



CENTER *for*
INTEGRATIVE
HEALTH

insight to innovation

WINTER CONFERENCE

STARTING STRONG TOGETHER

January 14-15, 2026

Pre-Conference January 13th

**CONFERENCE
BROCHURE**

Winston-Salem, NC | Benton Convention Center

PROGRAM AT A GLANCE!

TUESDAY, JANUARY 13

Pre-Conference Day

7:30 a.m.

Registration Opens

9:00 a.m. - 3:00 p.m.

Pre-Con Exhibits

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

Medicaid Symposium – Identifying Priorities When Everything is Shifting

Sponsored by AmeriHealth Caritas NC

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

Lunch

3:00 p.m. - 5:30 p.m.

System of Care Expo Kick Off: Breaking Silos & Building Bridges: How System of Care is Working in NC

System of Care Expo Track

5:30 p.m.

Open Evening – Explore Winston Salem!

WEDNESDAY, JANUARY 14

7:30 a.m.

Registration Opens

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

Exhibits Open

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

Open Plenary

Building A Vision & Strategy for Navigating Uncertain Times: The Health & Human Service Leader's Challenge

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

Session Break/Visit Exhibitors

Sponsored by Alexander Youth Network, AmeriHealth Caritas NC, Amivie, Carolina Complete Health, CCR Consulting Citizens Insurance Agency, Collaborative Health Network, Community Alternatives of NC, GHA Autism Supports, Healthy Blue NC, Humana Healthy Horizons, IntellectAbility, Molina Healthcare, Inc., NC Division of MH/DD/SUS, WellCare of North Carolina

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

Concurrent Sessions

- Changing Systems through Youth and Family Leadership *System of Care Expo Track*
- The Goal Post Keeps Moving! Leveraging Funding Strategies, Operating Resources, and Partnerships to Stay in The Game
- How Do You Know It's Working: The Power of Measurement-Informed Care in Mental Health and Substance Use Disorder Services Measurement

- Addressing the Emergency Department Boarding Crisis for Children and Adolescents: A Collaborative Approach
- Whole Person Care and Population Health through an Indigenous Lens
- The Engagement Story: Collaboration in Action Across Total Care Management and Advanced Medical Homes
- Operationalizing Preparedness: Building a Safety Culture Through Crisis Skill Drills

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

Lunch

Sponsored by Alexander Youth Network, AmeriHealth Caritas NC, Amivie, Carolina Complete Health, CCR Consulting Citizens Insurance Agency, Collaborative Health Network, Community Alternatives of NC, GHA Autism Supports, Healthy Blue NC, Molina Healthcare, Inc., IntellectAbility

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

Lived Experiences Collaborative: Stories to Solutions Meeting

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

Lunch & Learn Meetings

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

Sparking Innovation

- Strengthening NC's Workforce: Implementing the NC Public Service Leadership Program *System of Care Expo Track*
- Innovation Through Collaboration: Strengthening Programs, Quality, and Sustainability at Scale *Advancing Success Topic*
- Reframing Community Engagement: From Needs to Strengths in Person-Centered Support
- Heal the Healers: Reimagining Workforce Wellness in Healthcare
- Growing Well: An Innovative, Integrated Approach to Early Childhood Complex Care in the Community
- Transforming OTPs: Innovations in Opioid Treatment to Enhance Patient Care
- Caring Communities: Guidance for Supporting Survivors of Suicide Loss

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

Session Breaks/Visit Exhibitors

Sponsored by Alexander Youth Network, AmeriHealth Caritas NC, Amivie, Carolina Complete Health, CCR Consulting Citizens Insurance Agency, Collaborative Health Network, Community Alternatives of NC, GHA Autism Supports, Healthy Blue NC, Humana Healthy Horizons, IntellectAbility, Molina Healthcare, Inc., NC Division of MH/DD/SUS, WellCare of North Carolina

3:00 p.m. - 4:30 p.m.

General Session

Medicaid Managed Care: Past Lessons, Future Directions

4:30 p.m. - 5:45 p.m.

Innovation Awards Reception

Sponsored by Alexander Youth Network, Amivie, Carolina Complete Health, CCR Consulting, Citizens Insurance Agency, Collaborative Health Network, Community Alternatives of NC, GHA Autism Supports, Healthy Blue NC, IntellectAbility, Johnson & Johnson, Medisked – a CaseWorthy Company, Molina Healthcare, Inc. Monarch, NextGen Healthcare, Orbit Billing, RHA Health Services, Risk Strategies, Skill Creation, Streamline Healthcare Solutions, United Healthcare, Universal MH/DD/SAS

