



SOUTH CENTRAL REGIONAL ADVISORY BOARD MEETING MINUTES

Meeting Date: January 27, 2026

Meeting Time: 3:00pm-4:30pm

Meeting Place: Hybrid (In-Person & Virtual 514 E. Main Street, Beulaville NC 28518)

Board Members Attendance:

Name	In-Person	Virtual	Absent
Barbara Aycock , <i>Wayne County</i>			X
June Cummings , <i>Lenoir County</i>		X	
Jesse Dowe , <i>Duplin County</i>		X	
Charlie Dunn, Jr. , <i>Jones County</i>		X	
Justin Edwards , <i>Duplin County</i>			X
Crystal Foster , <i>Carteret County</i>			X
Shevel Hunt , <i>Craven County</i>		X	
Robin Knapp , <i>Onslow County</i>			X
Lethia Lee , <i>Sampson County</i>		X	
Janice Nichols , <i>Pender County</i>		X	
Suzanne Nix , <i>Lenoir County</i>			X
Kari Sanders , <i>Onslow County</i>			X
JW Simmons , <i>Sampson County</i>		X	
Kyle Smith , <i>Jones County</i>		X	
Marianne Waldrop , <i>Carteret County</i>		X	
Lea Wolf , <i>Carteret County</i>		X	
Carli Woolard , <i>Craven County</i>			X

Staff:

Victoria Jackson, South Central Regional Vice President
Erika Beckner, Executive Assistant/Regional Advisory Board Clerk
Joy Futrell, Trillium Health Resources CEO
Terrell Alston, Chief of Staff

Guest:

Holly Connor, South Central CFAC Chair/Governing Board Member
Steve Eaton, Onslow County Assistant County Manager
Joe Democko, Wayne County Commissioner

Agenda:

1. Call to Order
2. Roll Call
3. Oath of Office
 - a. Robin Knapp
4. Approval of November 18, 2025, Minutes
5. Adoption of the Agenda
6. Public Comments (3 minutes per comment)
7. Provider Network Council Comments
8. CFAC Report
9. Chief Executive Officer
10. Regional Vice President Report
11. Regional Board Member Comments
12. Governing Board Member Comments
13. Chair Comments
14. Adjournment

Minutes:

1. Call to Order	South Central Regional Advisory Board Chairperson, Shevel Hunt, called the meeting to order at 3:02PM
Motion	N/A
2. Roll Call	Victoria Jackson performed the roll call. Quorum was verified.
Motion	N/A
3. Oath of Office	The Oath of Office was not administered to Commissioner Robin Knapp as he was not present.
4. Approval of November 18, 2025 Minutes	November 18, 2025 meeting minutes were included in the meeting book.
Motion	Vote tabled.
5. Adoption of the Agenda	The agenda for the South Central Regional Advisory Board meeting of January 27, 2026.
Motion	The agenda was adopted by unanimous consent.
6. Public Comment	None presented.
Motion	N/A
7. Provider Network Council Comments	No provider council representative present. Provider Council September 11, 2026 minutes provided in board packet.
Motion	N/A

8. CFAC Report	Presenter: Holly Connor Topics: CFAC Updates and Data Request The meeting began with Holly Connor speaking about the presentation for the Human Rights Committee, which provided valuable insight into the efforts made to ensure that all rights are upheld and that complaints requiring attention are properly addressed. The presentation also highlighted the challenges associated with incident reporting, acknowledging that while the process can be difficult, the committee performs important work that is greatly appreciated. Following this, the group discussed concerns raised by Mr. W. Rider, who has attended several CFAC meetings and shared his experiences with mental health challenges. In response, Trillium is considering the formation of an Ad Hoc Mental Health Recovery Advisory Subcommittee to address these issues directly. This initiative is particularly important given the current lack of mental health representation within CFAC. Membership challenges were also noted, as attendance has been low and several members have been removed for failing to meet bylaw requirements. The committee is actively seeking new members to strengthen representation and engagement. Lastly, the meeting addressed plans for a leadership session involving Chairs and Co-Chairs from all five CFACs. The goal is to review requested data briefs and develop a strategy for using this information effectively and intentionally, ensuring that efforts are productive and meaningful. Scheduling for this leadership meeting is still in progress.
Motion	N/A
9. Trillium CEO Report	Presenter: Joy Futrell The report began with recognition of key contributors, including Janice Nichols and Holly Connor, for their dedication and representation on the governing board, which has strongly supported staff and operations throughout the year. Upcoming board membership rotations will ensure broader county representation, with official changes expected in February and terms extending through 2027. Operational updates highlighted recent Medicaid provider rate reductions due to budget gaps, which were later reversed, causing

billing confusion and claim reprocessing efforts; providers were commended for maintaining care continuity during this disruption.

Legislators will reconvene in April to address Medicaid funding gaps. On a positive note, North Carolina secured a five-year, \$3 billion Rural Health Transformation Grant to improve healthcare access in rural areas, focusing on workforce development, regional “roots hubs,” and certified community behavioral health clinics (CCBHCs), with Trillium actively engaged in leveraging these opportunities.

Additionally, the report addressed the December 1st transition of foster care children from Medicaid Direct to Healthy Blue managed care, noting some community concerns and ongoing monitoring of impacts, with further clarity expected in upcoming meetings.

