

December 5-7, 2018

December 4, 2018

Provider Success Pre-Conference Day

Pinehurst Resort, Pinehurst, NC

# VISIONARY VOICES

CONFERENCE & EXHIBITION

Conference Registration Brochure

# TABLE OF CONTENTS

Program at a Glance.....	Pg. 3-4
Continuing Educations .....	Pg. 7
Pinehurst Attractions.....	Pg. 8-9
Conference Resources .....	Pg. 10
Pre-Con Provider Success Symposium.....	Pg. 11-12
Keynotes.....	Pg. 16-17
Wednesday Sparking Innovation .....	Pg. 19-21
Wednesday Concurrent Sessions .....	Pg. 22-27
Thursday Concurrent Sessions .....	Pg. 29-32
Thursday Sparking Innovation .....	Pg. 34-36
Thursday General Session .....	Pg. 38
Hotel .....	Pg. 40
Resource Experts .....	Pg. 41-42
Door Prizes .....	Pg. 44
Conference Registration Form .....	Pg. 45-46
Hotel Reservation Form.....	Pg. 47



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## PROGRAM AT A GLANCE

### TUESDAY, DECEMBER 4

12:00 p.m.  
Exhibits Open

1:30 p.m. – 4:00 p.m.  
**Pre-Con Provider Success Symposium**  
Change is Here! Critical Issues for Provider Success

1:00 p.m. – 4:00 p.m.

I'm IN: Community Inclusion Launch

2:30 p.m. – 3:00 p.m.  
Networking Break

5:30 p.m. – 7:00 p.m.  
**Welcome Reception**  
*Sponsored by Aetna Better Health*

7:30 p.m. – 8:30 p.m.  
**Pre-Conference Registration**

### WEDNESDAY, DECEMBER 5

6:30 a.m. – 9:30 a.m.  
**Breakfast | Hotel Dining Room**  
*Sponsored by Acadia Healthcare, Alexander Youth Network, Aymira Technologies, Coastal Horizons, Developmental Disabilities Resources, Integrated Family Services, PLLC, Frye Regional Medical Center, LifeSpan, Old Vineyard Behavioral Health Services, and Monarch*

7:30 a.m.  
**Registration Opens**

8:30 a.m. – 4:00 p.m.  
Exhibit Hall Open

9:30 a.m. – 11:00 a.m.  
**Opening Plenary Session**  
Inspiring Change-Makers for Awesome

11:00 a.m. – 11:30 a.m.  
**Session Break**  
*Sponsored by Acadia Healthcare, Aymira Technologies, Coastal Horizons, Cone Health Behavioral Health, Healthy Blue, Integrated Family Services, PLLC, NC Lock Your Meds, and Optum*

11:30 a.m. – 12:30 p.m.  
**Sparkling Innovation**  
Integrated Care: A Hub Model

Understanding the Barriers to Self-Directed Care

Corporate Constellation: A Nonprofit Business Model Innovation

Beyond Suicide Risk Assessment: Adopting a Comprehensive Solution to Rising Suicide Rates

Therapeutic Foster Care—Are We Getting What We Pay For?

12:30 p.m. – 2:00 p.m.  
**Lunch**

*Sponsored by Acadia Healthcare, Aymira Technologies, AmeriHealth Caritas, Autism Learning Partners, Autism Society of NC, Children's Hope Alliance, Coastal Horizons, Cone Health, Integrated Family Services, PLLC, Monarch, Old Vineyard Behavioral Health Services, and OnceLogix*

12:30 p.m. – 1:00 p.m.  
**Lunch and Learns**  
**Groups: Recover Together**

[Secure Telehealth](#)

[SAY IT Solutions](#)

[Therap Services](#)

2:00 p.m. – 4:00 p.m.  
**Concurrent Sessions**  
Value-Based Purchasing: Key Components to Balancing Care and Cost

Cross System Linkages for an Effective Crisis Continuum

Long Term Services & Supports: What NC Can Learn from Arizona's 1115 Waiver

Promoting Community Inclusion for People with Mental Illness

Demonstrating Integration through Quality Measures

Tackling the Opioid Epidemic At All Levels

4:00 p.m. – 4:30 p.m.  
**Ice Cream Sundae Reception with Santa**

6:00 p.m. – 7:00 p.m.  
**Consumer Caucus**

8:30 p.m. – Midnight  
**70s Dance Party**  
*Sponsored by Healthy Blue, CNP Technologies, Cone Health Behavioral Health*

### THURSDAY, DECEMBER 6

6:30 a.m. – 9:30 a.m.  
**Breakfast | Hotel Dining Room**  
*Sponsored by AmeriHealth Caritas, Children's Hope Alliance, Community Choices, Echo Group, Holly Hill Hospital, Optum, RHA Health Services, Southern Pharmacy Services, Therap Services, LLC and Universal MH Services, Inc.*

7:30 a.m.  
**Registration Opens**

9:00 a.m. – 4:30 p.m.  
Exhibit Hall Open

9:30 a.m. – 11:30 p.m.  
**Concurrent Sessions**  
Charting the LifeCourse: A Promising Practice in a Managed Care World

Don't Wing It: Practical Tools to Plan Your Next Move to Integrated Care

Data and Finance Acuity in Managed Care

Behavioral Health and Integrated Care in 2019: Legal and Regulatory Considerations

Peer Support — Bringing Value and Enhancing Behavioral Health Managed Care

11:30 a.m. – 12:00 p.m.  
**Session Break**  
*Sponsored by Acadia Healthcare, Aymira Technologies, Coastal Horizons, CNP Technologies, Integrated Family Services, PLLC and NC Lock Your Meds*

12:00 p.m. – 1:30 p.m.  
**Lunch**  
*Sponsored by Community Based Care, LLC, Community Choices, CNP Technologies, Developmental Disabilities Resources, Echo Group, Frye Regional Medical Center, Gateway Health, GHA, Autism, Healthy Blue, Holly Hill Hospital, LifeSpan, Mediware, NC Lock Your Meds, RHA Health Services, Southern Pharmacy Services, Therap Services, LLC, Universal MH Services, Inc., Valant and Vertess*

12:00 p.m. – 12:30 p.m.  
**Lunch and Learns**  
[Orbit Billing Solutions](#)

1:30 p.m. – 3:00 p.m.  
**General Session**  
State Vision for MH/I-DD/SUD System Transformation to Whole Person Care



## PROGRAM AT A GLANCE

### 3:00 p.m. – 3:30 p.m. Session Break

*Sponsored by Acadia Healthcare, Aymira Technologies, Coastal Horizons, CNP Technologies, Integrated Family Services, PLLC and NC Lock Your Meds*

### 3:30 p.m. – 4:30 p.m. Sparkling Innovation

Networking for Success: LINC and the Connected Community

A Partnership Approach to Meeting the Needs of Children and Families

Provider Perspectives on EHR Selection, Implementation, and Long-Term Utilization

Moving from Homeless to Supportive Housing and Beyond

21 Laws of Leadership

### 5:00 p.m. – 6:30 p.m. Innovations Awards Reception

*Sponsored by Coastal Horizons, Aymira Technologies, Acadia Healthcare, Integrated Family Services, and NC Lock Your Meds*

### FRIDAY, DECEMBER 7

### 6:30 a.m. – 9:30 a.m. Breakfast | Hotel Dining Room

*Sponsored by Autism Learning Partners, Community Based Care, LLC, Autism Society of NC, Gateway Health, GHA Autism, Mediware, NC Lock Your Meds, OnceLogix, Valant and Vertess*

### 9:30 a.m. – 11:30 a.m. Closing Plenary Session

Tailored Plans and the Enrollment Broker Role in Medicaid Transformation

*Sponsored by Coastal Horizons, Aymira Technologies, Acadia Healthcare, Integrated Family Services, PLLC, ResCare Residential Services, and NC Lock Your Meds*

### 11:30 a.m. Door Prize Drawing

### 12:00 p.m. Adjourn

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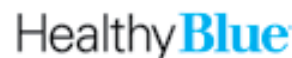


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# VISIONARY VOICES

CONFERENCE & EXHIBITION

December  
5-7, 2018

December 4, 2018  
Provider Success Day  
Pre-Conference

## WHY ATTEND THE CONFERENCE...

The plan is now clear and a date is set: November, 2019—when North Carolina will begin implementation of managed, integrated care for the delivery of Medicaid healthcare services. For those with mild to moderate behavioral health needs, integration of care begins immediately. For those with the highest levels of MH/IDD/SUD needs, change will occur sometime after 2020 when Tailored Plans will integrate physical and behavioral healthcare utilizing the current public managed care system. If you have not begun to prepare, now is the time. Change will happen rapidly. This year's conference will offer attendees an opportunity to hear from

state and national leaders on key issues that will prepare you to work with the incoming managed care organizations. Session topics will address how to measure and deliver value based care, the importance of community inclusion for whole person care, working across systems to address crisis, how to execute change management, the importance of self-directed care, use of technology in the integration of care, engaging peers in the workforce, and much, much more. The goal of this conference is to assist you to meet the demands of North Carolina's change using Visionary Voices.

