

LNC Class 33

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# Blue Cross and Blue Shield Health and Human Services Session

Wednesday, March 11  
Charlotte



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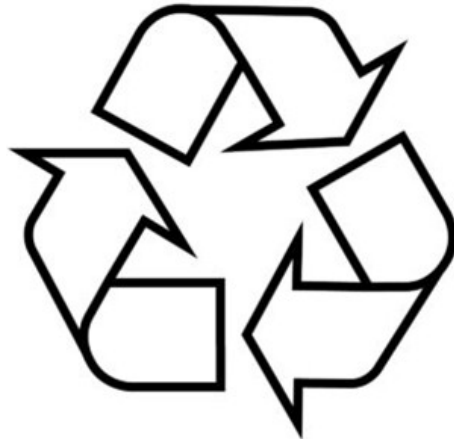
# Safety Minute

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# Announcements

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# Setting the Stage

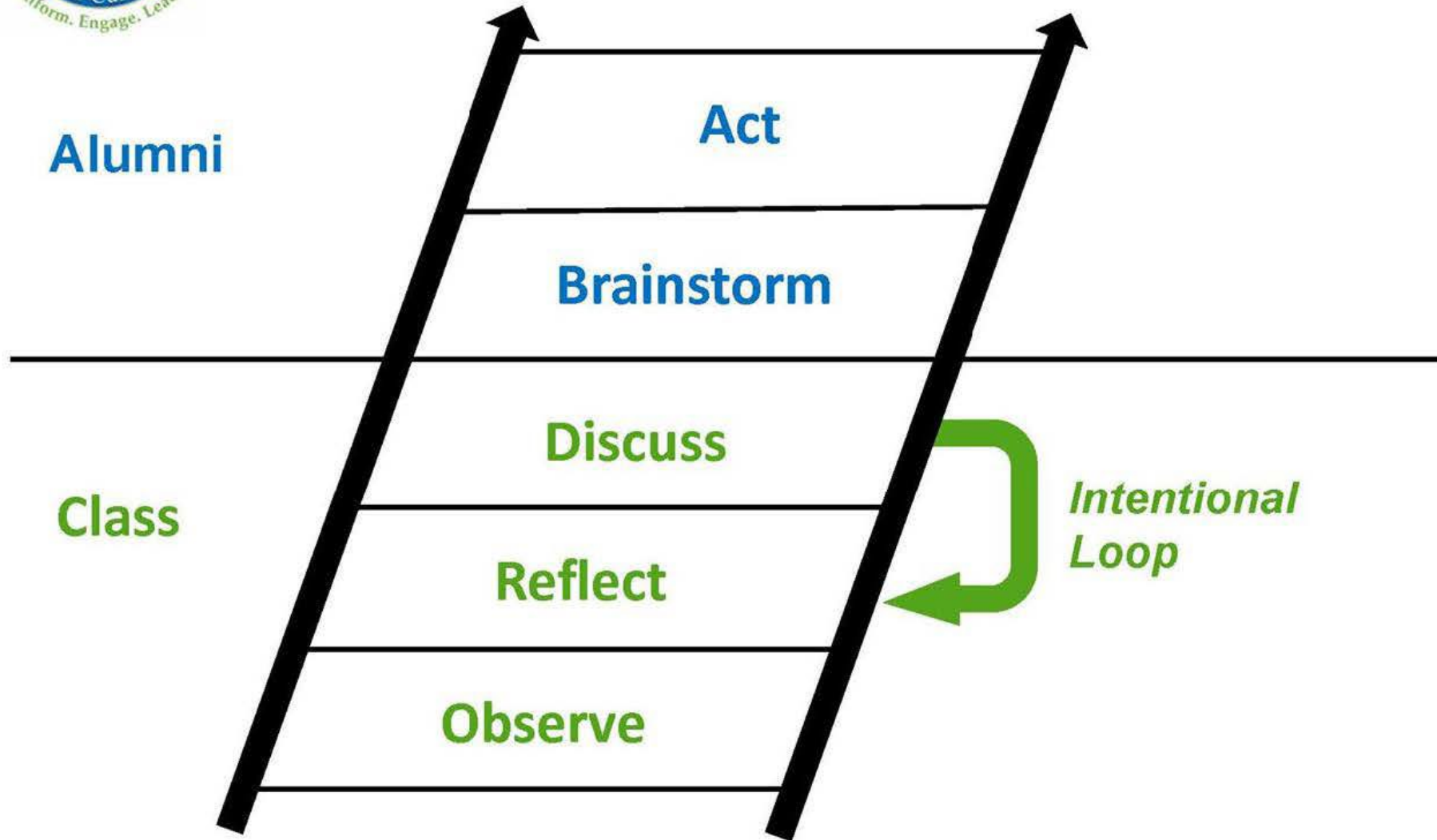
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Chris Rivera  
Class 33 Program Chair





# LNC Learning Model



Alumni

Act

Brainstorm

Discuss

Class

Reflect

Observe

*Intentional Loop*

# Leadership NC Class 33 Agreements

*As members of Leadership North Carolina Class 33, we commit to showing up with openness, authenticity, and intention. We listen deeply—to understand rather than to respond—and approach one another with curiosity, empathy, and respect. Together, we create a safe and inclusive environment where every voice is valued, differences are explored with grace, and learning is grounded in trust and shared humanity.*

