





NC Department of Health and Human Services

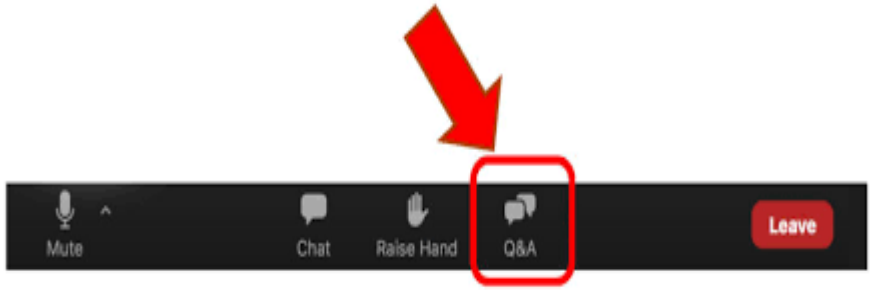
Division of Mental Health, Developmental Disabilities, and Substance Use Services

Inclusion Connects Community Advisory Committee Meeting

October 19, 2026

Housekeeping

- Reminders about the webinar technology:
  - Please make sure you are using a computer or smart phone connected to the internet, and the audio function is on, and the volume is turned up.
  - Please make sure your microphone is muted for the duration of the call unless you are speaking or asking questions.
  - Questions can be submitted any time during the presentation using the “Q&A” box located on your control panel, and we will answer as many questions as time allows after the presentation.

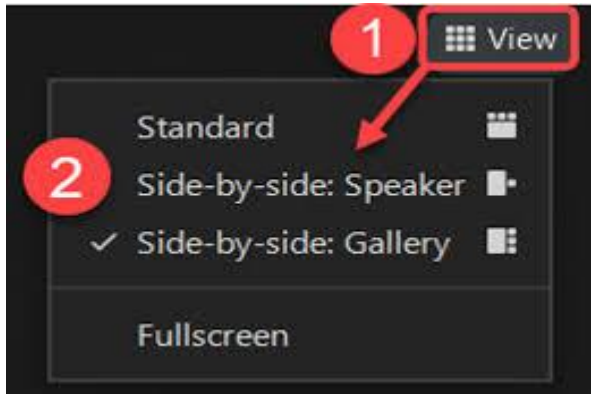


Housekeeping



- American Sign Language (ASL) Interpreters and Closed-Captioning
  - ASL Interpreters and Closed-Captioning options will be available for today's event.
  - For closed-captioning options select the "Closed Caption" feature located on your control panel.

Intérpretes y subtítulos en lengua de signos americana (ASL). Habrá intérpretes de ASL y opciones de subtítulos disponibles para el evento de hoy. Para opciones de subtítulos, seleccione la función "Subtítulos" ubicada en su panel de control.



- Adjusting Video Layout and Screen View
  - Select the "View" feature located in the top-right hand corner of your screen.

Agenda

1. Introductions
2. Inclusion Connects Background
3. 10/15/26 Quarterly Report Summary Overview
4. DSP Recruitment and Retention grants Round 1 update
5. Innovations Waiver Waitlist Dashboard Update
6. Samantha R Update
7. Up next.....
8. Q&A

Tina Barrett, MA, LPA-IP, HSP-PA
Assistant Director, I/DD
IDD, TBI & Olmstead Section, DMH/DD/SUS



- MA in Psychology
- Licensed Psychological Associate with Independent Practice
- More than 30 years of experience providing clinical and administrative services to people with IDD
- DMH/DD/SUS since 2023

Inclusion Connects Background

Inclusion Connects Background

Inclusion Connects is an NCDHHS program to connect people with I/DD to more choices and more access to services and supports. It is designed to help people with I/DD, regardless of age or ability level, and their families navigate the complex system of services from birth to the end of life.

Link to Inclusion Connects Website

Inclusion Connects Activities

Supporting the Direct Support Professional (DSP) Workforce: Addresses workforce shortages and connects DSPs with providers and people with I/DD.

Promoting Access to Services: Focuses on providing access to necessary services, including those on the Innovations Waiver Waitlist.