THURSDAY, JANUARY 15

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

- Vital Connectors: The Role of System of Care High Fidelity Wraparound Liaisons in Our Communities *System of Care Expo Track*
- Beyond the Bill: A Tactical Playbook for One Big Beautiful Bill Act Readiness
- Ethical Use of Artificial Intelligence in Behavioral Healthcare
- Integrating to Achieve Whole Child Care: Advancing Value and Outcomes
- Building a Scalable Behavioral Health Workforce Through Community College Innovation
- Theories of Change: Using Data to Drive Systems Improvement and Implementation
- Supporting Women with Complex Needs Throughout Pregnancy: A Managed Care Approach

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

Session Break/Visit Exhibitors

Sponsored by All Ways Caring, Humana Healthy Horizons, Johnson & Johnson, Medisked – a CaseWorthy Company, Molina Healthcare, Inc. Monarch, NC Association of Public Community Health Plans, NextGen Healthcare, OPEN MINDS, Orbit Billing, RHA Health Services, Risk Strategies, Skill Creation, SPARC Services and Programs, Streamline Healthcare Solutions, United Healthcare, Universal MH/DD/SAS

PROGRAM AT A GLANCE! (CONTINUED)

11:30 a.m. – 12:30 p.m.

Sparkling Innovation

- Healthy Blue Care Together: Working Across Systems to Enhance Care
System of Care Expo Track
- Strengthening NC Behavioral Health Workforce Using Implementation Science Best Practice Strategies
- From Insight to Impact: I/DD and TBI Data in Action
- Voices Together Disaster Relief: Partnering with Vaya Health to serve Vulnerable Populations
- Remote Support through the Eyes of Someone Supported
- Empowering Stakeholders: Your Role in Driving System-Wide Policy Change Benefiting the Intellectual/Developmental Disability Community
- Translating Systems Change: Bringing the Zero Suicide Framework to Henderson County

12:30 p.m. – 2:00 p.m.

Lunch

Sponsored by Johnson & Johnson, Medisked – a CaseWorthy Company, Molina Healthcare, Inc., Monarch, NextGen Healthcare, OPEN MINDS, Orbit Billing, RHA Health Services, Risk Strategies, Skill Creation, Streamline Healthcare Solutions, United Healthcare, Universal MH/DD/SAS

1:30 p.m. – 2:00 p.m.

Lunch & Learn Meetings

2:00 p.m. – 3:30 p.m.

Concurrent Sessions

- NC Division of Child and Family Well-Being (DCFW) Child Behavioral Health Unit – A Programmatic Overview and Current Investments *System of Care Expo Track*
- More Than a Check-In: The Power of Electronic Visit Verification (EVV) in NC Medicaid Oversight
- Leading Through Change: Equipping Leaders for the Next Medicaid Transformation
- Care Coordination in Action: Enabling Connected, Accountable Behavioral Health
- From Data to Impact: Tailored Care Management for Children with I/DD in North Carolina
- Project ECHO: Cross-Sector Partnerships to Improve Health Outcomes in Perinatal Substance Use Disorder and Mental Health Care
- Enhancing Integrated Behavioral Health Care Access Through Development of Collaboratively Built Training Curricula

3:30 p.m. – 4:00 p.m.

Session Break/Visit Exhibitors

Sponsored by All Ways Caring, Humana Healthy Horizons, Johnson & Johnson, Medisked – a CaseWorthy Company, Molina Healthcare, Inc. Monarch, NC Association of Public Community Health Plans, NextGen Healthcare, OPEN MINDS, Orbit Billing, RHA Health Services, Risk Strategies, Skill Creation, SPARC Services and Programs, Streamline Healthcare Solutions, United Healthcare, Universal MH/DD/SAS

4:00 p.m. – 5:00 p.m.

Closing Plenary

Finding the Opportunity in Change

5:00 p.m.

Conference Adjourns

Breakfast is not being served at the Benton Convention Center.

Complimentary guest breakfast available at Conference hotels.

THANK YOU TO OUR CONFERENCE SPONSORS AND DONORS!

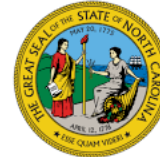
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NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Mental Health,
Developmental Disabilities and
Substance Use Services



THANK YOU I2I CHAMPION DONORS



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REGISTER HERE: I2I SPRING CONFERENCE 2025



2026 EXHIBITORS

Alexander Youth Network

All Ways Caring

Amivie

Benchmarks

CapGrow Partners

CARF

Carolina Complete Health

CCR Consultants

Charles Lea Center

Clarvida

Coastal Horizons Center, Inc.

Collaborative Health Network

Community Alternatives of NC

Cortica

Covenant Case Management Services

Datamation Imaging Services

Element Health Consortium

exydoc

GHA Autism Supports

Healthy Blue NC

Humana Healthy Horizons

Inperium

IntellectAbility

Johnson & Johnson

Joel T. Cheatam Insurance Agency

LATEST LIST OF EXHIBITORS AND SPONSORS!

Medisked – a CaseWorthy Company

Molina Healthcare, Inc.