## WHO SHOULD ATTEND?

**Anyone wanting to prepare for the 2019 start of NC's Medicaid Transformation and understand the new structures that will require a whole person approach, value based performance, new partnerships and more.** This includes: Payer Organization Leadership—CEOs, managers, directors, management staff, board members; Provider CEOs, managers, medical directors, clinical directors, quality management staff, service coordinators, healthcare professionals and

administrators, state and private hospital leaders, qualified professionals, state agency leaders, Department of Health and Human Service leaders, State and Local DSS leaders, psychologists, psychiatrists, counselors, licensed clinicians, social workers, CFACs members, consumers, family members, advocates, peer support staff, County Commissioners, members of the General Assembly, and others interested in our system.





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## CONTINUING EDUCATION



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#### SUBSTANCE ABUSE

11 hours of NAADAC Credit will be awarded to participants who attend 100% of the program. Southern Regional AHEC adheres to NAADAC Education Provider Guidelines Provider #843.

#### SOCIAL WORKERS AND OTHERS

11 contact hours. 11 Contact hours for social workers are included in this program. This program does not provide specific NBCC Credits. However, per LPC licensure guidelines, you may submit up to 15 contact hours of continuing education by attending programs by affiliates of the National Area Health Education Center Education (NAO). SR-AHEC is a member of the NAO.

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# WHAT TO DO IN PINEHURST!

There are many ways to enjoy yourself while attending the Conference in Pinehurst...

- Shop & Experience Christmas in the Village of Pinehurst—the Village Green's live Christmas Tree, Homes, Restaurants & Shops Fully Decorated for the Season!
- Golf the World Renowned Pinehurst Courses—at major discounts!
- Enjoy the Pinehurst Resort Spa—30% Savings for Attendees!
- Fine Dining at Resort and Surrounding Area
- More Shopping, Restaurants and Fun Things to do in nearby Southern Pines
- Come Early or Stay Late! Hotel Discount Rates, Golf Discounts and Spa Savings are ALL Valid for 3 Days before and 3 Days After the Conference—so enjoy!



## GOLF THE FAMOUS PINEHURST #2 COURSE!

World class golfing at significant discounts! Pinehurst will host the 2024 U.S. Open. **Come early or stay late—discounts are good three days before and after the conference!**

Pick your course:

Courses 1, 3 & 5 .....	\$59
Courses 4, 6, 7, 8, 9 .....	\$139
The Famous Pinehurst #2 .....	\$349

Tee times can be made once you have a hotel reservation. Call for a time: 1-855-287-1286.

## GOLF NOT YOUR THING? GO TO THE SPA!

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Relax in a World Class Spa! Make your plans now for your spa treatment. [View the list of spa treatments.](#) To make an appointment, call 1- 800-487-4653 and press #4. Be sure to tell them you are with the "i2i Center Conference" to get your 30% discount! Don't have time during the conference? Spa discounts and hotel rates apply three days before and after the conference—come early, stay late!





# PINEHURST ATTRACTIONS

## GET RELIEF — FREE MESSAGES IN THE EXHIBIT HALL!



ENJOY A FREE MESSAGE COMPLIMENTS OF OUR SPONSORS! The Pinehurst Spa's Professional Massage Therapists will be on hand

**Wednesday and Thursday in the Exhibit Hall** to relieve stiffness, help you relax and just feel better!

Free Massages Sponsored by: Alexander Youth Network, AmeriHealth Caritas, Aetna Better Health, Autism Learning Partners, Autism Society of NC, Carolina Complete Health, Children's Hope Alliance, Community Based Care, LLC, Community Choices, Developmental Disabilities Resources, Inc., Echo Group, Frye Regional Medical Center, Gateway Health, GHA Autism, Holly Hill Hospital, LifeSpan, Mediware, Monarch, Old Vineyard Behavioral Health Services, Optum, OnceLogix, RHA Health Services, Southern Pharmacy Services, Therap Services, LLC, Universal MH Services, Inc., Valant, and Vertess

## WELCOME RECEPTION

**TUESDAY, DECEMBER 4**  
**5:30 P.M. – 7:00 P.M.**

This year the i2i Center will host a Welcome Reception Tuesday evening to give everyone a place to come together, help you catch up with your friends, colleagues and get a jump on networking opportunities. We hope you can come!

Sponsored by Aetna Better Health

## ICE CREAM SUNDAE RECEPTION WITH SANTA — TAKE PICS WITH SANTA!



**WEDNESDAY, DECEMBER 5**  
**4:00 – 4:30 P.M.**



## 70S DANCE PARTY!

**WEDNESDAY, DECEMBER 5**  
**8:30 – MIDNIGHT**

Who does not love the 70s and especially those great Soul hits! Come dressed in your best 70s outfit and enjoy some great 70s music, plus a mix of today's hits and your favorite - line dancing!

John from [Friendly Neighborhood DJ](#) will again host our party! [Send John your song requests now!](#)

Sponsored by Healthy Blue, CNP Technologies, Cone Health Behavioral Health

## INNOVATIONS AWARDS RECEPTION

**THURSDAY, DECEMBER 6**  
**5:00 – 6:30 P.M.**

i2i Center will inaugurate a new awards program to recognize innovation in services, technology, care and more! **All attendees are invited to attend the awards reception to recognize our winners, enjoy time with colleagues and nosh on hors d'oeuvres and desserts. Cash bar.**

Sponsored by: Coastal Horizons, Aymira Technologies, Acadia Healthcare, Integrated Family Services, PLLC and NC Lock Your Meds



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# NEW CONFERENCE RESOURCES

## NEW CONSULTANTS ON CALL

This year, the Conference APP will make your attendance even more productive. **A new feature will make it easy for you to connect with professional consultants available at the conference.** You can start with a text, decide if you need more information and then set up a meeting while at the conference! [Secure Telehealth](#) is already signed up, how about you?



## PROFESSIONAL RESOURCES

Over 100 professional organizations with the resources, information and answers you need to meet new organizational demands will be on hand to talk to you on Wednesday and Thursday. These experts will be able to discuss latest innovations in EHR technology, clinical services, direct care, assistive devices, consulting, data management, financial services, insurance, pharmacy, inpatient care and much more. A list of participating resource leaders will be available on the i2i [website](#) in November.



## LUNCH AND LEARN

Grab your lunch and head over to a quick Learn and Learn to hear about a new service, product or resources you may need to set your program up for future success - just a quick 30 minutes. That leaves you an hour to network, visit exhibitors and enjoy conversation with your colleagues. Currently presenting Lunch and Learn programs are — [Groups: Recover Together](#) and [Secure Telehealth](#), and [SAY IT Solutions](#).