Improving Housing Access: Enhances the housing options available for people with I/DD.

Strengthening Interpersonal Violence (IPV) Supports: Prevent IPV for people with I/DD and provide trauma-informed information and tools.

Inclusion Works:
Expand support employment services and increase access to Competitive Integrated Employment



ICAC Meeting Schedule

Quarterly Meetings at 11:00am – Registration Link

Upcoming Meetings:

January 25, 2027
April 26, 2027
July 26, 2027
October 25, 2027

Reminders:

- RSVP to Calendar Invitations
- Come prepared with questions and ideas about the Inclusion Connects program
- Reach out to tina.l.barrett@dhhs.nc.gov if you know other individuals who would like to participate in Advisory Committee

If there is a specific topic you would like NCDHHS to cover during the Advisory Committee, please reach out to Tina Barrett (tina.l.barrett@dhhs.nc.gov) and we will add it to the agenda for our next meeting.

NC Department of Health and Human Services

Inclusion Connects Report Summary

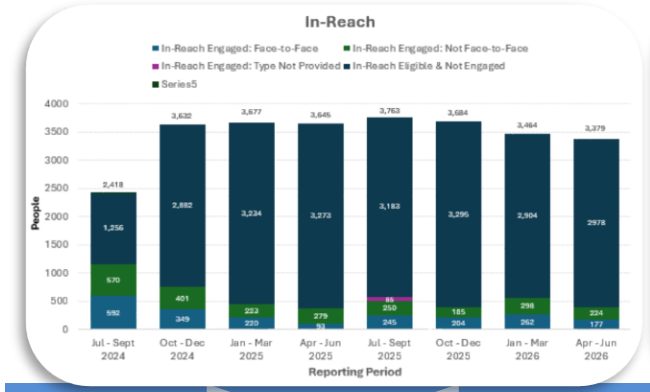
Summary views of key metrics from the Inclusion Connects Quarterly Report are available in the following sections.

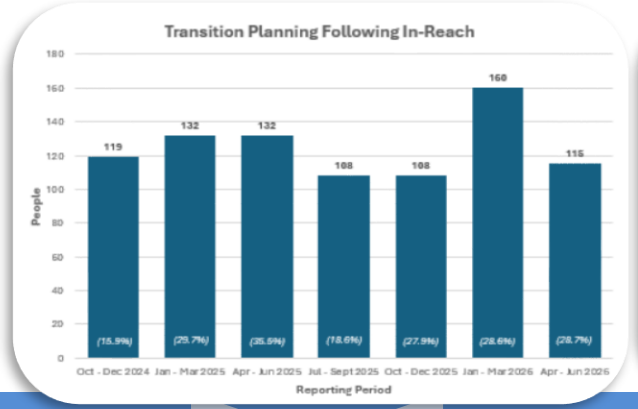
October 15, 2026

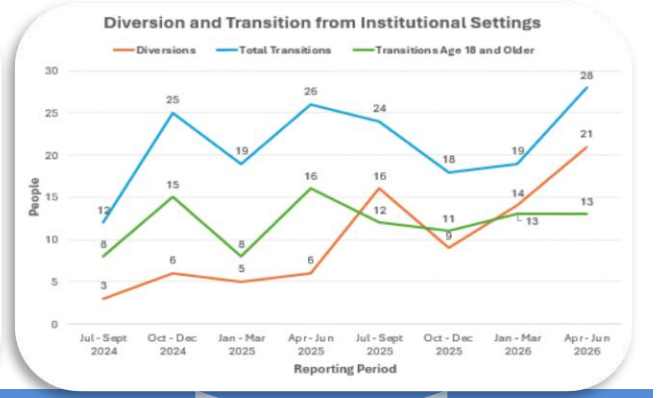
Data Collection Period: April 1, 2026, through June 30, 2026

Transition & Housing Overview

Please note metrics may fluctuate as data quality improves, reflecting more accurate populations and cleaner, more reliable data. Current data is sourced from LME/MCO reporting.