*We hold ourselves accountable for being present, prepared, and engaged in each session, recognizing that our growth depends on the energy we bring and the space we create for others to grow alongside us. We communicate honestly and respectfully, offering feedback with care and receiving it with humility. As we navigate this journey, we remain adaptable and reflective—willing to learn, unlearn, and adjust—embracing challenge as an invitation to transformation.*

*Above all, we honor the spirit of collaboration and collective success: supporting one another, celebrating our diverse perspectives, and committing to the shared pursuit of leadership that makes a difference in our communities and our state.*



# Setting the Stage

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Shirnetta Harrell and Zac Long  
HHS Session Co-Chairs

# HHS Session Planning Committee

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**Shirnetta Harrell, Session Co-Chair**

The No Woman, No Girl Initiative

**Zac Long, Session Co-Chair**

Well Care Health and Long Family Ventures

**Diana Baker**

NC Dept. of Health and Human Services

**Caroline Collier**

NC Area Health Education Centers

**Waqiah Ellis**

WakeMed Health and Hospitals

**Kerry Grace Heckle, UNC Health**

**Hetal Patel, MDC**

**Alicia Stokes**

Blue Cross and Blue Shield of North Carolina

**April Thornton, UnitedHealthcare**

**Scarlett Tyner, Pepsi Bottling Ventures**

**Ralph Wilson, Atrium Health**

# Setting the Stage

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## Session Goals

1. **Inform.** Present an overview of basic HHS framework (key issues, challenges, and innovations) and where things stand in North Carolina
2. **Expand.** Provide a “bigger picture” view of Drivers of Health beyond medical care while employing an equity lens
3. **Experience > Tell.** Offer experiential learning opportunities.
4. **Inspire.** Highlight examples of “every person” leadership in HHS.
5. **Connect.** Explore how HHS connects to and intersects with other LNC program sessions

## Key Takeaways/Throughlines

Impossible to fully cover all aspects of HHS

Complexity, change, and inter-connectedness

Challenges of designing a system that optimizes Access, Quality, Equity, and Cost → How do we navigate the trade-offs?

# Local Welcome Video

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Mayor Vi Lyles  
City of Charlotte





— ELIMINATE —  
THE DIGITAL DIVIDE

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the  
Assembly

# State of the State in Health and Human Services

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The Honorable Devdutta Sangvai

Secretary

NC Department of Health and Human Services

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# Class Business

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# LNC Year 2: Program Planning Roles

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# Role Descriptions



[www.bit.ly/LNC34PC](http://www.bit.ly/LNC34PC)

# Preview of May Events - Raleigh

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Tuesday, May 12 – Optional But Encouraged

- 2:30 – 5:00: Afternoon Reflections Session
- 5:00 – 6:30: Reception
- Dinner on your own

Wednesday, May 13 – Required

8:30 – 2:30 pm: Planning Meeting

3:45: Class picture at the Capitol

4:00 – 5:30: Graduation Ceremony, reception immediately after

Program Chair (w/ LNC Team)