## VISIONARY VOICES CONFERENCE APP CONFPLUS APP

Did you know this conference has a FREE downloadable phone APP that allows you to connect with other attendees as well as easily access all conference materials – schedules, handouts, speaker information, exhibitors and much more! Download it FREE to your iPhone or Android phone. **APP Splash Page advertising Still Available!**



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Questions? [ExecutiveDirector@NCFADS.org](mailto:ExecutiveDirector@NCFADS.org)

2019 Summer School at UNC Wilmington | August 5th-9th

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TUESDAY, DECEMBER 4, 2018

# PRE-CON PROVIDER SUCCESS SYMPOSIUM

1:30 P.M. – 4:00 P.M.

THE CAMBRIDGE DICTIONARY DEFINES A SYMPOSIUM AS...

“An occasion at which people who have great knowledge of a particular subject meet in order to discuss a matter of interest.”

## WHY ATTEND THE SYMPOSIUM?

This day has been planned to offer providers a **pre-cursor to the full conference sessions**. The Symposium will offer both a big picture view and insight from experts on areas of planning most critical for provider success in the new Medicaid managed care integrated system. Sessions at the conference will then provide additional how to details and insight into these important topics.

## Change is Here! Critical Issues for Provider Success

It could be said that providers will feel the greatest impact with the implementation of managed care across the public behavioral health and healthcare spectrum, beginning as soon as next year. For the provider community, there will be many more networks to participate in, with higher expectations for a business acuity that can account for increased risk sharing and more real-time use of data in clinical and financial decision-making—**Are you ready?** In addition, national models for approaching whole person care through the integration of public health and human services, value-based care and payment, and advanced medical homes will all require providers to ramp up their infrastructure.

## PRE-CON CONTINUING EDUCATION

EARN UP TO 2 HOURS OF CONTINUING EDUCATION CREDITS

### SUBSTANCE ABUSE

2.0 hours of NAADAC Credit will be awarded to participants who attend 100% of the program. Southern Regional AHEC adheres to NAADAC Education Provider Guidelines Provider #843

### SOCIAL WORKERS AND OTHERS

2.0 contact hours. 2.0 Contact hours for social workers are included in this program. This program does not provide specific NBCC Credits. However, per LPC licensure guidelines, you may submit up to 15 contact hours of continuing education by attending programs by affiliates of the National Area Health Education Center Education (NAO). SR-AHEC is a member of the NAO.

\$10 CEU / CONTACT HOUR FEE

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TUESDAY, DECEMBER 4, 2018

# PRE-CON PROVIDER SUCCESS SYMPOSIUM

1:30 P.M. – 4:00 P.M.

Attending this Symposium will allow you to spend the afternoon with a national consultant and several subject matter experts who will give you the most practical tips on prioritizing what you need to do to get ready and understand what is needed to be successful in this coming public system transformation.

## TOPICS TO BE COVERED:

1. Understand what being a value based provider as defined by health plans means
2. Understand the use of Electronic Health Records (EHR), connectivity to NC Health Information Exchanges (HIE), and how to use this data once it is flowing bi-directionally;
3. Identification of the infrastructure you must have for data collection, reporting and analysis to meet quality indicators that will be dictated by multiple payer sources;
4. Familiarization with the Alternative Payment Continuum including the tracking of costs in order to mitigate your financial risk;



**SPEAKER:**  
**TARA LARSON,**  
Senior Healthcare  
Policy Specialist,  
Cansler  
Collaborative  
Resources



**SYMPOSIUM  
EXPERTS:**  
**LINDSEY  
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MITROOK,**  
Director of Value-  
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**PAUL  
ENDERSON,**  
Executive Director,  
Youth Villages



**BILLY WEST,  
MSW, LCSW,**  
President and CEO,  
Daymark Recovery  
Services

5. Practicing WHOLE person care and understanding that it is not as simple as integrated behavioral health and primary healthcare.

## COURSE OBJECTIVES:

- Identify the five priorities that your organization should be focusing on to be competitive in the future
- Discuss practical strategies for approaching service delivery through whole person care
- Describe how an EHR and HIE will assist your organization in using data to make clinical and financial decisions that keep you viable and mitigate your risk
- Review the importance of the Alternative Payment Continuum and the emphasis on value-based care under Medicaid Transformation



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TUESDAY, DECEMBER 4, 2018

# I'M IN: COMMUNITY INCLUSION LAUNCH

1:00 P.M. – 4:00 P.M.



This meeting will launch **I'm IN: Community Inclusion**. I'm IN is a statewide initiative to promote and support innovative policies and practices that enhance opportunities for people with mental illness to fully participate in their community.

## WHO SHOULD ATTEND:

This FREE meeting is intended for consumer organizations, advocacy groups, System of Care Collaboratives, people with lived experience, MCOs and LME/MCO staff, Transition to Community Living representatives, Stepping Up Collaboratives, and others interested in helping achieve the goal of community inclusion.

**I'm IN: Community Inclusion** is guided by an Advisory Group of people with mental illness, representatives of MCOs, the NC Council of Churches, provider agencies, NC DHHS, UNC School of Social Work, First in Families of NC, Addiction Professionals of NC, NC System of Care Collaborative, and others.

## DURING THE LAUNCH MEETING YOU WILL LEARN:

- What we are doing, why we are doing it, and how you can help accomplish the goal.
- How to use existing resources to support community inclusion
- How to benefit from examples of community inclusion programs already underway in North Carolina and elsewhere
- How and why you can participate in I'm IN: Community Inclusion by becoming a pilot site

**There is no cost to attend this meeting but you must register. Seating is limited.**



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WEDNESDAY, DECEMBER 5, 2018

## OPENING PLENARY SESSION

9:30 A.M. – 11:00 A.M.

### Inspiring Change-Makers for Awesome

If you are attending the i2i Center conference, then **you ARE a key leader in the transformation of Medicaid** and the public system in North Carolina. This process involves a lot of change at every level, so the question is—Are You Ready to Lead through the Change? Being a change maker is not easy work and, as Kid President says, “YOU are responsible for awesome!” But how do you get inspired to accomplish all of these shifts in mindset, business operations and staffing? This session will provide you with the motivation and tools to take on this challenge. Michealle Gady, JD, President of Atromitos, will lead us through the process of discovering the “WHY?” that will motivate you to lead through Medicaid Transformation. You will learn about the attributes of a person-centered organization—from leadership, to people and culture, to governance, technology and the way care is delivered. Discover the key elements of leading change and the skills you can bring forward to empower your organization through this transition. The time is NOW!

#### OBJECTIVES:

- Discuss and discover your organization’s “Why?” in relation to the transformation of Medicaid and the public system
- Identify the attributes of person-centered care across successful healthcare organizations
- Review a strategy to successfully navigate change and empower your staff
- Discuss how to create a culture of change and communicate best practices



**SPEAKER:**  
**MICHEALLE**  
**GADY, JD,**  
President,  
Atromitos



Michealle takes years of U.S. health law and policy experience and puts it to work for partners who are trying to succeed during this time of dramatic transformation within the U.S. health care system to inspire change makers to success.



**children's hope**

— ALLIANCE —

Last year, we served 3,600+ children and families in North Carolina through our nearly 30 specialized programs. Check out our interactive map on our website to see what programs are offered in your county.

Referrals please call  
1-800-395-2591 or visit  
[ChildrensHopeAlliance.org](http://ChildrensHopeAlliance.org)



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FRIDAY, DECEMBER 7, 2018

## CLOSING PLENARY SESSION

9:30 A.M. – 11:30 A.M.

### Tailored Plans and the Enrollment Broker Role in Medicaid Transformation

The conference will wrap up with a powerhouse Closing Plenary Session providing the latest information about the Medicaid Behavioral Health/Intellectual and Developmental Disability (BH/IDD) Tailored Plan, Standard Plan, and the role of Enrollment Broker in Medicaid transition.

