

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

NC Minority Health Advisory Council Quarterly Meeting

Office of Health Equity (OHE)

December 11, 2024

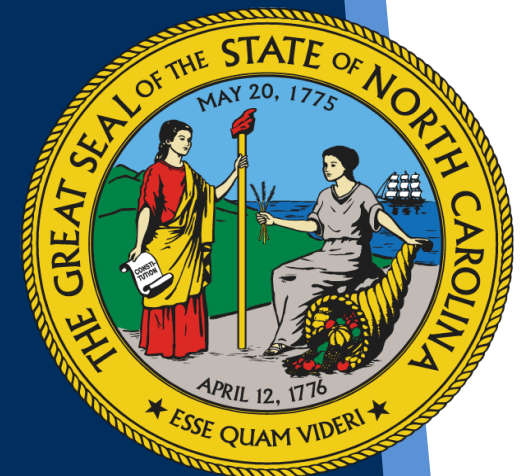
Welcome and Member Roll Call

Dr. Portia D. Pope, Acting Director, OHE



Introductions and Spotlights

Dr. Portia D. Pope, Acting Director, OHE



New MHAC Member Spotlight



The Honorable Donyel B. Barber
Director of Health Equity
Initiatives at Kintegra Health

Donyel B. Barber, a Gaston County native, is a dedicated community leader and advocate for health equity. She has served in various roles, including serving as a Child Protective Services worker for nearly 9 years, serving as an Executive Director of Family Promise of Gaston County, and currently working as Director of Health Equity Initiatives at Kintegra Health.

Donyel has contributed to the betterment of the community and beyond through various civic and social affiliations. She currently serves as a board member for the following organizations: Diversified Business Professional Foundation, Ashbrook Foundation, The Carrie E. and Lena V. Glenn Foundation and Communities Joined In Action. Donyel is a member of the Delta Sigma Theta Sorority, Inc. She is Past President of the sorority's Gastonia Alumnae Chapter and currently serves as Parliamentarian and member of the Policies and Procedures and Social Action committees. She is a charter member of the Gastonia Piedmont Chapter of Jack and Jill of America, Inc. and member of the Piedmont NC Chapter of The Links, Inc.

Recognized for her impactful work, Donyel has received numerous awards, including a Lifetime Achievement Award from President Barack Obama. She also made history as the first African American female elected to the Gastonia City Council.

OHE Staff Spotlight



**Carolina Siliceo Perez,
Acting Director,
Latinx/Hispanic Policy
and Strategy Program,
OHE**

Carolina Siliceo Perez has served as the Acting Director for the Latinx and Hispanic Policy and Strategy Program within OHE since June 2024. As an immigrant born in Mexico, raised in Western North Carolina, former DACA recipient, language justice worker and daughter of farm workers, Carolina brings a unique perspective and passion for helping others and advocating for equity in her community. Prior to taking the role as acting Director, Carolina worked with NCDHHS divisions and partners as OHE's Latinx Policy and Strategy Project Manager.

Carolina has an extensive public service background that extends beyond her time with NCDHHS. She was instrumental in supporting Buncombe County's COVID-19 response efforts facilitating many townhall conversations in Spanish and helping strengthen partnerships between government and the Latinx community. She previously held positions in the Vital Records Department and the Buncombe County Sheriff's Office, where she led the development of the U/T Visa Policy for undocumented crime victims. Carolina's efforts have led to the creation of Language Access Policies and Plans, supported by Building Integrated Communities and UNC Chapel Hill's Institute for the Study of the Americas. Beyond her professional work, Carolina is known for her advocacy in educational equity, immigrant rights, language justice and health care access, as well as her creative writing and public speaking. She also serves on the board of Colaborativa la Milpa and the Western Carolina Medical Society.

Meeting Objectives

- 1. Enable MHAC members to better understand how NCDHHS and OHE function to eliminate health disparities and serve the people of NC.**
- 2. Leverage the expertise of MHAC members to inform and support NCDHHS priorities related to addressing health disparities and provide a call to action for member involvement, feedback and input.**

Communication Equity Considerations



Use the chat to ask questions. A meeting facilitator will read your question aloud to the group if there is time after each presentation section. If there is not time, there is a dedicated discussion time reserved at the end.



Use the chat to provide insight or ideas during the presentation. All feedback and comments are welcome as the speakers present.



There is a dedicated **floor discussion** time later in this meeting.



If you come off mute to speak, please **state your name and affiliation** for the group before sharing.

