



SPRING CONFERENCE

Inclusion, Innovation, & Integration

IN PERSON EVENT

Spring Conference Brochure

June 6-7, 2022

Hilton Raleigh North Hills
Raleigh, NC



CENTER *for*
INTEGRATIVE
HEALTH

insight to innovation

PROGRAM AT A GLANCE

MONDAY, JUNE 6, 2022

9:00 a.m. - 10:00 a.m.

Opening Plenary

Recover Stronger Together –
Strategies to Advance Whole Person
Health in NC

Sponsored by Partners Health Management

10:00 a.m. 10:30 a.m.

Break/Visit Exhibitors

Sponsored by Alexander Youth Network, Blaze Advisors, Carolina Complete Health, CityBlock Health, Community Based Care, LLC, Community Choices, Inc., Easterseals UCP, GHA Autism Supports, GT Independence, Healthy Blue NC, Impresiv Health, innovaTel Telepsychiatry, Janssen/Johnson & Johnson, Medisked, Monarch, RHA Health Services, Seaside Healthcare, Streamline Healthcare Solutions, Therap Services, United HealthCare, Universal Mental Health Services, Inc., Vaya Health, WinCare

10:30 a.m. - 12:00 p.m.

Concurrent Sessions

- Preparing for Integrated Care in the Tailored Plans
- Innovation to Advance High Quality Behavioral Health Services
- The Evolving Role of Care Management
- Enhancing the Care of Intellectually and Developmentally Delayed Patients in the Primary Care Setting
- Crisis and Hope: I/DD Medicaid Transformation, Unmet Needs and Staffing Shortages

12:00 p.m. - 1:30 p.m.

Luncheon

Sponsored by Alexander Youth Network, Carolina Complete Health, CityBlock Health, Community Based Care, LLC, Community Choices, Inc., Easterseals UCP, GHA Autism Supports, GT Independence, Healthy Blue NC, ImpresivHealth, innovaTel Telepsychiatry, Janssen/Johnson & Johnson, Medisked, Monarch, RHA Health Services, Seaside Healthcare, Streamline Healthcare Solutions, Therap Services, United HealthCare and Universal Mental Health Services, Inc., Vaya Health

1:00 p.m. - 1:30 p.m.

Lunch & Learn

1:30 p.m. - 2:30 p.m.

Insight 2 Innovation Topics

- Black Leaders in Mental Health Recovery: Ringing the Alarm, Sparking Recovery Based Solutions!

- Risk Based Payment Models Can Succeed with a Complex Specialty Care Population
- Mobilizing Health Care for Rural North Carolina
- How AI Can Improve Care and Reduce Staff Burn Out

2:30 p.m. - 2:45 p.m.

Break/Visit Exhibitors

Sponsored by Alexander Youth Network, Blaze Advisors, Carolina Complete Health, CityBlock Health, Community Based Care, LLC, Community Choices, Inc., Easterseals UCP, GHA Autism Supports, GT Independence, Healthy Blue NC, Impresiv Health, innovaTel Telepsychiatry, Janssen/Johnson & Johnson, Medisked, Monarch, RHA Health Services, Seaside Healthcare, Streamline Healthcare Solutions, Therap Services, United HealthCare, Universal Mental Health Services, Inc., WinCare

2:45 p.m. - 3:45 p.m.

Insight 2 Innovation Topics

- Minimizing and Managing Microaggressions
- A Collaborative Effort to Develop Mental Health Services for Children with I-DD
- Where Independence and Innovation Meet: Utilizing Technology to Support a Self-Determined Life

3:45 p.m. - 4:00 p.m.

Break/Visit Exhibitors

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4:00 p.m. - 5:30 p.m.

General Session - Medicaid's Whole Person Transformation: A One Year Update

5:30 p.m.

Adjourn

TUESDAY, JUNE 7, 2022

7:30 a.m. - 9:30 a.m.

Breakfast

Sponsored by Easterseals UCP

9:30 a.m. - 11:00 a.m.

Concurrent Sessions

- A New Vision for Coordinated Child and Family Services
- Achieving Sustainable Success in a Value - Based Care Environment as a Care Management Agency
- 1115 Waiver and SUD Residential Services: What's New in North Carolina?
- Data Empowerment: How Strong is Your Data Culture

11:00 - 11:30 a.m. Break

Sponsored by Alexander Youth Network, Blaze Advisors, Carolina Complete Health, CityBlock Health, Community Based Care, LLC, Community Choices, Inc., Easterseals UCP, GHA Autism Supports, GT Independence, Healthy Blue NC, Impresiv Health, innovaTel Telepsychiatry, Janssen/Johnson & Johnson, Medisked, Monarch, RHA Health Services, Seaside Healthcare, Streamline Healthcare Solutions, Therap Services, United HealthCare, Universal Mental Health Services, Inc., WinCare

11:30 a.m. - 12:30 a.m.

Closing Plenary - Transition, Leadership and Resilience: Building Success in Difficult Times

12:30 a.m.

Conference Adjourns

Virtual Catch Ups - Added Content - Watch Anytime!

- 2022 Short Session - Legislative Update
- Juvenile Justice - Raise the Age: A First Year Clinical Review
- Enhancing Care Coordination and Patient Follow Up Using NC HealthConnex
- I/DD Community and Direct Support Professionals Report



ADULT & CHILD MENTAL HEALTH SERVICES

Knowing where to turn during challenging situations is important. That's why we are here for you.

