

SPRING CONFERENCE

# Resilient Systems

## NAVIGATING CHANGE



CENTER for  
INTEGRATIVE  
HEALTH

insight to innovation

Conference  
Brochure

June 10-11, 2025  
June 9th *Pre-Conference Day*

Hilton Raleigh North Hills Hotel • Raleigh, NC

# PROGRAM AT A GLANCE!

## MONDAY, JUNE 9

### Pre-Conference Day

1:30 p.m. – 4:30 p.m.

- TULA Learning Lab: Experience Technology Solutions for Independence and Improved Health Outcomes through Hands-on Learning  
*Sponsored by Trillium Health Resources*
- Advancing the Olmstead Plan in North Carolina: One Goal, Many Partners  
*Sponsored by Division of MH/DD/SUS*

## TUESDAY, JUNE 10

9:00 a.m. – 10:00 a.m.

### Opening Plenary

#### Leading through Chaos: Strategic Leadership in Uncertain Times

10:00 a.m. – 10:30 a.m.  
Break/Visit Exhibitors

*Sponsored by A-B Tech Comm College, AmeriHealth Caritas, Cortica, Easterseals PORT Health, Institute for Family, Johnson & Johnson, OPEN MINDS, Partners Health Management, Pride in North Carolina, NAMI North Carolina, Vaya Health, Voices Together, WellCare of North Carolina*

10:30 a.m. – 12:00 p.m.  
Concurrent Sessions

- Advancing Substance Use Disorder (SUD) Treatment in Standard Plans: Innovations, Implementation & Integration
- NC Medicaid's Multifaceted Strategy for Improving Behavioral Health
- Enhancing Systems and Services for Improved Child and Family Wellbeing
- The Collaborative Care Model: Advancing Integrated Behavioral Health
- Incorporating AI into Direct Service Delivery
- Aligning Strategic Planning and Sustainability with CCBHC Implementation
- Family Voices at the Forefront: Reimagining Change Through Stories

12:00 p.m. – 1:30 p.m.  
Luncheon

*Sponsored by Alexander Youth Network, Carolina Complete Health, CCR Consulting, Citizens Insurance Agency, Collaborative Health Network, Community Based Care, Community Alternatives of NC, ConnectIDD, LLC, Cortica, GHA Autism Supports, Healthy Horizons, Humana Inperium, Inc., IntellectAbility, Johnson & Johnson, Medisked, Molina Healthcare, Monarch, NC Healthy Blue, NextGen Healthcare, OPEN MINDS, Orbit Billing, RHA Health Services, Risk Strategies, Streamline Healthcare Solutions, Skill Creations, SPARC Services & Programs, United Healthcare, Universal MH Services, Inc., United Providers of Health, WellCare of North Carolina*

12:00 p.m. – 1:00 p.m.

#### Lived Experiences Collaborative: Stories to Solutions

1:00 p.m. – 1:30 p.m.  
Lunch & Learn

#### Creating Successful Partnerships: Understanding the Value of Non-Profit Business Affiliations

*Sponsored by Inperium, Inc.*

1:30 p.m. – 2:30 p.m.  
Sparking Innovation

- Healthy Blue Together: Introduction to the Children and Families Specialty Plan
- Building Resilient Behavioral Health and I/DD Organizations with Cloud-Based Solutions
- Evidence Based Leadership: Implementation and Lessons Learned in the Tailored Plan Era
- Addressing Mental Health and Substance Use in Rural Communities Through the Power of Collaboration
- Improving Health Outcomes and Transitional Care for those with I/DD through Grassroot Organization Screening: The Special Olympics Healthy Athletes Program

2:30 p.m. – 3:00 p.m.  
Break/Visit Exhibitors

*Sponsored by A-B Tech Comm College, AmeriHealth Caritas, Cortica, Easterseals PORT Health, Institute for Family, Johnson & Johnson, OPEN MINDS, Partners Health Management, Pride in North Carolina, NAMI North Carolina, Vaya Health, Voices Together, WellCare of North Carolina*

3:00 p.m. – 4:00 p.m.  
Sparking Innovation

- Advanced Behavioral Health in a Value-Based Primary Care Environment
- Meeting the Moment: Improving Medicaid Outcomes with Scalable, Virtual Behavioral Health Collaboration
- Innovations in Whole Person Integrated Care: UNC Hospitals' Youth Behavioral Health
- Home and Community-Based Services: Voices from Experience
- Clarity is Kindness
- Technology Through My Eyes

4:00 p.m. – 4:30 p.m.  
Break/Visit Exhibitors

*Sponsored by A-B Tech Comm College, AmeriHealth Caritas, Cortica, Easterseals PORT Health, Institute for Family, Johnson & Johnson, OPEN MINDS, Partners Health Management, Pride in North Carolina, NAMI North Carolina, Vaya Health, Voices Together, WellCare of North Carolina*

4:30 p.m. – 5:30 p.m.

#### General Session

#### Behavioral Health in North Carolina: Policy, Progress, and Priorities

5:30 p.m.  
Adjourn

## WEDNESDAY, JUNE 11

8:00 a.m. – 9:30 a.m.  
Breakfast

*Sponsored by Alexander Youth Network, Carolina Complete Health, CCR Consulting, Citizens Insurance Agency, Collaborative Health Network, Community Based Care, Community Alternatives of NC, Cortica, GHA Autism Supports, IntellectAbility, Johnson & Johnson, Medisked, Monarch, NC Healthy Blue, NextGen Healthcare, OPEN MINDS, Orbit Billing, RHA Health Services, Risk Strategies, Skill Creation, Streamline Healthcare Solutions, United Healthcare, Universal MH Services, Inc., United Providers of Health, WellCare of North Carolina*