Meeting Agenda

- 1. Welcome and Opening Matters**
- 2. Health Equity Portfolio Updates**
 - NCDHHS and HEP Updates
 - HEP Year in Review Report
- 3. Office of Health Equity Updates**
 - Medicaid Health Equity Report
 - NCDHHS Language Access Plan
 - Hurricane Helene Response
- 4. Office of Health Equity Upcoming Priorities**
 - 2024 Health Disparities Analysis Report Next Steps
 - Minority Diabetes Prevention Program: Medicaid Codes
 - OHE What's Next: Building Sustainability and Enabling Impact for OHE's Core Functions
- 5. Celebrating MHAC Member Contributions**
- 6. Discussion / Closing Remarks**

NCDHHS and Health Equity Portfolio Updates

Debra Farrington, NCDHHS Deputy Secretary /
Chief Health Equity Officer, Health Equity Portfolio



Key Updates for the Department and HE Portfolio

The HE Portfolio will continue to focus on advancing Medicaid and Behavioral Health efforts, collaborate with internal and external partners on health equity projects and work on improvements to operational excellence and sustainability. See below for key updates and priorities across the Department and HE Portfolio.

1-year Medicaid Anniversary

Behavioral Health Investments

1115 Waiver / Healthy Opportunities Pilots

ServiceNow CRM Tool Launch

Partnership with EEO

Compliance for TCL Settlement

Medicaid MOA

Sustainability

HEP Fiscal Year 2023-2024 Year-in-Review (YIR)

Reflecting on a year of strategic growth and impactful achievements, the Health Equity Portfolio's FY 23-24 Year in Review (YIR, the Report) demonstrates our resilience, innovation and continued commitment to all North Carolinians.

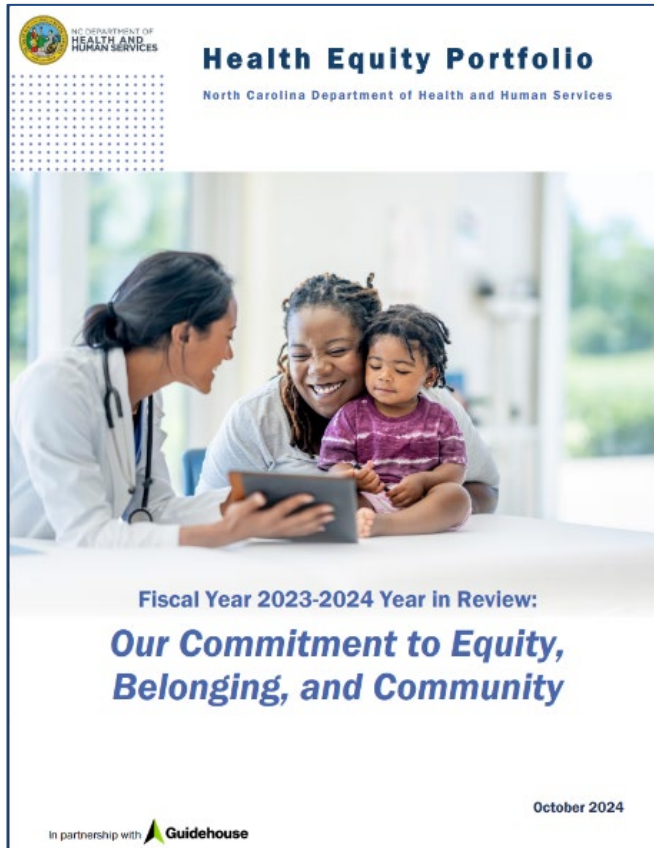


TABLE OF CONTENTS

LETTER FROM NCDHHS' CHIEF HEALTH EQUITY OFFICER..... 55
EXECUTIVE SUMMARY..... 56
OUR STRATEGIC VISION..... 57

OUR EQUITY STORY: KEEPING COMMUNITIES AT THE CENTER.....
 NCDHHS Health Equity Framework
 NCDHHS Community and Partner Engagement Initiative
 Office of Health Equity: Expanding Community Partnerships for Change.....
 OHE Latinx/Hispanic Policy and Strategy Program.....
 Olmstead/TCL Planning for Vulnerable Populations.....

