public. <ul style="list-style-type: none"> ○ The Provider Council meeting link will be posted on Trillium’s website on the Provider Council web page: https://www.trilliumhealthresources.org/for-providers/provider-council ○ Registration will be necessary for participants to attend. ● The use of Artificial Intelligence (AI) to record/and or transcribe the Trillium Provider Council meeting is strictly prohibited. ● Meeting Minutes will continue to be documented and shared by the Provider Council Secretary in addition to being posted on the Trillium Provider Council web page. ● Trillium Provider Council Members need to adhere to the attendance policies outlined in the Trillium Provider Council By-Laws. 						
Conclusions	● N/A						
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	Person(s) Responsible	Deadline					
● N/A	N/A	N/A					

8. Agenda Topic: By-Laws Updates

Presenter(s): Gary Bass

Discussion	<ul style="list-style-type: none"> ● Some updates have been made to the Provider Council By-Laws; and were shared with Provider Council Members during today’s meeting. ● Members will be given sufficient time to review the changes and come prepared to vote for these updates to take effect as of the 09/12/24 meeting. ● Regarding Provider Council membership, historically member seats have been assigned to individuals from provider organizations as opposed to the provider organization as a whole. <ul style="list-style-type: none"> ○ It will be determined if this process will continue, or if seats will be assigned by provider organization instead. ● There may be circumstances that require closed session meetings; this will be added to the By-Laws. 						
Conclusions	● N/A						
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9. Agenda Topic: Secretarial Administration for Provider Council Meetings

Presenter(s): Khristine Brewington

Discussion	<ul style="list-style-type: none"> ● With the growth in Provider Council membership from LME/MCO consolidation, Jamie Robertson will be assisting with administration for the Provider Council. ● Jamie will monitor the meeting chat forum during each Provider Council meeting to bring awareness to any questions/feedback that are submitted using the chat feature. ● Rasheedah will continue to prepare and share agendas as well as Meeting Minutes, with Jamie filling in if/as needed. 						
Conclusions	● N/A						
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● N/A	N/A	N/A					

10. Agenda Topic: Provider Relations & Engagement Staff as Provider Points of Contact**Presenter(s): Linda Isbell**

Discussion	<ul style="list-style-type: none"> Trillium created a document that identifies specific staff assigned to provide assistance to Trillium providers by organization. Link to the list: Provider Relations & Engagement Staff Contact List 				
Conclusions	<ul style="list-style-type: none"> N/A 				
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N/A	N/A				

11. Agenda Topic: Tailored Plan Provider Monitoring Tool**Presenter(s): Amber Byrum**

Discussion	<ul style="list-style-type: none"> The DHHS post payment review tool has been sunset. Information about the new Tailored Plan monitoring tool will be distributed next week. The tool and guidelines will be posted on the Trillium website under documents and forms. Trillium has developed this Tailored Plan post payment review tool to monitor Behavioral Health providers. The tool is similar to the former DHSS tool and has some improvements, such as a more in depth review of the quality of services being provided. A survey will be distributed to providers after the post payment reviews so that Trillium can gather provider feedback on the tool and processes. 				
Conclusions	<ul style="list-style-type: none"> N/A 				
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N/A	N/A				

12. Agenda Topic: Re-Entry Simulation Flyers**Presenter(s): Brooke Mickelson**

Discussion	<ul style="list-style-type: none"> There are several upcoming Re-entry Simulation events. Flyers were shared with the Provider Council: <ul style="list-style-type: none"> Re-entry Simulation in Snow Hill – 07.16.24 Re-entry Simulation in Hertford – 08.20.24 Re-entry Simulation in Carteret/Town of Beaufort – 09.10.24 Re-entry Simulation in Brunswick – 09.24.24 Dates and locations will be shared for the October and November Re-entry Simulations. Providers are encouraged to share flyers with their agencies and the public. 				
Conclusions	<ul style="list-style-type: none"> N/A 				
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13. Agenda Topic: Feedback from Provider Council Members on Successes and Challenges of Tailored Plan Launch**Presenter(s): Gary Bass**

Discussion	<ul style="list-style-type: none"> Gary asked if there is any feedback thus far on how the Tailored Plan rollout is going. <ul style="list-style-type: none"> At this time, there was no feedback; however, Gary plans to keep this discussion item on the agenda for the next meeting as a way to check-in with the Provider Council. 				
Conclusions	<ul style="list-style-type: none"> N/A 				
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Person(s) Responsible	Deadline				
Rasheedah Pittman	09/12/24				