Easterseals UCP is one of the largest non-profit service providers in North Carolina and Virginia dedicated to helping children, adults and families living with intellectual and/or developmental disabilities and mental health challenges live their best possible life.

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We Help Our Neighbors Live Their Best Possible Life

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SPRING CONFERENCE
**Inclusion, Innovation,
& Integration** *IN PERSON EVENT*
June 6-7, 2022
Hilton Raleigh North Hills • Raleigh, NC



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i2i SPRING CONFERENCE 2022

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SPRING CONFERENCE Inclusion, Innovation, & Integration IN PERSON EVENT

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WHY ATTEND

Inclusion, Innovation & Integration are essential for our service system to move forward with the goal of whole person care. Each one plays an important role in the success of the system – **Inclusion** is important on every level, in the community and individually. **Innovation** is what will move us forward and there is no shortage of it in new technologies that can expand and support care, creative services, community partnerships and updated service models. **Integration** is the key to Medicaid managed care and is how our system can meet the physical, mental, and social needs of individuals. Each of these elements and how they are manifesting in North Carolina and beyond will be addressed at the Spring Conference by professionals from our state, the leaders implementing these changes and professionals from outside who are affecting national trends and setting new standards. We hope you will join us!

WHO SHOULD PARTICIPATE:

Managed Care Organization leadership: CEOs, Managers, Directors, Board members; Provider Organization leadership: 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, CFAC members, Consumers, Family Members, Advocates, Peer Support staff, County Commissioners, members of the General Assembly, and others interested in our system.

COVID CONSIDERATIONS

Given the ever-changing pace of Covid mask requirements, we will make our mask policy known prior to the event. i2i will follow State and local guidelines on masking at the time of the conference.

WHOVA APP ENHANCES ATTENDANCE



If you have attended any i2i events during the pandemic, you have become familiar with our virtual conference platform Whova. We will be utilizing it for this event to offer quick APP access to information, speakers, session materials, and agendas. Whova also allows for expanded attendee interaction, information sharing and networking, as well as offers you additional virtual only content. Not familiar, with Whova? [Watch this quick VIDEO](#)

**THIS CONFERENCE IS
BEING CO-SPONSORED BY**



EARN UP TO 8.5 HOURS* OF CONTINUING EDUCATION CREDITS

Continuing Education hours: 8.5 hours.
Contact hours: 8.5 hours for behavioral health professionals, social workers, and other healthcare disciplines.

Substance Abuse – 8.5 hours of NCASPPB Credit will be awarded to participants who attend 100% of the program. Southern Regional AHEC adheres to NCASPPB Education Provider Guidelines, Approval Number Pending.

NBCC – This program does not provide specific NBCC Credits.

***SR-AHEC CANNOT PROCESS REQUESTS FOR CEUS AFTER THE CONFERENCE.**

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TO REGISTER FOR THE
CONFERENCE,

[CLICK HERE](#)

ONLINE REGISTRATION DIRECTIONS

PLEASE READ CAREFULLY.

1. TO ACCESS THE CONFERENCE

APP, the name, title and email of the person **ATTENDING** the conference must be input into the online registration form. Do not use an administrative person's email when registering staff.

2. IF YOU FORGET YOUR LOG ON

PASSWORD – click forgot password. If needed email aviance@i2icenter.org

3. All payments for registration are to be made by credit card. If you cannot pay by credit card email aviance@i2icenter.org before registering staff.

4. ALL Payments for registration **MUST BE RECEIVED by MAY 31st**.

5. **ONLINE REGISTRATION ENDS MAY 27th**. Note, i2i will process a limited number of late registrations at the **late fee price of \$340**, but you must email Aviance@i2icenter.org to get registered and make payment.

REGISTRATION DEALS

Register 4 Staff (Full Conference) to Attend and the 5th Attends for Free! Please email Aviance Robertson at aviance@i2icenter.org with the name of the 5th Registrant.

CONSUMERS & FULL TIME STUDENTS RECIEVE A 50% DISCOUNT ON REGISTRATION FEE.

REGISTRATION ASSISTANCE

If you have trouble with online registration, please email Aviance Robertson at aviance@i2icenter.org or call her at (919) 561-7744.

REGISTRATION FEES

Conference Registration fee include: all sessions, meals, Conference APP access, activities, exhibits, sharing information, networking, lunch & learn meetings, virtual Catch-Up and access to the Whova platform for 3 months.

REGISTRATION FEES

	TILL 05/06	AFTER 05/06
FULL CONF. REGISTRATION	\$295	\$315
ONE DAY CONF. REGISTRATION (MONDAY ONLY)	\$245	\$260
COMPANION RATE (A COMPANION IS SOMEONE THERE TO ASSISTS A REGISTERED ATTENDEE)	\$60	\$75

CANCELLATION POLICY

A 25% refund is available on registrations cancelled before May 6th. No registration refunds will be made after May 7, 2022. To cancel, you must email aviance@i2icenter.org before the May 6th deadline. Registration for a staff member unable to attend may be transferred to another individual with no penalty by contacting Aviance Robertson.

RALEIGH NORTH HILLS HOTEL CONFERENCE HOTEL

i2i will again host this event at the Hilton Raleigh North Hills Hotel in Raleigh, NC. Attendees will receive a special discounted rate of \$129 for a single or double occupancy.

The room block is ONLY available through **May 6, 2022**, so act quickly. Find hotel [reservation link](#) on conference web page. When making online reservations, be sure to double check your reservation dates. You may also make reservations by calling the hotel at (919) 872-2323, click option 1 and reference i2i to receive the conference rate.