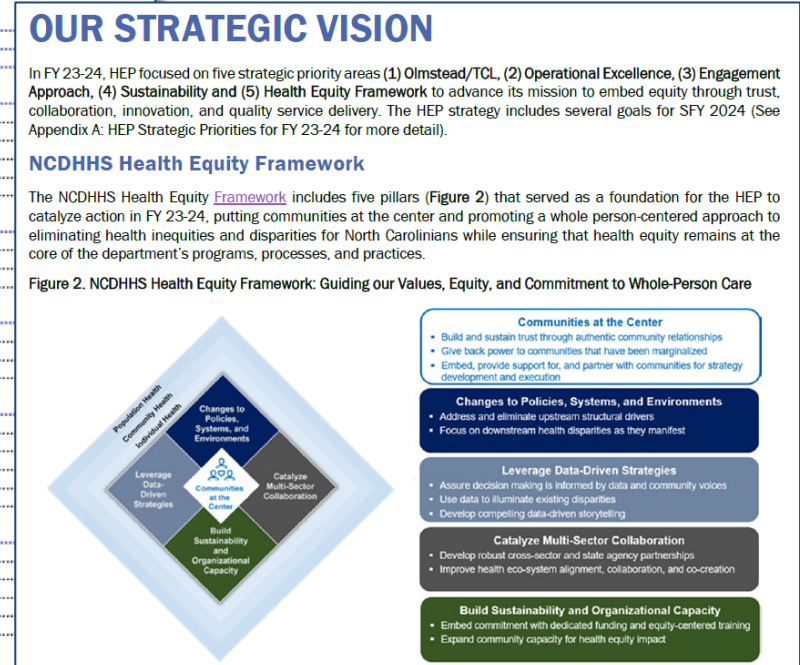
CHANGING POLICIES, SYSTEMS, AND ENVIRONMENTS
 Office of Rural Health: Access to Care
 Medicaid Expansion.....
 Office of People, Culture, and Belonging Policy Impacts.....

LEVERAGING DATA-DRIVEN STRATEGIES
 Office of Health Equity Changes to Systems and Environments.....
 TCL Data Strategies.....
 Office of Rural Health Analytics and Innovation.....

CATALYZING MULTI-SECTOR COLLABORATION
 Office of Health Equity: Advancing Equity through Data.....
 Olmstead/TCL Collaborations to Support Community Needs
 OPCB Collaborations to Drive Systems Change
 Office of Health Equity: Collaborating for Change.....
 OHE Latinx/Hispanic Program External Partnerships and Collaborations.....

BUILDING SUSTAINABILITY AND ORGANIZATIONAL CAPACITY
 Office of Rural Health Programs Partnerships and Collaborations
 Grants/Funding Secured.....
 Making Historic Investments in Health and Well-Being.....
 Fostering Equity-Centered Consultation, Training, and Technical Assistance.....
 Investing in a Strong and Inclusive Workforce.....

LESSONS LEARNED
WHAT'S NEXT FOR HEP..... 55
APPENDIX A: HEP STRATEGIC PRIORITIES FOR FY 23-24 56
APPENDIX B: EXTERNAL COMMUNITIES SERVED BY HEP, FY 23-24..... 57



HEP Year in Review Cover, Table of Contents and Strategic Vision Screenshots

Examples of Health Equity Portfolio FY23-24 Impact



Catalyzing Multi-Sector Collaboration

Provided TA to LCPA* workgroup, resulting in over **210** hours of interpretation and reaching an estimated **3,059** individuals

Provided health services to over **11,000** migrant and seasonal farmworkers with Farmworker Health Program



Building Sustainability and Organizational Capacity

Granted **44** State Loan Repayment Program awards to behavioral health providers working in health professional shortage areas

Supported NCDHHS' **\$80 million** child and behavioral health investment efforts

Developed a plan to implement **Employee Resource Groups** (ERGs)

*Language, Communication, and Physical Access (LCPA)



Keeping Communities at the Center

Launched CPE Initiative including Secretarial Directive, CPE Website, **CPE Guide**, **11** Resources and Partner Roster; received **100+** service requests**

65k+ individuals reached through Latinx Program

Conducted **2,671** consultation and TA activities with **710** organizations in NC's healthcare safety net system.