As NC DHHS moves from vision to roll-out of managed care in the public system, numerous policies must be addressed to support successful implementation. DHHS leaders will have the opportunity to provide status on policies and implementation related to Tailored and Standard Plans, building on the distinction of the NC Medicaid role as a payer and the NC DMH/IDD/SUD role as a public policy regulator. NC DHHS leaders will also address the ways in which stakeholders can impact the current work on BH/IDD Tailored Plans.

The presentation will additionally offer a specific focus on the Enrollment Broker, including expectations of NC DHHS in educating Medicaid beneficiaries with BH/IDD needs. The Southern Regional Vice President of Maximus, the organization that has been awarded the Enrollment Broker contract for all of Medicaid, will lead participants through the plan of action for North Carolina, including the ways in which Maximus will educate and engage Medicaid beneficiaries, the work they will do to facilitate enrollment, other ongoing support for consumers, and lessons learned from experience in other states.

#### OBJECTIVES:

- Discuss DHHS's latest efforts on implementation of the BH/IDD Tailored Plan, Standard Plan, and the overall Medicaid Transformation
- Identify the structures that NC DHHS has in place to further work on the BH/IDD Tailored Plan and how you can impact these changes
- Review the scope of work of the Enrollment Broker and how Medicaid beneficiaries will be engaged and educated by Maximus in this role



**SPEAKERS:**  
**DAVE RICHARD,**  
Deputy Secretary  
for Medicaid, NC  
DHHS



**ERIC RUBIN,**  
Maximus,  
President of the  
Health  
South Division

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WEDNESDAY, DECEMBER 5, 2018

# SPARKING INNOVATION

11:30 A.M. – 12:30 P.M.

Sparking Innovation is a one hour topic designed to spark your creativity and provide insight into new resources, activities and information that you can apply.

## Integrated Care: A Hub Model

The blending of medical and psychiatric healthcare is not always easy, and understanding concept to design and what successfully sustains the program will be the focus of this sparking session. Burke Integrated Care—a one stop Hub facility allows consumers access to healthcare services using a holistic approach. Several providers have come together to create this Hub and offer whole person integrated care.

### OBJECTIVES:

Review what whole person integrated care is within a Hub model; review planning from concept to design of the Hub and how to move implementation forward; discuss why collaboration and tearing down of silos related to system of care is important; and identify the relationship between data and sustainability.

## Understanding the Barriers to Self-Directed Care

The Spark! Initiative, working with National Leadership Consortium on Developmental Disabilities fielded a national survey to better understand how providers are currently supporting adults with I/DD to lead self-directed lives and to understand the barriers for providers in offering services that help people live a life of their choosing. This initiative's goal was to better understand how, what, when and where individualized supports are being provided; what makes it possible for them to provide individualized services; and the specific barriers that stand in the way of their broader use.

### OBJECTIVES:

Discuss the elements facilitated by service providers that best enable adults with I/DD to lead self-directed lives; identify key barriers for providers to better supporting self-direction; discuss how agencies are navigating the shift from congregate to individualized services; and review the most effective approaches for supporting self-direction at the programmatic, state and systems level.

### SPEAKERS:

**RENEE BRACKET**, Burke Integrated Health (BIH) Director

**JULIE WALKER**, Chair for Burke Integrated Health, Chair of the Partners Behavioral Health Management (PBHM) Provider Council and CEO of The Cognitive Connection

**TIM LENTZ**, BIH Board Member, PBHM Provider Council Vice Chair and Clinical Director of Catawba Valley Behavioral Health

### SPEAKERS:

**CAITLIN BAILEY**, PhD ABD, Director of Research and Evaluation, National Leadership Consortium on Developmental Disabilities, University of Delaware

**CORY GILDEN**, M.Ed., Graduate Research Assistant, National Leadership Consortium on Developmental Disabilities, Department of Human Development and Family Studies, University of Delaware

**MICHAEL J. HAMMOND**, VP, Product and Partnership Development, Optum.

WEDNESDAY, DECEMBER 5, 2018

## SPARKING INNOVATION, CONT.

11:30 A.M. – 12:30 P.M.

### Corporate Constellation:

#### A Nonprofit Business Model Innovation

Nonprofits confront formidable challenges accessing the capital essential to acquiring the technology, infrastructure and scale fundamental to competing in an integrated, value-based care environment. Business model innovation offers an exciting strategic alternative to overcome these challenges. This session will examine the relationship between strategy execution and capital access, the capital access challenges implicit in the nonprofit corporate form, and an innovative business model—the Corporate Constellation—that is evolving to address and overcome these challenges. The session will conclude with a discussion of how a NC IDD provider has adopted this new collaborative model as its own.

#### OBJECTIVES:

Review how the availability of debt and net assets constrain nonprofits' ability to transform themselves in order to effectively compete in an integrated, value-based care environment; discuss how the Nonprofit Constellation business model endeavors to address issues related to capital access, technology acquisition, infrastructure development and scale in support of service integration and value-based care; discuss how and why a NC nonprofit provider adopted the new model; and review the multi-year financial results achieved by the Nonprofit Constellation business model and its impact on consolidated revenue and net asset growth relative to peers.

### Beyond Suicide Risk Assessment: Adopting a Comprehensive Solution to Rising Suicide Rates

Recent high-profile celebrity deaths, mass shootings, and a new CDC report on suicide risk have garnered significant national attention. This begs the question: with so much visibility around suicide in the U.S., is the current approach of assessment and safety planning enough? This session proposes that with increased access to evidence-based resources healthcare organizations can create comprehensive population-specific plans for suicide risk reduction, not just management.

#### OBJECTIVES:

Discuss the value of using analytics to track and monitor suicide risk; Compare methods for identifying and addressing care gaps for high-risk populations; understand how to implement one new evidence-based strategy to promote readiness to address suicide with patients; and develop a workflow for tracking and measuring suicide risk-related data to drive improved clinical performance and patient outcomes.

#### SPEAKERS:

**J. KEVIN FEE**, President, Angler West consultants, Inc.

**RYAN D. SMITH**, Founder and Chief Executive Officer, Inperium, Inc.

**WALTER T. WEEKS**, VP Inperium North Carolina Development and Operations

#### SPEAKERS:

**ROLA AAMAR**, Ph.D., LMFTA, Clinical Effectiveness Consultant for behavioral health, Relias

**CHRISTOPHER REIST**, MD, MBA, Psychiatric Consultant, expert in PTSD and VA services, and a clinical researcher in genetics, clinical psychiatry and psychopharmacology

**CAROL DUNCAN CLAYTON**, Ph.D., Translational Neuroscientist, Relias



WEDNESDAY, DECEMBER 5, 2018

## SPARKING INNOVATION, CONT.

11:30 A.M. – 12:30 P.M.

### Therapeutic Foster Care Are We Getting What We Pay For?

We will review an innovative approach combining the concept of value based payments and use of a shared database to track outcomes and inform best practices within Therapeutic Foster Care. Utilizing a partnership between private and public agencies (MCO), data is tracked and youth outcomes are gathered based on a customizable database. This pilot project is based on a shared vision to use data to ascertain effectiveness of Therapeutic Foster Care while impacting the efficiency of referral submission and placement response. The system allows flexibility to identify service gaps and funding needs based on data, determine if you are ready for bundled payments/capitation/risk sharing/pay for performance and track utilization and standard outcome measurements for youth and provider.

#### OBJECTIVES:

Discuss the value of using analytics to track and monitor suicide risk; Compare methods for identifying and addressing care gaps for high-risk populations; understand how to implement one new evidence-based strategy to promote readiness to address suicide with patients; and develop a workflow for tracking and measuring suicide risk-related data to drive improved clinical performance and patient outcomes.

#### SPEAKERS:

**DAN NOLEN**, MA CEO Rapid Resource for Families (RRFF)

**RASHEL LAURET**, MS LMFT Quality Specialist, RRFF

**PATRICIA MCCLARIN**, Recruiter and Education Coordinator, RRFF

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WEDNESDAY, DECEMBER 5, 2018

## CONCURRENT SESSIONS

2:00 P.M. TO 4:00 P.M.