GOV

EDU

HHS

ECD

ENV

Co-Chairs

Co-Chairs

Co-Chairs

Co-Chairs

Co-Chairs

Planning Team

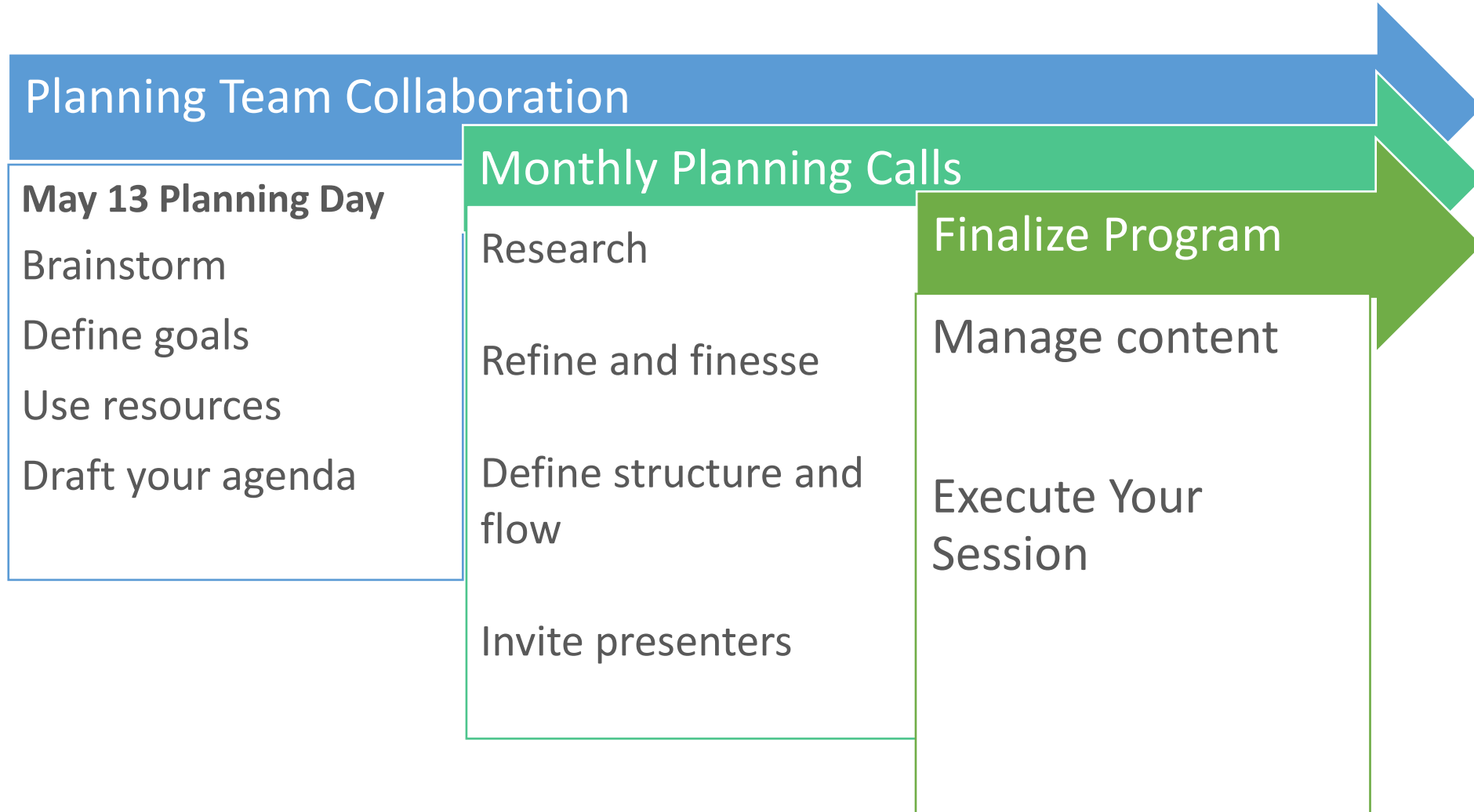
Planning Team

Planning Team

Planning Team

Planning Team

# Planning Process



# May 13 Resources and Structure

## Advance Materials

Agendas and evaluations

Agenda worksheet

Instructions recording

Prep call with co-chairs

## May 13 Planning Day in Raleigh

Define goals

Outline structure and flow and presenters

Draft agenda

Review call schedule

## Next Steps

LNC feedback

Planning calls

Agenda development

Speaker outreach

Align with other sessions

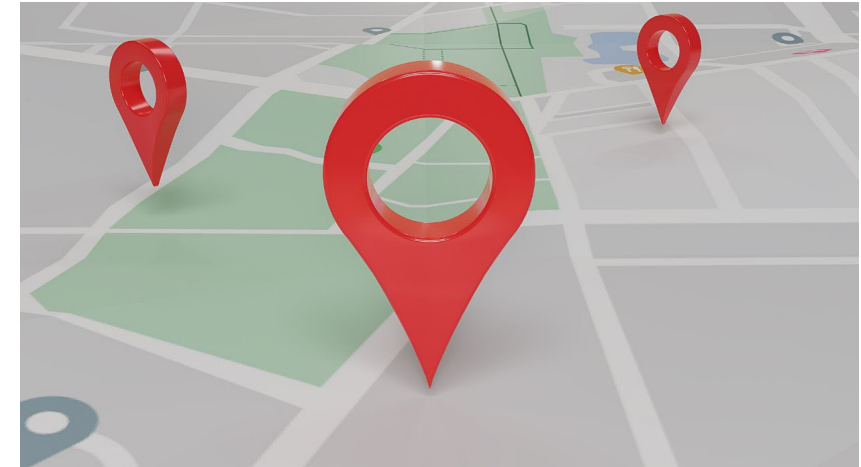
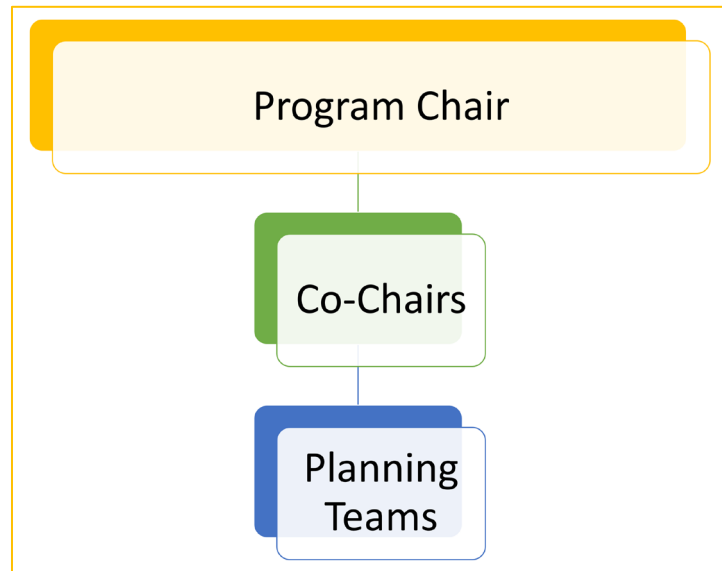
Present your program

