



## Trillium Provider Council Minutes

**Chair:** English Albertson, BS, QP | Chief Strategy Officer | Pride in North Carolina | President of the Provider Council

**Date:** November 12, 2025

**Location:** Virtual – Microsoft Teams

**Time:** 10:00 AM - 12:00 PM

Provider Council Members	Present
Angie Rouse, BS, QP   CEO   Riverbend Services, Inc.	<input 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"/>
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 type="checkbox"/>
English Albertson, BS, QP   Chief Strategy Officer   Pride in North Carolina	<input checked="" type="checkbox"/>
Eric Christian, MA Ed., LCMHC, NCC   Director of Behavioral Health Integrations   Community Care of North Carolina	<input 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 checked="" type="checkbox"/>

Provider Council Members	Present
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"/>
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 checked="" type="checkbox"/>

Trillium Representative Attendees (Present)
Amanda Outlaw   Associate Vice President of Network Accreditation & Policies
Brooke Mickelson   Director of Program Coordination
Chauncey Dameron   Provider Relations and Engagement Manager
Jamie Robertson   Provider Relations Administrative Assistant
Casey Everette   Provider Relations Administrative Assistant
Trillium Representative Attendees (Present)
Meagan Evans   Hospital Consultant

**1. Agenda Topic: Call of Meeting to Order and Reminder about Recording Software**  
**Presenter(s): English Albertson**

Discussion	<ul style="list-style-type: none"> <li>English called the meeting to order and also reminded all meeting attendees that the use of Artificial Intelligence (AI) features including, but not limited to, programs and/or apps to assist with transcription and/or recording of this meeting is not permitted.</li> </ul>	
Conclusions	<ul style="list-style-type: none"> <li>N/A</li> </ul>	
Action Items	<p>Person(s) Responsible</p>	Deadline
N/A	N/A	N/A

**2. Agenda Topic: Establish Quorum**

**Presenter(s): English Albertson**

Discussion	<ul style="list-style-type: none"> <li>Jamie conducted a roll call to establish a quorum</li> </ul>	
Conclusions	<ul style="list-style-type: none"> <li>A quorum was established.</li> </ul>	
Action Items	<p>Person(s) Responsible</p>	Deadline
N/A	N/A	N/A

**3. Agenda Topic: Approval of Meeting Agenda**

**Presenter(s): English Albertson**

Discussion	<ul style="list-style-type: none"> <li>Barry Dixon made a motion to approve the agenda with the noted change to table Jerry's presentation until the next meeting; Luanne Welch seconded the motion.</li> </ul>	
Conclusions	<ul style="list-style-type: none"> <li>The agenda was approved</li> </ul>	
Action Items	<p>Person(s) Responsible</p>	Deadline
N/A	N/A	N/A

#### 4. Agenda Topic: Hospital Reps for Council Seat Introduction

**Presenter(s): English Albertson/(Nancy Keith, Dr. Cameron Elgin)**

Discussion	<ul style="list-style-type: none"> <li>English Albertson, Chair, introduced two individuals who had volunteered to serve as hospital representatives. She noted that the bylaws do not specify a required number of hospital representatives and that having two would help ensure consistent hospital participation.</li> <li>Nancy Keith introduced herself as the System Manager for Case Management with ECU Health, overseeing emergency department case managers and behavioral health case management across the system. She shared her background as an LCSW and her experience supporting clinical services, including overnight and weekend coverage.</li> <li>Dr. Cameron Elgin introduced herself as the Chief Nursing Officer for Behavioral Health Services at Cone Health. She described Cone Health's behavioral health campuses and services, her responsibilities overseeing clinical teams, and her extensive leadership and nursing background. She noted she has served with Cone Health for 21 years and holds a Doctor of Nursing Practice from UNC Charlotte.</li> </ul>	
Conclusions	<ul style="list-style-type: none"> <li>N/A</li> </ul>	
Action Items	Person(s) Responsible	Deadline
N/A	N/A	N/A

#### 5. Agenda Topic: Vote for vacant Hospital Rep Seat

**Presenter(s): English Albertson**

Discussion	<ul style="list-style-type: none"> <li>A motion was made by Kerri Erb and seconded by Barry Dixon to accept Nancy Keith as a hospital representative.</li> <li>A motion was made by Luanne Welch and seconded by Ronald C. Rau, Jr. to accept Dr. Cameron Elgin as a hospital representative.</li> </ul>
Conclusions	The hospital representative seats on the Council are now filled by Nancy Keith and Dr. Cameron Elgin

Action Items	Person(s) Responsible	Deadline
N/A		

## 6. Agenda Topic: Introduction of Chauncey Dameron (Associate Vice President of Provider Engagement and Satisfaction)

**Presenter(s): English Albertson/Chauncey Dameron**

Discussion	<ul style="list-style-type: none"> <li>English Albertson introduced Chauncey Dameron, the new support for the Provider Council, taking over for Linda. Chauncey is the Associate Vice President of Provider Engagement and Satisfaction with Trillium.</li> <li>Chauncey gave a brief overview of his background, sharing that he used to be a provider and has worked in provider engagement since 2014. He said he's excited to continue the work Linda started and to help strengthen provider engagement with the Council.</li> </ul>	
Conclusions	<ul style="list-style-type: none"> <li>N/A</li> </ul>	
Action Items	Person(s) Responsible	Deadline
N/A		N/A

## 7. Agenda Topic: Tula Presentation

**Presenter(s): Meagan Nelligan**

Discussion	<ul style="list-style-type: none"> <li>Meagan Nelligan presented on TULA, covering topics including the need for innovation in care, workforce challenges, an overview of TULA, and current TULA initiatives.</li> </ul>	
Conclusions	<ul style="list-style-type: none"> <li>N/A</li> </ul>	
Action Items	Person(s) Responsible	Deadline
Presentation will be sent to the Provider Council	Jamie Robertson	N/A