### Value-Based Purchasing: Key Components to Balancing Care and Cost

It's not just about the number of people served and the number of visits but the results of the interventions and treatments that demonstrate the value of the care provided. North Carolina's public system has continued to evolve towards results-driven care with a greater focus on what interventions work, at what cost, and at what value. Attendees will hear from a national consultant on how to become more effective and demonstrate the benefits of the care received as well as how to more systemically improve the outcomes of interventions provided to consumers. This session will include practical tools for implementing strategies to demonstrate the value of care. Attendees will also hear about the experience of a provider in Ohio, where Medicaid managed care in BH and I/DD was recently implemented, about what it has taken to shift the organization to offer value-based services and how providers have pooled their resources to find efficiencies. In addition, a MCO that was awarded one of Ohio's BH/IDD Medicaid managed care contracts will discuss how their organization is working with Ohio providers to embed value-based and alternative payment methods into the daily partnership of payor and provider.

#### OBJECTIVES:

- Identify four critical results of effective care
- Review several data-driven examples demonstrating effective care
- Identify strategies that will challenge your organization to deliver services with value
- Review the experience of a successful provider concerning the practical ways that value-based purchasing can be a part of the payor and provider relationship
- Review the i2i Center's Value Based Payment and Contracting Collaborative efforts to eliminate barriers and increase the use of value-based purchasing between LME/MCOs and providers



#### SPEAKERS:

**DAVID SWANN, MA,**  
LCAS,  
CCS, LPC,  
NCC, Senior

Healthcare Integration Consultant,  
MTM Services



**MARCIA GUIDA JAMES,**  
MS-CH, MBA,  
MS-HP, CPC,  
Executive Director,  
National Lead,

Value Based Solutions,  
Aetna Medicaid

**JASON BARKEY,**  
Director of Quality Improvement,  
[St. Joseph Orphanage, a Behavioral  
Health in Cincinnati, Ohio](#)

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WEDNESDAY, DECEMBER 5, 2018

## CONCURRENT SESSIONS

2:00 P.M. TO 4:00 P.M.

### Cross System Linkages for an Effective Crisis Continuum

Many communities are overwhelmed with the responsibility of serving individuals with behavioral health and intellectual developmental disability challenges in crisis, recognizing that many of these individuals unnecessarily enter the doors of the emergency department and even jail. As a result of this, EDs are overcrowded, law enforcement agencies are burdened with providing transportation and responding to behavioral health calls, an increased amount of money is utilized to respond to these issues, and individuals frequently go into crisis due to a fragmented system. In addition, individuals are released from jail and the emergency department without the knowledge of community resources to prevent them from going into future crisis situations. In response to this, organizational relationships with cross system linkages can aid in the development of an effective crisis continuum that strives to divert individuals from hospitals and

jails. These relationships establish mechanisms to show value to the purchasers (whether in the Standard or Tailored Plan) and improve outcomes for individuals being successfully served. This session will provide details on a program that has successfully created meaningful organizational relationships fostering an enhanced community crisis response that is demonstrating meaningful outcomes. In addition, a panel of key stakeholders will provide insights into their contribution to organizational relationships and the benefits for their communities.

#### OBJECTIVES:

- Review the clinical benefits of establishing organizational relationships with cross system linkages
- Identify strategies that can be used in building positive organizational relationships in a community
- Discuss key components of a crisis continuum and key stakeholders that that should be involved



**SPEAKERS:**  
**NATASHA HOLLEY**, LCSW, LCAS, CCS, MAC, Clinical Director at Integrated Family Services, PLLC



**MONA TOWNES**, LCSW, LCAS, MAC, Mobile Crisis Director at Integrated Family Services, PLLC

#### PANEL MEMBERS:

**CINDY EHLERS, MS, LPC**, Vice President of Clinical Operations, Trillium Health Resources

**GLENN BUCK, LCAS, CCS**, Chief Clinical Officer, PORT Health Services





WEDNESDAY, DECEMBER 5, 2018

## CONCURRENT SESSIONS

2:00 P.M. TO 4:00 P.M.

### Long Term Services & Supports: What NC Can Learn from Arizona's 1115 Waiver

The high cost of unmanaged behavioral health care has resulted in concerted efforts across the United States to establish methods for balancing the delivery of high-quality care with reasonable cost. Through Medicaid Transformation and establishing an 1115 Medicaid waiver, North Carolina is joining the trend of state systems implementing capitated managed care as a strategy for ensuring that services are provided at the right amount, cost and duration. Many questions remain though about how individuals with I/DD and their families can effectively navigate service systems (cross-system navigation) in the emerging managed care environment. In this session speaker Brian Lensch will provide information about Arizona's experience operating an 1115 Medicaid waiver that provides "bundled" payments to providers as a part of the managed care approach in service delivery for individuals with intellectual and developmental disabilities. He will discuss the program's implementations, challenges and successes to learn from as North Carolina moves to implement its Medicaid Transformation to Standard and BH/IDD Tailored Plans.

#### OBJECTIVES:


- Identify processes and areas to mitigate potential problems as North Carolina rolls out the Medicaid Transformation
- Review specific areas to measure and monitor in order to identify system concerns early on
- Review Arizona's experience with bundled managed care for individuals with I/DD




#### SPEAKERS:

**BRIAN LENSCH,**  
Arizona Long  
Term Cares  
System (ALTCS)  
Consultant,

Arizona Department of Economic  
Security/Division of Developmental  
Disabilities

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WEDNESDAY, DECEMBER 5, 2018

## CONCURRENT SESSIONS

2:00 P.M. TO 4:00 P.M.

### Promoting Community Inclusion for People with Mental Illness

Everyone benefits when people with mental illness have opportunities to fully participate in their communities. This session will highlight examples of excellence in policies, practices, and programs that enhance opportunities for people with mental illness to fully participate in the life of the community. The session will include specific guidance for providers, MCOs, and others regarding how to effectively use peer support services in practical ways to advance the goals of community inclusion for individuals with mental illness.

#### OBJECTIVES:

- Review community inclusion programs, policies, and practices that are achieving results nationally and internationally
- Discuss how to use recovery principles and peer supports to advance the goal of community inclusion for individuals with mental illness
- Identify practical ways to incorporate the role of peer specialists within the context of your agency's work



**SPEAKERS:**  
**MATTHEW R. FEDERICI, MS,**

Matthew is the Executive Director of the [Copeland](#)

[Center for Wellness & Recovery](#) in Brattleboro, VT. Matthew is an internationally recognized speaker, trainer and consultant on recovery, wellness, community inclusion and peer support.

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WEDNESDAY, DECEMBER 5, 2018

## CONCURRENT SESSIONS

2:00 P.M. TO 4:00 P.M.

### Demonstrating Integration through Quality Measures

While quality is the focus for all who provide services, the definition of quality has presented challenges to behavioral health providers. The current quality standards are based on a medical model that does not include the social and behavioral determinants of care. In addition, integrated health is focused on the provision of care not the recipient of care. It is time to change the system to focus on the consumer and progress in treatment using a more appropriate quality system, that prioritize the voice of the consumer first. This session will include a national speaker who will discuss tools such as data metrics that can assist an organization in being person-centered. To complement this discussion, Sandhills Center LME/MCO will provide details about a recently implemented data management structure that supports providers in data-driven clinical decision-making. This data management structure places an emphasis on integrated care and integrating data to track performance and outcomes, guide clinical decision-making, and improve the standard of clinical services provided. Participants will learn how this payor has brought resources to the table to assist its provider network in using data that advances a focus on whole person care.