9:30 a.m. – 11:00 a.m.  
Concurrent Sessions

- Best Practices in Implementing Artificial Intelligence in Behavioral Healthcare
- Blueprint for Value-Based Care: Paving the way for Alternative Payment Model Transformation in North Carolina
- Data & Decision Making: Empowering Whole-Person Care Through Data Integration
- Using Predictive Analytics to Transform Community Living Outcomes in North Carolina
- It Takes a Village: Addressing Foster Care Challenges Through Collaborative Solutions
- Enhancing Overdose Prevention
- Best Practices and Common Misconceptions for Exchanging Client Physical Health Information

11:00 a.m. – 11:15 a.m.  
Break

*Sponsored by A-B Tech Comm College, AmeriHealth Caritas, Cortica, Easterseals PORT Health, Institute for Family, Johnson & Johnson, Partners Health Management, Pride in North Carolina, NAMI North Carolina, OPEN MINDS Vaya Health, Voices Together, WellCare of North Carolina*

11:15 a.m. – 12:45 p.m.  
Closing Plenary Session

- Resilience Amid Legislative and Policy Changes: A Conversation with Policy Analysts
- Tailored Plans Launch – What's Next for Integrated Care

12:45 p.m.  
Conference Adjourns

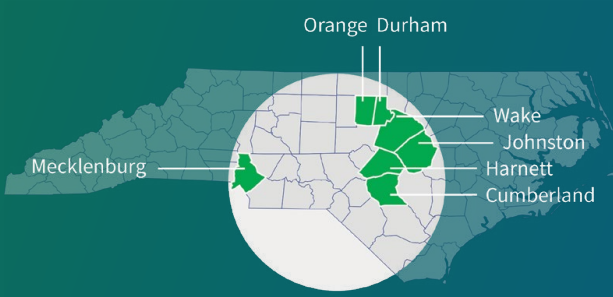




# Alliance Health Tailored Plan

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**  
or call us today at  
**800-510-9132**



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

# THANK YOU TO OUR CONFERENCE SPONSORS!

## PLATINUM SPONSORS



## GOLD SPONSORS



## SILVER SPONSORS



# THANK YOU I2I SUPPORTERS!

## CHAMPIONS



REGISTER HERE: I2I SPRING CONFERENCE 2025

# RESILIENT SYSTEMS: NAVIGATING CHANGE JUNE 10-11, 2025

## WHY YOU SHOULD ATTEND

**Navigating Change** in all forms is undoubtedly challenging, but North Carolina's integrated care services for MH/I/DD/SUS have proven to be a **Resilient System** with a history of overcoming obstacles and adapting to create better care. Change often brings new opportunities and staying flexible while remaining committed to your values and mission is essential. The i2i Center's Spring Conference is designed to help you build strong partnerships, expand your knowledge, and stay agile by providing the resources and insights you need to thrive. This event also offers a valuable opportunity for colleagues to unite, collaborate, and support each other in addressing these challenges together.

### NEW!

#### JUNE 9TH PRE-CONFERENCE DAY

## ADVANCING SUCCESS

**This year we are launching our first ever, Advancing Success event!**

Advancing Success is a new category of i2i Center offerings designed to support payors, providers, and users in exploring innovative products, services, and tools available to support your success.



Our first **Advancing Success** topic will highlight

### TULA - Trillium Ultimate Living

**Assistant**, a statewide award-winning program that provides **personalized technology** with real-time, two-way communication and remote support. This interactive Learning Lab will allow you to experience firsthand how TULA meets individuals' unique care needs, promoting healthy, meaningful lives for individuals living in their communities and needing long-term services and supports and how you can utilize this innovative technology in your program.



## NCDHHS The second Advancing Success

topic focuses on the progression of care for individuals served as part of the **Olmstead Plan**. North Carolina, through the Division of MH/DD/SUS, is moving to make housing, employment, and community-based services more inclusive and strengthening community inclusion and living for people with disabilities. Participants will have the opportunity to dialogue in this interactive session through panels and updates around **Inclusion Connects**, and community-based initiatives, the framework for NC's efforts to help make the goals of the Olmstead Plan a success across North Carolina.

## ONLINE NETWORKING ADVANTAGE!

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



- **Direct Messaging** before, during and after the conference
- **Create**, host and post online and in person Meetings and 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

## CONTINUING EDUCATION AVAILABLE!

CONFERENCE IS CO-SPONSORED BY

## SOUTHERN REGIONAL AHEC

PART OF NC AHEC

**June 9th Pre-Conference Event Earn up to 3 Hours of Continuing Education Credits.**

**June 10-11 Earn up to 8.5 Hours of Continuing Education Credits**

**Contact hours:** Up to 8.5 hours for behavioral health professionals, social workers and other healthcare disciplines.

**Substance Abuse:** Up to 8.5 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 8.5 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 8.5

**Contact Hours** toward their Professional Development training related to health, mental health, and substance use.

\*SR-AHEC cannot process requests for CEUs after the deadline of **June 27, 2025**.





Together, with  
our partners  
and providers,  
we help our  
members live  
fuller,  
healthier lives.



Visit [www.WellCareNC.com](http://www.WellCareNC.com) to learn more.

# HOTEL RESERVATIONS

## CONFERENCE HOTEL

i2i will again host the conference at the Hilton Raleigh North Hills Hotel in Raleigh, NC. Attendees will receive a **special discount rate of \$144** for a single or double occupancy.

**The room block is ONLY open till May 9, 2025**, so act quickly. You can make [hotel reservations on line](#). **When making online reservations, be sure to double check your reservation dates and click edit dates if needed.** You may also make reservations by calling (919)-872-2323. When calling, **please be sure to reference our conference code i2i25 to get the discounted rate.**

The address of the Hilton Raleigh North Hills Hotel is 3415 Wake Forest Road, Raleigh, NC 27609-7330.



