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PROGRAM COMPLIANCE COMMITTEE MEETING
Administration Bldg.
8726 Woodward, 1st Floor Board Room
Wednesday, May 13, 2026
1:00 p.m. – 3:00 p.m.

AGENDA

I. Call to Order

II. Moment of Silence

III. Roll Call

IV. Approval of the Agenda

V. Follow-Up Items from Previous Meeting

A. **Customer Services' Year-End Report –** Provide a legend on what defines a standard for the calls and what triggered the data to increase. Provide a chart that shows fewer people are calling back and how that correlates to a 16% reduction.
B. Provide an update on the amount that has been recouped from Blue Cross Blue Shield.X
C. Provide an update on the Med Drop program.

VI. Approval of the Minutes – April 8, 2026

VII. Report(s)

A. Chief Medical Officer
B. Corporate Compliance – ***Deferred to June 10, 2026***

VIII. Quarterly Reports

A. Adults Initiatives
B. Access Call Center
C. Community Engagement
D. Health Homes

Board of Directors

Jonathan C. Kinloch, Chairperson
Karima Bentounsi
William Phillips

Bernard Parker, Vice Chairperson
Lynne F. Carter, MD
Kenya Ruth

Dora Brown, Treasurer
Eva Garza-Dewaelsche
Dr. Cynthia Taueg

Angelo Glenn, Secretary
Kevin McNamara

James E. White, President and CEO

E. Residential Services
F. Substance Use Disorder Initiatives

IX. Strategic Plan - *None*

X. Quality Review(s) - *None*

XI. VP of Clinical Operations' Executive Summary

XII. Unfinished Business - *None*

XIII. New Business (Staff Recommendations)

A. **BA #26-50 –** Summer Youth Employment Program

XIV. Good and Welfare/Public Comment

Members of the public are welcome to address the Board during this time up to two (2) minutes ***(The Board Liaison will notify the Chair when the time limit has been met)***. Individuals are encouraged to identify themselves and fill out a comment card to leave with the Board Liaison; however, those individuals who do not want to identify themselves may still address the Board. Issues raised during Good and Welfare/Public Comment that are of concern to them and may initiate an inquiry and follow-up will be responded to and may be posted to the website. Feedback will be posted within a reasonable timeframe (information that is HIPAA-related or of a confidential nature will not be posted, but instead responded to on an individual basis).

XV. Adjournment