



**WINTER CONFERENCE**

# **IGNITING THE FUTURE:**

**INVENT, INTEGRATE, INSPIRE**

**CONFERENCE BROCHURE**

**Conference & Expo  
December 11-12, 2024**

Pre-Conference Day, December 10  
Special Event, December 9

**Benton Convention Center • Winston Salem, NC**



**CENTER for  
INTEGRATIVE  
HEALTH**

insight to innovation

# PROGRAM AT A GLANCE

## MONDAY, DECEMBER 9

### SPECIAL EVENT

1:30 p.m. - 4:30 p.m.

Exploring Empathy and Reducing Barriers through Storytelling: A Reentry Simulation

Special Event Sponsored by Trillium Health Resources

## TUESDAY, DECEMBER 10

### PRE-CONFERENCE

\*Complimentary hotel guest breakfast at Marriott & Embassy Suites Hotels

7:30 a.m.

Registration Opens

8:30 a.m. - 4:00 p.m.

Exhibits Open

9:30 a.m. - 2:00 p.m.

Medicaid Symposium - How NC is Strengthening Community Infrastructures: An update from State and Tailored Plan Leaders

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

Lunch

2:15 p.m. - 5:15 p.m.

- Leveraging Adult Peer Support Specialists to Strengthen the Workforce
- System of Care Expo: What Connects Us?

5:30 p.m.

Open Evening  
Explore Winston Salem!

## WEDNESDAY, DECEMBER 11

### CONFERENCE

\*Complimentary hotel guest breakfast at Marriott & Embassy Suites Hotels

7:30 a.m.

Registration Opens

8:30 a.m. 4:00 p.m.

Exhibits Open

9:00 - 10:00 a.m.

Opening Plenary

Tackling the Suicide Crisis: A New National Strategy for Prevention

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

Session Breaks & Visit Exhibitors

Sponsored by AmeriHealth Caritas North Carolina, Beekeeper USA, Inc., Carolina Complete Health, Community Based Care, Community Choices, Inc., IntellectAbility, Joel T. Cheatham Insurance Agency, Johnson & Johnson, Molina Healthcare, Inc., Monarch, Medisked, NextGen Healthcare, RHA Health Services, SPARC Services and Programs, Therap Services, United Healthcare, Universal MH Services, Inc., WellCare of North Carolina

10:30 a.m. - 11:30 a.m.

### SPARKING INNOVATION

- Snapshots of Mental Health: Envisioning a Thriving North Carolina Through Imagery and Youth Voice [System of Care Expo Track](#)
- Primary Care Considerations for Busy Behavioral Health Clinicians: Why it Matters and How to Incorporate it into Your Treatment
- The Role of Social Cohesion in Building Supportive Health Networks
- Creatively Using Data in Community Engagement and Education
- Managing Cybersecurity Risk
- Building Sustainable Practice for Justice Involved Populations in North Carolina
- Two Steps Forward, One Step Back: Exploration as a Critical First Step to Effective Problem Solving

11:30 a.m. - 1:00 p.m.

Lunch

Sponsored by Alliance Health, AmeriHealth Caritas North Carolina, Carolina Complete Health, Community Based Care, Community Choices, Inc., Johnson & Johnson, Molina Healthcare, Inc., Monarch, Medisked, RHA Health Services, Therap Services, United Healthcare, Universal MH Services, Inc.

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

Lived Experiences Collaborative: Stories to Solutions Meeting

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

Lunch and Learn Meetings

12:45 p.m. - 1:00 p.m.

Door Prize Giveaway - Exhibit Hall

1:00 p.m. - 2:30 p.m.

### CONCURRENT SESSIONS

- Empowering Systems Change through Technical Assistance with Community Collaboratives [System of Care Expo Track](#)
- Leadership Best Practices for AI Implementation
- Calling all Ideas Part II - Health Equity Innovations and Lived Experience Input for the Future
- Housing is Healthcare
- Coordination of Care - Integrating Tailored Care Management into the Intake Process
- Using Lived Experience to Support Healthcare Teams: An Overview of the Family Support Model
- Advocacy Goals and Strategies for Developmental Disabilities
- From Crisis to Care: Investing in Our Behavioral Health Crisis System

2:30 p.m. - 3:00 p.m.

Session Breaks & Visit Exhibitors

Sponsored by AmeriHealth Caritas North Carolina, Beekeeper USA, Inc., Carolina Complete Health, Community Based Care, Community Choices, Inc., IntellectAbility, Joel T. Cheatham Insurance Agency, Johnson & Johnson, Molina Healthcare, Inc., Monarch, Medisked, NextGen Healthcare, RHA Health Services, SPARC Services and Programs, Therap Services, United Healthcare, Universal MH Services, Inc., WellCare of North Carolina

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

General Session

Elections are Over: Projecting Top Trends for Behavioral Health and I/DD Services

4:15 p.m. - 5:30 p.m.

Innovation Awards Reception

Sponsored by Alexander Youth Network, AmeriHealth Caritas North Carolina, Carolina Complete Health, Community Based Care, Community Choices, Inc., Community Alternatives of NC, GHA Autism Supports, Healthwy Blue NC, Impresiv Health, Johnson & Johnson, Medisked, Molina Healthcare, Inc., Monarch, NC ONEcare Powered by Alera Health, Orbit Billing, RHA Health Services, Risk Strategies, Therap Services, United Healthcare, United Providers of Health, Universal MH Services, Inc., Vaya Health, ZeOmega Population Health Management Solutions

7:30 p.m.

Friends of Bill and Lois W

# PROGRAM AT A GLANCE

## THURSDAY, DECEMBER 12

*\*Complimentary hotel guest breakfast at Marriott & Embassy Suites Hotels*

7:30 a.m.  
Registration Opens

9:00 a.m. - 4:00 p.m.  
Exhibits Open

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

### CONCURRENT SESSIONS

- Transformative Strategies for Enhancing Residential Care *System of Care Expo Track*
- The Practical Applications of Integrating Physical Health into Care Management
- Strengthening North Carolina's Child Residential Behavioral Health Treatment System
- Addressing the Social Determinants of Health and Building Economic Development in Rural and Underserved Areas
- Reentry - Tailored Care Management for Incarcerated Individuals with SMI
- Why Disability Inclusion Matters
- Tech-Driven Success: Transforming Member Engagement with a Mobile App
- NC's New Adult Guardianship Law and New Tools for Greater Choice & Self-Determination
- Empowering Employment for Individuals with I/DD in North Carolina

11:00 a.m. - 11:30 a.m.  
Session Breaks & Visit Exhibitors  
*Sponsored by Alliance Health, Alexander Youth Network, AmeriHealth Caritas North Carolina, Community Alternatives of NC, GHA Autism Supports, Healthy Blue NC, IntellectAbility, Impresiv Health, Molina Healthcare, Inc., NC ONEcare Powered by Alera Health, OnTarget, Orbit Billing, Partners Health Management, Risk Strategies, United Providers of Health, Vaya Health, ZeoOmega Population Health Management Solutions*

11:30 a.m. - 1:00 p.m.  
Lunch

*Sponsored by Alliance Health, Alexander Youth Network, Community Alternatives of NC, GHA Autism Supports, Healthy Blue NC, IntellectAbility, Impresiv Health, Molina Healthcare, Inc., NC ONEcare Powered by Alera Health, OnTarget, Orbit Billing, Partners Health Management, Risk Strategies, United Providers of Health, Vaya Health, ZeoOmega Population Health Management Solutions*

11:30 a.m. - 1:00 P.M.  
Santa and Mrs. Claus Visit!