Supported **355,967** patients to receive high quality healthcare

Assisted **3,600+** individuals in supported housing

6.4 million individuals reached through MDPP Campaigns

**Data as of September 2024



Changing Policies, Systems and Environments

Supporting NC to actively pursue Medicaid Section 1115 Waiver Authority for Justice Involved individuals

Released new **Olmstead Transition to Community Living Plan** to address needs of people with disabilities

Contributed to record Medicaid enrollment of over **500,000**, a year ahead of schedule



Leveraging Data Driven Strategies

Conducted telehealth workshops reaching **159** individuals across **131** organizations

Developed the **2024 Health Disparities Data Report**

Discussion and Q&A

5 Minutes

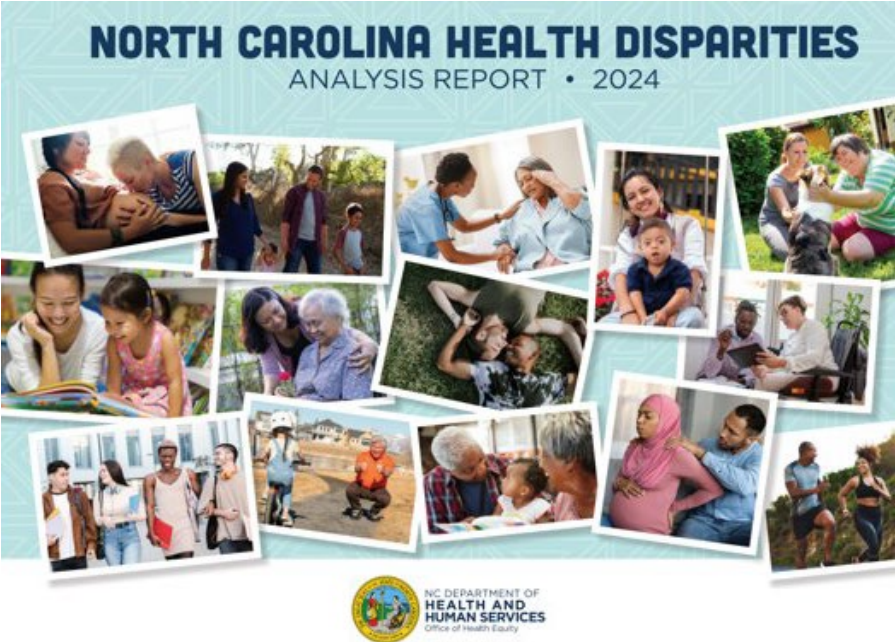
Office of Health Equity Updates

Dr. Portia D. Pope, Acting Director, OHE

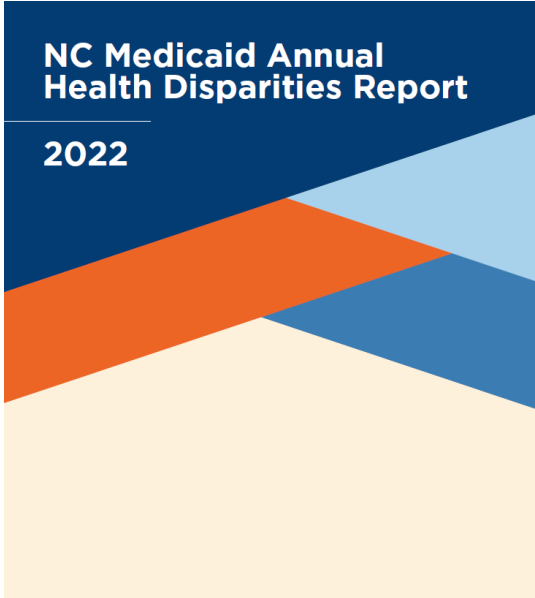


Two Data Reports

**2024 North Carolina
Health Disparities Analysis Report**



**2022 North Carolina
Medicaid Health Equity Report**



Medicaid Health Equity Report

NC Medicaid serves almost 3 million low-income individuals and families, placing it in a unique position to track health disparities and improve the health of populations that have been systemically discriminated against. To help identify and address these disparities, NCDHHS Division of Health Benefits (DHB) developed the [2022 Annual Health Disparities Report](#), which outlines health disparities across the entire NC Medicaid beneficiary population.



When relevant and available, data about disparities is accompanied by historical and national context and information about programs and policies that NC Medicaid has that could address the identified disparity.

NCDHHS Language Access Plan (LAP)

*Carolina Siliceo Perez, Acting Director
of Latinx/Hispanic Policy and Strategy
Program, OHE*

NCDHHS Language Access Plan (LAP): Background

FALL 2023

Office of the Governor requests participation from all cabinet agencies in the creation and/or revisions of agency-level Language Access Plans and Policies.

FEB 2024

NCDHHS Divisions (14) surveyed to assess current state of language access at NCDHHS.