**Our Mission is Simple: We work to keep people out of expensive institutional care. We do this adhering to a strong set of Values set inside a strong culture.**

### Our Programs Are:

- Designed for individuals and families that have not had success with the traditional array of services available
- Able to work with individuals and families who are experiencing imminent crisis
- Mobile. We come to where the individual or family is at
- Able to start quickly; face-to-face meetings with new referrals within 2 days
- Evidenced Based and Trauma Informed
- Collaborative. We partner with our stakeholders
- Customizable. We customize our programs to meet stakeholder and/or payers needs
- Value Based. We participate in multiple Value Based Contracts
- CARF Accredited
- Located in more than 45 counties across North Carolina and 10 counties in Arkansas

**Scan or Contact us today to learn more about our programs and to make a referral.**

(P): 866-700-1606 ext 115 (E): [sparcreferrals@thesparcnetwork.net](mailto:sparcreferrals@thesparcnetwork.net)  
(W): [www.sparcprograms.net](http://www.sparcprograms.net) **Referral Code: 5152**



FAMILY  
CENTERED  
TREATMENT®



Community Support  
Team



ACT



Peer Support  
Services



TCM  
Tailored Care Management



MORES  
Program



Medication  
Management



**JUNE 10, 2025**

# CONFERENCE EXPO

**Are you looking for support to help you maintain a competitive edge?** Things are moving so rapidly in today's world. If you are seeking cutting-edge technologies, services, or business solutions, join us on June 10th for our Conference Expo! We will host over 60 exhibitors who will showcase their latest innovations, solutions, and insights to help propel your organization forward. Don't miss this opportunity to explore new resources designed to enhance and support your organization's mission!

To participate as an exhibitor, you can [sign up online](#) or email Jean Overstreet [jean@i2icenter.org](mailto:jean@i2icenter.org) with any questions.

**\* Indicates Sponsors**

## 2025 EXHIBITORS

### **\*A-B Tech Community College**

### **\*Alexander Youth Network**

### **\*AmeriHealth Caritas**

Benchmarks

Brightside Health

### **\*Carolina Complete Health**

Cantata Health Solutions

### **\*CCR Consulting**

### **\*Citizens Insurance Agency**

Clarvida

### **\*Collaborative Health Network**

### **\*Community Alternatives of NC**

### **\*Community Based Care**

### **\*ConnectIDD, LLC**

### **\*Cortica**

### **\*Easterseals PORT Health**

### **\*Element Health Consortium**

First in Families NC

### **\*GHA Autism Supports**

### **\*Human Healthy Horizons**

iCareManager

IBM

### **\*Inperium, Inc.**

### **\*IntellectAbility**

### **\*Johnson & Johnson**

KidsPeace

Lauris Online EHR

### **\*Medisked**

### **\*Molina Healthcare**

### **\*Monarch**

### **\*NC Healthy Blue**

NC Providers Council

NC Youth and Family Voices  
Amplified

### **\*NextGen Healthcare**

Old Vineyard Behavioral  
Health Services, Inc.

OnTarget

### **\*OPEN MINDS**

### **\*Orbit Billing**

### **\*Pride in NC**

### **\*Partners Health Management**

Project Transition

### **\*RHA Health Services**

### **\*Risk Strategies**

Simply Home

### **\*Skill Creation**

Southern Pharmacy Services

### **\*SPARC Services and Programs**

Springbrook Autism Behavioral  
Health

### **\*Streamline Healthcare Solutions**

### **\*The Institute for Family**

### **\*Therap Services**

### **\*United HealthCare**

### **\*Universal MH Services, Inc.**

### **\*Vaya Health**

### **\*Voices Together**

### **\*WellCare of North Carolina**





# Whole-child care

## For autism

- Speech Therapy
- Music Therapy
- Occupational Therapy
- ABA Therapy
- Medical Care
- Family & Marital Counseling



↓ Scan me!



# CONNECTIDD

“The ConnectIDD team plugged right in and helped us get things rolling!”



Plan Boldly.

We've Got You.

## Dreaming Big is Easy. Executing is Hard.

ConnectIDD helps organizations turn vision into reality through strategic planning, program design, fundraising, and leadership to drive lasting impact.

TEXAS  
500 N. Central Expwy Ste 500  
Plano, TX 75074

NORTH CAROLINA  
34 Wall St. STE 709  
Asheville, NC 28801

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.

For more information and site locations, please visit us at [www.umhs.net](http://www.umhs.net) or [www.facebook.com/UniversalMentalHealthServices](https://www.facebook.com/UniversalMentalHealthServices)

RHA  
HEALTH SERVICES  
WHERE HUMANS BLOOM



Since 1989, RHA Health Services has provided high-quality, person-centered supports and services to people with intellectual and developmental disabilities, behavioral health and substance use needs, and for those who are Deaf & Hard of Hearing.

# RESILIENT SYSTEMS: NAVIGATING CHANGE

JUNE 10-11, 2025 – JUNE 9, 2025 PRE CONFERENCE DAY

CONSUMERS & FULL  
TIME STUDENTS RECEIVE  
A 50% DISCOUNT ON  
REGISTRATION FEES

## REGISTER ONLINE - CLICK HERE.

1. TO ACCESS THE CONFERENCE materials on the Conference APP (Whova), the name, title and email of the person **ATTENDING** the conference must be input into the online registration form - **do not use an administrative staff's email address for this.**

2. All payments for registration are to be made by credit card. There is a bill me option, but we ask this be reserved for organizations registering a large number of registrants that UNABLE TO PAY by credit card.

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

4. **ONLINE REGISTRATION ENDS MAY 29th.** If space allows, i2i may offer onsite registration. An email announcement will be made.

## REGISTRATION ASSISTANCE

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

## REGISTRATION DEALS

Register 4 Staff (Full Conference) to Attend and the 5th Attends for Free!

Please email Aviance Robertson at [aviance@i2icenter.org](mailto:aviance@i2icenter.org) with the name of the 5th registrant.

## REGISTRATION FEES

**Conference Registration fee include:** all sessions, meals, Conference APP access to all session handouts, activities, exhibits, APP information sharing, lunch & learn meetings, and access to the Whova platform for 3 months.