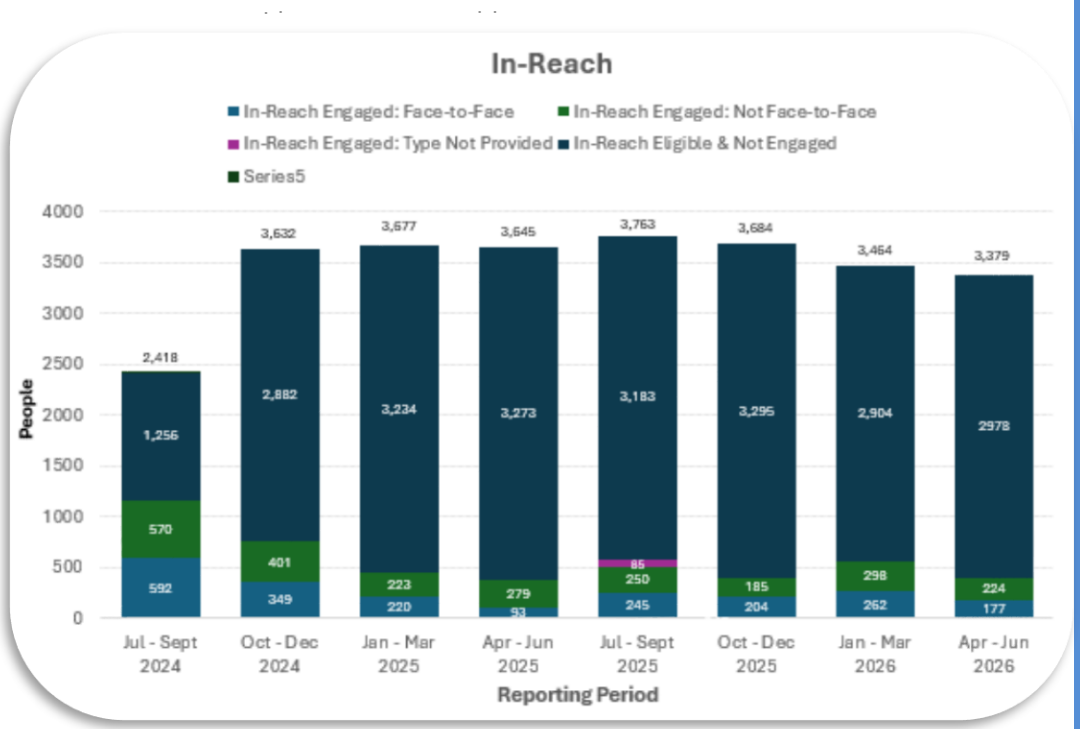
- The total number of members reported living in institutional settings remains stable across LME/MCOs with a slight decline for the second consecutive review.
- In-Reach efforts currently reflect internal policies of each LME/MCO.

- Percentages are calculated using the number of people engaged in In-Reach during the quarter who decide to move into the “transition planning” phase.

- NCDHHS continues to work with the LME/MCOs[1] to ensure people eligible for diversion are tracked correctly.
- Transition data from the Money Follows the Person program are included. TCL[2] program data is not included in the above chart.