MAY 2024

Partners share survey results, data analysis regarding language access needs and template for Language Access Plan (LAP).

MAY 2024

Project leadership transitions.

JUNE-SEPT 2024

OHE and E&I representatives draft initial portions of LAP, identify key resource and support needs. Designation of Project Management Support.

OCT-DEC 2024

OHE drafts LAP and obtains reviews of LAP through December 2024 when draft is finalized.

NCDHHS Departmental Survey Responses and Language Equity and Access Partners (LEAP) Assessment produced by Language Equity and Access Partners

9. Your Position Title (Short Answer)

Director of Latinx and Hispanic Policy and Strategy

10. Name of your Agency or Office (Multiple Choice)

Department of Health and Human Services

11. Does your agency/office provide direct services to, or interact directly with the public? (Multiple Choice)

NCDHHS has 33 divisions and offices, many programs and teams interact directly with the community and with community-based organizations. The interaction varies from team to team. Engagement includes: Presentations, Facebook live events, Outreach by attending health and resource fairs, Speaking at community events, summits, conferences, etc., Webinars, Newsletters, Press Releases- Secretarial Directives, Policies, Website, Direct services

- **Division of Public Health examples: vital records - birth and death certificates; contact tracing and case investigation; communication (often through Local health departments) about health promotion opportunities (get screened for cancer, get vaccinated) as well as risks (exposure to PFAS, lead, etc)**
- **Divisions of Services for the Blind, Services for the Deaf and Hard of Hearing, Employment and Independence for People with Disabilities (formerly known as Vocational Rehabilitation Services) all provide direct services via networks of local offices, including equipment loans and purchases, counseling, assessments, training, etc. Additionally, these divisions purchase services from vendors, like surgeries and treatments, job development and coaching, etc.**
- **Division of Social Services provides cash assistance or in-kind benefits program services to individuals and families promoting, self-reliance and self-sufficiency through County Departments of Social Services, Community Providers, and directly through Customer Call Centers. Direct services to beneficiaries, recipients of care via contracted agencies and providers**

The State of North Carolina
Office of Governor Roy Cooper's

Language Access and Digital Equity Needs Assessment Report

Produced by Language Equity & Access Partners LLC

NCDHHS Policy on Meaningful Access for Individuals with Limited English Proficiency and Equal Opportunity Participation for Individuals with Disabilities

STATE OF NORTH CAROLINA
DEPARTMENT OF HEALTH AND HUMAN SERVICES

ROY COOPER
GOVERNOR

KODY H. KINSLEY
SECRETARY

**Policy on Meaningful Access for Individuals with Limited English Proficiency
and Equal Opportunity Participation for Individuals with Disabilities**

I. POLICY

The North Carolina Department of Health and Human Services (the Department) is prohibited from discriminating on the basis of national origin and disability in violation of *Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title II and Title III of the Americans with Disabilities Act of 1990 (ADA)*, as amended by *ADA Amendments Act of 2008*, and other applicable federal and state laws and their implementing regulations with respect to access for individuals with Limited English Proficiency (LEP) and for individuals with disabilities. Additionally, the Department is prohibited from retaliating against anyone for engaging in a protected Civil Rights activity. All programs or activities administered by the Department or by an entity on behalf of the Department must take adequate steps to ensure that their policies and procedures do not deny or have the effect of denying individuals equal and meaningful access to programs, activities, benefits, and services for which such persons qualify.

II. PURPOSE

This policy ensures the Department and its divisions, offices, and facilities, including local entities, agents, providers, instrumentalities, public entities, and public accommodations take reasonable steps to ensure meaningful access for individuals with limited English proficiency (LEP) and provide equally effective communication for individuals with disabilities when accessing the Department's programs and activities.

[Link to NCDHHS Policy](#)

NCDHHS Language Access Outreach Highlights

- Translated information about Medicaid Expansion into 18 languages and hosted outreach events to promote expansion statewide.
- Facilitated services for over 10,000 new arrivals to our state, helping 1600 individuals secure employment and more than 1000 individuals access to targeted healthcare support.
- Supported interpretation for NCDHHS and partner events focused on behavioral health, mental health, seasonal vaccines, respiratory health, assistive technology for community inclusion, health disparities report, youth vaping prevention, suicide prevention, crisis services, low-income energy assistance program, medical debt relief and more.