CONFERENCE EXPO

Are you seeking assistance with innovative technologies, services, or other business needs? We will host over 50 exhibitors on June 6th that are ready to help you with the latest business and service solutions, innovations, information, and technologies to enhance your organizations' mission. If you would like to participate as an exhibitor, you can [sign up online](#) or email Jean Overstreet jean@i2icenter.org with any questions.



Moving Forward Together



Celebrating 50 years of inclusion, innovation, and integration

CURRENT EXHIBITORS

Alexander Youth Network

Blaze Advisors

Carolina Complete Health

Carolina Dunes Behavioral
Health Hospital

Children's Hope Alliance

Cityblock Health

Community Based Care, LLC

Community Choices, Inc.

Easterseals UCP

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**Universal Mental Health
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WinCare, Inc.

Vaya Health

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Providing person-centered supports and services for people with intellectual and developmental disabilities, behavioral health needs, and for those who are Deaf and Hard of Hearing.



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Monarch

**EVERYTHING WE DO
CAN BE SUMMED UP IN TWO WORDS.
WE CARE.**

At Monarch, we provide innovative services statewide for people with intellectual and developmental disabilities, mental illness and substance use disorders. Our community and day programs, long-term supports, and residential, employment and behavioral health services provide person-centered care to help people learn, grow, work and heal.

MONARCHNC.ORG | (866) 272-7826

Monarch is accredited by and has earned The Joint Commission's Gold Seal of Approval™.

MONDAY JUNE 6, 2022

OPENING PLENARY

9:00 A.M. – 10:00 A.M.

RECOVER STRONGER TOGETHER – STRATEGIES TO ADVANCE WHOLE PERSON HEALTH IN NC

With a new NC DHHS Secretary and the approach of a post COVID outlook, there are sure to be new priorities and plans for the Department. New Chief Health Equity Officer for NC DHHS, Debra Farrington will join us as our opening keynote speaker to share the State's plans for North Carolina to "Recover Stronger Together" and how these priorities will aid in improving health equity in NC. This presentation will provide us insight into the Secretary's three-pronged approach to focus on Behavioral Health and Resilience, Child and Family Wellbeing and a Strong and Inclusive Workforce.

OBJECTIVES:

- Discuss how lessons learned during COVID will be used to address disparities in health
- Discuss insights about the Department's strategic priorities, including refreshed emphasis on timely issues, how the Department is structured to focus on these priorities, and legislative requests to advance these priorities
- Describe how NC DHHS efforts to invest in value and whole-person health can improve health equity
- Identify how behavioral health, IDD, TBI, and SUD consumers and family members can positively impact these priorities Identify how behavioral health, IDD, TBI, and SUD consumers and family members can positively impact these priorities



SPEAKER VIA VIDEO:
KODY H. KINSLEY

Secretary, NC Department of
Health and Human Services



SPEAKER:
DEBRA FARRINGTON

Deputy Secretary, Chief
Health Equity Officer,
NC DHHS

SESSION SPONSORED BY



TUESDAY JUNE 7, 2022

CLOSING PLENARY SESSION

11:30 A.M. – 12:30 P.M.

TRANSITION, LEADERSHIP AND RESILIENCE: BUILDING SUCCESS IN DIFFICULT TIMES

North Carolina's on-going Medicaid managed care transformation, the impact of COVID and the fast pace of technology and industry trends make this time feel particularly challenging. Our closing keynote **Dr. Tommy Watson** is one of America's leading experts on turning transitions into triumphs! Considered a leading authority on resilience, change, motivation, and leadership, his life and perseverance are inspiring. His astonishing journey provides the foundation for the powerful principles he teaches to individuals and organizations. Despite his hardships, he was able to earn four college degrees – including a Doctor of Education in Leadership with an emphasis on leadership and organizational change. Dr. Watson urges leaders towards new ways of thinking and helps them to access their untapped potential.

OBJECTIVES:

- Discuss ways you can adapt to change and succeed through resilience and perseverance
- Review leadership skills that can propel you to new ways of thinking about challenges
- Identify new team building and organizational skills that can move you into a position to thrive during times of transition



SPEAKERS: DR. TOMMY WATSON

is considered a leading authority on resilience, change, motivation, and leadership. He inspires millions with the unique and charismatic way he articulates his difficult start to success story. Featured on television networks like NBC, CBS, ABC, NPR, Fox News, and The Big Ten Network, Dr. Tommy Watson is a bestselling author, speaker, trainer, and executive and professional coach. **He is dedicated to helping individuals and organizations become resiliently unstoppable in every area and willingly shares his knowledge on how to harness and apply the power of resilience so that every listener can become a resilient champion.**

SESSION SPONSORED BY



MONDAY JUNE 6, 2022 | 10:30 A.M. – 12:00 P.M.

CONCURRENT SESSIONS

PREPARING FOR INTEGRATED CARE IN THE TAILORED PLANS

The integration of physical, behavioral, intellectual/developmental and substance use disorder services and supports is perhaps the greatest change that is occurring with Medicaid managed care. For individuals and families who have been a part of the LME/MCO public system, this is an important step to a greater coordination of needs. Conferees will have an opportunity to hear from two LME/MCOs and the Prepaid Health Plan (PHP) they are each partnering with to ensure integrated care for members of their BH/IDD Tailored Plans.