Following the report, Commissioner June Cummings raised concerns from local law enforcement about jails increasingly serving as mental health holding facilities without treatment, citing extreme cases of individuals remaining incarcerated for up to eight years. Joy Futrell responded that such cases are likely tied to competency hearings delaying trial proceedings and committed to investigating further. She also noted growing legislative and departmental scrutiny of involuntary commitment (IVC) procedures following recent high-profile incidents, which may influence judicial decisions and contribute to jail upticks.

Ms. Futrell emphasized that jails are not appropriate for mental health treatment and can worsen conditions, while acknowledging the complexity of balancing public safety and care needs. Trillium’s legal counsel has already presented recommendations to the General Assembly’s IVC Subcommittee, and the organization will continue advocating for systemic improvements.

Ms. Futrell concluded by encouraging stakeholders to share specific cases for potential intervention and noted an anticipated increased focus on jail-related mental health issues in coming months.

Chairperson Sherry Hunt expressed strong support for Trillium’s efforts to address mental health gaps in local counties and offered to advocate with legislators if needed. She emphasized her willingness to assist in any way possible and requested guidance on how Commissioners can help. Chairperson Hunt also noted that she had previously inquired about the transition to Healthy Blue and reported that, based on her

	conversation with Craven County’s Social Services Director, the transition appears smooth with no reported issues.
Motion	N/A
10. Regional Vice President Report	Presenter: Victoria Jackson Victoria Jackson provided an update on key operational areas, noting that her full report and attachments were included in the meeting packet. She highlighted enrollment and performance metrics across Tailored Plan, Medicaid Direct, and State Plan, emphasizing that Medicaid enrollment levels had minimal month-to-month fluctuations. Ms. Jackson reminded board members of the upcoming THRive Local luncheon for the South Central Region to be held on March 27, 2026 at 12pm. She thanked Jones County for their partnership and hosting the luncheon at the Jones County Civic Center. Ms. Jackson encouraged members to attend and said that they will be recognized as one of the award winners. Ms. Jackson also discussed Trillium’s work in transitioning to a unified claims system for Tailored Plan operations. The transition is slated to begin January 1, 2026. She acknowledged the significant work involved to go live with the system and the Trillium team is working diligently to meet the go-live timeframe. She shared updates on community engagement, reporting over 920 events, meetings, and trainings across 46 counties during October and November, with approximately 250 in the South-Central region. She stressed the importance of local presence and praised the Trillium team’s efforts in maintaining strong community connections. She reported that in October and November there were over 920 engagements across the catchment area and approximately 252 engagements were in the South Central region. Additionally, she announced preparation and scheduling are underway for annual presentations to the counties’ commissioners. Ms. Jackson reminded board members of Victory Junction’s Spring 2026 date for

	their inclusive camp located in Randleman, NC. She encouraged the board members to share with families who may be interested. Lastly, Ms. Jackson provided an overview of Trillium's Internship program and introduced two new Regional Operations interns from North Carolina A&T State University, Niyah Prior and Laila Mines, expressing excitement about mentoring future healthcare professionals and the potential for them to join the organization long-term. Chairperson Hunt shared positive feedback regarding Victory Junction, noting that a family she knows attended and found the experience deeply impactful, providing an opportunity to relax and enjoy time together in a supportive environment. She thanked Ms. Jackson for the reminder about the application process and encouraged others to share the opportunity with families who could benefit. She also commended the South Central team for their strong presence in Craven County, expressing appreciation for their ongoing community engagement and dedication.
Motion	N/A
11. Governing Board Member Comments	Ms. Janice Nichols reported that since the last South Central Advisory Board meeting, the Trillium Health Resources Governing Board met once on Thursday, December 11, 2025. During this meeting, the board took action to appoint a new At Large Governing Board member from the applicant pool. Lizzie Toler of the Recovery Alliance Initiative was selected for this position. The board also received appointments including Commissioner David Allen from the Mid-State Regional Advisory Board, Lorraine Washington from the North Central Consumer and Family Advisory Committee, and Bo Dean from the Council on Health Disparities, who will serve as a non-voting member. Additionally, the December meeting included a session of the Finance Committee, which reviewed Trillium's financial operations through October 31, 2025. The next Governing Board meeting is scheduled for Thursday, February 26 at 4:00 PM.
Motion	N/A

12. Chairman Remarks	Chairperson Hunt expressed her intention to reach out to each board member to gather input on the direction they would like the board to take in the coming year and to identify potential guest speakers of interest. She also reminded members that the South Central Consumer and Family Advisory Committee needs additional members to ensure its effectiveness and encouraged everyone to help identify individuals who may be willing to serve. Lastly, Chairperson Hunt thanked the Chief Executive Officer for her time and leadership, acknowledging her busy schedule and expressing appreciation for her efforts to address mental health gaps and other important initiatives.
Motion	N/A
13. Adjournment	Chair Hunt asked for further business to be brought before the board. As there was none, she requested a motion to adjourn.
Motion	The meeting adjourned at 6:00 PM.

Transcribed by Erika Beckner, Clerk to the Board

Shevel K. Hunt

16 June 26

Shevel Hunt, South Central Advisory Board Chairperson

Date