# Things to Consider



Area of Interest

Type of Role



Schedule and Location

# Important Dates

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**By March 20:** Program chair expression of interest / survey completed

**Weeks of March 30 and April 6:** Record conversations with program chair candidates for sharing with Selection Committee

**By April 17:** Share your top 3 choices via Google survey

**April 20 - 24:** Selection committee review period

**April 24:** Committees announced

**May 4:** Program chair and co-chairs planning call (save the date!)

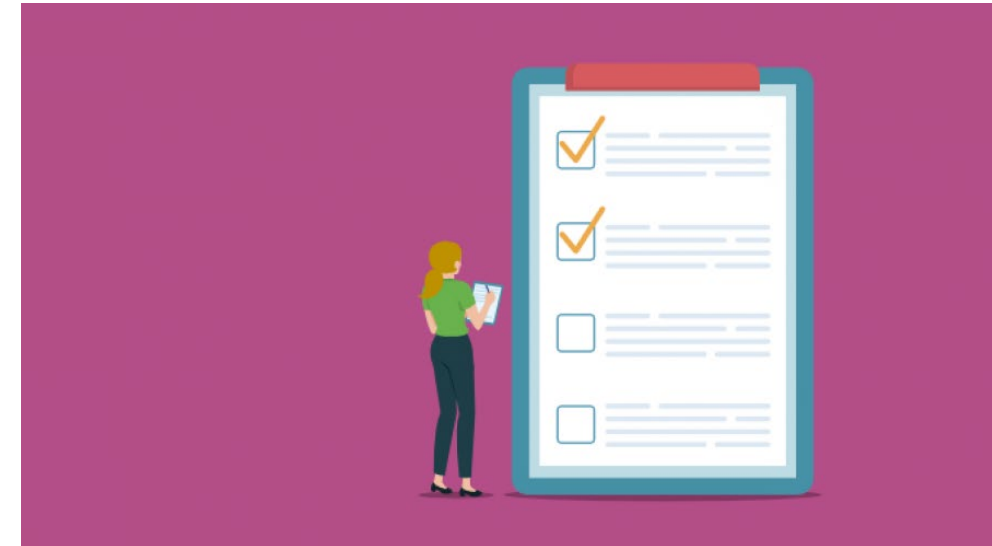
**May 13:** Required planning meeting prior to afternoon graduation

**June – Session:** Monthly calls and behind-the-scenes work

# Next Steps

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- Review position descriptions
- Talk with Class 32 and alumni
- Ask us questions
- Complete your survey by April 17
  - Program chair candidates by March 20
- Hold dates
  - Program Chair chats weeks of March 30 and April 6
  - Program and Co-Chairs call May 4
- Required Planning Day May 13



# Coming Up

Environment Session, Asheville, April 14 - 16

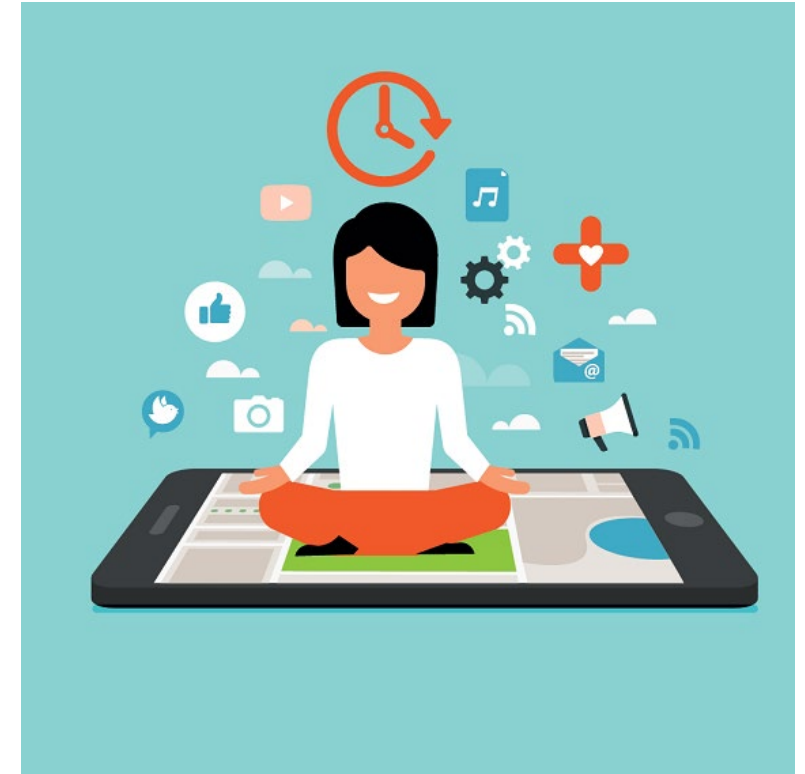
- Attendance Survey: Due March 20
- French Broad Chocolate Tour on Tuesday
- UNCA Parking Registration