## 8. Agenda Topic: Training Updates

**Presenter(s): Brooke Mickleson**

Discussion	<ul style="list-style-type: none"> <li>Brooke Mickleson shared a presentation on the upcoming trainings that feature Post Disaster Simulation, ReEntry Simulations, Summits &amp; Symposiums and Supporting Children early simulation.</li> </ul>	
Conclusions	<ul style="list-style-type: none"> <li>N/A</li> </ul>	
Action Items	Person(s) Responsible	Deadline
Presentation will be sent to the Provider Council.	Jamie Robertson	

## 9. Agenda Topic: CFHA

**Presenter(s): Chauncey Dameron**

Discussion	<ul style="list-style-type: none"> <li>Chauncey attended the CFHA annual conference in Raleigh (Nov 16–18), focused on integrating physical and behavioral health for whole-person care. Key takeaways included new CARF integrated care standards, the importance of collaboration and shared accountability between behavioral health and primary care, and the role of leadership at all levels. Behavioral health providers can build PCP relationships, co-manage members, share updates, educate partners, and link members to care. NC Medicaid supports collaborative care models, and Trillium can advance integration by developing partnerships, tracking outcomes, and piloting workflows. Overall, collaboration, communication, and data sharing are essential to improve member outcomes.</li> </ul>	
Conclusions	<ul style="list-style-type: none"> <li>N/A</li> </ul>	
Action Items	Person(s) Responsible	Deadline
<ul style="list-style-type: none"> <li>Presentation will be sent to the Provider Council.</li> </ul>	N/A	N/A

**10. Agenda Topic: IDD Updates****Presenter(s): Kerri Erb**

Discussion	<ul style="list-style-type: none"> <li>• Kerri Erb provided updates on IDD in the state. She noted that recent rate cuts are creating challenges for providers, with advocacy efforts ongoing and the legislature set to reconvene on November 17. For ABA and RBBHT services, a lawsuit has temporarily halted rate reductions, with the outcome pending trial. Quarterly waitlist updates are available, and Kerri will share links with attendees. Providers are encouraged to keep care plans and assessments current to prevent gaps in care.</li> </ul>	
Conclusions	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	
Action Items	Person(s) Responsible	Deadline
<ul style="list-style-type: none"> <li>• N/A</li> </ul>	N/A	N/A

**11. Agenda Topic: Approval of September 2025 minutes****Presenter(s): English Albertson**

Discussion	<ul style="list-style-type: none"> <li>• The meeting concluded unexpectedly due to technical issues. After the issue was resolved and the meeting resumed, a quorum was no longer present to vote on the meeting minutes. Jamie will distribute the minutes electronically for a vote.</li> </ul>	
Conclusions	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	
Action Items	Person(s) Responsible	Deadline
<ul style="list-style-type: none"> <li>• Jamie will send minutes electronically for a vote.</li> </ul>	N/A	N/A

## 12. Agenda Topic: Provider Council Member Conflict of Interest Form

Presenter(s): English Albertson

Discussion	<ul style="list-style-type: none"> <li>Council members were reminded to complete their updated Conflict of Interest forms. Jamie has sent out the links to the forms, which are now processed through Trillium's Human Resources Compliance department. Members are asked to fill out the forms and return them promptly so they can be properly filed.</li> </ul>	
Conclusions	N/A	
Action Items	Person(s) Responsible	Deadline
<ul style="list-style-type: none"> <li>Council members to complete and submit the Conflict of Interest forms as soon as possible.</li> </ul>	Council members	ASAP

## 13. Agenda Topic: Subcommittee Report Out

Presenter(s): English Albertson

Discussion	<ul style="list-style-type: none"> <li>Chris Faulkner was scheduled to share the subcommittee report, but he had to move to another meeting. English shared the update for Chris and reported that the subcommittee has reviewed the membership policies, including tightening attendance expectations, and letters have been sent to members who have not met those requirements. The group is also working to ensure membership is balanced across the Trillium counties and that there are no gaps in service areas, including increasing hospital representation where needed. Updates to the policies and procedures are still in progress with the newly consolidated Council, and the goal is to have everything ready for review at the January meeting. Once the subcommittee completes its review, all recommended bylaw changes will be presented together rather than in separate updates. No questions were raised after the report.</li> </ul>
Conclusions	<ul style="list-style-type: none"> <li>N/A</li> </ul>

Action Items	Person(s) Responsible	Deadline
• N/A	N/A	N/A

#### 14. Agenda Topic: Nomination Committee

Presenter(s): English Albertson

Discussion	<ul style="list-style-type: none"> <li>The group discussed the need to finalize members for the Nominations Committee. Cecily has agreed to return as the representative for her area, and English will continue reaching out to additional members. Some calls have been made without responses yet, but the goal is to have the committee in place so any open Board seats can be filled promptly. The Nominations Committee will review candidates and bring recommendations to the next meeting to keep the process moving. Although the Council is moving away from the five-catchment structure, the current bylaws still require one representative from each area, so outreach will continue accordingly. During the discussion, Barry Dixon volunteered to assist with the committee, and English confirmed she will follow up with him.</li> </ul>	
Conclusions	<ul style="list-style-type: none"> <li>N/A</li> </ul>	
Action Items	Person(s) Responsible	Deadline
English will Follow up with Baarry Dixon.	English Albertson	

**Next Meeting Date:** January 8, 2025

(Meetings convene from 10:00 AM - 12:00 PM)

Supporting documents are proprietary and can be requested by contacting the Provider Council Secretary.

**Respectfully Submitted by:** Jamie Robertson (Administrative Assistant) / Secretary to the Trillium Provider Council