



Transforming Lives. Building Community Well-Being.

# PROVIDER COUNCIL MEETING MINUTES

Date September 30, 2020

<b>Meeting Called By</b>		Gary Bass, President			
<b>Type of Meeting</b>		Virtual - WebEx			
ATTENDEES					
NAME	Present	NAME	Present	NAME	Present
Gary Bass, MSW, LCSW Pride in NC, CEO <i>President of Provider Council</i>	<input checked="" type="checkbox"/>	Jennifer Hardee LCAS, CCS PORT Health Clinical Services Manager	<input checked="" type="checkbox"/>	Holly Cunningham Trillium, Head of Practice Management	<input checked="" type="checkbox"/>
Margaret Weller-Stargell, BA Coastal Horizons Center, CEO <i>Vice President of Provider Council</i>	<input checked="" type="checkbox"/>	Russell Herring, BSBA Assisted Care, CEO	<input checked="" type="checkbox"/>	Adrienne Beatty Trillium, Head of Network Development	<input checked="" type="checkbox"/>
English Albertson, BS QP Monarch Director Program Operations	<input type="checkbox"/>	Charles 'Chuck' Hill, M.Ed, LPC RHA Health Services BH Regional Director	<input checked="" type="checkbox"/>	Kristine Brewington Trillium, VP Network Management	<input checked="" type="checkbox"/>
Kerri Erb Autism Society of NC Chief Program Officer	<input checked="" type="checkbox"/>	Natasha Holley, LCSW Integrated Family Services Clinical Director	<input type="checkbox"/>	Miriam Godwin Trillium, Manager Network Training	<input checked="" type="checkbox"/>
Tarra Duford, PhD, MFT, CMFSW, BCPC Pinnacle Family Services Director of Program Operations	<input type="checkbox"/>	Greg Riley, RN Vidant Health Roanoke- Chowan, Program Director Behavioral Health	<input checked="" type="checkbox"/>	Julie Kokocha Trillium, Head of Network Accountability	<input checked="" type="checkbox"/>
Lisa Jackson, <i>guest</i> DMH/DHHS MCO Liaison	<input checked="" type="checkbox"/>	Mary B. Williams, BA, MBA NHRMC Behavioral Health	<input type="checkbox"/>	Lauren Swain Trillium, Head of Children and Youth Services	<input checked="" type="checkbox"/>
Patrice Bryant, LCMHC, LCAS-A Yotaron Enrichment Resource Center, CEO	<input type="checkbox"/>	Aimee Schulze, LCSW StillWaters Program Director	<input checked="" type="checkbox"/>		
Brittany Jozefowicz, LCMHC Open Gate Counseling Services Owner	<input type="checkbox"/>	Karen Kirk, PhD Psychologist Cape Fear Developmental Therapies PLLC Owner/Manager	<input type="checkbox"/>	Tracie Hanson Coastal Southeastern United Care QM Director	<input type="checkbox"/>

## AGENDA

### 1. Agenda topic: Approval of the Agenda

Presenter(s): Gary Bass

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Gary Bass asked for a motion to approve the meeting agenda. Chuck Hill made the motion to approve, and Russell Herring seconded the motion. All members present approved.</li> </ul>		
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>		
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
<ul style="list-style-type: none"> <li>N/A</li> </ul>			



**2. Agenda topic: Approval of 7/9/2020 Provider Council Minutes****Presenter(s): Gary Bass**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Gary Bass asked if there were any corrections to the 7/9/2020 meeting minutes, and there were none. A motion was requested by Margaret Weller-Stargell to accept and seconded by Jennifer Hardee. All members present were in agreement.</li> </ul>		
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>		
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
<ul style="list-style-type: none"> <li>N/A</li> </ul>			

**3. Agenda topic: Introduction of LIP Nominees for Provider Council Membership****Presenter(s): Gary Bass**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Aimee Schulze, Program Director for StillWaters of Pamlico County, introduced herself as one of the LIP nominees. Aimee works with the HeartWorks programs, offering free services to Medicaid and no insurance clients. All Provider Council members present on the WebEx introduced themselves.</li> <li>Patrice Bryant of Yotaron Enrichment Resource Center of Greenville, NC, and Brittany Jozefowicz of Open Gate Counseling Services of Shallotte, NC, were not able to attend the meeting. Gary Bass shared biographical information on these nominees.</li> <li>There were no questions on the three nominees from the Provider Council members. A motion to approve the three new LIP nominees was made by Chuck Hill, with a second to approve by Margaret Weller-Stargell. All members present were in agreement with the approval.</li> </ul>		
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>		
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
<ul style="list-style-type: none"> <li>N/A</li> </ul>			

**4. Agenda topic: Nomination of LIP At-Large Members****Presenter(s): Gary Bass**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Two LIP nominees were selected for membership as At-Large members. Dr. Karen Kirk of Cape Fear Developmental Therapies of Wilmington NC, was selected as an At-Large LIP member. Tracie Hanson of Coastal Southeastern United Care of Shallotte NC, was selected as an At-Large LIP member.</li> <li>Gary Bass asked for a motion to accept these nominees as At-Large Provider Council members. Russell Herring made a motion to accept, with Chuck Hill seconding the motion. All members present were in agreement.</li> <li>Chuck Hill requested an update of the Member Terms chart to be distributed to the members.</li> <li>Aimee Schulze discussed the diversity of the Provider Council membership and the importance.</li> </ul>		
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>		
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
<ul style="list-style-type: none"> <li>Gary Bass will contact and notify the nominees of their acceptance as At-Large Provider Council members.</li> </ul>	Gary Bass	immediate	
<ul style="list-style-type: none"> <li>Chuck Hill requested an updated Member's Terms chart.</li> </ul>	Ann Singleton Gary Bass	immediate	