12:30 p.m. - 1:00 P.M.  
Lunch and Learn Meetings

12:45 p.m. - 1:00 P.M.  
Door Prize Giveaway - Exhibit Hall

1:00 p.m. - 2:00 p.m.

### SPARKING INNOVATION

- NC Division of Child and Family Well Being (DCFV): Child Behavioral Health Unit - A Programmatic Overview System of Care Expo Track
- All Outcomes are Not Equal: Using Data to Address Health Disparities
- Automate to Differentiate: Empowering Clinical Staff with Innovation
- From the Top Line to the Bottom Line: Protecting Your Agency's Profitability in the Current World
- Using Measurement-Based Care to Improve Behavioral Health Care Quality

2:00 p.m. - 2:30 p.m.  
Session Breaks & Visit Exhibitors  
*Sponsored by Alliance Health, Alexander Youth Network, AmeriHealth Caritas North Carolina, Community Alternatives of NC, GHA Autism Supports, Healthy Blue NC, IntellectAbility, Impresiv Health, Molina Healthcare, Inc., NC ONEcare Powered by Alera Health, OnTarget, Orbit Billing, Risk Strategies, United Providers of Health, Vaya Health, ZeoOmega Population Health Management Solutions*

2:30 p.m. - 3:30 p.m.

### SPARKING INNOVATION

- Health Curriculum: Supporting School Districts by Increasing Mental Health Literacy of Students *System of Care Expo Track*
- Supporting Best Practices for Community Support Teams
- Using Data to Improve Health Outcomes, Reduce Costs, Drive Value and Improve Satisfaction for People with I/DD
- Turning Us vs. Them into "Just Us": Harnessing Technology to Supercharge your Company Culture
- Positioning Your Organization for Success in a Difficult Insurance Market
- Changing the Disabilities Funding Conversation with Legislators

3:30 p.m. - 3:45 p.m.  
Session Breaks & Visit Exhibitors  
*Sponsored by Alliance Health, Alexander Youth Network, AmeriHealth Caritas North Carolina, Community Alternatives of NC, GHA Autism Supports, Healthy Blue NC, IntellectAbility, Impresiv Health, Molina Healthcare, Inc., NC ONEcare Powered by Alera Health, OnTarget, Orbit Billing, Risk Strategies, United Providers of Health, Vaya Health, ZeoOmega Population Health Management Solutions*

3:45 p.m. - 4:45 p.m.  
Closing Plenary  
Getting Ahead of a Crisis: Trends Across Standard Plans

4:45 p.m.  
Conference Adjourns

*\*Breakfast is NOT being served at the Conference Center.*

# IGNITING THE FUTURE: INVENT, INTEGRATE, INSPIRE

## WHY ATTEND?

We've reached a significant milestone! Integrated whole-person care for Medicaid recipients is now not just the vision, but the practice. After much anticipation, it's crucial to keep the momentum going—continuing to innovate, building on successful models and programs, strengthening collaborative relationships, and actively involving service-users in shaping how care is delivered. This year's conference theme, **Igniting the Future: Invent, Integrate, Inspire**, reflects these goals. We invite you to join us for a dynamic conference packed with critical, timely content led by state and national leaders. These sessions are designed to spark creativity, inspire new service delivery methods, and enhance care integration with your health and community partners, empowering you to better meet the needs of those we serve.

## MORE NETWORKING!

This conference will offer the easy-to-use app from **Whova**. The mobile app and web platform provides attendees with an enhanced networking experience with many opportunities to connect, share and access information through:

- **Direct Messaging** before, during and after the Conference, create and host Virtual or In-Person Meet Ups
- **Start Discussions** on Topics of Interest
- **Connect** with Exhibitors, Attendees and Speakers
- **Access** to All Session Materials, Agenda and Power Points
- **Extend Session Q&A with Speakers** - forgot to ask a question, post your question after session ends!
- **Share & Post** - Job Openings, Upcoming Events, Articles, Links and Photos
- **3 Month Access** - forgot to download a power point, want to watch a virtual session? No problem, you have up to 3 months to access the platform! You can continue to **Message** Participants, **Post** Information, **Review** Session Materials, **Watch** Virtual Sessions and **Talk** to Speakers and Exhibitors

Not familiar, with Whova?

Watch this quick [Whova Introduction video](#).



## WHO SHOULD ATTEND?

**Anyone in the NC Medicaid system that is managing, experiencing or providing care to the BH/IDD population who wants to better understand the new structures, partnerships and program collaborations needed to strengthen integrated whole person care.** This includes: Managed Care Organization leadership, Provider Organization leaders; Healthcare Professionals and Administrators, State and Private Hospital leaders, Qualified Professionals, State Agency leaders, DHHS leaders, State and Local DSS, Psychologists, Psychiatrists, Counselors, LCSW, Social Workers, Individuals with Lived Experience, CFAC members, Advocates, Peer Support Specialists and staff, County Commissioners, members of the General Assembly, and others interested in our system.

## CONTINUING EDUCATION

**THIS CONFERENCE IS BEING CO-SPONSORED BY** **SOUTHERN REGIONAL AHEC**  
PART OF NC AHEC

### December 9th Special Event

Earn up to **3 Hours** of Continuing Education Credits

### December 10th Pre-Con Events

Earn up to **6.5 Hours** of Continuing Education Credits

### December 11-12th Conference

Earn up to **9 Hours** of Continuing Education Credits

**Contact hours:** Up to **9** hours for behavioral health professionals, social workers, and other healthcare disciplines.

**Substance Abuse:** Up to **9** hours for substance abuse credit will be awarded to participants who attend 100% of the program. Southern Regional AHEC adheres to NCASPPB Education Provider Guidelines.

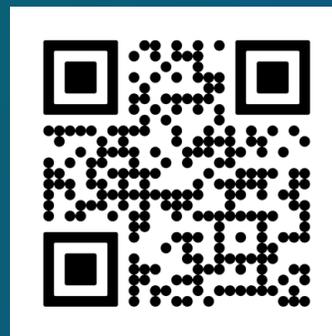
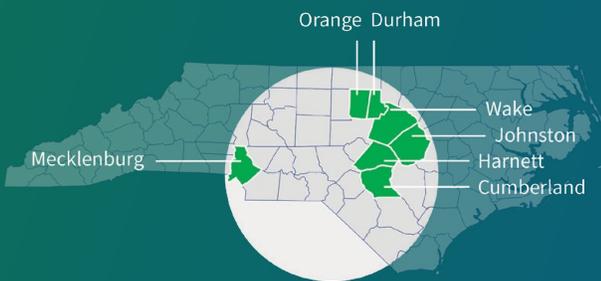
\*This program **does not** provide specific NBCC Credits. However, per LPC licensure guidelines, you may submit up to 9 contact hours of continuing education by attending programs by affiliates of the National Area Health Education Center Education (NAO). SR-AHEC is a member of the NAO. Those seeking Peer Support Specialist Recertification can earn up to 9 Contact Hours toward their Professional Development training related to health, mental health, and substance use.