#### OBJECTIVES:

- Review national and international trends that show the benefit of integrated care
- Define person-centered organizations
- Discuss the mechanisms, such as quality metrics, that will move your organization to be focused on the recipient of care
- Review and discuss the vital role of evidenced-based practice guidelines and quality indicators that are required for establishing an outstanding integrated care delivery system
- Discuss the realities and growing pains of establishing an integrated care program that is grounded in data management and the variance in readiness and buy-in across provider types



**SPEAKERS:**  
**SUKI NORRIS**,  
Senior Knowledge  
Engineer, The Echo  
Group

**DEBRA CARBONE**, BSN, RN,  
LPC, Sandhills Center LME/MCO  
Integrated Care Pilot Program

**KAREN KERN**, MS, LPC, Clinical  
Monitoring Manager/Network  
Operations, Sandhills Center LME/  
MCO

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WEDNESDAY, DECEMBER 5, 2018

## CONCURRENT SESSIONS

2:00 P.M. TO 4:00 P.M.

### Tackling the Opioid Epidemic At All Levels

North Carolina has been greatly impacted by the opioid crisis and is building the focused service system needed to address opioid use disorders. Governor Cooper and NC DHHS have laid out a plan of action and are using federal and state dollars to accomplish the goals of the plan. Providers are incorporating new service strategies such as Medication-Assisted Therapy (MAT) that show results for improved outcomes. This session offers attendees an opportunity to hear about the Governor's plan with the funding and opportunities available in North Carolina to tackle the opioid crisis, including the state's system of more than 70 opioid treatment programs. Attendees will also learn from a long-standing provider about how their organization has changed and restructured to focus needed substance use services on the opioid crisis. In addition, current best practices in treating opioid use disorders will be reviewed and discussed.

#### OBJECTIVES:

- Review the goals, funding and service opportunities in the Governor's Opioid Action Plan
- Discuss the importance of readily accessible treatment and the significance of reducing barriers to opioid use disorder treatment
- Describe the effectiveness of MAT coupled with treatment systems in opioid use disorder treatment
- Recognize how historic patterns of opioid use have shaped where we are today with this epidemic

#### MODERATOR:

**TARA LARSON**, Senior Healthcare Policy Specialist, Cansler Collaborative Resources, Inc.

#### SPEAKERS:

**JENNIFER HARDEE**, MS, LCAS, CSS, PORT Health Service

**GARY G. LEONHARDT**, MD, DFAPA, PORT Health Services

**CHRIS SMITH**, MSN, RN, PORT Health Services

**SMITH WORTH**, LCSW, LCAS, Administrator, State Opioid Treatment Authority, Addictions and Management Operations, Division of Mental Health, Developmental Disabilities and Substance Abuse Services

**DEDE SEVERINO**, MA, Section Chief, Addictions and Management Operations, Division of Mental Health, Developmental Disabilities and Substance Abuse Services



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THURSDAY, DECEMBER 6, 2018

## CONCURRENT SESSIONS

9:30 A.M. – 11:30 A.M.

### Charting the LifeCourse: A Promising Practice in a Managed Care World

The Charting the LifeCourse (CtLC) framework helps individuals and families develop a vision for a good life, think about what they need to know and do, and identify how to find or develop support. It conceptualizes key principles to ensure that all people have the right to live, love, work, play, and pursue their life aspirations in their community. Managed Long Term Services and Supports (MLTSS) in the I/DD space is relatively new territory and this session will share Atena's plans for using the Charting the LifeCourse framework in a managed care environment to ensure the participation of individuals and their families for a whole person approach. Originally created for people with disabilities, this universally-designed framework can be used by any person or family, organization or system, regardless of life circumstances or target population.

#### COURSE OBJECTIVES:

- Discuss the theoretical foundations of the Charting the LifeCourse framework
- Review examples of promising practices in Aetna's I/DD program design
- Identify how to apply the CoP principles in ways that enhance exploration, planning, decision-making, and problem-solving
- Discover how the Charting the LifeCourse tools are being used to support individuals, families, organizations, and state DD systems to integrate services and supports
- Explore the many different implementation strategies within education and school systems, transition and employment, long term services and supports, and strategic policy changes



**SPEAKERS:**  
**MICHELLE C. REYNOLDS, PH.D.,**

Associate  
Professor at

University of Missouri Kansas City (UMKC) School of Medicine's Department of Biomedical and Health informatics and the Associate Director of Training and Technical Assistance at the UMKC Institute for Human Development, a University Center on Excellence in Developmental Disabilities.

She is currently leading a national effort to develop the Charting the LifeCourse framework and tools.



**JOSHUA P. BOYNTON, Vice President of Aetna Better Living, Aetna Medicaid**

Josh and his wife

Rachel started LifeShare a national provider in 1996 with the intention of creating an organization that supports people of all abilities with dignity and respect.



THURSDAY, DECEMBER 6, 2018

## CONCURRENT SESSIONS

9:30 A.M. – 11:30 A.M.

### Don't Wing It: Practical Tools to Plan Your Next Move to Integrated Care

The State Medicaid Transformation effort is framed with the main goal to integrate care in ways that require a team-based whole person care approach. This session will be led by experienced technical assistance consultants and will offer attendees structured, practical ways to approach their Integrated Care (IC) efforts and plan their next steps. National, evidenced-based models, as well as programmatic examples of how to address the delicate balance between clinical, operational and fiscal factors, will be reviewed. Attendees will be better equipped to consider the pros and cons of IC arrangements as they engage with partnering medical agencies. This presentation will provide both large and small scale approaches for evaluating your integration options and moving your programming toward whole person integrated care.

#### OBJECTIVES:

- Review ways provider organizations can be more proactive in positioning new and existing co-location arrangements for common and often unforeseen next steps
- Describe how standardized reference and assessment tools such as SAMHSA's Six Levels of Collaboration constructs can assist in gaining cross-discipline buy-in across your organization
- Discuss how behavioral health professionals can enhance value-based outcomes of a service through team-based care in healthcare settings



**SPEAKERS:**  
**ERIC CHRISTIAN, MA.ED., LPC, NCC,** Director of Behavioral Health

Integration, Community Care of Western North Carolina

**LISA TYNDALL, PHD, LMFT,** Integration Specialist, Center of Excellence for Integrated Care

**JENNIE BYRNE, MD, PHD,** Deputy Chief Medical Officer, Community Care of North Carolina



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### Data and Finance Acuity in Managed Care

The level of business acumen an organization has will be a key factor in its sustainability under managed care. New operational expectations, such as exact costing to take on upside and downside risk contracts, technological capacity to exchange data in real-time, and building more sophisticated contracts that use alternative payment methods, will be the norm in the near future. These shifts in business practice take commitment at every level and investment to implement. This session will provide some practical tips to take back to your organization on the data and finance components of managed care.

#### OBJECTIVES:

- Identify the business components that are “must haves” for managed care
- Review the costing, data capacity and contracting processes used by providers in a managed care network
- Discuss practical tips that ensure your organization conducts business functions that allow for alternative payment methods



**SPEAKERS:**  
**GARY MASSEY,**  
Senior Advisory,  
Healthcare  
Policy and  
Finance, Cansler  
Collaborative  
Resources

### Behavioral Health and Integrated Care in 2019: Legal and Regulatory Considerations

This highly interactive session will cover federal and state legal and regulatory issues impacting the integrated health care industry. Some of the issues to be discussed include: reimbursement, fraud and abuse, licensure, privacy, and Medicaid reform. Content will also include: recent federal and state changes that impact behavioral health and integrated care. You can expect to learn relevant information about recent changes to the involuntary commitment procedures, implications from the CMS mega rules, and much more. Questions from participants will be encouraged.

#### OBJECTIVES:

- Identify ways Providers might consider adapting their operations to address recent legal changes
- Discuss risk areas and steps for improving compliance
- Review how recent legal and regulatory changes may influence business and clinical decision-making



**SPEAKERS:**  
**MATTHEW WOLFE, J.D.,**  
Partner, Parker Poe  
Attorneys



**AMANDA HAYES, J.D.,**  
Partner, Parker Poe  
Attorneys



**ROBERT A. LEANDRO, J.D.,** Attorney,  
Parker Poe  
Attorneys.

THURSDAY, DECEMBER 6, 2018

## CONCURRENT SESSIONS

9:30 A.M. – 11:30 A.M.