	UNTIL MAY 11TH	AFTER MAY 11TH
PRE-CON DAY	\$50	\$50
FULL CONF. REGISTRATION	\$310	\$330
ONE DAY	\$255	\$270
<b>NEW ATTEND 1 SESSION</b> (Attend a Concurrent, Sparking, General, Opening or Closing & Visit Exhibitors. <b>Meals not included.</b> )	\$155	\$165
COMPANION RATE	\$85	\$85

(a Companion is a spouse or someone accompanying an attendee to the conference, that will participate in meals, but not attend sessions. This is not a Direct Support Professional coming to assist a registered attendee. Attendees bringing DSP, please email [jean@i2icenter.org](mailto:jean@i2icenter.org))

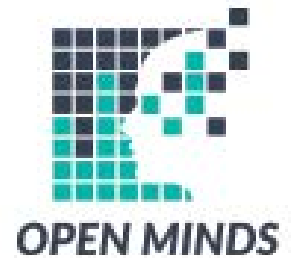
## CANCELLATION POLICY

A 25% refund is available on registrations cancelled before May 11th.

**No registration refunds will be made after May 11th.** To cancel, you must email [aviance@i2icenter.org](mailto:aviance@i2icenter.org) before the May 11th deadline. **Registration** for a staff member unable to attend **may be transferred** to another individual with no penalty by contacting Aviance Robertson via email [aviance@i2icenter.org](mailto:aviance@i2icenter.org)



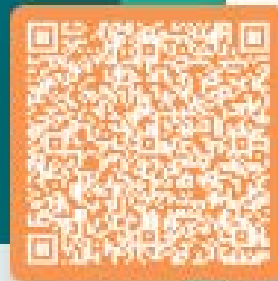
# Your Trusted Resource For Successfully Managing Through The Chaos



In today's environment, uncertainty isn't the exception—it's the rule. Health and human service executives are under pressure to do more with fewer resources while adapting to constant disruption. That's why we created a series of resources to help leaders serving complex consumers stay focused, resilient, and strategic amid ongoing market turbulence.

Download Our Latest eBook  
Featuring Our 12-Step Guide  
To Managing Through Chaos

Scan The QR Code To Download Or  
Email Us At [sfox@openminds.com](mailto:sfox@openminds.com)



## Plus, Access To Exclusive Membership Benefits:

- **Daily Executive Briefings** focused on strategy insights from *OPEN MINDS* CEO and founder, Monica E. Oss
- **Weekly Executive Roundtables** featuring industry-specific case studies
- **Virtual and in-person events** with *OPEN MINDS* executives and industry thought leaders
- **Market updates**—specific to the behavioral and intellectual and developmental disabilities (I/DD) field—that guide strategy and inform decision making

To learn more about *OPEN MINDS* Circle Membership, visit [openminds.com/membership](https://openminds.com/membership)

### EXECUTIVE BRIEFING | ISSUE 17 | 2020 Coping With The I/DD Funding Transition

By Monica E. Oss, Chief Executive Officer

Improving access and quality of care for individuals with intellectual and developmental disabilities (I/DD) has been a challenge for policy and practice. On the policy side, there is a lack of a long-standing framework to address the gaps in services—and funding for I/DD services can be complicated and uncertain.

On the practice side, the realities of the day-to-day have nearly 100,000 consumers, most of them with an I/DD, and the way they are served.

### REPORT | ISSUE 17 | 2020 Youth With Intellectual & Developmental Disabilities At Higher Risk For Chronic Health Conditions

Young people ages 12 to 17 with intellectual and developmental disabilities (IDD), or youth living significantly higher rates for chronic health conditions. Research shows that youth with IDD are at higher risk for chronic health conditions, including mental health conditions, and that they are less likely to have health insurance, compared with youth without an IDD diagnosis.

Chronic health conditions are long-term health conditions that last for at least one year and may prevent or limit a person's ability to perform daily activities. Youth with an IDD diagnosis have higher rates of chronic health conditions than youth without an IDD diagnosis.

These findings were presented at the National Institute of Mental Health's National Conference on Intellectual and Developmental Disabilities, held in Washington, D.C., on October 15, 2020. The conference was held virtually, with participants from across the country. The session was moderated by Dr. David C. Reardon, MD, PhD, and Dr. David C. Reardon, MD, PhD, and Dr. David C. Reardon, MD, PhD. The session was moderated by Dr. David C. Reardon, MD, PhD, and Dr. David C. Reardon, MD, PhD.

The National Institute of Mental Health's National Conference on Intellectual and Developmental Disabilities was published online on October 15, 2020. The National Institute of Mental Health's National Conference on Intellectual and Developmental Disabilities was published online on October 15, 2020.

PRE-CON DAY - JUNE 9, 2025

# ADVANCING SUCCESS

1:30 - 4:30 P.M.

**Advancing Success** topics are a new category of i2i Center offerings designed to support payors, providers, and users in exploring innovative products, services, and tools available to support your success.

## TULA Learning Lab: Experience Technology Solutions for Independence and Improved Health Outcomes through Hands-on Learning

Join Trillium Health Resources for an interactive and engaging Learning Lab featuring **TULA - Trillium Ultimate Living Assistant**, a statewide award-winning program that provides personalized technology with real-time, two-way communication and remote support from a dedicated care team. Experience firsthand how TULA meets individuals' unique care needs, promoting healthy, meaningful lives.

In this exclusive event, participants will engage with TULA technology, explore real-life scenarios, and gain practical insights into how technology and remote support enhance independence and care in community settings. This session offers a unique opportunity to discover how TULA's solutions can transform daily experiences, support greater autonomy and independence, and improve health outcomes. Additionally, explore how TULA addresses workforce challenges and drives innovation in service delivery. Don't miss the chance for a hands-on experience with TULA touchscreens, health devices, and more, and see how this technology can enhance both independence and health outcomes. .

### OBJECTIVES

- Explore the latest enabling devices and remote support technologies that enhance independence and health outcomes in community-based settings
- Identify the workforce challenges and barriers that drive innovation in service delivery and the role of technology in overcoming them
- Review and discuss how TULA's personalized technology solutions can transform daily experiences, fostering greater autonomy and improved health outcomes

### TARGET AUDIENCE

Anyone interested in learning more about technology and remote support in care including: Individuals with Lived Experience, Family Members, Behavioral Health Innovators, Health Care Providers, Provider Managers and staff, Public and Private Medicaid Plans, State and Local Agencies, Hospitals, Elected Officials, Members and Beneficiaries, Advocates, and others.