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NC Association of Public Community Health Plans

NC Division of MH/DD/SUS

N.C. Health Information Exchange Authority

NextGen Healthcare Solutions

North Carolina Providers Council

ObservSMART

Orbit Billing Solutions

Partners Health Management

Project Transition

RHA Health Services

Risk Strategies

Skill Creation

SimplyHome

SMART Recovery USA

Southern Pharmacy Services

SPARC Services and Programs

Streamline Healthcare Solutions

SUN Behavioral Health

The Hughes Center

United HealthCare

Universal Mental Health Services, Inc.

Voices Together

WellCare of North Carolina

* Indicates Sponsors

**Our goal is to ensure
every individual receives
the right care –
at the right time –
in the safest
environment possible.**



Community Alternatives North Carolina

- Voca Corporation of North Carolina
- EduCare Community Living Corporation

Expertise in Home and Community-based Settings

- Safe, personalized home environments
- Support services for each individual's unique need – up to 24/7 care

Integration of Health Services

- Care coordination and care management
- Access to multidisciplinary teams that include clinical and behavioral support services
- Medical and behavioral high-acuity expertise

Tailored Care Management

- TCM provides Care Management to connect individuals with a full range of community resources and social supports, including medical, residential, and specialty providers, and offers assistance with applications for needs such as housing and transportation.

Personal Safety and Quality

- Real-time medication adherence through reliable, electronic medication tracking tools
- In-person or virtual caregiving

People Helping People in North Carolina

ResCare Community Living provides an array of services to individuals who need assistance with daily living due to developmental, cognitive or intellectual disabilities, and dual diagnoses. While specific services vary by location, ResCare Community Living contracts with all four North Carolina Tailored Plans to provide Innovations Waiver, 1915i, State and ICFIDD services. Highly trained direct service professionals provide person-centered services to individuals in our licensed group homes, day programs, alternative living arrangements and in the community. In addition, we offer specialty services for those with traumatic brain injuries. In our service delivery, we provide person-centered supports that allow for individual choice in treatment plans.

Helping Individuals Live Their Best Life

We are dedicated to impacting communities for the better with a mission to help individuals live their best life. Every day we focus on programs, services, training and technology that improve the health and well-being of the individuals we serve. We specialize in safe, cost-effective programs and services with proven results.

Quality and Safety Programs You Can Trust

Our care management tools and programs:

- Keep the individuals we serve safe
- Enhance independence
- Improve quality outcomes
- Lower health care costs

CONTACT:

Terrell Wheeler (NC Business Development) |
terrell.wheeler@rescare.com

STARTING STRONG TOGETHER JANUARY 14-15, 2026

WHY YOU SHOULD ATTEND

This year's i2i Center Winter Conference will bring together state and national experts, leaders, frontline professionals and people with lived experience to explore strategies to get ahead of the evolving policy landscape. Together, we will prepare by **Starting Strong Together** in the new year.

With new federal and state legislative and budgetary actions, we are now seeing a major shift in national priorities and funding that will impact Medicaid and publicly-funded services.

Over the past several years, North Carolina has emerged as a national leader in Medicaid innovation. The state has prioritized whole-person, integrated care through its Medicaid Standard and Tailored Plan programs, particularly for individuals with behavioral health and intellectual/developmental disability (I/DD) needs. These efforts have led to significant advancements in healthcare partnerships and community-based collaborations to better support members. Maintaining the trajectory of progress is difficult when policy changes occur and being informed and staying two steps ahead is crucial.

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.

MORE NETWORKING!

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, plan and set up 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, and **Talk** to Speakers and Exhibitors

Not familiar, with Whova? Watch this quick [Whova Introduction video](#)

CONTINUING EDUCATION

CONTINUING EDUCATION CREDIT FOR THIS CONFERENCE IS BEING PROVIDED BY:

SOUTHERN REGIONAL AHEC

PART OF NC AHEC

EARN UP TO 16.5 CEUS

January 13th Pre-Conference Day - Earn up to 6.5 Hours of Continuing Education Credits

January 14-15th Conference - Earn up to 10 Hours of Continuing Education Credits

Contact hours: Up to 10 hours for behavioral health professionals, social workers and other healthcare disciplines.

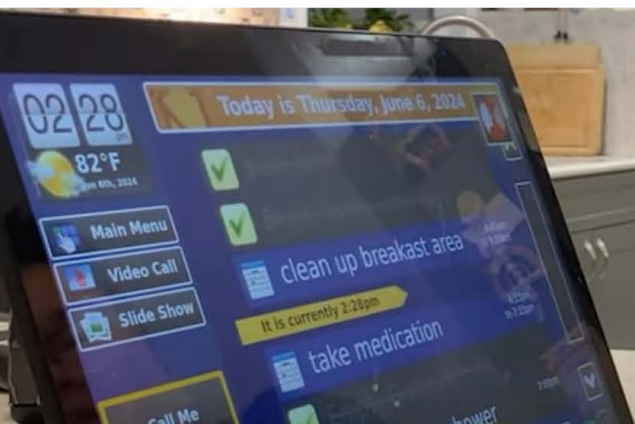
Substance Abuse: Up to 10 hours for substance abuse credit will be awarded to participants who attend 100% of the program. Southern Regional AHEC adheres to NCASPPB Education Provider Guidelines.