# Alliance Health Tailored Plan

Designed for people who need help to address a serious mental illness, substance use disorder, intellectual/developmental disability or traumatic brain injury

- ✓ Some benefits are available only by enrolling in the Alliance Health Tailored Plan.
- ✓ Includes physical health care and prescriptions for Medicaid members.
- ✓ You may be eligible even if you are uninsured.
- ✓ Alliance Health serves people who reside in Cumberland, Durham, Harnett, Johnston, Mecklenburg, Orange and Wake counties.



Visit [AllianceTailoredPlan.org](https://AllianceTailoredPlan.org)  
or call us today at  
**800-510-9132**



See if the **Alliance Health Tailored Plan**  
is right for you: **800-510-9132**

# EXCEPTIONAL CONFERENCE RESOURCES

## I2I CENTER'S EXPANSIVE NETWORK

Because the i2i Center does not represent any specific group, we work with everyone and bring together diverse groups representing all levels of the system: professionals, those with lived experience, advocates, state leaders, educators and others to learn, share and connect.

Inherent within our conference, and a key part of i2i's mission, is valuing all perspectives. This conference has a very successful 30+ year history. Attendance is a yearly tradition for 800 diverse stakeholders in North Carolina and beyond. We are known for our exceptional content, expert speakers and amazing networking opportunities.



### EXHIBITION DECEMBER 11-12, 2024 9:00 A.M. - 4:00 P.M.

With over **100 exhibitors** expected at the conference, you'll have the opportunity to

connect with a wide range of companies eager to support your organization with enhanced services, technologies and information. You will gain access to the latest innovations in technology, clinical services, direct care, AI support, assistive technology devices, consulting, data management, financial services, insurance, pharmacy, inpatient care, and more. Dedicated professionals will be available to engage with you in person on Wednesday and Thursday. [View our current list of exhibitors!](#)

## VALUE ADDED PARTNERSHIPS



### REENTRY SIMULATION TRAINING - DECEMBER 9

i2i has partnered with Trillium Health Resources to offer a special 3-hour Reentry Simulation training. This is a special interactive educational outreach event which highlights the struggles and challenges faced by individuals who are transitioning from incarceration back into their communities. [Training details.](#) **Earn 3 hours of continuing education and substance abuse skill building credits (pending).** Registration is only \$40.

[REGISTER HERE.](#)



## NCDHHS

### SYSTEM OF CARE EXPO CONFERENCE TRACKS

The national System of Care principles are a framework for child mental health service delivery in North Carolina and across the nation, and they align closely with the vision of integrated, whole person care. Using this synergy, NC DHHS and Division of Child and Family Well-Being (DCFW) is building out

the foundation of System of Care in North Carolina. With this goal in mind, **the i2i Center and DCFW have partnered together to develop a 3-day System of Care Expo on topics specifically related to children, youth and families.** You can focus your conference experience on these topics by attending sessions tagged as a [System of Care Expo Track.](#)



## NCDHHS

### PRE-CONFERENCE SESSION ON PEER SUPPORT TO STRENGTHEN THE WORKFORCE AND INCREASE COMMUNITY ENGAGEMENT



**The i2i Center has partnered with Green Tree Peer Center and the Division of MH/IDD/SUS leadership to develop a special session for Providers on the importance of utilizing Peer Support Specialists.**

This session was designed to help Providers better understand the positive impact that employing Certified Peer Support Specialists can have on the individuals they serve, as well as how doing so can support their workforce. Providers should plan to attend this important session and learn how CPSS are currently enhancing the workforce, increasing community engagement, and improving recovery for those being served.

### [SESSION DETAILS](#)



### LIVED EXPERIENCES COLLABORATIVE: STORIES TO SOLUTIONS DECEMBER 11 12:00 - 1:00 P.M.

**Calling all self-advocates, family members, individuals with lived experience and care partners! The i2i Center is proud to partner with AKALAKA to offer the Lived Experiences Collaborative: Stories to Solutions.** This is an important opportunity for individuals with lived experience to translate policy initiatives into what is critical to them. Grab your lunch and attend! This working lunch will offer participants the opportunity to talk about timely policy issues and develop recommendations on how to approach the issues from the perspective of lived experiences. Participation is limited to individuals with lived experience, self-advocates, family members and care partners of individuals with lived experience.



### LUNCH & LEARN MEETINGS DECEMBER 11-12 12:00 - 1:00 P.M.

Take a deeper dive to learn more about the resources available to empower your program's success. During lunch, you'll have the opportunity to attend a 30-minute session dedicated to services, technological innovation, or resources geared toward equipping you for the shift to integrated, whole person care.

**To host a Lunch & Learn event, contact [jean@i2icenter.org](mailto:jean@i2icenter.org).**

# IGNITING THE FUTURE: INVENT, INTEGRATE, INSPIRE

Conference - December 11-12, 2024 | Pre-Con Day December 10, 2024

Special Event Training - December 9, 2024 - [REGISTER HERE](#)

Benton Convention Center, Winston-Salem, NC

## 3-DAY

**BUNDLED REGISTRATION:  
SAVE \$155!**

We are offering the same great low rate for our Bundled Registration! This includes the Conference (12/11, 12/12) & the Pre-Con Day events (12/10) - bundle and save!

### ONLINE REGISTRATION

To register, [CLICK HERE](#).

When completing online registrations, **YOU MUST input the Registrant's email address** otherwise they **can't access the APP** and Conference materials - agenda, handouts, receive messages, network online etc.. **Please DO NOT use an administrative person's email address.**

### PAYMENTS

Payment should be made online by credit card, unless administratively impossible. For those approved to mail in a check, payments are due within 30 days and ALL payments MUST be received no later than **November 19th.**

### CONFERENCE CONFIRMATION

**A Payment Receipt & Conference Registration Confirmation** (with session details) **is automatically emailed to the registrant IMMEDIATELY after online registration is complete.** **PLEASE CHECK** your Spam, Junk or Clutter Files if you do not receive confirmation in your inbox.

### REGISTRATION FEES

**3 DAY BUNDLED REGISTRATION** (12/10 PRE-CONF. DAY & CONF. 12/11&12) **(YOU SAVE \$155!)**

**CONFERENCE REGISTRATION** (12/11 & 12/12)

**ONE-DAY CONF. REGISTRATION** (12/11 OR 12/12)

**PRE-CONF. DAY ONLY** (12/10 ATTENDANCE)

**ATTEND ANY 1 CONF. SESSION** (ATTEND 1 SESSION 12/11 OR 12/12 & VISIT EXHIBIT HALL. EXCLUDES MEALS)

**SPECIAL EVENT TRAINING** (12/9 - EXPLORING EMPATHY AND REDUCING BARRIERS THROUGH STORYTELLING: A REENTRY SIMULATION - [CLICK HERE](#) TO REGISTER FOR THIS TRAINING)

**CONSUMER FAMILY/COMPANION (MEALS)**

EARLY BIRD BY 10/31	AFTER 10/31
\$485	\$495
\$445	\$475
\$300	\$320
\$195	\$230
\$150	\$175
\$40	\$40
\$85 PER DAY	(NOT SUBJECT TO %50 DISCOUNT)

### SPECIAL DISCOUNTS

Individuals with Lived Experience, Family Members and Full Time Students **TAKE 50% OFF REGISTRATION FEES**

### 5TH STAFFER ATTENDS FREE!

**Register 4 Staff (Conference Registration or Bundled Registrations) and the 5th Person Attends for Free!** Please email Aviance Robertson [aviance@i2icenter.org](mailto:aviance@i2icenter.org) with names of 4 registrants from your organization and she will provide instructions on the 5th registrant.