### SPEAKERS

#### CINDY EHLERS

Chief Strategy and Innovation Officer, Trillium Health Resources



#### MEGAN NELLIGAN

Director of Trillium Ultimate Living Assistant (TULA), Trillium Health Resources



#### GRAYANNA YOUNG

TULA Remote Support Manager, Trillium Health Resources



*An Exclusive Event sponsored by*



PRE-CON DAY - JUNE 9, 2025

# ADVANCING SUCCESS

1:30 - 4:30 P.M.

**Advancing Success** topics are a new category of i2i Center offerings designed to support payors, providers, and users in exploring innovative products, services, and tools available to support your success.

## Advancing the Olmstead Plan: One Goal, Many Partners

People with disabilities deserve choice and inclusion in all areas of their lives. The NC Department of Health and Human Services (NCDHHS) has a plan to make this a reality by improving access to housing, employment, and community-based services for people with disabilities. That plan is called **Inclusion Connects**.

The goal of this pre-conference is to help people understand the Inclusion Connects initiative. Bringing together people with lived experience, providers, and government leaders, this session will explain what it takes to transition people into community support choices for where people work and play and connect people to community-based services through the 1915i and Innovations Waiver programs. It will explain the complexities of the Olmstead Plan and highlight groundbreaking initiatives at the Division of Mental Health, Developmental Disabilities, and Substance Use Services (DMH/DD/SUS) to bridge the gap in services for people with disabilities. It will also elevate perspectives on what works by hearing from people with disabilities and providers for whom choice and inclusion have become a reality.

## OBJECTIVES

- Describe the NCDHHS programs that address the Olmstead Plan, including Inclusion Connects, Inclusion Works, and Transitions to Community Living.
- Review how providers have overcome challenges and successfully transitioned people with disabilities into community.
- Review and hear from people with lived experience about their experiences, needs, hopes, and values.
- Describe new DMH/DD/SUS communication resources to help people understand the services available to them.
- Discuss the new DMH/DD/SUS initiatives to monitor the Innovations Waiver waitlist, increase its visibility, and reach out to those on the waitlist about services that may be available to them right away.

## TARGET AUDIENCE

BH/IDD Providers and Payors of Long-Term Supports and Services, Self-Advocates, Family Members, DSPs, Caregivers, and State and Local Government representatives.

## SPEAKERS

### DEB GODA

Health Equity Portfolio/  
Office of the Secretary,  
NCDHHS, Olmstead Director



### GINGER YARBROUGH, MPA, NADD-DDS, CPHQ

DMHDD/SUS, Chief Clinical  
Officer of IDD, TBI, & Olmstead

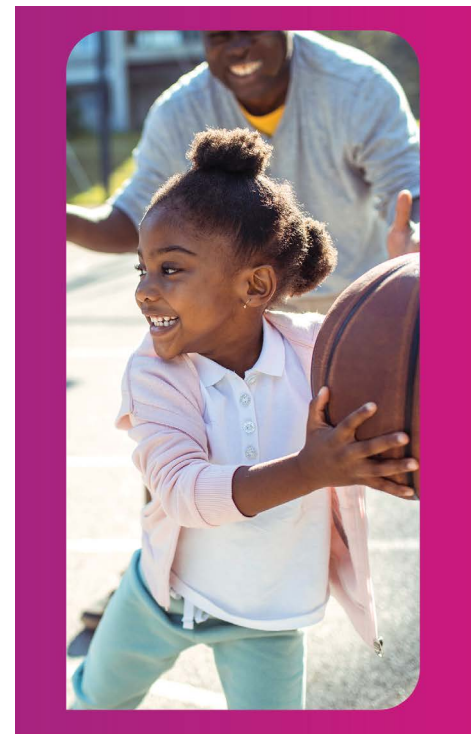


Sponsored by the Division of MH/IDD/SUS



# NCDHHS

## THANK YOU I2I FRIENDS



*We share your dedication  
to improving the health  
of **our community**.*



**Resilient Systems**  
NAVIGATING CHANGE



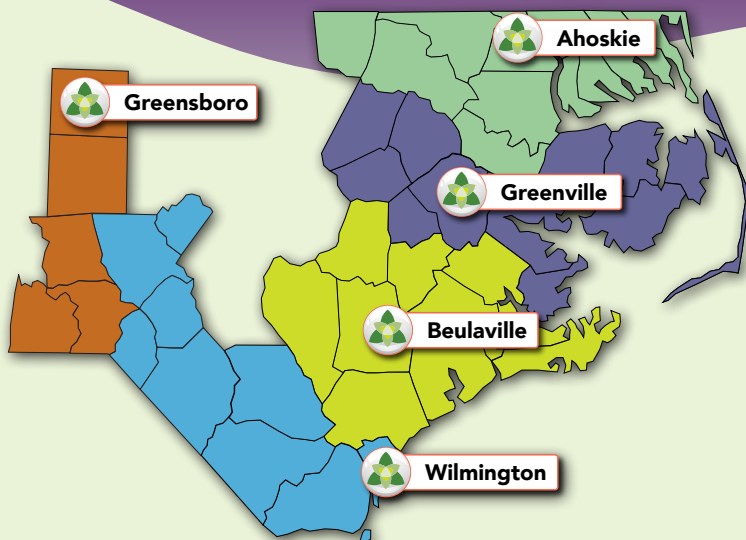


*Blake Henkel doesn't let having a disability get in the way of pursuing his passion.*



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://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.



TUESDAY, JUNE 10, 2025

# OPENING PLENARY KEYNOTE

9:00 - 10:00 A.M.

## Leading through Chaos: Strategic Leadership in Uncertain Times

In a time of seismic change at the federal level — from Health and Human Services restructures to budget realignments and shifting national priorities — the path forward for behavioral health leaders is anything but clear. But within the chaos lies opportunity.