****This program does not provide specific NBCC Credits. However, per LPC licensure guidelines, you may submit up to 10 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 10 Contact Hours toward their Professional Development training related to health, mental health, and substance use.



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TULA is personalized technology that provides support by a dedicated care team using two-way communication in real time. TULA helps meet unique care needs to help people live empowered and healthy lives.



Connection

- Safely talk to family, friends and care team using the **Video Calls** and **Message Center**
- Community resources
- HIPAA-compliant **telehealth**

✓ **Increase Quality of Care**



Health and Safety

- **Manage chronic conditions** with FDA-approved devices
- **Medication reminders**
- Guided **workouts**, **meditation**, and **meal preparation**

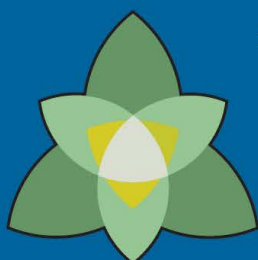
✓ **Improve Health Outcomes**



Engaged Living

- **Daily reminders** with personalized, guided instruction
- **Calendar** and **To Do**
- Personalized **pictures**, **music**, **books**, **games**, and **videos**

✓ **Support Independence**



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HEALTH RESOURCES

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1-877-685-2415

TrilliumHealthResources.org

BENTON CONVENTION CENTER & CONFERENCE HOTELS

BENTON CONVENTION CENTER

The i2i Center will again host the Winter Conference at the spacious [Benton Convention Center](#) in downtown Winston-Salem, NC.



CONFERENCE 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. There is also a skywalk that connects the Marriott and the Embassy Suites.



MARRIOTT WINSTON-SALEM

The conference rate for the **Marriott** is **\$145 (single occupancy) and \$150 (double occupancy)**. This rate is good 3 days before and 3 days after the event. Please use this [Marriott Reservation Link](#) to make your reservation. You can also call 1-800-320-0934 to make a reservation. Please be sure to let them know you are with the i2i Center conference. The room block is good until December 16, 2025, or until the room block sells out. We encourage you to make reservations as soon as possible.

Marriott Address: 425 North Cherry Street Winston-Salem, North Carolina 27101



EMBASSY SUITES BY HILTON

The conference rate for the **Embassy Suites** is **\$149 per night**. Please use this [Embassy Suites Reservation Link](#) to make your reservation. You can also call the hotel to make a reservation at 1-800-445-8667, be sure to give tell them you are with the i2i Conference for the discounted rate. The room block is good until **December 15, 2025 or until the room block sells 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.m block sells out. We encourage you to make reservations as soon as possible.

Embassy Suites Address: 460 N Cherry St, Winston-Salem, NC 27101

THANK YOU I2I FRIEND



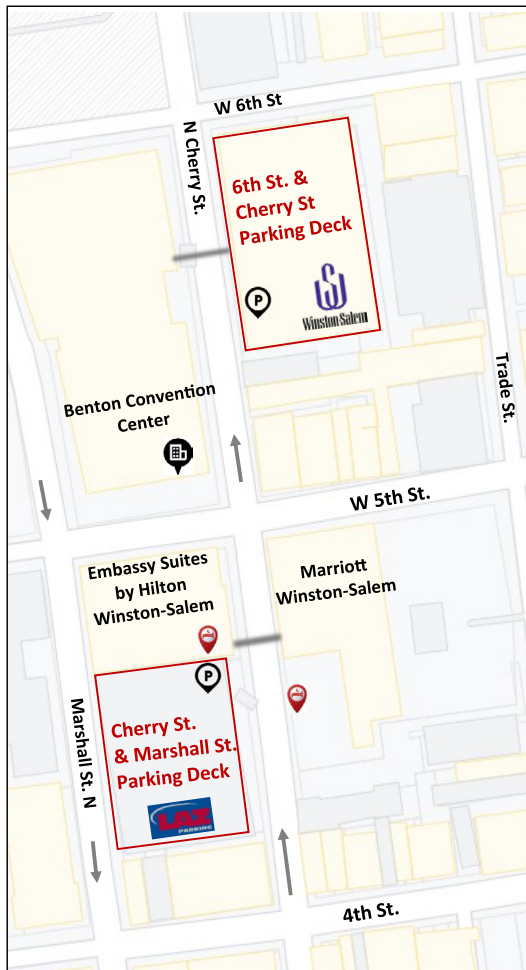
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HOTEL BREAKFAST & PARKING



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: \$23 for up to 4 hours, \$26 4-8 hours and \$30 for overnight parking.

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.

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).