OBJECTIVES:

- Review the preparations each LME/MCO and the PHP are making for the Tailored Plans to go - live
- Discuss the ways each partner (BH/IDD Tailored Plan and PHP) will share information and data
- Review the mechanisms for consumers to impact their integrated care
- Discuss how providers will interact with BH/IDD Tailored Plans and the relationship providers will have with PHPs on integrated care

MODERATOR:



TARA LARSON
Vice President,
Healthcare Policy,
Cansler Collaborative
Resources, Inc.

SPEAKERS:



LaDONNA BATTLE
Executive Vice President of Care
Management and Population
Health, Trillium Health Resources



KEN DUNHAM M.D.
Behavioral Health Medical
Director, Carolina Complete
Health



LYNNE GREY MHSU
Clinical Senior Director,
Partners Health Management



BETH LACKEY
Senior Director Provider
Network, Partners Health
Management



KATIE MCKAY
MSW, LCSW, LCAS
Network Solutions and
Integration Coordinator, NC &
OH Centene Corporation



DR. MICHAEL SMITH
Chief Medical Officer, Trillium
Health Resources

INNOVATION TO ADVANCE HIGH QUALITY BEHAVIORAL HEALTH SERVICES

Quartet has partnered with Centene Medicaid managed care plans nationwide to develop, implement, and manage a unique behavioral health value - based care model. In North Carolina, Quartet is working with WellCare to offer this opportunity to select outpatient behavioral health providers. The goal of the program is to help providers identify and engage high-risk, unengaged Medicaid beneficiaries in high-quality outpatient behavioral healthcare. Providers are measured via claims and the Quartet platform to capture treatment initiation, clinical outcomes, and community tenure and are incentivized in an upside - only alternative payment model. WellCare will realize healthcare cost savings through decreased reliance on unnecessary emergency department and inpatient behavioral health services, and Medicaid beneficiaries will benefit from high - quality outpatient services rooted in measurement - based care.

OBJECTIVES:

- Discuss behavioral health value - based care as defined by WellCare and Quartet
- Explain how “quality” is measured and incentivized through this program
- Review how and why WellCare and Quartet are partnering to support a unique value - based care program in North Carolina
- Describe the preliminary outcomes from this program

SPEAKERS:



THERESE GARRETT M.D.
Behavioral Health Medical
Director, WellCare - North
Carolina



SUSAN FOOSNESS
MSW, MPP
Associate Vice President,
Value Based Care, Quartet

CONCURRENT SESSIONS

THE EVOLVING ROLE OF CARE MANAGEMENT

The care manager is a pivotal role in the Plans under North Carolina Medicaid managed care. It has already begun in the Standard Plan, as primary care settings are Advanced Medical Homes for Medicaid and Health Choice members. Agencies are becoming certified to be care managers under the BH/IDD Tailored Plans and care management will be a centerpiece of the Child and Family Specialty Plan (CFSP). Yet it is a new role in North Carolina as the majority of the experience is through case management and care coordination. This is an opportunity to hear what NC Medicaid has learned over the last almost year about care management in the Standard Plan and how they will evolve the role of care managers for the Tailored Plan and CFSP.

OBJECTIVES:

- Describe the role of the care manager in the Medicaid Plans
- Identify lessons learned in the Standard Plan care management
- Review the status of the care manager process for the BH/IDD Tailored Plans and the expectation of the care manager role in the CFSP
- Discuss ways in which providers, care managers and plan managers will interact
- Discuss how the consumer can engage with the care manager



SPEAKER:

KELLY CROSBIE

Chief Quality Officer, NC
Medicaid, NC DHHS

ENHANCING THE CARE OF INTELLECTUALLY AND DEVELOPMENTALLY DELAYED PATIENTS IN THE PRIMARY CARE SETTING

This session will engage participants on the creation of an Intellectual and Developmental Delay (I-DD) Medical Home. North Carolina's Managed Care process includes a Tailored Care Management Plan option for special populations which provides enhanced reimbursement to primary care clinics. Often, Community Health Centers and other health venues that care for underserved populations, have many patients that will qualify for the Tailored Plan. Enhancing the care of I-DD and other Tailored Plan patients is possible in the primary care setting. This session will feature a model created at a Community Health Center in Eastern NC. This health center has noted positive health outcomes for I-DD patients after creating a multi-disciplinary I-DD Team. MedNorth Team members will walk participants through the successful creation of an I-DD Team, becoming an I-DD Medical Home, and Tailored Plan Site participation. Even if participants are not interested in becoming an I-DD Medical Home, this session will help medical providers, social workers, therapists, office managers and medical administrators understand how they might see improved health outcomes for their IDD patients in the age of Medicaid Managed Care.

OBJECTIVES:

- Define the elements of an Intellectual and Developmental Delay Medical Home
- Discuss the goals of creating I-DD Medical Homes in the setting of Primary Care Clinics
- Review how multi-disciplinary teams can be used to care for patients with I-DD
- Discuss how community collaboration can be used to care for patients with I-DD



SPEAKERS:

KHADIJA TRIBIE REID
M.D., MPH, FAAP

Pediatric Medical Director,
MedNorth Health Center



EVIE NICKLAS
MSW, LCSW

Behavioral Health Director,
MedNorth Health Center



**MAYRA ALICIA
OVERSTREET GALEANO**
M.D.

Chief Medical Officer,
MedNorth Health Center



CHARLEEAN MAPSON

D. Min., Parent of Child with
Autism, Disability Advocate Chair
of NC Council on Developmental
Disabilities' Community Living
Committee

CONCURRENT SESSIONS

CRISIS AND HOPE: I/DD MEDICAID TRANSFORMATION, UNMET NEEDS AND STAFFING SHORTAGES

So many changes are occurring in I/DD services and that makes it critical to ensure that all the moving parts are considered. The North Carolina Council on Developmental Disabilities will lead a session on this challenging yet hopeful year for the Intellectual and Developmental Disability (I/DD) Community. The session will discuss the important change to 1915(i) Medicaid services from (b) (3) services, the implementation of BH/IDD Tailored Plans, the Direct Support Professional shortage and what North Carolina has been doing to strengthen the system through the American Rescue Plan Act (ARPA) short-term funding. The session will also introduce a new initiative led by the Leadership Alliance of Neurodevelopmental Disabilities (LAND) to impact the Registry of Unmet Needs and other Council initiatives. There will also be an interactive dialogue about all of the changes and work that is needed to ensure that North Carolina is meeting the needs of the I/DD community.