In this keynote address, **OPEN MINDS Chief Strategy Officer Paul M. Duck** will provide an up-to-the-minute briefing on the federal policy changes reshaping the behavioral health landscape—and what they mean for systems of care in North Carolina and beyond. More than just an update, this session is a call to action for leaders ready to meet uncertainty with clarity, purpose, and resilience.

### OBJECTIVES:

- Identify the federal policy changes that are reshaping behavioral health.
- Review emerging national trends affecting behavioral health, I/DD and integrate care services.
- Discuss strategic planning imperatives, and leadership principles for navigating turbulence and driving impact—no matter what comes next.

### SPEAKER

**PAUL M. DUCK**

Chief Strategy Officer, Open Minds

The Inperium logo is centered, featuring a stylized icon of three horizontal bars above the word "INPERIUM" in bold, uppercase letters, with "INNOVATION THROUGH COLLABORATION" in smaller text below. The background is decorated with a pattern of yellow and purple hexagons.

**Better Together**  
Helping nonprofits grow—without sacrificing values or mission.

**Expand your abilities**  
Inperium, Inc. is a 501(c)3 organization that connects businesses and nonprofits in a resource-rich partner network, sharing services and resources that help them grow.

[www.inperium.org](http://www.inperium.org)  
888-270-5753





# COMMUNITY ALTERNATIVES OF NORTH CAROLINA

A RESCARE® COMMUNITY LIVING AGENCY

Helping people with intellectual & developmental disabilities live their best lives.

Website



## Services within North Carolina

- Home & Community Based Services
- Alternative Family Living Options
- Intermediate Care Facilities
- Group Homes
- Tailored Care Management
- 1915i
- Health & Behavioral Services
- Periodic & Supported Living Services
- Supported Employment & Job Placement

## Why Community Alternatives

- Expertise in Home & Community-based
- Integration of Health Service
- Commitment & Stability
- Flexibility
- Personal Safety & Quality
- Individual Health & Well-Being





TUESDAY, JUNE 10, 2025

## GENERAL SESSION

4:30 - 5:30 P.M.

### Behavioral Health in North Carolina: Policy, Progress, and Priorities

**Dr. Dev Sangvai**, Secretary of the North Carolina Department of Health and Human Services, will provide a high-level overview of the current behavioral health landscape in North Carolina. Drawing from his experience as a clinician, he will discuss how his understanding of patient needs has shaped his priorities for the department. He will also highlight key behavioral health investments, progress of Tailored Plans since launch, the impact of federal Medicaid changes, and ongoing efforts with the North Carolina General Assembly to strengthen behavioral health services for North Carolinians.

#### SPEAKER

**DEV DUTTA SANGVAI, MD**  
Secretary, NC Department of  
Health and Human Services



#### OBJECTIVES:

- Describe the State of Behavioral Health in North Carolina
- Review key behavioral health investments and priorities in North Carolina.
- Review the impact of federal Medicaid changes on behavioral health services.
- Discuss progress on Tailored Plans and future directions.

### THANK YOU I2I FRIENDS



#### COLLABORATING FOR IMPROVED OUTCOMES

Collaborative Health Network is distinguished as the premiere 'provider-owned', state-wide clinically integrated network and solution partner in North Carolina, specializing in Behavioral Health and Integrated Care excellence. We are dedicated to **Building Healthy Lives** for North Carolinians through whole-person value based care, improved health outcomes, and our leading efforts to champion healthcare transformation.



### Free 30-min IDD Webinar Series

- ▶ Learn from experts.
- ▶ Get practical tools.
- ▶ Walk away with free resources.



Dr. Craig Escudé  
MD, FAAP, FAAIDD, FAADM

Scan for more info  
and to register!



WEDNESDAY, JUNE 11, 2025

# CLOSING PLENARY SESSION, PART I

11:15 A.M. - 12:00 P.M.

## Resilience Amid Legislative and Policy Changes: A Conversation with Policy Analysts

In an era of rapid political shifts and evolving policy landscapes, staying informed is more critical than ever. Join a dynamic conversation with leading political analysts as they unpack the latest legislative trends, key policy debates, and their potential impacts on the public mental health (MH), intellectual-developmental disability (I/DD) and substance use services (SUS) system. This interactive session will provide expert insights into the potential changes at the state and federal levels that will impact the MH/IDD/SUS system and strategies for resilience in an ever-changing legislative environment

### OBJECTIVES:

- Review current legislative trends and policy shifts that may impact provision of health and human services.
- Discuss the potential short- and long-term effects of policy decisions on providers, payors and individual service-users.
- Review the latest regulatory and legislative developments

### SPEAKERS



**JULIA ADAMS-SCHEURICH, MLS**  
President and CEO of Oak City Government Relations, LLC and Senior Policy Consultant, CCR Consulting



**SARAH PFAU, JD, MPH**  
Senior Consultant, CCR Consulting



**MODERATOR**  
**TARA LARSON**  
Managing Principal, CCR Consulting

## THANK YOU I2I FRIENDS



### The Whole Solution For Children's Mental Health

At Alexander Youth Network, we help children overcome mental health and behavioral challenges with a comprehensive, integrated treatment approach tailored to each child's unique needs.



[www.AlexanderYouthNetwork.org](http://www.AlexanderYouthNetwork.org)



### Proud Partner of the i2i Spring Conference

We exist to serve people with individualized support needs to achieve their best health and fullest lives. We match the right team of professionals to the people in their community who need support, with compassion and convenience.

1-866-681-9856 | [cbcidd.com](http://cbcidd.com)



SCAN ME

WEDNESDAY, JUNE 11, 2025

# CLOSING PLENARY SESSION, PART II

12:00 - 12:45 P.M.