Planning Meeting and Graduation

- May 12-13 in Raleigh
- Graduation Guests – post-ENV survey

Hotel Deadlines

- Asheville: March 24
- Raleigh: April 12



# Other Stuff

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## HHS Session Follow-Up

- Evaluation and ENV Attendance: March 20
- Learning Team Notes: April 8



Stanley Frank Award Nominations Due April 17

- Business North Carolina Subscription

**BUSINESS**  
N O R T H C A R O L I N A

# Recruitment

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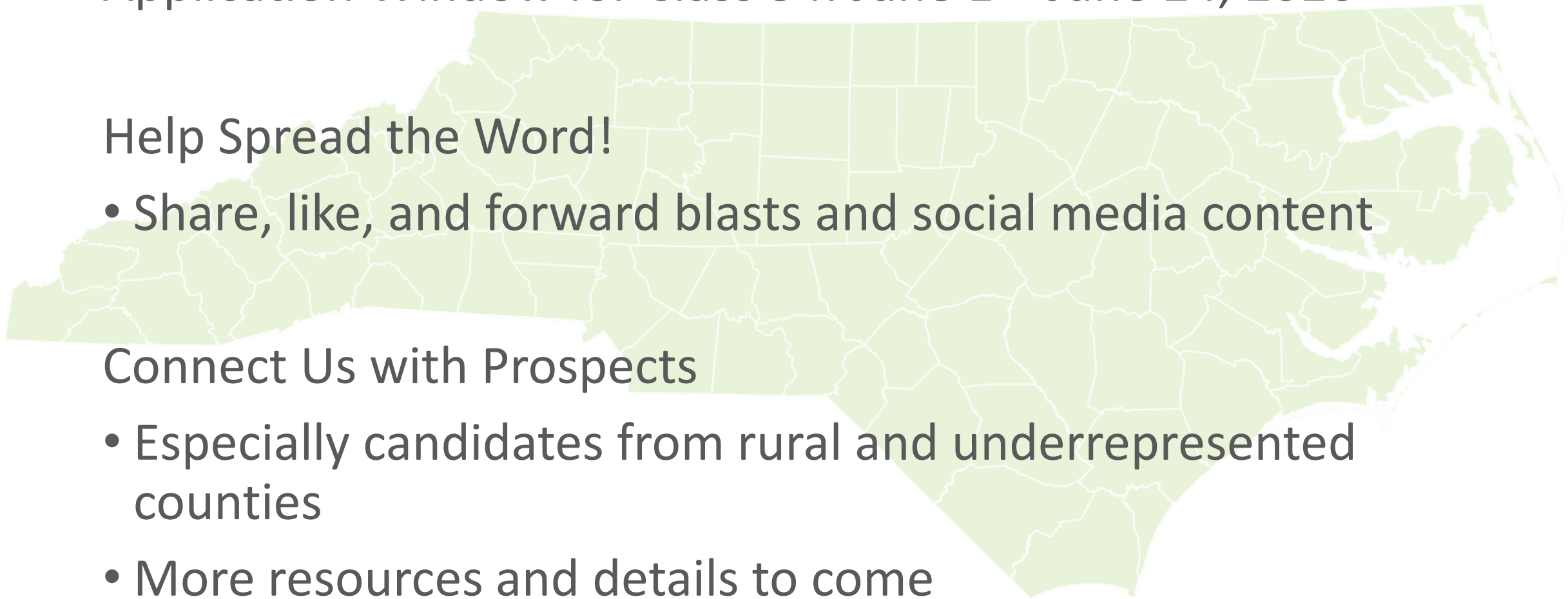
Application Window for Class 34: June 1 – June 24, 2026

Help Spread the Word!

- Share, like, and forward blasts and social media content

Connect Us with Prospects

- Especially candidates from rural and underrepresented counties
- More resources and details to come