NCDHHS Language Access Plan – Updates

- NCDHHS is working with Neimand Collaborative to support the development and implementation of a department-level language access plan.
- Aligning draft plan with existing policies and other relevant plans.
- Collecting data, mapping resources, establishing and/or standardizing operating and reporting procedures.
- Developing an implementation toolkit to support program- and division-level language access plans.

LAP Workgroup Contributors

□LAP Leadership

- Deputy Secretary for Health Equity Debra Farrington
- Assistant Secretary for Employment and Inclusion Chris Egan
- Director of the Office of Health Equity and Community Engagement Portia Pope

□LAP Project Leads

- Carolina Siliceo Perez, Acting Latinx/Hispanic Policy and Strategy Director
- Victoria Zampieri, Latinx/Hispanic Policy and Strategy Project Manager
- Jeanna Cullinan, Communications/Strategic Initiatives for Employment and Inclusion
- Neimand Project Management Support

Language Access Plan will be completed in mid-December 2024.

NCDHHS Health Equity Portfolio: Hurricane Helene Relief

*Carolina Siliceo Perez, Acting Director
of Latinx/Hispanic Policy and Strategy
Program, OHE*

NCDHHS Hurricane Helene Relief

OHE continues to provide Hurricane Helene response efforts to North Carolinians through Weekly Latinx/Hispanic and Community Based Organizations Hurricane Helene Relief Calls to discuss relief efforts, share resources and keep the public and partners informed of the state of current events.

Weekly Latinx/Hispanic Meetings

Purpose: Provide timely updates, resources and support to the Latinx/Hispanic community.
Impact: Ensure continuous communication, address community-specific needs and facilitate resource distribution.


Statewide Hurricane Helene Relief Calls

Purpose: To collaborate with local CBOs for effective disaster response and recovery.
Impact: Strengthened partnerships, streamlined resource allocation and enhanced community resilience.


Key Highlights


- 1. Community Engagement:** Regular calls foster strong connections and trust within the community.
- 2. Resource Distribution:** Efficient dissemination of critical information and resources.
- 3. Collaborative Approach:** Unified efforts between various partners to maximize impacts


Regional and Statewide Town Halls


 **NCDHHS** Fireside Chat & Tele-town Hall


WNC HELENE RECOVERY CONVERSATION

 **10/22 Noon and Evening Town Halls**
288 attendees. Important focus on D-Snap, Impact Health and Health Opportunities Pilot.

 **10/30 Noon Town Hall**
802 people participated Panelists answered 63 of 75 questions from participants.

 **11/20 Noon Town Hall**
580 people participated. Panelists answered 64 of 79 questions from participants including 4 by phone.

 **On Going Resource Gathering and Sharing**
Townhalls have consistently featured Public Health Messaging, Mental Health Resource Messaging and Opportunities for Housing and other Direct Services.

 **Collaboration**
Partners have been invited to attend as panelists and as audience members and our community and partner engagement in WNC continues to grow as we collectively address disparities.

Regional and Statewide Town Halls and Newsletters



NCDHHS Fireside Chat & Tele-town Hall



WNC HELENE RECOVERY CONVERSATION

Wed., Dec. 11 | 12 p.m. – 1:30 p.m.

Long-Term Recovery

JOIN THE CONVERSATION:

-  bit.ly/HeleneWNC
-  (855) 756-7520
Ext. 118985#

Spanish, ASL Interpretation and Communication Access Real-Time Translation (CART) provided.

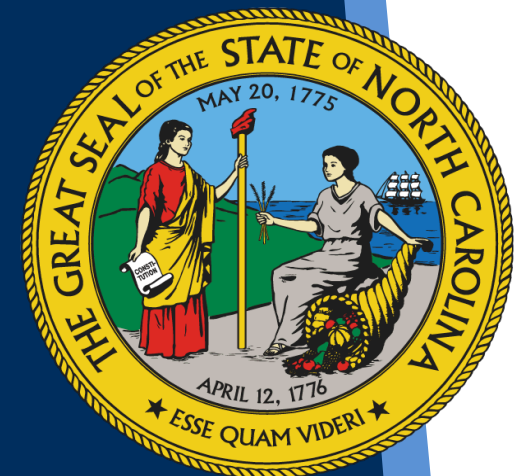
Discussion and Q&A

10 Minutes

Office of Health Equity: Upcoming Priorities

Dr. Portia D. Pope, Acting Director, OHE


**Tatiana Moore, Program Manager, NC Minority
Diabetes Prevention Program (NC MDPP), OHE**



NCDHHS 2024 Health Disparities Analysis Report Next Steps

American Indians Supplemental Materials

- **Completed:** Health Disparities Analysis Report Presentation on health disparities experienced by American Indian Populations
- **In Progress:** American Indian Population 1-Pager / Fact Sheet