### CANCELLATION POLICY

The cancellations policy for In-Person attendees is as follows: A 25% refund is available on registrations canceled before November 1st. **No registration refunds will be made after November 1st.** To receive any refund, you must email Aviance Robertson before the November 1st - [aviance@i2icenter.org](mailto:aviance@i2icenter.org). Registration for a staff member unable to attend may be transferred to another individual with no penalty by contacting Aviance Robertson.

### ILLNESS

i2i will work with any In-Person Attendee on an individual basis that falls ill just prior to the conference as we do not encourage attendance if you are sick. Please email [jean@i2icenter.org](mailto:jean@i2icenter.org) if this happens.

# THANK YOU CONFERENCE SPONSORS!

## PLATINUM SPONSORS



## GOLD SPONSORS



## SILVER SPONSORS



# THANK YOU I2I DONORS!

## CHAMPIONS



# 2024 EXHIBITORS

\* Indicates Sponsors

Addiction Professionals of NC

**\*Alexander Youth Network**

Build UP

Cantata Health Solutions, LLC

**\*Carolina Complete Health**

CHESS Health Solutions

Children's Home Society of NC

**\*Community Based Care**

**\*Community Choices, Inc.**

Easterseals PORT Health

ECU Health

Genoa Healthcare

**\*GHA Autism Supports**

**\*Healthy Blue NC**

**\*ImpresivHealth**

**\*Intellectability**

**\*Joel T. Cheatam Insurance Agency**

NAMI North Carolina

Netsmart

**\*NextGen Healthcare Solutions**

**\*Medisked**

**\*Monarch**

NC Providers Council

**\*OnTarget**

**\*Orbit Billing Solutions**

**\*Partners Health Management**

Project Transition

Proof Alliance NC

**\*RHA Health Services**

**\*Risk Strategies**

Sandata

Seaside Healthcare

SETWorks

SimplyHome

Skill Creation

**\*SPARC Services and Programs**

**\*Therap Services**

Therapy Brands

**\*United HealthCare**

**\*Universal Mental Health Services, Inc.**

**\*WellCare Health Plans of NC, LLC**

WinCare

Winters-Oliver Insurance Agency

**\*ZeOmega Population Health  
Management Solutions**

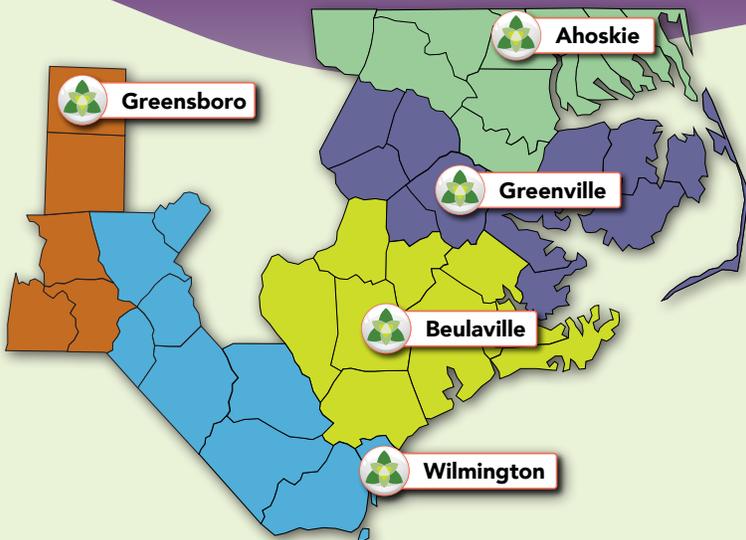
[VIEW NEWEST LIST OF EXHIBITORS](#)



*Blake Henkel doesn't let having a disability get in the way of pursuing his passion.*

Trillium is committed to caring and fighting for the well-being of our citizens, because well-being needs a sturdy foundation at the start to prevent issues later and keep it standing through all kinds of weather. Our number one focus is helping every person we serve get the services needed to improve well-being and live a fulfilling life. We're invested in every one of you.

**Call Member and Recipient Services  
1-877-685-2415**



**Visit our website and follow us on social media for updates and more information.**

**[TrilliumHealthResources.org](https://www.TrilliumHealthResources.org)**

**Trillium Health Resources** is a managed care organization and Tailored Plan that manages severe behavioral health, I/DD, and TBI services in North Carolina for those on Medicaid or uninsured. For those placed on the **Trillium Tailored Plan**, we also cover physical health and pharmacy.



# HOTELS & BREAKFAST

*A complimentary breakfast is available for guests staying at the Embassy Suites and Marriott hotels. Breakfast will not be served at the Conference Center.*

## MARRIOTT

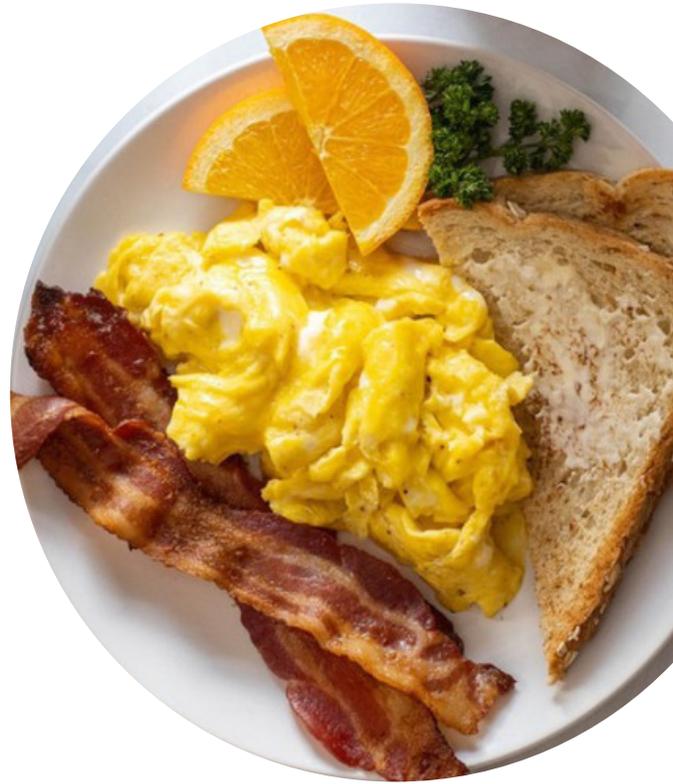
All conference registrants staying at the Marriott hotel will receive an i2i Center breakfast voucher at check-in good for a special i2i breakfast menu item at the hotel's Butcher and Bull Restaurant on Tuesday, Wednesday and Thursday mornings. The voucher covers a special i2i breakfast menu item and tax but does not include tip/gratuity. If ordering off the regular restaurant breakfast menu, your i2i voucher is worth \$15 toward your purchase. The voucher is only good for breakfast.

## EMBASSY SUITES

The Embassy Suites offers a hot breakfast buffet to all their hotel guests and no voucher is required.