14. Agenda Topic: How will the present LME's/MCO's function alongside established CINs**Presenter(s): Barry Dixon**

Discussion	<ul style="list-style-type: none"> Trillium is utilizing its Standard Plan Partner, Carolina Complete Health's, physical health network as well as the Clinical Integrated Networks (CINs). Community Care Physician Network (CCPN), which is a CIN, is contracted with Trillium. Eric Christian, from CCPN, is a Provider Council Member. The Provider Council will invite Eric Christian to present for the next Provider Spotlight. 				
Conclusions	<ul style="list-style-type: none"> N/A 				
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Person(s) Responsible	Deadline				
Gary	09/05/24				

15. Agenda Topic: Provider Spotlight**Presenter(s): Ron Rau, BA, MBA | President & CEO | Alcohol & Drug Services of Guilford, Inc.**

Discussion	<ul style="list-style-type: none"> Ron Rau shared in-depth information about Alcohol & Drug Services of Guilford, Inc. <ul style="list-style-type: none"> General Information: <ul style="list-style-type: none"> Alcohol & Drug Services of Guilford has been providing prevention, early intervention and treatment services for 53 years. The company has 59 employees and serves approximately 35,000 citizens in a 10-county catchment area in central NC each year. 						
Conclusions	<ul style="list-style-type: none"> N/A 						
Action Items	<table border="1"> <thead> <tr> <th></th> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> N/A </td> <td>N/A</td> <td>N/A</td> </tr> </tbody> </table>		Person(s) Responsible	Deadline	<ul style="list-style-type: none"> N/A 	N/A	N/A
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16. Agenda Topic: DMH/DD/SUS Updates**Presenter(s): Lisa Jackson**

Discussion	<ul style="list-style-type: none"> Lisa Jackson's updates, along with some links, will be shared by Rasheedah following today's meeting. There is a new Veterans Services Coordinator that has joined the DMH/DD/SUS. Lisa Jackson shared that she will be retiring from DMH/DD/SUS; her last work day will be in early August. 						
Conclusions	<ul style="list-style-type: none"> N/A 						
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17. Agenda Topic: Gary Bass' Retirement Notification**Presenter(s): Gary Bass**

Discussion	<ul style="list-style-type: none"> Gary will be retiring from Pride in North Carolina on 10/04/24 and thus retiring from being President of the Provider Council. The position is open to all Provider Council Members and they should email Gary to express their interest by August 26th. The Provider Council President is accountable to the Provider Council and the various staff that have a part in facilitating Provider Council meetings. There is a commitment and expectation for the Provider Council President to stay connected, responsive and in constant communication with Trillium. The Provider Council President to responsible for ensuring that By-Laws are updated if/as needed. 						
Conclusions	<ul style="list-style-type: none"> N/A 						
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18. Agenda Topic: Representation Breakdown of the Provider Council**Presenter(s): Luanne Welch**

Discussion	<ul style="list-style-type: none"> Luanne Welch requested the Trillium Provider Council provider representation breakdown as well as the ratio breakdown of the Trillium member population, and by provider type. 						
Conclusions	<ul style="list-style-type: none"> N/A 						
Action Items	<table border="1"> <thead> <tr> <th></th> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> Khristine/Network Management team will provide Luanne with the information requested. </td> <td>Khristine Brewington</td> <td>09/12/24</td> </tr> </tbody> </table>		Person(s) Responsible	Deadline	<ul style="list-style-type: none"> Khristine/Network Management team will provide Luanne with the information requested. 	Khristine Brewington	09/12/24
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<ul style="list-style-type: none"> Khristine/Network Management team will provide Luanne with the information requested. 	Khristine Brewington	09/12/24					

19. Agenda Topic: Meeting Adjournment**Presenter(s): Gary Bass**

Discussion	<ul style="list-style-type: none"> English Albertson made a motion to adjourn today's Provider Council meeting; Barry Dixon seconded. Today's Provider Council meeting has been unanimously adjourned by the Provider Council. 						
Conclusions	<ul style="list-style-type: none"> N/A 						
Action Items	<table border="1"> <thead> <tr> <th></th> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> N/A </td> <td>N/A</td> <td>N/A</td> </tr> </tbody> </table>		Person(s) Responsible	Deadline	<ul style="list-style-type: none"> N/A 	N/A	N/A
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Next Meeting Date: September 12, 2024

(Meetings convene from 10:00 AM - 11:30 AM)

Supporting documents are proprietary and can be requested by contacting Rasheedah.Pittman@TrilliumNC.org.

Respectfully Submitted by: Rasheedah Pittman (Administrative Assistant) / Secretary to the Trillium Provider Council