OBJECTIVES

- Discuss how the 1915(i) Medicaid services support the continuum of I/DD services.
- Review the latest updates on the 1915(i) Medicaid application and the BH/IDD Tailored Plan.
- Describe the impact of the Direct Support Professional shortage on the I/DD service system.
- Learn how the ARPA funds are being used to strengthen the Home and Community Based Settings approach in North Carolina

SPEAKERS:

BETH FIELD

Program Manager, Leadership Alliance on Neurodevelopmental Disabilities

KAY McMILLIAN

Self-Advocate

TALLEY WELLS

Executive Director, NC Council on Developmental Disabilities



SPECIAL PERFORMANCE BY
CHRIS HENDRICKS

UNIVERSAL
MH/DD/SAS
"Caring People, Caring for People"



Universal is a comprehensive, statewide, CARF accredited community human service organization that provides integrated and quality services to our persons served. Universal provides an array of Mental Health, IDD and Substance Abuse Services.

Visit our booth!
Attend our CIN Partner session!



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**Statewide ACO
National Recognition
CMA/AMH CIN Partner**

i2iICON Impact
connection
outreach
network

MONDAY JUNE 6, 2022 | 1:30 P.M. – 2:30 P.M.

INSIGHT 2 INNOVATION TOPICS

BLACK LEADERS IN MENTAL HEALTH RECOVERY: RINGING THE ALARM, SPARKING RECOVERY - BASED SOLUTIONS!

A 2019 commission report from the Congressional Black Caucus Emergency Taskforce on Black Youth Suicide and Mental Health titled, “Ring the Alarm,” reported that the suicide death rate among Black youth is “increasing faster than that of any other racial/ethnic group.” The COVID-19 pandemic brought structural determinants of health to the forefront of our attention. A 2021 assessment of the North Carolina Department of Health and Human Services’ System of Services and Supports for Individuals with Disabilities, reported Black/African Americans are disproportionately represented in the utilization of crisis services, representing 30% of the population and nearly 51% of all state psychiatric hospitalizations. Solutions to improving these outcomes must come from individuals who are closest to the experience. Black Leaders in Mental Health Recovery is a federally funded peer-led movement that is ringing the alarm on mental health and sparking recovery - based solutions to improve mental health outcomes in Black/African American communities.

OBJECTIVES: Review the historical roots of racial disparities in the mental health system and the ways they present in current organizational and foundational structures as well as current policies, discuss specific information describing the culture of Black mental health, and identify recommendations for improvements in services to advance a whole person approach to care in Black communities.

RISK BASED PAYMENT MODELS CAN SUCCEED WITH A COMPLEX SPECIALTY CARE POPULATION

Value-based reimbursement continues to take hold across health care delivery as payers and providers seek to align incentives around quality improvement and cost reduction. At Eleanor Health, we have seen that significant improvements can be achieved through the use of a comprehensive, population health care model designed to support people affected by mental illness and substance use disorders. Using our organization’s experience as a model, we will share how innovative value-based partnerships with payers across the country have led to improved outcomes, reduced stigma, and better coordinated care for our community members.

OBJECTIVES: Discuss the impact of combining comprehensive care coordination with a focused mental health and substance use disorder care model to impact health outcomes and explain the benefits of addressing mental health and substance use disorders through population health - based payment models



SPEAKERS:

NYKKÉ FORD

MAOP-LSCE, NPCRSS

Is a human, strategist, somatic anthropologist, alchemist, entrepreneur, principal facilitator, storyteller, & equity paraprofessional. Nykké enjoys anchoring work that embodies and cultivates a vision of somatic abolitionism + liberation for all living beings.



VICTOR LaRUE JONES

MSW, LCSW LCAS



MARY LLOYD

Is a Family Partner and Certified Peer Support Specialist



TREVON VICKERS

Is a first-year graduate student at the University of North Carolina at Greensboro seeking his Master’s in Public Health. He is 22 years old and passionate about health equity, especially mental health in minority communities. Trevon has spent the past 5 years as a student earning his bachelor’s in Psychology, working in my university’s student center, and studying as an MPH candidate.



SPEAKERS:

DANICA PATTERSON

MHPA

Regional Market President, Eleanor Health

CANDACE HARRIS

LCSW

Senior Clinic Operations Manager - Eastern Region Eleanor Health

INSIGHT 2 INNOVATION TOPICS

MOBILIZING HEALTH CARE FOR RURAL NORTH CAROLINA

Across the United States, we've seen an influx of behavioral health crises amid the anxiety, grief, and isolation of the pandemic. In rural areas where providers are not readily accessible or available, people often miss basic treatments or procedures for preventable behavioral and physical conditions. Unfortunately, emergency rooms visits thus become a primary resource for many suffering from these crises, particularly those who are uninsured, Medicaid - insured, or people of color. Join us to learn how Trillium is taking care to into the community by launching mobile clinics in 16 of its rural counties in Eastern North Carolina to address these health care disparities' experienced by people of color, rural residents and Medicaid - insured individuals. Participants will also learn about the specific services provided by the mobile clinics and other ways that Trillium hopes these mobile clinics can expand access to care in the future.