## WINSTON-SALEM HOTELS

Special conference rates are available at **The Marriott Winston-Salem** and the **Embassy Suites by Hilton**, both are located just across the street from the Benton Convention Center and each have direct access to the Benton. The Marriott has a skywalk to the lower level of the Benton and Embassy Suites has an underground tunnel to the Benton (exhibits and breakfast level). There is also a skywalk that connects the Marriott and the Embassy Suites.



### MARRIOTT WINSTON SALEM

425 North Cherry Street Winston-Salem, NC 27101

**CONFERENCE RATE.....\$140/night(single) & \$145(double)**

*The rate above is good 3 days before and after the event.*

**[CLICK HERE TO MAKE YOUR RESERVATION](#) OR CALL 1-800-320-0934**

Please be sure to let them know you are with the i2i Center conference. The room block is good until **November 11, 2024, or until the room block sell out.** We encourage you to make reservations as soon as possible.



### EMBASSY SUITES BY HILTON

425 North Cherry Street Winston-Salem, NC 27101

**CONFERENCE RATE.....\$144/night**

*The rate above is good 3 days before and after the event.*

**[CLICK HERE TO MAKE YOUR RESERVATION](#) OR CALL 1-800-445-8667**

Please be sure to let them know you are with the i2i Center conference. The room block is good until **November 12, 2024, or until the room block sell out.** We encourage you to make reservations as soon as possible. **All Embassy Suites guests receive a complimentary hot breakfast buffet and no voucher is needed.**

# HOTEL AND CONFERENCE PARKING

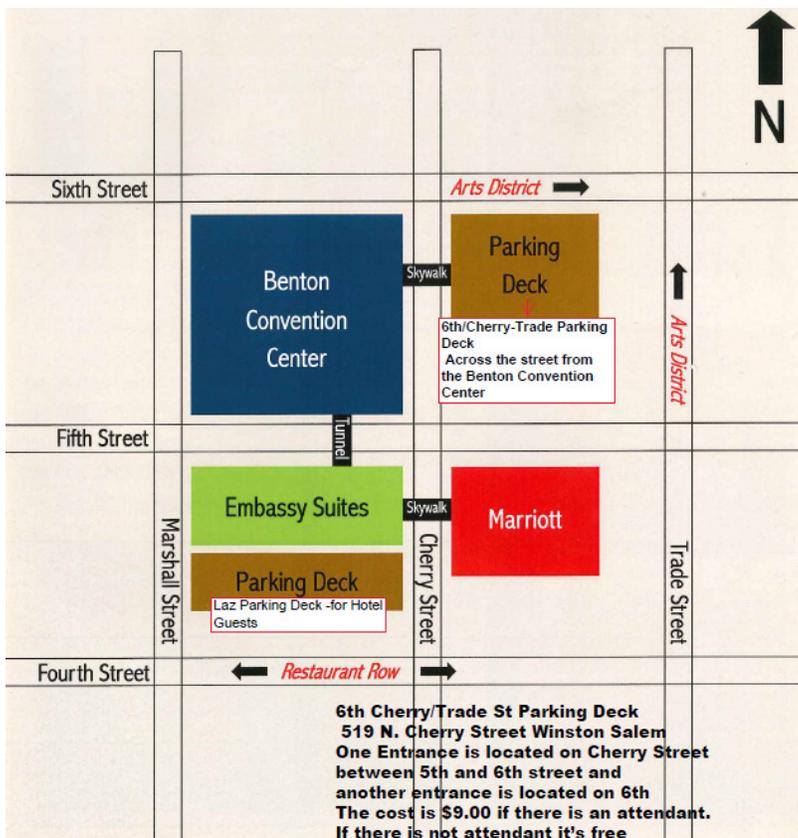
Whether staying overnight or coming in for the day, **please use the parking deck at 6th and Cherry Street** directly across the street from the Benton Center, **see map. This deck has 3rd floor skywalk connected to the main floor of the Benton Convention Center.** The skywalk is disability accessible. Parking rates are as follows:

**\$1 per hour OR maximum of \$9 all day or for overnight.**

## THE MARRIOTT OFFERS VALET PARKING

**UP TO 4 HOURS.....\$18      4-8 HOURS.....\$20      OVERNIGHT.....\$28**

There is a 2nd parking deck on Cherry Street and Marshall Street in front of the Embassy Suites approximately 1 block from the Benton Convention Center, the LAZ parking deck. Their rates are DOUBLE that of the 6th and Cherry Street deck with no skywalk access to the Benton Convention Center.



THANK YOU I2I FRIEND



We tackle business challenges head-on to unlock operational efficiency.

WORKFORCE CHALLENGES

PROCESS INEFFICIENCIES

DATA & REPORTING GAPS

UNDER PERFORMING TECHNOLOGY

Scan to see our results!



impresivhealth.com  
info@impresivhealth.com

## AIRPORT INFORMATION

The nearest airport to Winston-Salem is Greensboro/High Point (GSO) Airport which is 17.3 miles away. Other nearby airports include Charlotte (CLT) (72.8 miles), Raleigh/Durham (RDU) (83.3 miles), Roanoke (ROA) (86.2 miles) and Tri-Cities Regional (TRI) (124.1 miles).



# Molina Healthcare is proud to sponsor the i2i 2024 Winter Conference

We applaud your passion and efforts to drive impactful change in the area of behavioral health.

[MolinaHealthcare.com](https://MolinaHealthcare.com)



# HOLIDAYS IN WINSTON-SALEM

Winston-Salem offers some wonderful holiday activities in December - the **Festival of Lights Tour at Tanglewood, Holiday themed Old Salem Tours, Moravian Candle Tea, and Reynolda Historic District.**

[A full list of activities](#) - shopping, tours and restaurants in Winston Salem is available to help you plan your time in.

## ACTIVITES, RESTAURANTS & AREA EVENTS

The i2i Conference room block rates are available for you to come early and stay late to enjoy the area's many attractions.



## HAVE FUN WHILE SUPPORTING I2I'S MISSION

**50% OF GAMING PROCEEDS DONATED TO I2I CENTER!**

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## LUNCH & PRIZES WITH SANTA!

**THURSDAY, DECEMBER 12TH  
11:30 A.M. - 1:00 P.M. - EXHIBIT HALL**

Santa and Mrs. Claus will be in the exhibit hall again this year during lunch to take photos with you, make calls to your kids and families and record a video message. Don't miss a chance to visit with them. Santa will also help us give away some great prizes!



## INNOVATION AWARDS RECEPTION

**ALL INVITED TO ATTEND  
WEDNESDAY, DECEMBER 11  
4:15 P.M. - 5:30 P.M.**

The i2i Center for Integrative Health's Innovation Awards seek to recognize innovation in services and programming that increase integrated, whole person approaches to care using inventive methods, tools and partnerships. **All are invited to attend the awards reception to recognize our winners, enjoy time with colleagues and nosh on delicious hors d'oeuvres and desserts. Cash bar.**

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Affects Us  
All.**



**That's Why  
the Solution  
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### **Support**



Support groups providing safe spaces for peers and families to discover solutions.

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Sharing stories with policymakers to encourage increased access to healthcare and resources.