### Peer Support—Bringing Value and Enhancing Behavioral Health Managed Care

Peer Support Specialists can and do serve as a core part of the Collaborative Care team to engage consumers and develop self-advocacy. This session will explore why an organization should consider including Peers in their clinical team. Presenters will describe the key functions of Certified Peer Support Specialist (CPSS) and how utilizing Peers fits into Atrium Health's recovery model of care. It will also include lessons learned from incorporating persons with lived experience in Partners Behavioral Health Management (PBHM) application of the Collaborative Care Model where Peer Support Specialists serve as active members of the Collaborative Care teams at the centers delivering Whole Person Integrated Care. The session will also offer an overview of the role of the supervisor and the organization, including tips on how to ensure the Peer position is a good fit for your organization.

#### OBJECTIVES:

- Identify specific functions Peers carry out to best support individuals seeking services
- Review opportunities to engage patients in the flow of patient care
- Discuss the benefits to having Peer Support Specialists as part of the Collaborative Care Team
- Identify the measures your organization can take to support the strengths of both the Peers and the members of your clinical team
- Discuss the training a Peer may need to perform necessary tasks and required functions



**SPEAKERS:**  
**VICTOR ARMSTRONG,**  
MSW, Vice  
President,  
Behavioral Health,  
Atrium Health

**ALLISON WOLFE,** LCSW,  
Director of Social Work, Atrium  
Health

**SEJAL RATHOD,** BA, CPSS,  
Peer Navigator, Ollie Harris  
Behavioral Health Center

**JENNIFER R. GREENE,**  
MA, LPC, Integrated Care Project  
Manager, Partners Behavioral  
Health Management

**LEAH WILLIAMS,** DrPH,  
MPH Research Director, Partners  
Behavioral Health Management

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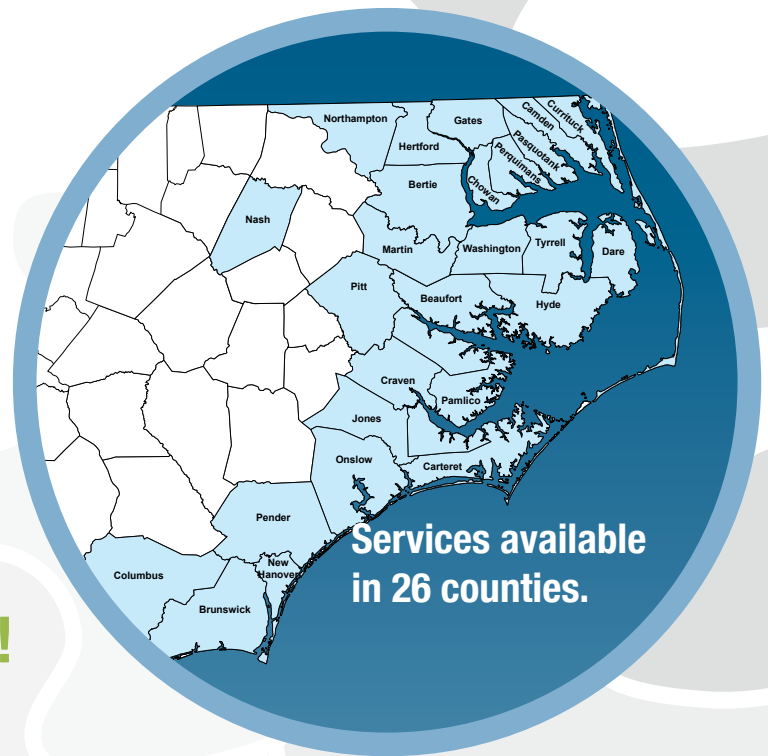
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THURSDAY, DECEMBER 6, 2018

# SPARKING INNOVATION

3:30 P.M. – 4:30 P.M.

Sparking Innovation is a one hour topic designed to spark your creativity and provide insight into new resources, activities and information that you can apply.

## Networking for Success: LINC and the Connected Community

LINC - Living in Connected Communities is a highly successful and innovative model utilizing multi-network strategies for impactful transitioning of individuals from hospital EDs to the community.

This Sparking will present an overview of an innovative approach to total person care highlighting LINC. By accessing a series of integrated and intersecting community networks, individuals experiencing mental health and/or substance use challenges will have their treatment, social, and medical needs met more effectively and efficiently.

### SPEAKERS:

**DR. KLAUSNER**, Wake Med

**DR. KATHY SMITH**, Chief  
Operating Officer, Blaze Advisors

### OBJECTIVES:

Discuss a unique network development methodology combining physical and behavioral health in an innovative, cost-effective manner to achieve total person care and wellness; review how to integrate social determinant of care dynamics within a healthcare environment to achieve a significantly more effective outcomes for the person being served; and discuss leading edge technology solutions that integrate seamlessly into the workflow of all participating parties in a dynamic manner utilizing national models as well as available local resources.

## A Partnership Approach to Meeting the Needs of Children and Families

While there will always be a need for higher levels of care for some youth, it is also understood that appropriate support services and a step down plan could decrease the number of days a youth spends in higher levels of care. With this in mind, VAYA Health, Elida Homes and Youth Villages have partnered to create a program to decrease the number of youth in higher levels of care or referred for higher levels of care. With the development of a 30 day assessment center, coupled with wrap around services in the home and community during that same time, the program is demonstrating the reduction of referrals for youth in higher levels of care.

### SPEAKERS:

**CINDY DAVIS-BRYANT**, LPC,  
CEO, Eliada Homes, Inc.

**GEORGE EDMONDS**, Assistant  
Director, Youth Villages

**DONALD REUSS**, Senior Director  
of Provider Network, VAYA Health

### OBJECTIVES:

Review how this collaborative effort is providing demonstrated outcomes of decreased higher levels of care placements; discuss the types of assessments both in the assessment center and in the home used to assist in determining the youths needs and course of treatment; and discuss how these collaborative efforts are preferred with groups that provide grants as well as MCOs.

THURSDAY, DECEMBER 6, 2018

# SPARKING INNOVATION

3:30 P.M. – 4:30 P.M.

## Provider Perspectives on EHR Selection, Implementation, and Long-Term Utilization

With the requirement to connect to the North Carolina Health Information Exchange (HIE), NC providers are required to undergo the arduous task of not only selecting an Electronic Health Record (EHR) that is right for their organization, but to implement their selected EHR in a way that meets state requirements while also improving outcomes for individuals. This session will provide an overview of three NC providers at differing points of the EHR implementation process as they discuss their selection process, implementation planning and execution, and plans for continued utilization of their EHR to meet current and future NC Medicaid requirements.

### OBJECTIVES:

Review how each organization evaluated EHRs including assessment of fit, cost, and return on investment; discuss the challenges (anticipated and unanticipated) that were faced in successfully implementing their EHR and the steps each took to overcome these challenges; and review the impact of EHR use within the various organizations on efficiency, compliance, and most importantly the overall quality of services provided (including organizational improvement, data trending/analysis, outcomes measurement, reporting, and demonstration of service value).

## Moving from Homelessness to Supportive Housing and Beyond

Navigating the homeless and housing system can be challenging. Aligning these systems with the behavioral health system to engage persons who are homeless into treatment and supports can be even more challenging. This Sparking will provide an overview of the homeless service system, what supportive housing is and how to engage landlords as well as strategies to help a person maintain their tenancy and establish a quality of life. Given that homeless member engagement is a new quality measure, effective techniques for engaging someone in care coordination and services will also be discussed. Hear examples of two successful supportive housing programs including a partnership with a hospital system serving chronically homeless individuals.

### OBJECTIVES:

Review how to access affordable housing and eligibility for different homeless programs; identify strategies for building partnerships with landlords to increase supportive housing inventory; review techniques for engaging person in treatment as well as critical tenancy supports to promote community inclusion; and discuss implementing supportive housing programs including addressing special populations, eligibility, data and return on investment.