# Coaching Opportunity

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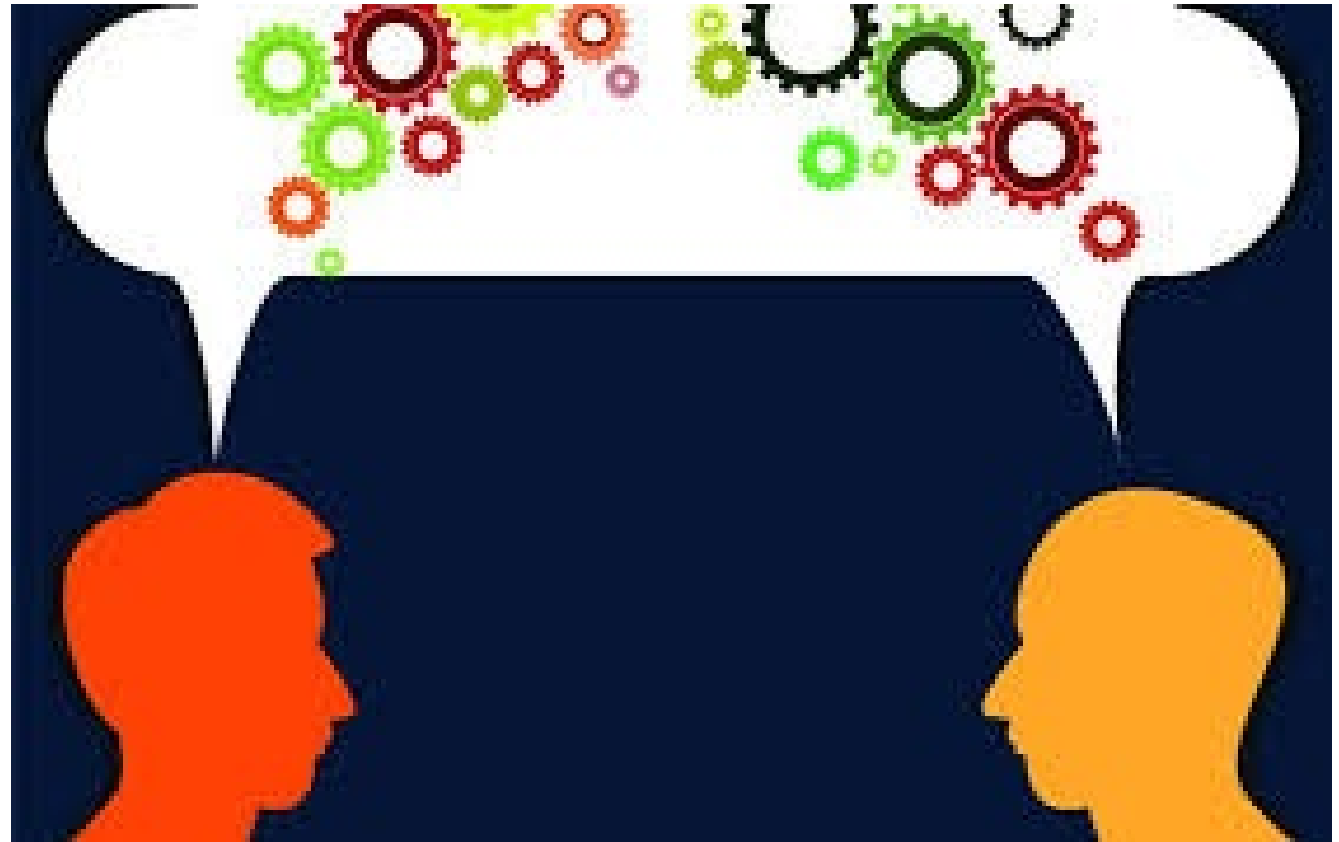
Info Session Recording