**So that all those affected by mental illness in North Carolina live healthy, fulfilling lives.**

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# EXPLORING EMPATHY AND REDUCING BARRIERS THROUGH STORYTELLING: A REENTRY SIMULATION

MONDAY, DECEMBER 9, 2024 1:30 - 4:30 P.M.

## Special Event

A Reentry Simulation is a special interactive educational outreach event which highlights the struggles and challenges faced by individuals who are transitioning from incarceration back into their communities.

This training features a hands-on experience of barriers individuals often face when released from incarceration such as securing employment, consistently attending treatment, maintaining stable housing, and complying with conditions of their release. Those released from prison include those with serious substance use, mental illness, and intellectual/developmental disabilities. According to an Open Minds report (February 16, 2023) "About 80% of individuals released from incarceration have chronic conditions, which are associated with higher costs to both the health care and criminal justice systems." Plan to attend this interactive training offering critical insights and solutions to support those reentering the community

## OBJECTIVES:

- Discuss the biases that can affect reentry for Justice-Involved Individuals.
- Review how to increase awareness and dialogue with Justice-Involved Individuals.
- Identify what participants can do in their day-to-day work to decrease challenges based on the experience during the reentry simulation.



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## SPEAKERS:



**CINDY EHLERS**

MS, LCMHC, Chief  
Operations Officer, Trillium  
Health Resources



**DONNA SALGADO**

Certified Community Health  
Worker and NC Peer Support  
Specialist



**SCOTT BROOKS, JR.**

In Reach Specialist for STAR  
Program, Trillium Health  
Resources

## FACILITATOR:



**LUZ TERRY**

Vice President of Enterprise-  
wide Training and Staff  
Development, Trillium Health  
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# PRE-CONFERENCE DAY

TUESDAY, DECEMBER 10, 2024 9:30 A.M. - 2:00 P.M.

## Medicaid Symposium

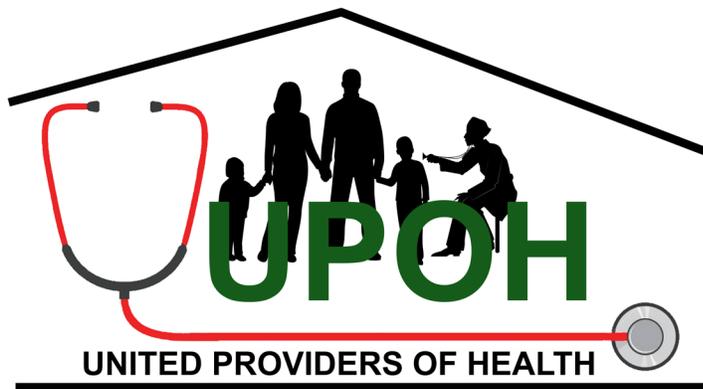
### How NC is Strengthening Community Infrastructures: An update from State and Tailored Plan Leaders

These are exciting and changing times for the public mental health, intellectual-developmental disability and substance use disorder system. The Medicaid system has been expanded and continues to be transformed to an integrated, whole person care system for North Carolinians. This session provides participants with an opportunity to hear the latest information about the ways in which the NC Department of Health and Human Services and BH/IDD Tailored Plans are building infrastructure to strengthen the public system.

#### OBJECTIVES:

- Review the State and stakeholder partnerships that are identifying the areas in which to use the Medicaid expansion incentive funding to improve the public system, including: crisis care, workforce capacity, child mental health treatment, re-entry for justice-involved individuals with behavioral health needs.
- Describe Tailored Plan leadership's vision to increase community engagement and use innovative strategies to provide a robust community-based service network.
- Identify ways that Tailored Plans are strengthening community connections with primary care and Social Determinant of Health partners.
- Review the progress on implementing the critical role of the Tailored Care Manager in providing integrated, whole person care.

#### THANK YOU I2I FRIEND



#### NC DHHS SPEAKERS:



**KELLY CROSBIE**  
Director, NC Division of MH/IDD/SUS



**ANDREW CLENDENIN**  
Deputy Director of Population Health, NC Division of Health Benefits



**KRISTIN DUBAY**  
Director of Population Health, NC Division of Health Benefits

**REGINA MANLY**  
Senior Program Manager, Tailored Care Management

#### TAILORED PLAN LEADERSHIP PANEL:



**JOY FUTRELL**  
Chief Executive Officer, Trillium Health Resources



**TRACY HAYES**  
Area Director and Chief Executive Officer, Vaya Health



**LIBBY MCCRAW**  
Chief Executive Officer, Partners Health Management



**ROB ROBINSON**  
Chief Executive Officer, Alliance Health

#### TAILORED PLAN COMMUNITY ENGAGEMENT PANEL:

*To be announced*

#### MODERATOR:



**DAVE RICHARD**  
SVP Government Relations - State, McGuireWoods Consulting LLC



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# Pre-Conference Day CONCURRENT SESSIONS

TUESDAY, DECEMBER 10, 2024 2:15 P.M. - 5:15 P.M.

## Leveraging Adult Peer Support to Strengthen the Workforce and Increase Community Engagement

Peer support services for adults with mental health needs have been shown to have a positive effect on personal recovery, self-efficacy and overall reduction in psychiatric symptoms. This session will focus on the positive impact and strategies providers and payors can use when employing Certified Peer Support Specialists to enhance the workforce, increase community engagement and improve recovery for those being served. Peer support specialists can play a key role in integrated, whole person care. On a systemic level, peer support specialists can assist in involving communities to ensure services and supports are available that encourage independence and inclusivity.

### OBJECTIVES:

- Describe the ways in which North Carolina is increasing the roles and reimbursement for Certified Peer Support Specialists and the ways that can be leveraged to address the workforce crisis.
- Review strategies that BH/IDD Tailored Plans are using to build a more robust network of services and supports for their members and to engage community members.
- Identify innovative ways that peer support centers are strengthening the knowledge and expertise of Certified Peer Support Professionals and interaction with their communities.

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### SPEAKERS:



**LAURIE COKER**  
Director, GreenTree Peer Center



**KELLY CROSBIE**  
Director, NC Division of MH/IDD/SUS



**ANN MARIE WEBB**  
Community Engagement Specialist, NC Division of MH/IDD/SUS

### TAILORED PLAN PANELISTS:



**JACKIE COPELAND**  
Regional Director of Community Operations, Partners Health Management



**RHONDA COX**  
HSP-PA, Executive Vice President & Chief Operating Officer, Vaya Health



**CINDY EHLERS**  
MS, LCMHC, Chief Operations Officer, Trillium Health Resources

*Alliance Health panelist to be named.*

### PEER SUPPORT CENTER PANELISTS:

*To be announced*



**NCDHHS**



*This session was developed in partnership with the NC Division of MH/IDD/SUS, NC Department of Health and Human Services and Green Tree Peer Center Leaders.*

# Pre-Conference Day CONCURRENT SESSIONS

TUESDAY, DECEMBER 10, 2024 2:15 P.M. - 5:15 P.M.

## System of Care Expo: What Connects Us?

The national System of Care principles are a framework for child mental health service delivery in North Carolina and across the nation. The values enumerated in the principles are foundational to serving children, youth and families. In addition, they align closely with the vision of integrated, whole person care. Using this synergy, NC DHHS and Division of Child and Family Well-Being is building out the foundation of System of Care in North Carolina. The i2i Center and Division of Child and Family Well-Being are partnering to offer this Exposition as an opportunity for participants to focus their conference experience on topics related to children, youth and families.