## Tailored Plans Launch – What’s Next for Integrated Care

Tailored Plans were successfully launched a year ago, establishing an integrated care system for members with Behavioral Health, I/DD, and TBI needs. During the Closing Plenary, the CEOs of the LME/MCOs who operate the Tailored Plans will reflect on the impact of this launch on their members and discuss the future for both individuals served and the providers supporting them. This session will offer attendees the latest insights into these programs and the leaders’ vision for the system at large.

### OBJECTIVES:

- Discuss the successes of integrated care through Tailored Plans and lessons learned
- Identify future plans to improve supports for Tailored plan members and where needs have been identified
- Describe a vision for the future of integrated care for members of Tailored Plans that emphasizes community-based services, supports and partnerships

## THANK YOU I2I FRIENDS

- Long-Term Services and Supports
- Behavioral Health Services
- Tailored Care Management Services



**Monarch**  
MonarchNC.org  
(866) 272-7826

### PANELISTS

#### LIBBY MCCRAW

MBA, Chief Executive Officer,  
Partners Health Management



#### ROB ROBINSON

Chief Executive Officer,  
Alliance Health



#### TRACY HAYES

CEO, Vaya Health



#### JOY FUTRELL

CEO, Trillium Health  
Resources



### MODERATOR

#### DAVE RICHARD, SR.

VP, State Gov. Relations,  
McGuireWoods Consulting  
LLC



GHA Autism Supports provides quality, community services to meet the unique needs of individuals with Autism Spectrum Disorder.

For more information, please visit us at  
[www.ghaautismsupports.org](http://www.ghaautismsupports.org)



## THANK YOU I2I FRIENDS



**Helping people  
live healthier lives**

UnitedHealthcare® is proud to sponsor  
the i2i Center for Integrative Health  
Spring Conference

CST35786 01/24



**Streamline  
HEALTHCARE**

**SmartCare™**  
BEHAVIORAL HEALTH EHR

**Single EHR for All Levels of Care**

**Built for Behavioral Health**

**Integrated Care Platform**

**Enterprise EHR**

**MCO-specific EHR Offering**

Contact Michael Adams  
[michael.adams@streamlinehealthcare.com](mailto:michael.adams@streamlinehealthcare.com)



[streamlinehealthcare.com](http://streamlinehealthcare.com)



### A SPECIALIST APPROACH TO HEALTH CARE

» The Risk Strategies National Health Care Practice provides specialized expertise and solutions in **Employee Benefits, Managed Care Risk, Reinsurance and Property, Casualty and Liability.**

Bringing together one of the largest teams of dedicated health care insurance and reinsurance professionals, we offer our clients risk management services that are focused, integrated, and best-in-class.

- Performance Bonds
- Specific and Aggregate Reinsurance

Contact us to learn more about our services.  
**Chuck Newton**  
804.647.8360 | [cnewton@risk-strategies.com](mailto:cnewton@risk-strategies.com)

**Risk Strategies. A Specialist Approach to Risk.**  
Property & Casualty | Employee Benefits | Private Client Services

[riskstrategies.com/healthcare](http://riskstrategies.com/healthcare)



**Proud Sponsor**



**Blue Cross Blue Shield  
of North Carolina** | **Healthy Blue**

Healthy Blue is a Medicaid plan offered by Blue Cross and Blue Shield of North Carolina, Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross and Blue Shield Association. © Marks of the Blue Cross and Blue Shield Association.  
1032099NCPENHBL 03/21

TUESDAY, JUNE 10, 2025

## CONCURRENT SESSIONS

10:30 A.M. - 12:00 P.M.

- Advancing Substance Use Disorder (SUD) Treatment in Standard Plans: Innovations, Implementation & Integration
- NC Medicaid's Multifaceted Strategy for Improving Behavioral Health
- Enhancing Systems and Services for Improved Child and Family Wellbeing
- The Collaborative Care Model: Advancing Integrated Behavioral Health
- Incorporating AI into Direct Service Delivery
- Aligning Strategic Planning and Sustainability with CCBHC Implementation
- Family Voices at the Forefront: Reimagining Change Through Stories

[VIEW SESSION DETAILS AND SPEAKERS](#)

### THANK YOU I2I FRIENDS



**CCR**  
CONSULTING

**OUR FOCUS IS ON YOUR SUCCESS.**



Throughout North Carolina and the US, clients have trusted us as their "go-to" for Health and Human Services strategy, program design, business development, revenue enhancement, policy, advocacy, and much more.

[www.ccrconsultinggroup.com](http://www.ccrconsultinggroup.com)

 CaseWorthy™ +  medisked

### SMARTER SOLUTIONS for HCBS Providers

Since 2011, we've supported North Carolina's HCBS industry by strengthening provider networks and improving care quality.

Our person-centered technology **unifies data, streamlines workflows, and aligns with NC DHHS standards** for Tailored Plans, CMAs, CINs, and providers.



**i2i FRIEND**

**2025**



Learn more at  
[CaseWorthy.com](http://CaseWorthy.com)

TUESDAY, JUNE 10, 2025

# LIVED EXPERIENCES COLLABORATIVE: STORIES TO SOLUTIONS

12:00 - 1:00 P.M.

The i2i Center is pleased to, once again, partner with [AKALAKA](#) to offer an opportunity for **individuals with lived experience, self-advocates, family and caregivers** - to have their voices heard and share insights with each other. This bi-annual special event creates a forum for individuals with lived experience to identify important current issues and frame them into messaging. Each collaborative ends with an action plan that involves advocating with legislative and policy leaders.