OBJECTIVES: Discuss the multi-layer health disparities that exist for members in rural Eastern North Carolina counties, review how mobile clinics can help expand access to care and identify ideas for expanding access to care in rural areas now and in the future.

HOW AI CAN IMPROVE CARE AND REDUCE STAFF BURN OUT

Turnover and burn out are real issues that providers and their staff face each day. It can be difficult to provide clinical care while also meeting administrative requirements. Now you can enable clinicians, supervisors, and leaders to improve care by collecting and understanding all the information from sessions and putting those insights into action. Learn how Voice-to-Insights technology can allow providers to focus on what matters most and pave the way for demonstrating quality and value based care.

OBJECTIVES: Discuss how to decrease the administrative burden on your clinicians, discuss clinician burnout, review how to increase access to care and improve the quality of care you provide and identify how to streamline the clinical supervision process.

SPEAKERS:



MEGAN ROBERSON
BS, ATP

Director of Innovative Development, Trillium Health Resources



CHRISTIE EDWARDS
MS, LCMHC, LCAS

Vice President of Clinical Operations, Trillium Health Provider



JENNIFER HARDEE

Clinical Manager, PORT Human Services



SPEAKERS:

DROR ZAIDE

Co-Founder and COO, Eleos Health



CHUCK TEPPER

Vice President, Public Partnerships, Eleos Health



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MONDAY JUNE 6, 2022 | 2:45 P.M. – 3:45 P.M.

INSIGHT 2 INNOVATION TOPICS

MINIMIZING AND MANAGING MICROAGGRESSIONS

Microaggression is defined as “a statement, action, or incident regarded as an instance of indirect, subtle, or unintentional discrimination against members of a marginalized group such as a racial or ethnic minority.”

In this session, using narratives and interactive learning models, we will explore how microaggressions manifest in the workplace and examine the negative effects of microaggressions. This session is designed to educate on types of microaggressions, develop strategies and methods to navigate the “blind spots.”

OBJECTIVES: Review the concept and prevalence of microaggressions, discuss the definition of microaggressions, review examples of how microaggressions show up in the workplace, describe a toolkit to respond and interrupt microaggressions “navigating the blind spots”, and identify several themes across the studies of microaggressions.

A COLLABORATIVE EFFORT TO DEVELOP MENTAL HEALTH SERVICES FOR CHILDREN WITH I-DD

Pinnacle Family Services (PFS), NC START, the National Association for Dually Diagnosed, (NADD) and Sandhills MCO are collaborating to develop mental health services for children with I-DD. This innovative approach provides a solution to the gap in mental health services for children with I/DD. Under the Tailored Plan, caring for the whole person needs of individuals with I-DD will be critical and mental health care has been a challenge that requires more attention. Hear how this group has collaborated to enhance communication, train staff, and provide consultation among themselves. The session will also cover the components of this collaboration, lessons learned and plans for the future.

OBJECTIVES: Discuss the importance of mental health services for the I-DD population, identify the components of the collaboration between PFS, NC Start, NADD and Sandhills Center, review lessons learned from these collaborative efforts.



SPEAKERS:
RAQUEL BARBOUR
M.S.
Director of Relationships,
GT Independence



MICHAEL MURRAY
Chief Relationship Officer,
GT Independence



SPEAKERS:
DEVAULT CLEVENGER
MA, LCSW
Executive Director of Business
Development and Clinical
Operations at Pinnacle Family
Services



MAGGIE ROBBINS
Clinical Director for NC
START Central



LYNN BEATTIE
Acute Clinical Care
Specialty Unit Manager,
Sandhills Center

INSIGHT 2 INNOVATION TOPICS

WHERE INDEPENDENCE AND INNOVATION MEET: UTILIZING TECHNOLOGY TO SUPPORT A SELF-DETERMINED LIFE

Enabling Technology includes many technology solutions that can increase independence, embody self-determination, and enhance quality of life. Technology as natural support can empower individuals with I-DD and behavioral health needs, however, to do so, it is imperative that providers and families learn best practices to integrate technology into one's home, community, and employment. Some best practices that will be highlighted are the importance of taking an outcomes - driven approach vs. a device - driven approach, how to involve the self-advocate in the process of customizing technology to empower their independence, the importance of continuous evaluation of the data and reports to ensure the technology is an appropriate fit for the individual, and the necessary education and planning a provider must consider in order to ensure that the technology is being utilized to meet the unique goals and preferences of each individual.

OBJECTIVES: Review best practices around utilizing technology in one's home, community, and employment, identify if technology is a good fit for the individual and how to develop a plan around utilizing technology, discuss how to use the data and reports generated from the tech to determine if the technology is an appropriate fit as an individual's needs change over time.



SPEAKERS:
EMILY DANCIU-GROSSO

Marketing and Sales Coordinator, Simply Home, Sibling to an Individual with a disability



SARAH GRACE BRITTON

EMPOWER Ahoskie Site Director, Easterseals UCP



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MONDAY JUNE 6, 2022 | 4:00 P.M. – 5:30 P.M.