The Exposition kick-off begins after the Medicaid Symposium. Exposition participants will hear from a long-time System of Care national expert who has decades of experience in System of Care at the State and national level. The remainder of the afternoon will include two additional topics that focus on: Successful Partnerships for System Change; and Increasing High-Fidelity Wraparound Utilization with System of Care. Exposition sessions continue throughout the conference and are tagged as a [System of Care Expo Track](#).

## OBJECTIVES:

- Review the successes and trends across the nation in using the System of Care framework to better serve children, youth and families in health and human services.
- Describe the outcomes data that tracks improvements through System of Care.
- Discuss strategies for increasing the use of System of Care by identifying partners that can support work using System of Care principles.
- Identify successful community partnership development strategies and review examples of partnerships that led to positive community project development and implementation.
- Describe lessons learned from unsuccessful attempts to develop partnerships/community projects.
- Describe current efforts of NC System of Care to support High Fidelity Wraparound utilization as well as the successes and challenges encountered and next steps.
- Discuss how these lessons may provide insight into ways System of Care can support other parts of our system.

## SPEAKERS:



**NATIONAL SOC EXPERT,  
ELIZABETH MANLEY**  
Assistant Extension  
Professor and Senior Advisor,  
Innovations Institute, UCONN



**LAQUITIA COZART**  
MSW, LCSW, System of Care  
Manager, Vaya Health

**KELLY WOLF**  
MA, System of Care Director,  
Vaya Health

*High Fidelity Wraparound Speakers  
to be named.*



**NCDHHS**

*This System of Care Expo was developed in  
partnership with the NC Division of Child and  
Family Well-Being, NC Department of Health  
and Human Services.*

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**Lauren Carr Wiggs**  
Director of Sales and Implementation  
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## Opening Plenary Keynote

# TACKLING THE SUICIDE CRISIS: A NEW NATIONAL STRATEGY FOR PREVENTION

WEDNESDAY, DECEMBER 11, 2024 9:00 - 10:00 A.M.

The 2024 National Strategy for Suicide Prevention is a new 10-year plan that brings together federal and State government, local community partners and citizens to tackle the increase in suicides across the country. Since the pandemic, suicides have seen a sharp increase, thus a new strategy is needed.

Crisis services are a focus in North Carolina as well as nationally and an integral factor becomes the preventive strategies that are put in place to reduce occurrences of suicide. Preventive strategies include community-based suicide prevention infrastructure, treatment and crisis services, quality improvement, and health equity considerations. Conferees will have the opportunity to hear from an award-winning national player in suicide prevention and to learn how each of us plays a role in building supportive, comprehensive prevention.

### OBJECTIVES:

- Describe the components of the National Strategy for Suicide Prevention and how organizations and communities across the country play a role.
- Review the impact that suicide has on our country and the importance of focusing on new preventive strategies.
- Identify ways that national, state and community partners are working together to reduce the occurrence of suicide.

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- Address social obstacles to health.



### SPEAKER:

**TIA DOLE, PH.D.**

**Tia Dole, Ph.D.**, is the Chief 988 Suicide & Crisis Lifeline Officer at [Vibrant Emotional Health](#). She was named to the 2023 City & State New York annual list of ["2023 Above & Beyond: Innovators."](#)

Dr. Dole is a licensed clinical psychologist and a long-time advocate for the rights of those with intersectional identity. Prior to stepping into the role of Chief 988 Officer, she was the Executive Director of The Steve Fund, the nation's only organization focused on the mental health and emotional well-being for young people of color. Additionally, Dr. Dole was the Chief Clinical Operations Officer at The Trevor Project, the world's largest suicide prevention and crisis intervention organization for LGBTQ youth.

## Closing Plenary Session

# GETTING AHEAD OF A CRISIS: TRENDS ACROSS STANDARD PLANS

**THURSDAY, DECEMBER 12, 2024 3:45 - 4:45 P.M.**

The Medicaid Standard Plan continues to serve the majority of Medicaid eligible individuals in North Carolina, including those with mild-to-moderate behavioral health needs. This session will focus on trends Prepaid Health Plans (PHPs) are working to address from a crisis prevention perspective. Participants will have the opportunity to hear a panel discussion of PHPs around issues related to crisis care – depression screening rates within primary care and connections to behavioral health; pharmacy fill data and opportunities to impact psychotropic medication adherence, with goal of maintaining stability and community tenure; behavioral health drivers of total cost of care, impact of behavioral health services on medical spending and follow up rates after an inpatient stay or emergency room visit.

### OBJECTIVES:

- Describe the trends that Prepaid Health Plans are experiencing in crisis care.
- Review strategies being employed to focus on crisis prevention.
- Identify indicators used to address crisis prevention.

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### SPEAKERS:



**DR. UREH NNENNA  
LEKWAUWA**

MD DLFAPA, Medical Director/  
Chief of Clinical Policy, Carolina  
Complete Health



**KATIE MCKAY**

MSW, LCSW, LCAS Senior Director,  
Clinical Operations, Carolina  
Complete Health



**DR. NERISSA PRICE**

Community Engagement  
Specialist, NC Division of MH/IDD/  
SUS



**CHRISTINE BECK**

LCMHC, LCAS, Behavioral Health  
Executive Director - North  
Carolina, UnitedHealth Care



**CHAD STAGE**

Associate Director of Behavioral  
Health, UnitedHealth Care



**DR. STEVEN BENTSEN**

MD, MBA, DFAPA, Behavioral  
Health Medical Director, Healthy  
Blue NC



**MARIA FRANKLIN**

MS, LCMHC, CCM, Director of  
Behavioral Health Services,  
Healthy Blue NC



**DR. THERESE T. GARRETT**

MD, FAPA, DFAACAP, Behavioral  
Health Medical Director, WellCare  
NC



**ERIC HARBOUR**

LCSW, MPH, Behavioral Health  
Director, WellCare NC

### MODERATOR:



**TARA LARSON**

Managing Principal,  
CCR Consulting

## General Session

# ELECTIONS ARE OVER: PROJECTING TOP TRENDS FOR BEHAVIORAL HEALTH AND I/DD SERVICES

WEDNESDAY, DECEMBER 11, 2024 3:00 - 4:00 P.M.

By December, we will (presumably) know the results of the 2024 elections. This is an historic election that could shift focus in health and human services for the coming years. Payors, providers, service users, families and community partners will undoubtedly be facing many changes as the political landscape shifts. This general session will hear from a national political leader, President and CEO of the National Council for Mental Wellbeing, Chuck Ingolia. He will provide conferees details about project changes that can impact the public MH/IDD/SUS system. He will discuss how many provider agencies across the country are using this information to strategize their service delivery.

### OBJECTIVES:

- Review the potential impact of the 2024 elections on health and human services.
- Describe areas of focus for the upcoming year in MH/IDD/SUS services and supports.
- Identify national topics that will have an impact on State and community-level service delivery.



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### SPEAKERS:



**CHUCK INGOGLIA,**  
MSW, President and CEO,  
National Council for Mental  
Wellbeing

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# SPARKING INNOVATION TOPICS

WEDNESDAY, DECEMBER 11, 2024 10:30 - 11:30 A.M.