Request a Coach

- By April 10

Coaching Sessions

- June 5 – September 15



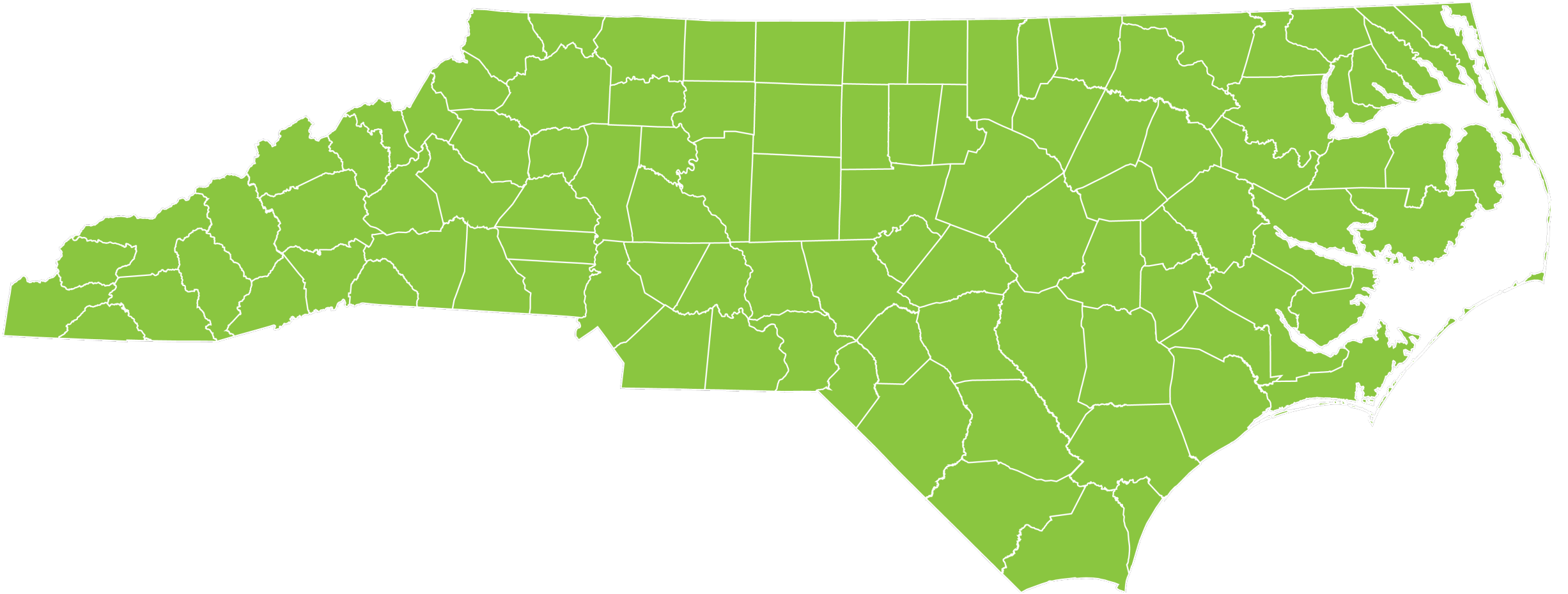
# Aging and End of Life Resources

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- [AARP “Prepare to Care” Family Caregiving Guides](#)
- [AARP: Starting the Conversation](#)
- [AARP: Printable Advance Directives](#)
- [NC Secretary of State’s Office: Advance Healthcare Directives and North Carolina Registry](#)
- [NC Secretary of State’s Office: Advance Healthcare Forms](#)
- [NC NAMI: Psychiatric Advance Directives](#)

# The William Garrett Fund

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# Building a Healthy North Carolina: Our Path Towards Better Health

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Michelle Ries

President and CEO

North Carolina Institute of Medicine

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# This Afternoon

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11:55 – 12:40: Lunch

12:40 – 1:25: “The Public Benefits Cliff”

1:25 – 1:50: Break with Paired Conversations

- Move your things off tables
- Stay in pre-function area until invited back in

1:50 – 3:50: Poverty Simulation

4:00: Adjourn and Depart with Escorts

# Tonight and Tomorrow

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## Today

- Class Dinner: 6:30 pm at 204 North Kitchen and Cocktails
  - Casual attire, no early arrivals
  - 7-8 block walk from the Residence Inn
  - Drink tickets

## Tomorrow

- Same location
- Hotel check out before session
- Cars can stay in the Residence Inn deck until after session
- Breakfast: 8:00 – 8:30 am
- Session: 8:30 – 2:30 pm



# The Public Benefits Cliff

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LaRita Barber, Goodwill

Hannah Beavers, Freedom Communities

Danielle Young, Freedom Communities

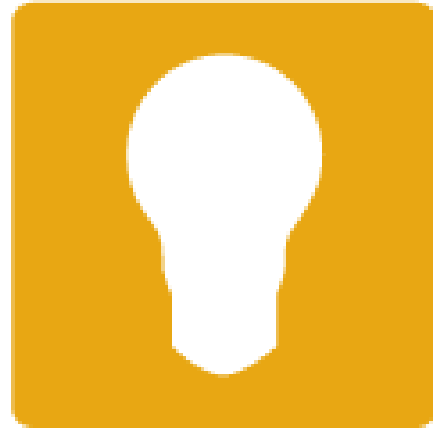
# Break and Poverty Simulation Instructions

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- Move your things off tables
- Find a new friend
- Grab a conversation prompt card
- Enjoy the break and conversations outside of this space
- When you return at 1:50, follow Bonnie's instructions

# Poverty Simulation

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**CRISIS  
ASSISTANCE  
MINISTRY**

# Reminders

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## Today

- Turn in nametags (upstairs) and lanyards (downstairs), escorts for trip down
- Class Dinner: 6:30 pm at 204 North Kitchen and Cocktails
  - Casual attire, no early arrivals
  - 7-8 block walk from the Residence Inn
  - Drink tickets

## Tomorrow

- Same location
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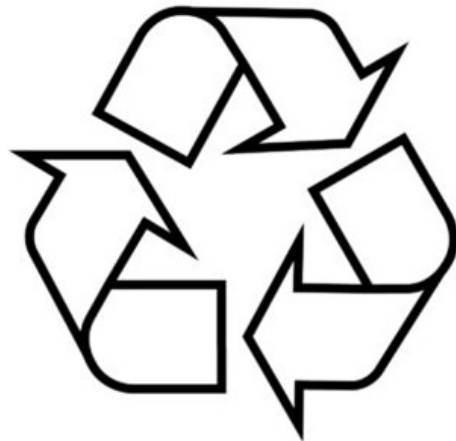
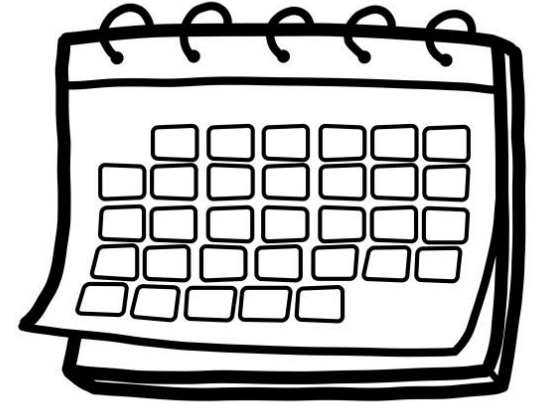
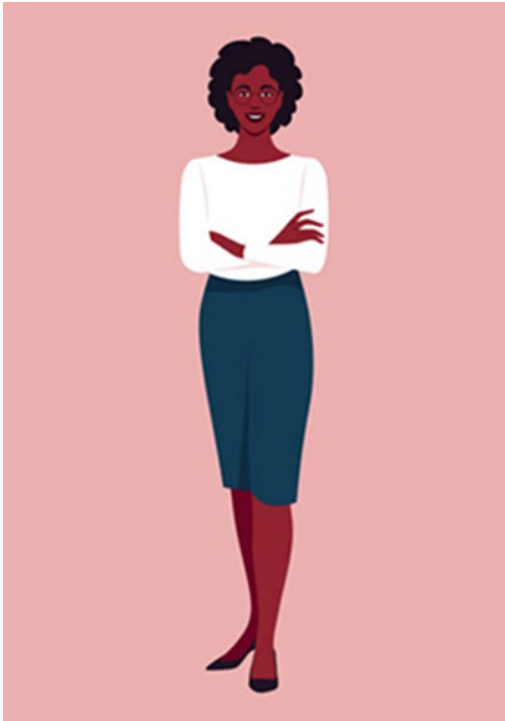
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# Announcements