GENERAL SESSION

MEDICAID'S WHOLE PERSON TRANSFORMATION: A ONE YEAR UPDATE


North Carolina Medicaid has been under managed, integrated care through Standard Plans for almost one year. The BH/IDD Tailored Plans will be implemented in December and the Child and Family Specialty Plan will follow. The Plans are only a part of this transformation. The greater vision is to achieve a whole person approach to treatment and support services in the public system. This session provides conferees an opportunity to hear the latest on the systems and programs that will drive care in NC toward a whole person approach.

OBJECTIVES:


- Describe the lessons learned over the past year with Standard Plans including improvements underway, glitch that have been or will be fixed
- Identify innovation from the pandemic that will become permanent
- Review mechanisms to coordinate transitions across the plans
- Describe the roll - out of the Healthy Opportunities pilot and how it will be evaluated for a statewide approach
- Review news and updates concerning NC Medicaid



SPEAKER:
DAVE RICHARD
Deputy Secretary,
NC Medicaid, NC DHHS



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TUESDAY JUNE 7, 2022 | 9:30 A.M. – 11:00 A.M.

CONCURRENT SESSIONS

A NEW VISION FOR COORDINATED CHILD AND FAMILY SERVICES

NC DHHS has established a Division of Child and Family Well-Being (DCFW) as part of a broader realignment within the department designed to prioritize child and family services, bolster whole person health, encourage transparency and accountability, and promote health equity work across the department. DCFW brings together complementary social, nutrition, behavioral, and health programs under one division for enhanced coordination across programs and increased access to services and support to meet the escalating needs of children and families. DCFW will also work beyond NC DHHS to coordinate these programs with education and juvenile justice agencies. This session will outline DCFW's role in realizing the Department's vision that children grow up safe, healthy, and thrive in nurturing and resilient families and communities and update conferees about projects that are already underway.

OBJECTIVES:

- Review how NC DHHS is carrying out the priority of focusing on children and families
- Discuss the coordination of care for children with behavioral health needs across the Standard Plan, Tailored Plan or the Child and Family Specialty Plan
- Describe how the effort to strengthen the child welfare system aligns with the whole child approach
- Describe how the System of Care framework can be used to strengthen coordination in child and family services

ACHIEVING SUSTAINABLE SUCCESS IN A VALUE - BASED CARE ENVIRONMENT AS A CARE MANAGEMENT AGENCY

Successfully completing the CMA requirements, either as an agency or as part of a CIN, relies upon collaboration, critical thinking, and both short and long-term planning. During this presentation, leaders of an NC CMA and their CIN partner will share strategies and operational insights gained during the certification process with the shared goal to exceed CMA standards and develop sustainable systems in a value - based care environment. The panel will highlight operational strategies to achieve success in a value-based environment with a focus on improving population health by catching disease early, connecting consumers to the right care, caring for the whole person including mental and physical health, and collaborating as a care team within a high performing network.

OBJECTIVES:

- Review three strategies to successfully partner with a CIN/ACO in delivering population health
- Discuss two strategies to appropriately manage gaps in care
- Describe the necessary metrics and outcomes to monitor a care manage



SPEAKERS:

DR. CHARLENE WONG

Assistant Secretary for Child and Family Well-Being



YVONNE COPELAND

Director, NC Division of Child and Family Well-Being



MADHU VULIMIRI

Deputy Director, Division of Child and Family Well-Being



SHARON BELL

Child Behavioral Health Unit Manager, Division of Child and Family Well-Being



SPEAKERS:

PATRICE CLAYTON

Executive Director of Network Operations, Blaze Advisor



DEVAULT CLEVENGER
MA, LCSW

Executive Director of Business Development and Clinical Operations at Pinnacle Family Services



JANNIE KING

Chief Operating Officer, Pinnacle Family Services

CONCURRENT SESSIONS

1115 WAIVER AND SUD RESIDENTIAL SERVICES: WHAT'S NEW IN NORTH CAROLINA?

Residential substance use treatment programs provide individuals a safe, supportive, structured environment to begin their recovery journey. Until recently, NC had few options for residential substance use treatment. Through the 1115 Substance Use Disorder demonstration waiver, NC is not only expanding the residential substance use service array, we are developing residential substance use services for special populations, and also waiving the Institution of Mental Disease waiver which will allow longer stays for individuals, as well as larger programs. It will be important for clinicians and providers to understand these new levels of care and how they can support individuals with substance use disorder. We will review the programmatic expectations for each ASAM residential level of care.

OBJECTIVES:

- Identify the distinct levels of residential substance use treatment
- Review the eligibility criteria/ASAM criteria for residential substance use treatment
- Review how residential treatment fits in to the larger substance use service array

DATA EMPOWERMENT: HOW STRONG IS YOUR DATA CULTURE

Does your data tell a story, empower others, foster trust, breed curiosity, and reflect your values and mission? What is your agency's data culture? A data culture can be described as collective behaviors and beliefs of people who value, practice and utilize data and intentionally encourage each other to put data into action. Join us in a discussion and presentation of one Agency's use of data to empower others, support active data cultures, and move beyond static reports to data visualization through dashboards and honest conversations about data accountability and ownership.