 All materials will be shared at the American Indian Unity Conference in March 2025

Latinx/Hispanic Supplemental Materials

- **In Progress:** Health Disparities Analysis Report Presentation on health disparities experienced by Latinx/Hispanic Populations
- **In Progress:** Latinx/Hispanic Population 1-Pager / Fact Sheet



Other Fact Sheets


1. Immigrants Fact Sheet
2. Refugees Fact Sheet
3. Hispanic Farmworkers Fact Sheet


Fact Sheets To Be Developed: African Americans, Maternal Health, Children with Complex Health Needs, Asians and Pacific Islanders, LGBTQ+, People with disabilities, Adults 65+, Rural Health, Environmental Health.

In Progress: Presentation and Listening Tour



Tailored presentations on the Health Disparities Analysis Report across NC organizations and communities

 Presentations currently scheduled through May 2025

 MHAC members can request a presentation via the post-session survey

Minority Diabetes Prevention Program: Medicaid Codes

OHE applied for coverage for the National Diabetes Prevention Program (DPP) through North Carolina Medicaid on October 23, 2024. This request will have potential cost savings to the Medicaid program as well as reductions to providers' workload and an increase in beneficiaries' quality of care.

Cost Comparison

- **Program Cost:** The cost to cover their participation in a diabetes prevention program would be around \$345.6 million. Billing codes are the same as Medicare DPP
- **Medical Expenditures:** In contrast, medical expenditures related to diabetes totaling \$5.54 billion

Review Timeline

9 Weeks

16 Weeks

14 Months

Initial Review

Initial Review expected to be completed by December 25, 2024.

Detailed Review

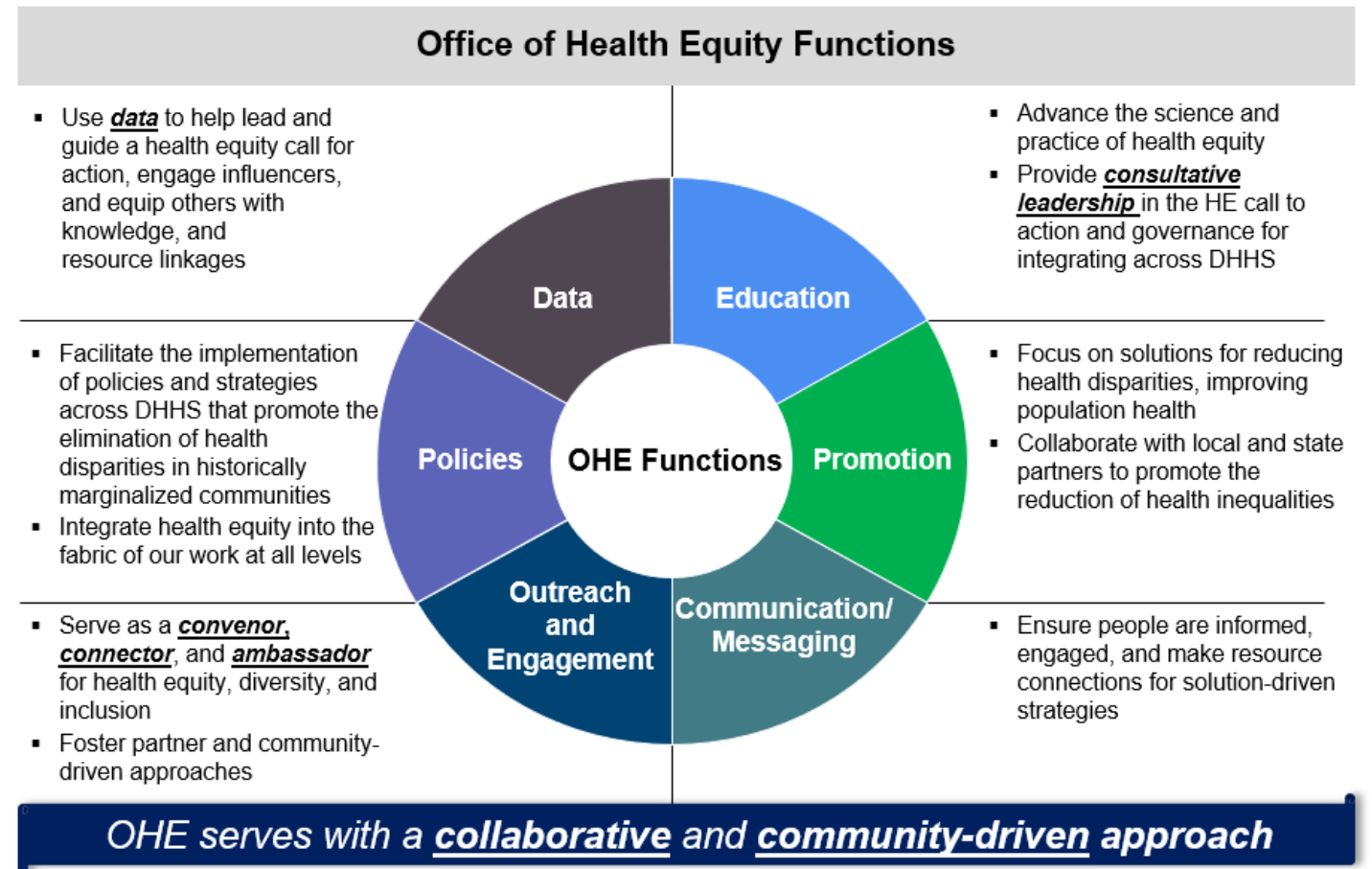
Detailed Review expected to be completed by February 12, 2025.

