



January 7, 2021

Dear Vaya Board Members:

I hope everyone has had the best Holiday Season possible and are celebrating the beginning of a new year. Of course, there is a lot to be thankful for but on balance 2020 has not been the best of years & I'm thinking 2021 has to be better right? I hope I am not jinxing things...

You might remember that during the last Board meeting I provided some comments on the communication I sent to all Department of Social Services (DSS) Directors, County Managers, & County Commissioners (attached), and that we were in the process of planning the follow up meetings promised in my communication. I mentioned we would like to ask any Board members with direct or indirect association with their County's DSS to offer some input or reaction to our plans - attached is our draft agenda for these meetings for your review. I didn't want to necessarily limit any Board members ability to have input so I decided I would send to all - weigh in if you like or treat all this as informational. In the hopes of answering as many questions that you might have, I've included a fair amount of detail below. **If we could have your input by 5 p.m. on Friday, January 15, 2021,** that will let us maintain momentum and be timely in addressing pressing issues.

Several things to bear in mind that we have planned, regarding the proposed meetings:

1. We will be scheduling these meetings either individually or in groups that make sense and are agreeable to the counties. The groupings that we are recommending are as follows:

Haywood, Jackson, Swain, Clay, Cherokee, Graham, Macon
Mitchell, Yancey, Madison
Buncombe
Henderson, Transylvania
Polk*
Alexander*, Caldwell*, McDowell*
Alleghany*, Ashe*
Wilkes*
Avery, Watauga

2. The counties above with an asterisk, are participating with Vaya in a System of Care grant and because of time sensitive requirements associated with that grant, will be given priority scheduling. As a result of those requirements, a slightly different agenda will be used to address some specific topics for those meetings.
3. Meetings will be scheduled for either 60 or 90 minutes depending on the county and the complexity of issues that need to be addressed. We expect to conduct these meetings after the RFA submission, during February and March.
4. Some combination of Donald Reuss, Senior VP of Provider Network Operations, Sara Wilson, Senior VP Complex Care Management, or Brian Shuping Executive Director of Community

Relations (or county specific designated CR staff) will be onsite with the DSS county personnel participating in the meeting. Rhonda Cox, Executive VP & Chief Population Health Officer and I will also be participating remotely to ensure engagement at the highest level of our organization to hear concerns and partner on solutions.

5. A deliverable for each of the meetings will be the drafting of a County specific plan that addresses any issues identified. Accountability for the activities associated with these plans will be documented and embedded in our Community 360 initiative. This is our new approach to integrating the efforts of our Complex Care Management, Community Relations, Office of Communications and Provider Network Operations departments, in a county-centric manner.
6. As soon as we have included any changes associated with your feedback, we will promptly get a communication out to DSS Directors, so they know exactly what is planned. Community Relations staff have already begun working directly with DSS officials to schedule these meetings.

Thank you very much for any guidance or support you can provide for this important effort.

Sincerely,

A handwritten signature in black ink, appearing to read 'B. Ingraham', with a long horizontal flourish extending to the right.

Brian Ingraham
President & CEO