OBJECTIVES:

- Identify the foundations of successful data cultures, how to evaluate your culture and the steps to put this culture into action in your agency
- Review and apply lessons learned on how to (and how not to) utilize data visualization (via Dashboards) and data informed conversations to drive change (large and small)
- Discuss data stories and how to implement when driving change or assessing outcomes
- Identify how embrace the use of robust data collection, analysis, and practical use in our day-to-day world



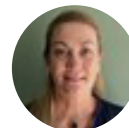
SPEAKERS:

STACY A. SMITH

Behavioral Health Policy Analyst, Division of Health Benefits

STARLEEN SCOTT ROBBINS

Special Populations Team Lead/Women's Services Coordinator, Division of Mental Health, Developmental Disabilities, and Substance Abuse Services



SPEAKERS:

MEREDITH NEWMAN

Executive Director, Rapid Resource for Families



DANIEL GIBBS

Data Analyst, Rapid Resources for Families



RASHEL LAURET

Deputy Director, Rapid Resource for Families

VIRTUAL CATCH-UPS

Catch-up meetings are 30-minute to 1-hour virtual only updates designed to “catch you up” on some of the latest happenings around key state projects or programs. These recorded presentations will be available for you to **watch any time during the conference or after**. Speakers will interact with attendees via the whova platform using the Q&A feature. Please be sure to leave your questions or comments and speakers will respond.

2022 SHORT SESSION - LEGISLATIVE UPDATE

The short session for SFY2023 funding priorities will be in full swing by June. Medicaid Expansion has been debated in the legislatively mandated Joint Legislative Committee on Access to Healthcare and Medicaid Expansion. Other topics being discussed among NCGA Members include Certificate of Need and provider Scope of Practice reform; Medicaid reimbursement rates; and more. Listen to this recorded session to hear the latest on NC General Assembly and federal legislative and regulatory activity that will also affect North Carolina programs and providers.

OBJECTIVES: Discuss the Joint Legislative Committee on Access to Healthcare and Medicaid meeting highlights to date; review relevant 2021 biennium budget provisions and 2022 amendments [“technical corrections”] by DHHS Division; and review projected bill activity for the 2022 Short Session.



PRESENTERS:

SARAH PFAUS JD, MPH
Senior Consultant, CCR Consulting



JULIA ADAMS-SCHEURICH MSL
Senior Consultant, CCR Consulting

JUVENILE JUSTICE - RAISE THE AGE: A FIRST YEAR CLINICAL REVIEW

The implementation of the Juvenile Justice Reinvestment Act in 2019 was a pivotal move that enhanced the services available to North Carolina’s adolescent and emerging adult population. This session will specifically review the clinical lessons (i.e. physical health, behavioral health, and social work) learned in the first full year of implementation. The areas of growth and change that the clinical section of Juvenile Justice will need to focus going forward to address the changes inherent to Raise the Age will also be covered.

OBJECTIVES: Review the impact of Raise the Age on the physical health, behavioral health, and social work section of North Carolina Juvenile Justice, discuss the unique needs of the Transfer to Superior Court population and define the future clinical needs and goals of Juvenile Justice to truly address the unique emerging adult population.

PRESENTERS:

PETER KUHNS PSY.D
Director of Clinical Services and Programs,
NC Division of Juvenile Justice and
Delinquency Prevention

VIRTUAL CATCH-UPS

ENHANCING CARE COORDINATION AND PATIENT FOLLOW-UP USING NC HEALTHCONNEX

A NC Health Information Exchange Authority analyst will educate providers about the event notifications service NC*Notify. During this overview the analyst will also explain the clinical and care coordination benefits of the service for providers while demonstrating the systems capabilities and impacts on clinical operations.

OBJECTIVES: Review and level set attendees unfamiliar with NC*Notify service and how to enroll using the new web-based enrollment tool, review Use Cases of how providers can use the service to more efficiently coordinate care and provide more timely follow up after encounters and review NC*Notify: How it works, Notification Filtering, Journey to V4.5 & V4.5+, NC*Notify dashboard, and day to day impacts on care delivery



PRESENTERS:

TIM TAYLOR

Application Systems Specialist and Lead NC*Notify Analyst

I/DD COMMUNITY AND DIRECT SUPPORT PROFESSIONALS REPORT

This session will cover the NC Direct Support Professionals (DSP) Workgroup, their work, accomplishments and mission as well as the critical role and definition of DSPs in the I-DD System of Care. A look at the demographics and challenges DSPs face in our society and the issue of family members as DSPs will also be covered. The blind spots in claims data and where we need additional data elements will be considered as will a discussion of what a future system should look like.

OBJECTIVES: Describe insights on the current crisis in care that families, consumers, and DSPs are facing, identify ideas, suggestions, performance measures and other recommendations to address the current crisis, discuss how to encourage others to see that they can share in planning for the future instead of being content with the system as it evolves and describe the importance of having a vision that extends beyond the Olmstead Plan.



PRESENTERS:

ANNETTE SMITH

Co-Chair of the NC DSP Workgroup and Chair of the Workforce Development Olmstead Plan Stakeholder Advisory Committee.



ANNA CUNNINGHAM

Co-Chair of the NC DSP Workgroup and has served in various capacities in the NC I/DD System of Care over the last 12 years.

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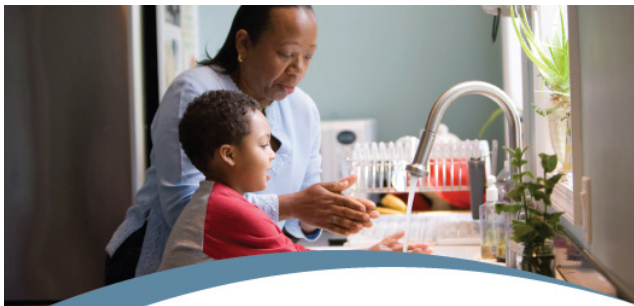


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