Policy Consideration

Policy Consideration expected to be completed by December 23, 2025.

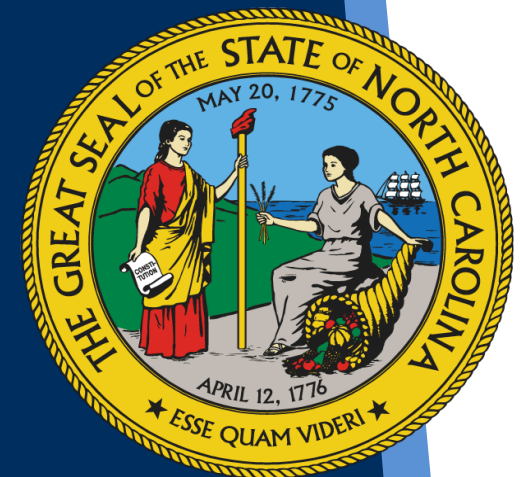
OHE What's Next: Building Sustainability and Enabling Impact for OHE's Core Functions

- **CDC Grant NC Counts Coalition Contract:** Coordinate and oversee contract and renewed partnership to support Hurricane Helene relief efforts.
- **New Staff Hiring / Onboarding:** Hire and onboard new community and partner engagement and data and evaluation staff.
- **Health Equity Accreditation:** Partner with URAC, nonprofit health care accreditor, to co-create a health equity accreditation for state government entities. Establish an Advisory Group and apply for NCDHHS health equity accreditation.
- **Medicaid MOA:** Increase accessibility and quality of Medicaid programs by executing contracted activities in partnership with the Division of Health Benefits (Medicaid).



Celebrating MHAC Member Contributions to Health Disparities Work

Dr. Portia D. Pope, Acting Director, OHE



MHAC Contributions

Thank you to all MHAC members for your hard work and dedication! We deeply appreciate your commitment to reducing disparities across the State. Your efforts have made a significant impact on Health Equity Portfolio operations, developing partnerships and uplifting North Carolina's communities.

Open Discussion Any Questions or Comments?

- 1. Welcome and Opening Matters**
- 2. Health Equity Portfolio Updates**
 - NCDHHS / HEP Updates
 - HEP Year in Review Report
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 - Minority Diabetes Prevention Program: Medicaid Codes
 - What's Next: Building Sustainability for Impact
- 5. Celebrating MHAC Member Contributions to Health Disparities Work**
- 6. Discussion / Closing Remarks**

Closing Remarks

Contact Us:

- Office of Health Equity:
 - HealthEquityOffice@dhhs.nc.gov
- Dr. Portia Pope, Deputy Director, OHE:
 - Portia.D.Pope@dhhs.nc.gov

Resources:

- [Office of Health Equity Website](#)
- [Health Equity Portfolio Website](#)
- [Community & Partner Engagement \(CPE\) Website](#)
 - [CPE Resources Page](#)
- [MHAC Website](#)