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 - Breakfast Voucher

All conference registrants staying at the Marriott will receive i2i Center breakfast tickets at check-in good for a breakfast buffet at the hotel's **Butcher and Bull Restaurant** on Tuesday, Wednesday and Thursday mornings. The breakfast tickets include tax but do not cover gratuity.

Embassy Suites

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

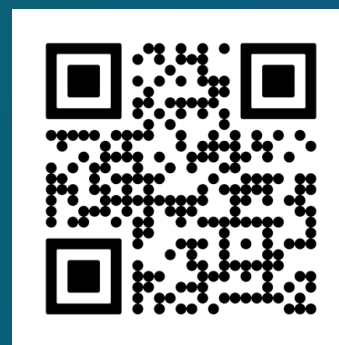
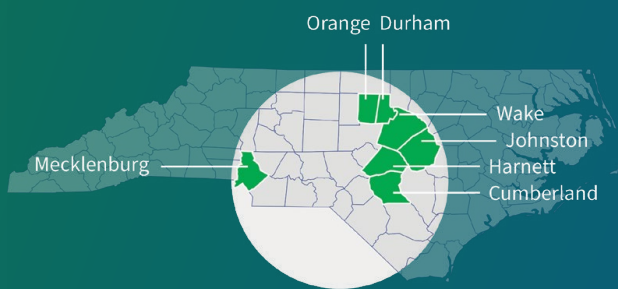




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800-510-9132



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

WINSTON SALEM ATTRACTIONS

The conference and hotels are in the heart of downtown Winston-Salem offering great dining and entertainment within walking distance including upscale dining, casual fair and microbrewery options. In addition, there are nearby coffee shops, bakeries, and shopping. Other adventures include Old Salem, theaters, wineries and historic homes. There is so much to explore! Check out what [Winston Salem](#) has to offer!



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WEDNESDAY, JANUARY 14TH

INNOVATION AWARDS RECEPTION

4:30 P.M. – 5:45 P.M.

The i2i Center for Integrative Health's Innovation Awards recognize innovation in services and programming that increase integrated, whole person approaches to care using inventive methods, tools and partnerships. All attendees 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.

Innovation Awards Reception Sponsored by Alexander Youth Network, Amivie, Carolina Complete Health, CCR Consulting, Citizens Insurance Agency, Collaborative Health Network, Community Alternatives of NC, GHA Autism Supports, Healthy Blue NC, IntellectAbility, Johnson & Johnson, Medisked – a CaseWorthy Company, Molina Healthcare, Inc., Monarch, NextGen Healthcare, Orbit Billing, RHA Health Services, Risk Strategies, Skill Creation, Streamline Healthcare Solutions, United Healthcare, Universal MH/DD/SAS



THANK YOU 121 FRIENDS

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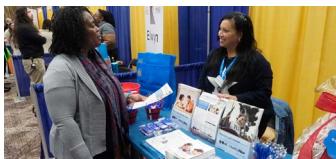
MonarchNC.org

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CONFERENCE RESOURCES

EXCEPTIONAL NETWORKING

The i2i Center brings together diverse groups representing all levels of the behavioral health and I/DD integrated, whole-person care system: executive level leaders, 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 almost 800 system stakeholders in North Carolina and beyond. We are known for our outstanding content, expert speakers and amazing networking opportunities.



EXHIBITION

JANUARY 13-15 2026
9:00 A.M. - 4:00 P.M.

Expect a busy exhibit hall! With over 100 exhibitors participating 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 Tuesday, Wednesday and Thursday. [View current list of Exhibitors.](#)

VALUE ADDED PARTNERSHIPS



NORTH CAROLINA
System of Care

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 (DCFV) is building out the foundation of System of Care in North Carolina. With this goal in mind, for the **2nd year in a row, the i2i Center and DCFV 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**.

SPONSORED BY



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Child and Family Well-Being

NEW - ADVANCED SUCCESS SESSION

i2i Center has created a new type of session offering, called **Advancing Success**. These sessions **provide attendees with a product-driven review of the latest technology or service, highlighting real-world examples of its impact to help you drive success in your organization.**

This year **Inperium** will be sponsoring an Advancing Success session on **Innovation Through Collaboration: Strengthening Programs, Quality, and Sustainability** at Scale on Wednesday from 1:30 - 2:30 p.m.. Explore how mission-driven partnerships can drive scale, sustainability, and impact. Inperium will share key lessons from 35+ successful collaborations, offering a reinvestment-focused alternative to the traditional mergers and acquisitions models —empowering organizations to grow without compromising identity or care. [Session Details](#)



LIVED IN EXPERIENCES COLLABORATIVE: STORIES TO SOLUTIONS

WEDNESDAY, JANUARY 14, 2026

Calling individuals with lived experience, self-advocates, family members, and care partners!

The i2i Center is proud to again 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 SESSIONS JANUARY 14-15 2026

IBM, Inperium, ZeOmega and others national organizations have hosted Lunch & Learn events – you should too! Lunch and Learn's allow attendees to take a deeper dive into the resources available to empower their 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 this rapidly evolving service environment.