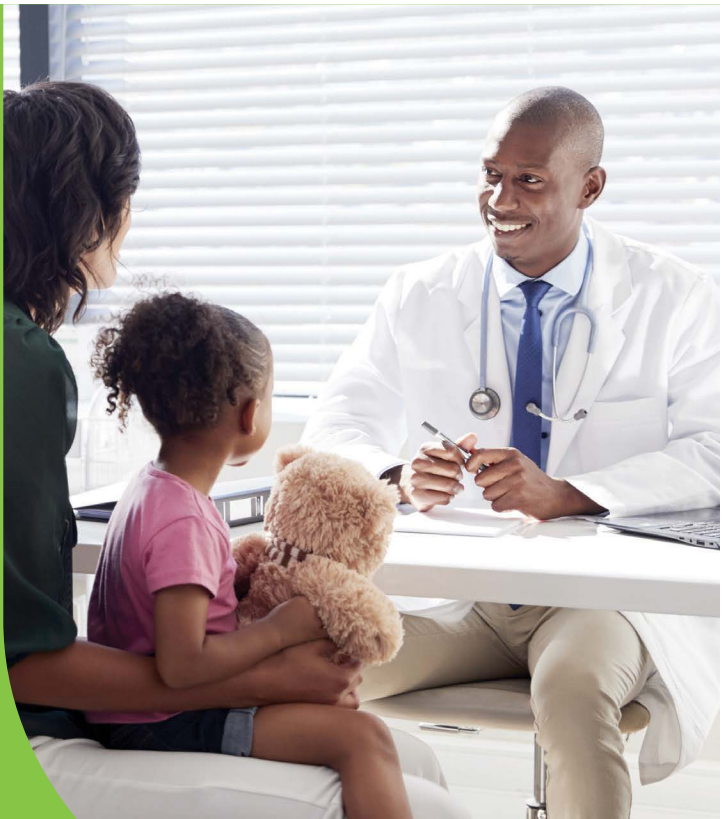
*To allow for open discussion, attendance is limited to bolded individuals.*

We are your  
healthcare ally

Humana Healthy Horizons® is proud  
to sponsor the 2025 i2i Spring  
Conference in North Carolina

**Humana**  
Healthy Horizons®

Humana Healthy Horizons is a Medicaid  
Product offered by affiliates of Humana Inc.





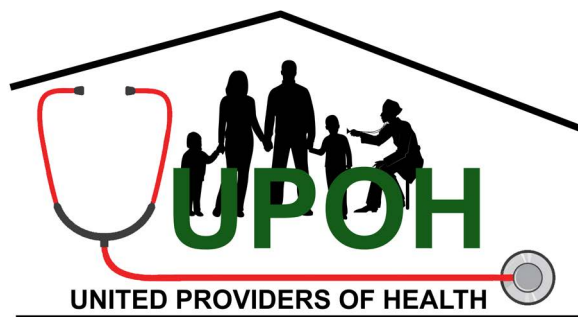
TUESDAY, JUNE 10, 2025

# SPARKING INNOVATION

1:30 - 2:30 P.M.

- Healthy Blue Together: Introduction to the Children and Families Specialty Plan
- Building Resilient Behavioral Health and I/DD Organizations with Cloud-Based Solutions
- Evidence Based Leadership: Implementation and Lessons Learned in the Tailored Plan Era
- Addressing Mental Health and Substance Use in Rural Communities Through the Power of Collaboration
- Improving Health Outcomes and Transitional Care for those with I/DD through Grassroot Organization Screening: The Special Olympics Healthy Athletes Program

[VIEW SESSION DETAILS AND SPEAKERS](#)



## THANK YOU I2I FRIENDS

**STARTING TO THINK THAT CAPTURING REVENUE IS LIKE SHOOTING A MOVING TARGET?**

Orbit Billing Solutions has a proven method to hit the bullseye for your revenue. Find out how our services pay for themselves with the increase in revenue we bring to your bottom line.

**STOP CHASING A TARGET. WE'VE GOT THIS.**

[www.orbitbilling.com](http://www.orbitbilling.com)  
888-440-5798 x704



TUESDAY, JUNE 10, 2025

# SPARKING INNOVATION

3:00 - 4:00 P.M.

- Advanced Behavioral Health in a Value-Based Primary Care Environment
- Meeting the Moment: Improving Medicaid Outcomes with Scalable, Virtual Behavioral Health Collaboration
- Innovations in Whole Person Integrated Care: UNC Hospitals' Youth Behavioral Health
- Home and Community-Based Services: Voices from Experience
- Clarity is Kindness
- Technology Through My Eyes

[VIEW SESSION DETAILS AND SPEAKERS](#)



## Molina Healthcare is proud to sponsor the i2i Spring Conference

Thank you for your dedication to integrated, whole person care and for making a positive impact on the lives of so many!



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

WEDNESDAY, JUNE 11, 2025

## CONCURRENT SESSIONS

9:30 A.M. - 11:00 A.M.

- Best Practices in Implementing Artificial Intelligence in Behavioral Healthcare
- Blueprint for Value-Based Care: Paving the way for Alternative Payment Model Transformation in North Carolina
- It Takes a Village: Addressing Foster Care Challenges Through Collaborative Solutions
- Using Predictive Analytics to Transform Community Living Outcomes in North Carolina
- Data & Decision Making: Empowering Whole-Person Care Through Data Integration
- Enhancing Overdose Prevention
- Best Practices and Common Misconceptions for Exchanging Client Physical Health Information

[VIEW SESSION DETAILS AND SPEAKERS](#)

### THANK YOU I2I FRIENDS



### We innovate with purpose

Patients will always inform and inspire our science-based innovations, which continue to change and save lives. Applying rigorous science with compassion, we will continue to confidently address the most complex healthcare challenges of our time and unlock the potential medicines and technologies of tomorrow.

Learn more at [nj.com](https://www.jnj.com)

**Johnson & Johnson**



Creating Life Skills With Those We Serve.  
[www.skillcreations.com](http://www.skillcreations.com)

**Our Services:** Intermediate Care Facilities •  
1915i • Day Programs • Innovations Waiver •  
Alternative Family Living • Emergent Need  
Respite • Child Development Center

### CONNECT WITH US TODAY!

Contact an Executive Director of Admissions:

Mary Katherine Hackmann (EAST)  
[admissionseast@skillcreations.com](mailto:admissionseast@skillcreations.com); (919) 648-2772

Jason Lewis (WEST)  
[admissionwest@skillcreations.com](mailto:admissionwest@skillcreations.com); (828) 523-4180





# Resilient Systems

NAVIGATING CHANGE