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# Morning Reflections

- Look back: What stood out from yesterday?
- What moment or insight stuck with you?
- Carry that forward as we build today

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# From Challenge to Action: Community-Driven Solutions

Keisha Lewis, For The Struggle  
Teresa Cochran, Atrium Health Anson  
Brittany Kearney, Senior TLC

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# Bringing Innovation to Life

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Sanjay Gupta

Deputy Chief System Physician Executive

Novant Health Enterprises

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# Kudos!

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# Mental and Behavioral Health in NC

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Dr. Luke Smith  
Executive Director, El Futuro

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# Leadership Profile

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Rev. Richard Joyner  
Conetoe Family Life Center

*Session*

**WRAP UP**

# Reminders

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- Asheville (April) and Raleigh (May) hotel reservations
- HHS evaluation and Environment attendance survey due March 20
- Post-HHS Learning Team call notes due April 8
- Request a Coach by April 10
- Stanley Frank Award nominations due April 17
- Planning Committee Roles due April 17
  - Program Chair interest surveys due March 20



**THANK YOU!**

# One Word Check-In



Think of ONE WORD that captures what you are thinking and feeling at the end of the HHS session



Examples: excited, curious, stretched, overwhelmed, grateful

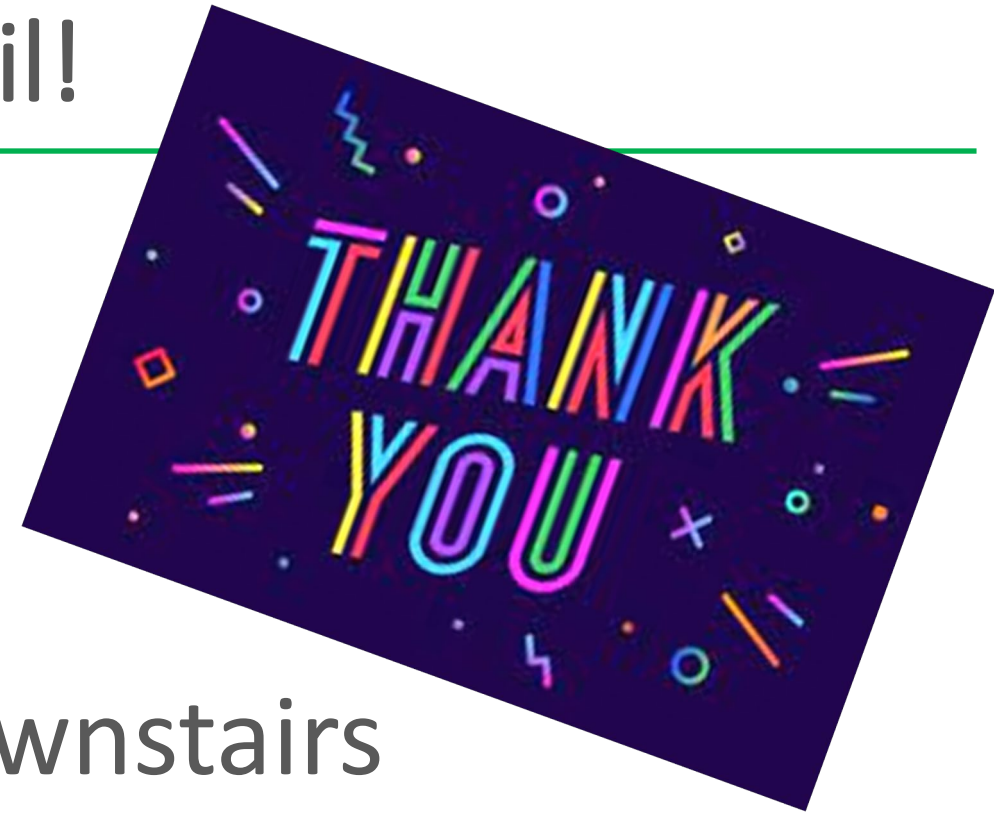


Jot your word on your card and we'll collect them

# See You in April!

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- Clear your tables
- Leave your nametags
- Turn in your lanyards downstairs
- Safe travels



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