1. LME/MCO: Local Management Entity/Managed Care Organization
2. TCL: Transitions to Community Living

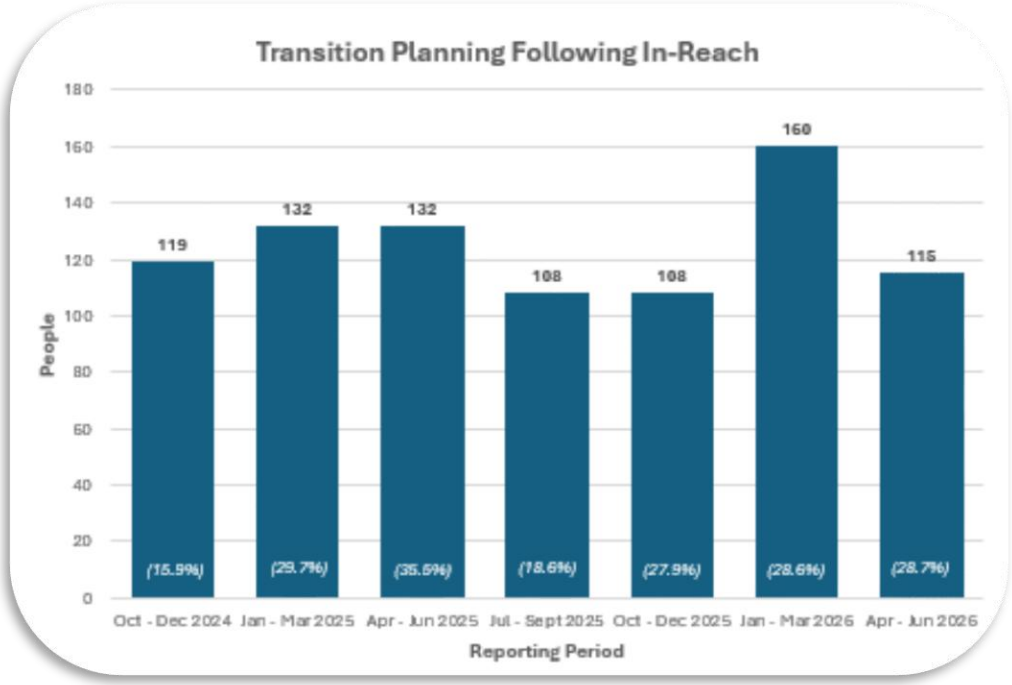
Transition & Housing



In-Reach

- In-Reach is the process of providing information to people with disabilities living in institutional settings and their Legally Responsible Person (LRP) on the benefits and availability of community-based services.
- In-Reach can also offer visits to community-based settings and opportunities to meet other people with disabilities who are living, working and receiving services in inclusive settings.
- In-Reach is provided face-to-face and virtual discussions with each person, depending on their preference but might also include providing information through email or mail.
- The goal is to support people in making the best living decision for themselves.

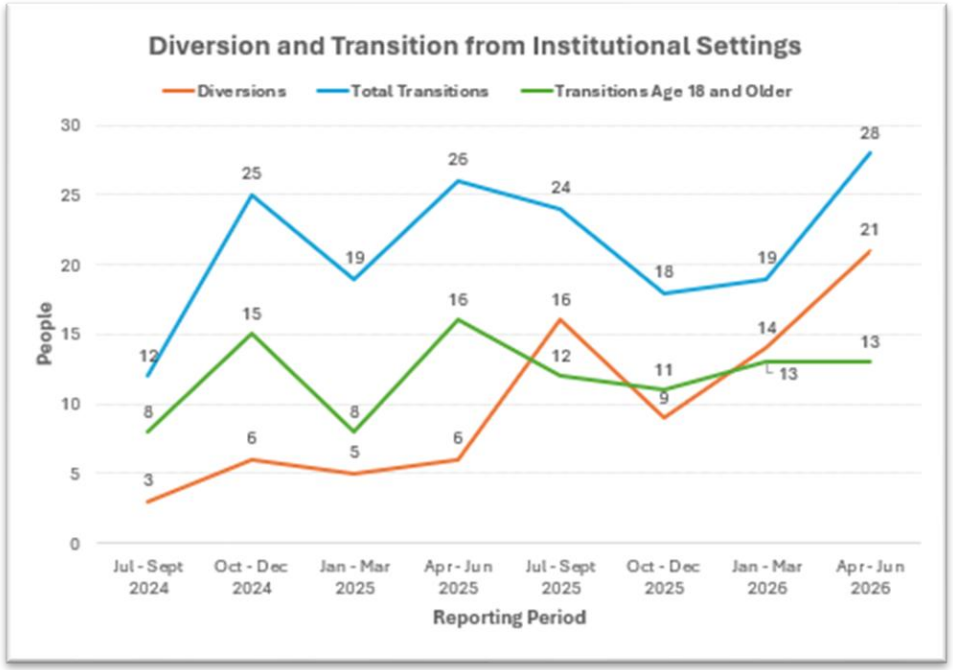
Transition & Housing



Transition Planning

- In-Reach education allows people with disabilities to make an informed choice about where they want to live and receive services.
- The goal of transition planning is to make sure the person has the supports they need to move into the community living option of their choice, if it is a good fit.