To host a Lunch & Learn session, contact jean@i2icenter.org.



THANK YOU 121 FRIENDS

Join Us & Discover How To Lead Data & Performance Transformation For Organizational Sustainability

Attend the only executive event dedicated to translating performance data, leadership strategies, and innovation into sustainable organizational growth. Featuring national experts and real-world case studies, this event delivers strategic insight at a time when performance is the difference between surviving and scaling.

Register today before the seats fill up!



The 2026 OPEN MINDS

PERFORMANCE Management Institute



FEB 10-12, 2026



Clearwater Beach, FL

FEATURED KEYNOTE Uniting For Impact: How Centerstone & Brightli's Strategic Growth & Vision Are Shaping The Future Of Behavioral Health



David C. Guth, Jr.
Chief Executive Officer



CENTERSTONE



CJ Davis
Chief Executive Officer



BRIGHTLI



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[CLICK HERE](#), To Learn
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Contact Aviance Robertson at aviance@i2icenter.org

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PRE-CONF. SYSTEM OF CARE EXPO <i>(1/13 AFTERNOON SESSION ONLY)</i>	\$60	\$70
CONSUMER FAMILY/COMPANION	\$85 PER DAY	NOT SUBJECT TO 50% DISCOUNT

CANCELLATION POLICY

The cancellations policy for In-Person attendees is as follows: A 25% refund is available on registrations cancelled before November 14. **No registration refunds will be made after November 14.** To receive any refund, you must email Aviance Robertson before the November 14 - 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 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 if this happens.

PRE-CON DAY - TUESDAY, JANUARY 13, 2026

MEDICAID SYMPOSIUM

9:30 A.M. – 2:30 P.M.

New Year Reset to Plan for Change

Medicaid Symposium: Identifying Priorities When Everything is Shifting

The beginning of a new year is a chance to reset. With the rapid pace of policy and funding changes, it's hard to identify the best strategies to stay current. This session provides all the policy information needed to hit the reset button. Conferees will get timely updates around federal and state changes to Medicaid and public health and human service funding. Conferees will also hear the strategies and next steps for NC DHHS and Medicaid Plans to comply with policy and funding changes. This is a one-stop session that will help you to identify priorities for you and your organization.

OBJECTIVES

- Review the latest information on national and state policies that impact the public MH/IDD/SUS funding.
- Discuss the steps Medicaid Plans are taking to assist providers and ensure a continued, strong provider network for members.
- Describe how the State Division of MH/IDD/SUS Strategic Plan is playing a positive role in progressing the public system.
- Identify the strategies that NC DHHS will take to comply with federal and state policy and funding changes.

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SPEAKERS



JAY LUDLAM
Deputy Secretary for NC
Medicaid, NC DHHS



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



TARA LARSON
Managing Principal, CCR
Consulting

STANDARD PLAN PANELISTS



ERIC HARBOUR
Director-Behavioral Health,
WellCare of North Carolina



MARÍA FRANKLIN
Director of Behavioral Health
Services, Healthy Blue

TAILORED PLAN PANELISTS



BETH LACKEY,
MBA, MSW, LCSW
Senior Director, Provider Network,
Partners Health Management



CELESTE ORDIWAY,
MSW, LCSW, LCAS
Vice President of Behavioral
Health and I/DD Operations,
Vaya Health

Medicaid Symposium Sponsored by



PRE-CON DAY - TUESDAY, JANUARY 13, 2026

ADVANCING SUCCESS

3:00 P.M. – 5:30 P.M.

System of Care Expo Kick Off

Breaking Silos & Building Bridges: How System of Care is Working in NC

The 2nd Annual System of Care Exposition will kick-off with this pre-conference session to learn & share more about child behavioral health & system of care in North Carolina. Join us for a discussion around identifying and connecting child behavioral health systems! Participants are encouraged to share knowledge from their professional and lived experiences, as well as engage and learn from others. There will be interactive discussion, presentations from the NC System of Care team, and workforce resilience opportunities throughout the session.

The national System of Care principles are a framework for child mental health service delivery in North Carolina and across the nation. These values 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. Exposition sessions will continue throughout the conference and are tagged as a **System of Care Expo Track**.

OBJECTIVES

- Discuss the NC DHHS \$14.8M System of Care Expansion Grant.
- Identify and learn more about child behavioral health systems in North Carolina.
- Describe the System of Care approach in North Carolina.
- Review NC System of Care Child Collaborative data for strengths, gaps and opportunities in your community.