**5. Agenda topic: Provider Council Nominations Committee, and By-Laws Committee****Presenter(s): Gary Bass**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>The following Provider Council members have agreed to serve on the Nominations Committee: English Albertson Gary Bass Brittany Jozefowicz Tracie Hanson</li> <li>The following Provider Council members have agreed to serve on the By-Laws Committee: Russell Herring Aimee Schulze Patrice Bryant</li> </ul>		
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>		
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
<ul style="list-style-type: none"> <li>N/A</li> </ul>			

**6. Agenda topic: Changes/Edits to the Provider Council By-Laws****Presenter(s): Gary Bass**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Gary Bass submitted a draft copy of the By-Laws with edits. Gary encouraged the council members to review and submit any changes/edits to Khristine Brewington. Khristine will forward the changes/edits submitted to Richard Leissner, Trillium General Counsel, for review.</li> <li>October 7, 2020 will be the deadline for the edits to be submitted to Khristine. Effort will be made to have these changes for review of the By-Laws by the Provider Council November 12 meeting.</li> </ul>		
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>		
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
<ul style="list-style-type: none"> <li>Send any changes/edits to the current Provider Council By-Laws to Khristine Brewington by October 7.</li> </ul>	All	October 7	

**7. Agenda topic: Perception of Care Survey****Presenter(s): Krissy Vestal**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Krissy Vestal explained the Perception of Care Survey is conducted annually by the NC Division of MH/DD/SAS to assess the member's perception of the care of services which they receive. A designated number of members are selected each year to participate in the survey. The surveys are broken out into age groups, with the goal to have 100 surveys from each age group.</li> <li>Once the designated surveys are completed, they are returned to the State. Raw data is shared with Trillium and our Data Unit conducts a thorough analysis. This information is shared with various committees to determine any areas for improvement. At this point, Trillium's Data Unit is compiling and analyzing the data. Once this is completed, Vanessa Gibbs, our Data Manager, will share the results.</li> <li>Krissy also shared quality related and provider-specific performance data called Provider Performance Reports. The purpose of the Provider Performance Report is to offer providers a snapshot on how they are performing in certain areas compared to similar providers. These reports were shared during the month of August.</li> <li>Data related to the 7 day follow-up Super Measure was also shared for ages 3 through 64 who were admitted for treatment.</li> <li>Trillium shared this quality related data for informational purposes to assist with improving processes within an organization or agency. The reports were sent to the contact on file for each provider.</li> <li>Krissy asked if there were specific requests as to the contact who should receive this information or questions about the Provider Performance Report or the 7</li> </ul>		
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	<p>day follow-up data. Questions can be emailed to Trillium's Quality Management Department at <a href="mailto:QMinfo@trilliumnc.org">QMinfo@trilliumnc.org</a>.</p> <ul style="list-style-type: none"> <li>Gary Bass encouraged the providers to complete surveys in the future as a way to show support to Trillium and those we serve.</li> </ul>				
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>				
<b>Action Items</b>	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline		
Person(s) Responsible	Deadline				
<ul style="list-style-type: none"> <li>N/A</li> </ul>					

#### 8. Agenda topic: Safer at Home Phase 2.5

Presenter(s): Gary Bass

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Gary Bass reviewed Governor Roy Cooper's Executive order for the COVID regulations for Home Phase 2.5. He reminded the Council that Home Phase 2.5 runs through October 2, 2:00 pm, and Home Phase 3.0 should be expected from Governor Cooper at the October 2 press conference.</li> </ul>				
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>				
<b>Action Items</b>	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline		
Person(s) Responsible	Deadline				
<ul style="list-style-type: none"> <li>N/A</li> </ul>					

#### 9. Agenda topic: Trillium Updates

Presenter(s): Kristine Brewington

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Kristine Brewington shared a notification just received from the State of a Provider call on Thursday, October 1. Information on how to join this call will be sent to Providers today by Trillium.</li> <li>Kristine encouraged the providers to reach out to Krissy Vestal and the Quality Management Department for the data results from the Provider Performance report card and information on Super Measures and Performance Measures.</li> <li>Gary Bass shared the value of the communications information from Trillium that is sent to providers.</li> </ul>				
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>				
<b>Action Items</b>	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline		
Person(s) Responsible	Deadline				
<ul style="list-style-type: none"> <li>N/A</li> </ul>					

#### 10. Agenda topic: Roundtable Discussion

Presenter(s): Gary Bass

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Gary Bass encouraged all to listen to the Benchmarks webinars with Dave Richards and Kody Kinsley, as there is valuable information for providers.</li> <li>Gary reminded providers to routinely review the Trillium RFP section on the Trillium website.</li> </ul>				
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>				
<b>Action Items</b>	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline		
Person(s) Responsible	Deadline				
<ul style="list-style-type: none"> <li>N/A</li> </ul>					

#### 11. Agenda topic: Meeting Adjourned

Presenter(s): Gary Bass

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Gary Bass reminded all that the next meeting will be November 12, 2020, 10:00 am -12:00 pm.</li> <li>Margaret Weller-Stargell made a motion to adjourn the meeting. Chuck Hill seconded the motion. All members present approved.</li> </ul>				
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>				
<b>Action Items</b>	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline		
Person(s) Responsible	Deadline				

• N/A		
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Meeting Adjourned 11:15 am

**Next Meeting Date: November 12, 2020**  
(All meetings convene from 10:00am - 12:00pm)

Supporting documents are proprietary and can be accessed by contacting Ann Singleton at [ann.singleton@trilliumnc.org](mailto:ann.singleton@trilliumnc.org).

*Respectfully Submitted by*  
*Ann Singleton, Secretary to the Provider Council*

Accepted by: 