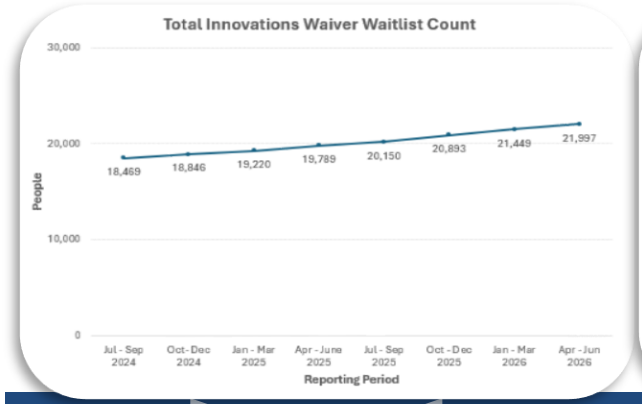
Transition & Housing

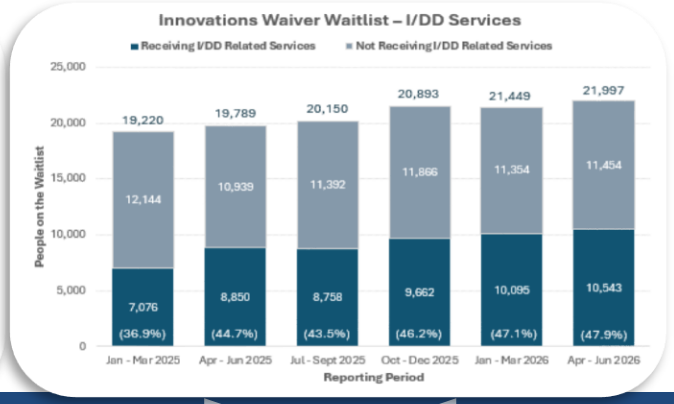


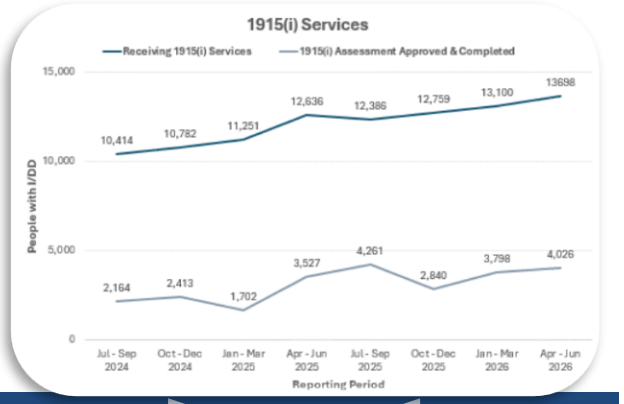
Transition & Diversion

- **Transition** involves moving from an institutional setting into a community-based setting, if a person chooses to do so.
- A “successful” transition is counted as living in the community for one year.
- **Diversion** involves identifying people with I/DD currently living in the community who may be at risk of moving into an institution and providing them with extra supports and services to help them stay in their own homes and neighborhoods.
- **Diversion** means making sure every person can get important services like Medicaid Home and Community-Based Services (HCBS), 1915(i) services, special waivers, or state programs to help them remain living in the community.