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SPEAKERS



HAYLEY BAYNE

UNC School of Social Works'
Behavioral Health Springboard,
NC System of Care Team
Lead & Strategy and Impact
Coordinator, Division of Child &
Family Well-Being



STACIE FORREST

Unit Manager for the Child
Behavioral Health Team at NC
DCFV, Division of Child and
Family Well-Being



TEKA DEMPSON

Lead Family Partner
Coordinator and Co-Lead
on the Systems of Care and
High-Fidelity Wraparound



SHARONDA THOMAS-BULLUCK

Lead Collaborative Coordinator,
Division of Child and Family



TARA WATERS

Outreach Coordinator, Division
of Child and Family Well-Being

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.



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Child and Family Well-Being

WEDNESDAY, JANUARY 14, 2026

OPENING PLENARY KEYNOTE

9:00 A.M. - 10:00 A.M.

Building A Vision & Strategy for Navigating Uncertain Times: The Health & Human Service Leader's Challenge

Our keynote speaker, **OPEN MINDS CEO Monica Oss**, will kick the conference off by providing national insight into the health and human services landscape. As health and human service stakeholders look ahead to the new year, Oss will highlight the areas of best practice, market development and provider organization sustainability that should be a focus for the year. Funding, reimbursement and service policies are shifting quickly. The conference opens with an opportunity to hear about the evolving best practice models for service delivery and how providers, payors, states and service-users can be nimble and pivot with the unexpected.

SPEAKER

MONICA OSS

Chief Executive Officer, OPEN MINDS



OBJECTIVES:

- Discuss where states, payors, providers should put their efforts in the coming year and where they can find opportunities.
- Describe Medicaid policy changes and their implications for providers, payors and service-users.
- Identify key areas to adapt to changes in the health and human service landscape.

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THURSDAY, JANUARY 15, 2026

CLOSING PLENARY KEYNOTE

4:00 P.M. - 5:00 P.M.

Finding the Opportunity in Change

Few can provide a summation of policy and funding changes and how we can find the opportunities than our closing speaker, **Secretary Kody Kinsley**. His insights gained as NC DHHS Secretary during Covid and his role in expanding Medicaid and transforming the behavioral health system of care in North Carolina all attest to his keen ability to find opportunities in difficult circumstances.

Conferees will hear a call to action that will help individuals and organizations strategize for a successful year. Secretary Kinsley has been an active policy advisor at the national and state levels and has been providing insight and guidance as policy and funding changes occur.

OBJECTIVES:

- Identify key challenges and opportunities in the policy and funding landscape for health and human service stakeholders.
- Review the insights gained by Kinsley on federal health and human service transformations occurring as part of his new roles with national education and policy institutions.
- Describe the federal and state changes that will impact North Carolina's public health and human services system.

SPEAKER

KODY KINSLEY

Senior Policy Advisor, Institute for Policy Solutions, Johns Hopkins University and Former Secretary of NC Health and Human Services



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WEDNESDAY, JANUARY 14, 2026

CONCURRENT SESSIONS

10:30 A.M. – 12:00 P.M.

- Changing Systems through Youth and Family Leadership *System of Care Expo Track*
- The Goal Post Keeps Moving! Leveraging Funding Strategies, Operating Resources, and Partnerships to Stay in The Game
- How Do You Know It's Working: The Power of Measurement-Informed Care in Mental Health and Substance Use Disorder Services Measurement
- Addressing the Emergency Department Boarding Crisis for Children & Adolescents: A Collaborative Approach
- Whole Person Care and Population Health through an Indigenous Lens
- The Engagement Story: Collaboration in Action Across Total Care Management and Advanced Medical Homes
- Operationalizing Preparedness: Building a Safety Culture Through Crisis Skill Drills

[VIEW SESSION DETAILS AND SPEAKERS](#)

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WEDNESDAY, JANUARY 14, 2026

SPARKING INNOVATION

1:30 P.M. – 2:30 P.M.

- Strengthening NC's Workforce: Implementing the NC Public Service Leadership Program
System of Care Expo Track
- Reframing Community Engagement: From Needs to Strengths in Person-Centered Support
- Heal the Healers: Reimagining Workforce Wellness in Healthcare
- Growing Well: An Innovative, Integrated Approach to Early Childhood Complex Care in the Community
- Transforming OTPs: Innovations in Opioid Treatment to Enhance Patient Care
- Caring Communities: Guidance for Supporting Survivors of Suicide Loss
- Innovation Through Collaboration: Strengthening Programs, Quality, and Sustainability at Scale *Advancing Success*
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WEDNESDAY, JANUARY 14, 2026

GENERAL SESSION

3:00 P.M. - 4:30 P.M.

Medicaid Managed Care: Past Lessons, Future Directions

With so many policy and funding changes occurring at the same time, the NC Medicaid Plans have been challenged to maintain their networks and stability for their members. These panel discussions will cover the lessons learned by Standard and Tailored Plans and how they have informed next steps. Panelists will cover topics such as efforts to align utilization management policies and reduce provider burdens, ensuring behavioral health parity remains a priority, use of innovative services to support members, care integration between physical health and behavioral health, including the care management role, and transitions of care – especially the unique challenges posed by statutory requirements when members move between Standard and Tailored Plans.