- Snapshots of Mental Health: Envisioning a Thriving North Carolina through Imagery and Youth Voice  
*System of Care Expo Track*
- Primary Care Considerations for Busy Behavioral Health Clinicians: Why it Matters and how to Incorporate it into your Treatment
- The Role of Social Cohesion in Building Supportive Health Networks
- Creatively Using Data in Community Engagement and Education
- Managing Cybersecurity Risk
- Building Sustainable Practice for Justice-Involved Populations in North Carolina
- Two Steps Forward, One Step Back: Exploration as a Critical First Step to Effective Problem Solving

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## VIEW SESSION DETAILS AND SPEAKERS



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# CONCURRENT SESSIONS

WEDNESDAY, DECEMBER 11, 2024 1:00 - 2:30 P.M.

- Empowering Systems Change through Technical Assistance with Community Collaboratives  
*System of Care Expo Track*
- Leadership Best Practices for AI Implementation
- Calling All Ideas Part II - Health Equity Innovations and Input for Future Lived Experience
- Housing is Healthcare
- Coordination of Care - Integrating Tailored Care Management into the Intake Process
- Using Lived Experience to Support Healthcare Teams: An Overview of the Family Support Model
- Advocacy Goals and Strategies for Developmental Disabilities
- From Crisis to Care: Investing in Our Behavioral Health Crisis System

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## VIEW SESSION DETAILS AND SPEAKERS



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# CONCURRENT SESSIONS

THURSDAY, DECEMBER 12, 2024 9:30 - 11:00 A.M.

- Transformative Strategies for Enhancing Residential Care *System of Care Expo Track*
- The Practical Applications of Integrating Physical Health into Care Management
- Strengthening North Carolina's Child Residential Behavioral Health Treatment System
- Addressing Social Determinants of Health and Building Economic Development in Rural and Underserved Communities
- Reentry - Tailored Care Management for Incarcerated Individuals with SMI
- Why Disability Inclusion Matters
- Tech-Driven Success: Transforming Member Engagement with a Mobile App
- NC's New Adult Guardianship Law and New Tools for Greater Choice & Self-Determination
- Empowering Employment for Individuals with I/DD in North Carolina

## VIEW SESSION DETAILS AND SPEAKERS



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# SPARKING INNOVATION TOPICS

THURSDAY, DECEMBER 12, 2024

1:00 - 2:00 P.M.

- NC Division of Child and Family Well-Being: Child Behavioral Health Unit – a Programmatic Overview  
*System of Care Expo Track*
- All Outcomes are Not Equal: Using Data to Address Health Disparities
- Automate to Differentiate: Empowering Clinical Staff with Innovation
- From the Top Line to the Bottom Line Protecting Your Agency’s Profitability in the Current World
- Using Measurement-Based Care to Improve Behavioral Health Care Quality

2:30 - 3:30 P.M.

- Health Curriculum: Supporting School Districts by Increasing Mental Health Literacy of Students  
*System of Care Expo Track*
- Supporting Best Practices for Community Support Teams
- Using Data to Improve Health Outcomes, Reduce Costs, Drive Value and Improve Satisfaction with Services for People with I/DD
- Turning us vs. them into “just us”: Harnessing Technology to Supercharge your Company Culture
- Positioning Your Organization for Success in a Difficult Insurance Market
- Changing the Disabilities Funding Conversation with Legislators

[VIEW SESSION DETAILS AND SPEAKERS](#)

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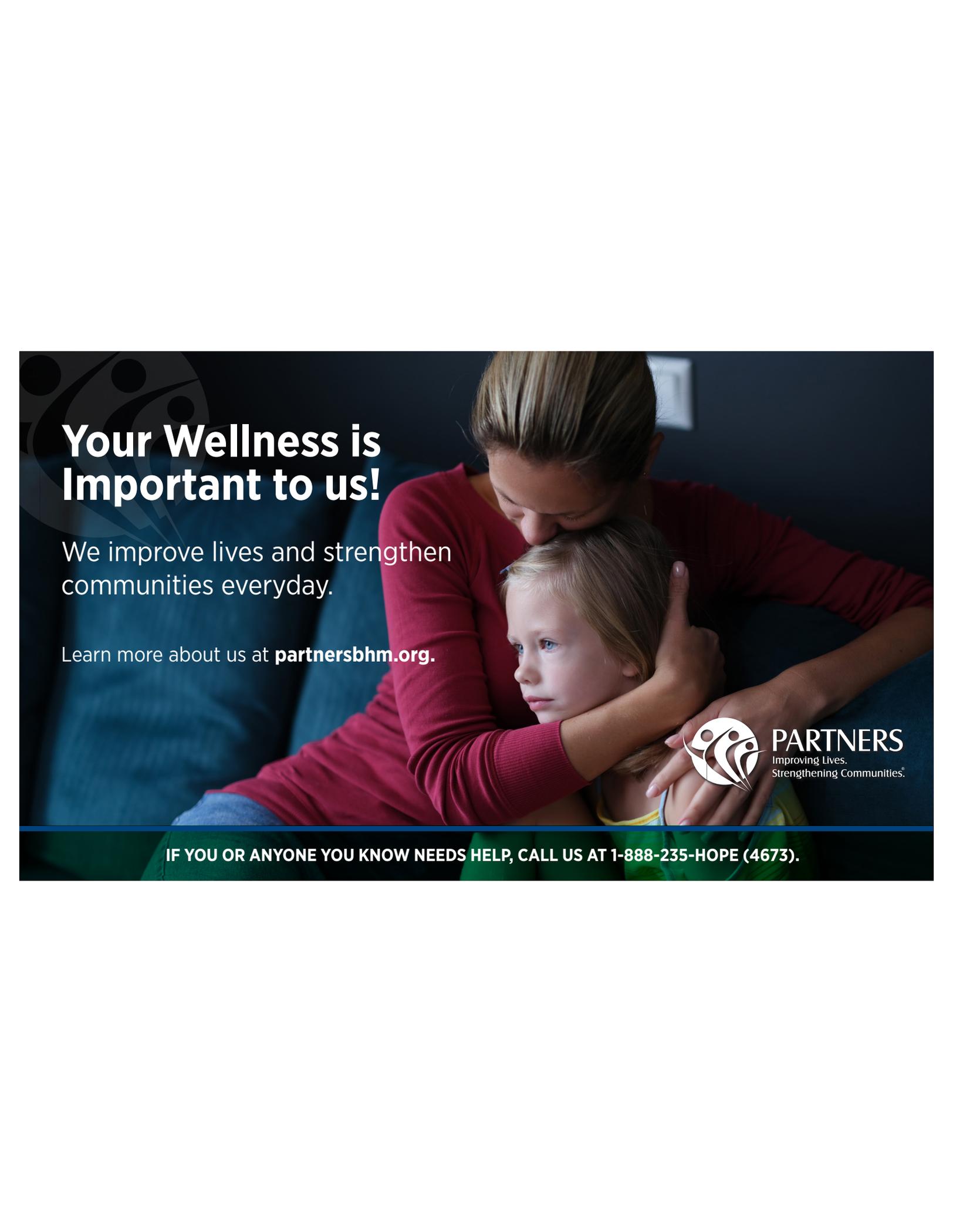
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