### SPEAKERS:

**BARRY POLLACK**, Southeast Region Director, Therap Services, LLC

**RICHARD EDWARDS**, Chief Program Officer, Community Based Care, LLC

**MIKE MCGAHEY**, Director of Retirement Services, Residential Services, Inc.

**JENNIFER RORIE-BRUTON**, Director of Quality Services, GHA Autism Supports

### SPEAKERS:

**TERRY ALLEBAUGH**, Community Impact Coordinator, NC Coalition to End Homelessness

**EMILY CARMODY**, Program Director, NC Coalition to End Homelessness

**ANN OSHEL**, MS, Senior VP, Community Relations, Alliance Behavioral Healthcare



THURSDAY, DECEMBER 6, 2018

## SPARKING INNOVATION

3:30 P.M. – 4:30 P.M.

### 21 Laws of Leadership

Many organizations focus on managing people, processes, and systems. Often, clinically trained individuals find themselves in leadership roles with little additional training. This Sparking will spell out the 21 Laws of Leadership that will help those in managerial roles be intentional about leading their staffs through good and not so good times.

#### OBJECTIVES:

Identify ideas that you can apply to your organization tomorrow; discuss how to become intentional about leadership; identify what real leadership is and what it's not; and review how to be a good follower.

#### SPEAKERS:

**ROD BROWN**, Owner and developer of Sharenote



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THURSDAY, DECEMBER 6, 2018

## GENERAL SESSION

1:30 P.M. - 3:00 P.M.

### State Vision for System MH/I-DD/SUD Transformation to Whole Person Care

The focus of transformation within the public health and human services systems is to achieve a Whole Person Care approach. This is particularly critical to individuals and families that access the public MH/I-DD/SUD system. In order to embed the concepts of Whole Person Care, there will necessarily be changes to the public system at the State level. This general session will afford an opportunity to hear from the State Leader who has been given the oversight of the community-based and State facility-based MH/I-DD/SUD public services and the State compliance with the Americans with Disabilities Act, Kody Kinsley. Mr. Kinsley will provide his vision for shifting the State level focus from reporting and regulatory daily oversight to a public policy focus through outcomes. NC DHHS has already set in motion the planning for the BH/I-DD Tailored Plan approach to Whole Person Care. He will share the ways in which community-based and State facility-based services coordination will be strengthened and ways that DMH/I-DD/SUD, DSOHF and the ADA office will interact with other agencies within NC DHHS and other divisions in state government. Mr. Kinsley will talk about how changes to become public policy focused are progressing within NC DHHS, how stakeholders can engage in the process and when we can expect to begin to see changes to operational focuses. To add to this opportunity, participants will also hear from the new Division of MH/I-DD/SUD Director, the new Division of State-Operated Healthcare Facilities and the Senior Advisor on the ADA will be a part of a panel to discuss some of the specifics of the culture shift within the divisions and how that will impact their daily work.



**SPEAKERS:**  
**KODY H. KINSLEY,**  
Deputy Secretary  
for Behavioral  
Health &

Intellectual and Developmental  
Disabilities at DHHS

**PANEL:**  
**SAM HEDRICK, J.D., NC DHHS,**  
Senior Advisor on Olmstead and  
Americans with Disabilities Act

Director of the Division of  
MH/I-DD/SUD Services, NC DHHS

Director of the Division of  
State-Operated Healthcare  
Facilities, NC DHHS

#### OBJECTIVES:

- Discuss the vision for public sector behavioral health and intellectual-developmental disability services, both Medicaid and State-funding
- Define the shift in the role of the Division of MH/IDD/SUD Services to a public policy regulator
- Review the ways that DMH/IDD/SUD Services, DSOHF and the DHHS office overseeing the ADA will coordinate in the future to drive the policies on public BH/IDD services



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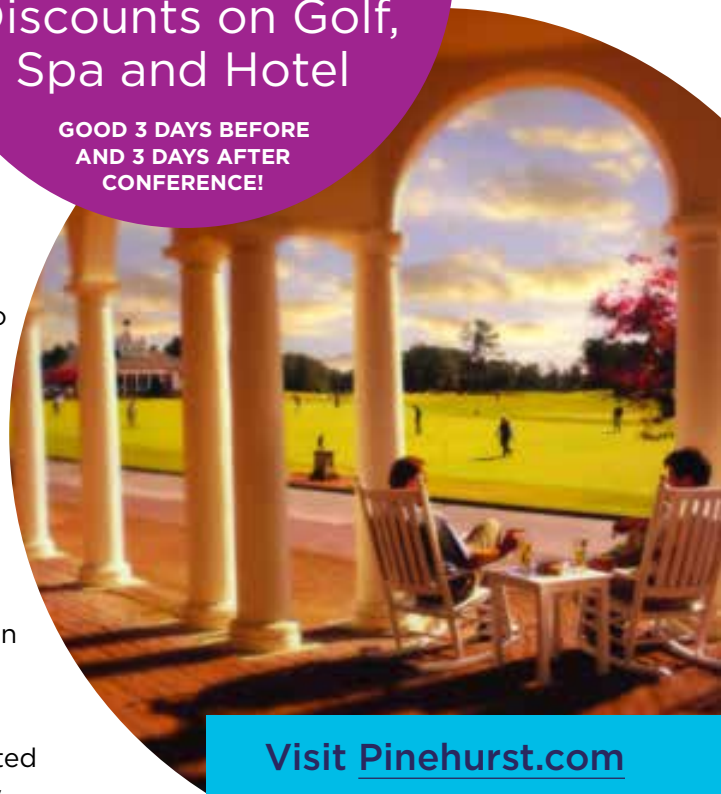
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EMAIL: \_\_\_\_\_

VEGETARIAN MEALS REQUIRED: ☐ Yes ☐ No

Please indicate any special accommodations such dietary restrictions, wheelchair

Please email [jean@i2icenter.org](mailto:jean@i2icenter.org) if you require a sign language interpreter or sighted guide.

CONTINUED ON BACK

# 2018 VISIONARY VOICES CONFERENCE REGISTRATION FORM

December 5-7, 2018

Provider Success Symposium - Pre-Con December 4, 2018

Pinehurst Resort, Pinehurst, NC

## WEDNESDAY | SPARKING INNOVATION (CHOOSE ONE)

- ☐ Integrated Care: A Hub Model
- ☐ Understanding the Barriers to Self-Directed Care
- ☐ Corporate Constellation: A Non Profit Business Model Innovation
- ☐ Beyond Suicide Risk Assessment: Adopting a Comprehensive Solution to Rising Suicide Rates
- ☐ Therapeutic Foster Care — Are We Getting What We Pay For?

## WEDNESDAY | CONCURRENT SESSIONS (CHOOSE ONE)

- ☐ Value-Based Purchasing: Key Components to Balancing Care and Cost
- ☐ Cross System Linkages for an Effective Crisis Continuum
- ☐ Long Term Services & Supports: What NC Can Learn from Arizona's 1115 Waiver
- ☐ Promoting Community Inclusion for People with Mental Illness
- ☐ Demonstrating Integration through Quality Measures
- ☐ Tackling the Opioid Epidemic At All Levels

## THURSDAY | CONCURRENT SESSIONS (CHOOSE ONE)

- ☐ Charting the LifeCourse: A Promising Practice in a Managed Care World
- ☐ Don't Wing It: Practical Tools to Plan Your Next Move to Integrated Care
- ☐ Data and Finance Acuity in Managed Care
- ☐ Behavioral Health and Integrated Care in 2019: Legal and Regulatory Considerations
- ☐ Peer Support — Bringing Value and Enhancing Behavioral Health Managed Care

## THURSDAY | SPARKING INNOVATION (CHOOSE ONE)

- ☐ Networking for Success: LINC and the Connected Community
- ☐ Provider Perspectives on EHR Selection, Implementation, and Long-Term Utilization
- ☐ A Partnership Approach to Meeting the Needs of Children and Families
- ☐ Moving from Homeless to Supportive Housing and Beyond
- ☐ 21 Laws of Leadership