OBJECTIVES:

- Describe innovative services that are progressing the community-based service system, including peer support.
- Discuss how care integration and care management are being utilized to bring about better outcomes for members.
- Review transition of care mechanisms that assist members.

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Chief Executive Officer, Trillium
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TRACY HAYES

Chief Executive Officer,
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LIBBY MCCRAW

Chief Executive Officer, Partners
Health Management



ROB ROBINSON

Chief Executive Officer, Alliance
Health



DAVE RICHARD MODERATOR

Senior Vice President of Government
Relations, McGuireWoods Consulting

STANDARD PLAN PANEL



DR. STEVEN BENTSEN

Behavioral Health Medical Director,
Healthy Blue



DR. UREH NNENNA LEKWUAUWA

Behavioral Health Medical Director,
Carolina Complete Health



DR. NERISSA PRICE,

Behavioral Health Medical Director,
Amerihealth Caritas NC



DR. THERESE GARRETT

Chief Executive Officer,
Alliance Health



DR. BARBARA WISE

Behavioral Health Medical Director,
United Health Care Community Plan
of NC



TAYLOR GRIFFIN MODERATOR

Senior Policy Advisor, NC
Association of Health Plans

THURSDAY, JANUARY 15, 2026

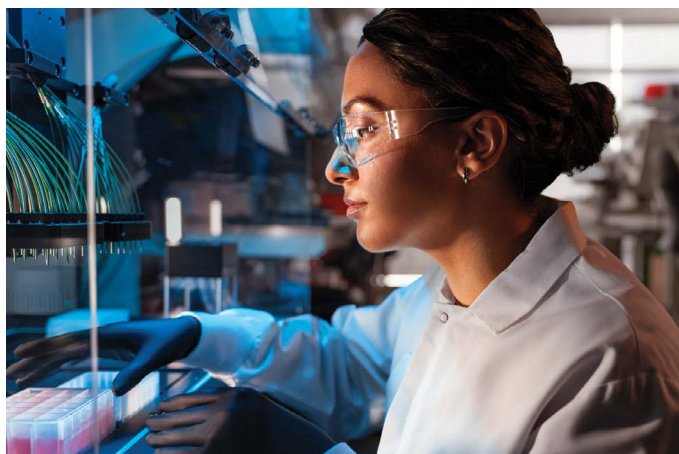
CONCURRENT SESSIONS

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

- Vital Connectors: The Role of System of Care High Fidelity Wraparound Liaisons in Our Communities *System of Care Expo Track*
- Beyond the Bill: A Tactical Playbook for One Big Beautiful Bill Act Readiness
- Ethical Use of Artificial Intelligence in Behavioral Healthcare
- From Fragmentation to Integration: Advancing Value and Outcomes in Healthcare
- Building a Scalable Behavioral Health Workforce Through Community College Innovation
- Theories of Change: Using Data to Drive Systems Improvement and Implementation
- Supporting Women with Complex Needs Throughout Pregnancy: A Managed Care Approach

[VIEW SESSION DETAILS AND SPEAKERS](#)

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THURSDAY, JANUARY 15, 2026

SPARKING INNOVATION

11:30 A.M. – 12:30 P.M.

- **Healthy Blue Care Together: Working Across Systems to Enhance Care**
System of Care Expo Track
- **Strengthening NC Behavioral Health Workforce Using Implementation Science Best Practice Strategies**
- **From Insight to Impact: I/DD and TBI Data in Action**
- **Voices Together Disaster Relief: Partnering with Vaya Health to serve Vulnerable Populations**
- **Remote Support through the Eyes of Someone Supported**
- **Empowering Stakeholders: Your Role in Driving System-Wide Policy Change Benefiting the Intellectual/Developmental Disability Community**
- **Translating Systems Change: Bringing the Zero Suicide Framework to Henderson County**

VIEW SESSION DETAILS AND SPEAKERS

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THURSDAY, JANUARY 15, 2026

CONCURRENT SESSIONS

2:00 P.M. – 3:30 P.M.

- NC Division of Child and Family Well-Being (DCFW) Child Behavioral Health Unit – A Programmatic Overview and Current Investments *System of Care Expo Track*
- More Than a Check-In: The Power of Electronic Visit Verification (EVV) in NC Medicaid Oversight
- Leading Through Change: Equipping Leaders for the Next Medicaid Transformation
- Care Coordination in Action: Enabling Connected, Accountable Behavioral Health
- From Data to Impact: Tailored Care Management for Children with I/DD in North Carolina
- Project ECHO: Cross-Sector Partnerships to Improve Health Outcomes in Perinatal Substance Use Disorder and Mental Health Care
- Enhancing Integrated Behavioral Health Care Access Through Development of Collaboratively Built Training Curricula

[VIEW SESSION DETAILS AND SPEAKERS](#)

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