Services Overview





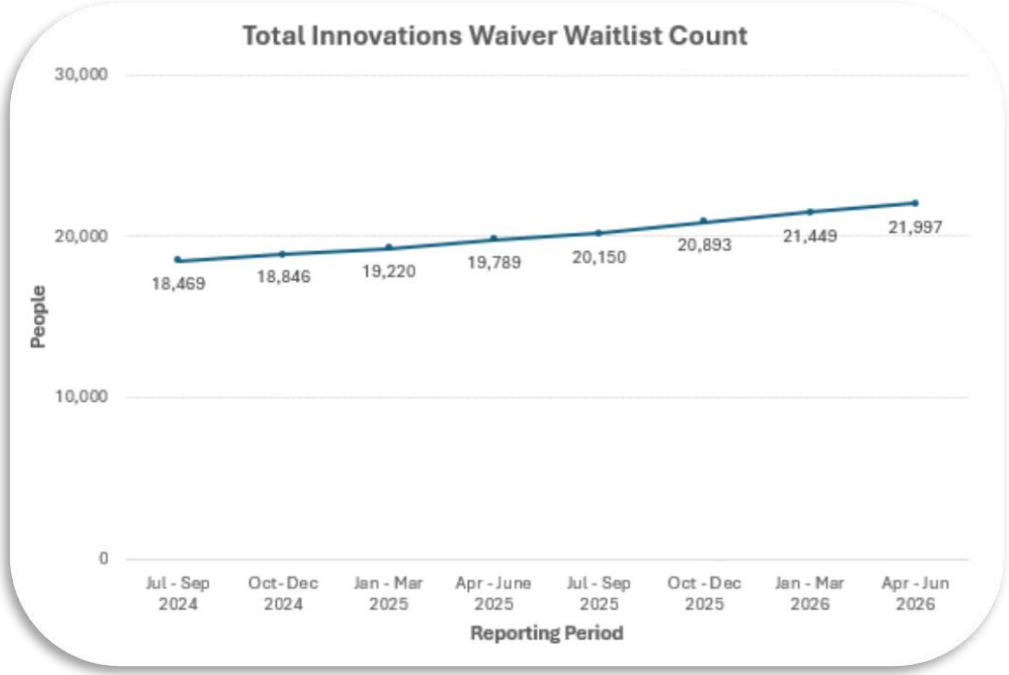


- The Innovations Waiver Waitlist continues to grow, reflecting **increasing awareness and need for services within the I/DD community.**

- The number of people receiving I/DD services continues to grow relative to growth of the Innovations Waiver - showing that while the **demand for services increases, access is also expanding.**

- People with approved 1915(i) assessments are new each reporting period, but those receiving 1915(i) services may overlap across periods.

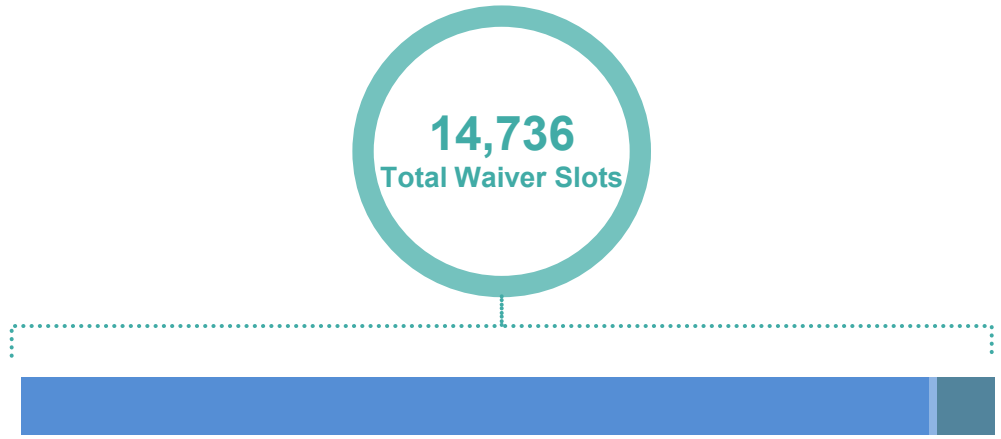
Services



Innovations Waiver

- The Innovations Waiver gives people with I/DD the most services and support at home, in the community, and at work. It helps them live and do well in community settings. The waiver offers person-centered plans made to fit each person's needs.
- There are not enough waiver slots to allow for everyone, which leads to a growing waitlist.

Innovations Waiver



Active Slots	14,189
Remaining Reserve Slots	20
Inactive Assigned Slots	527
Total Waiver Slots	14,736

Inactive Assigned Slots - Some Reasons Slots May be Assigned to Member but Inactive:

At Beginning of Slot Assignment Process
(Can last up to 90 days)

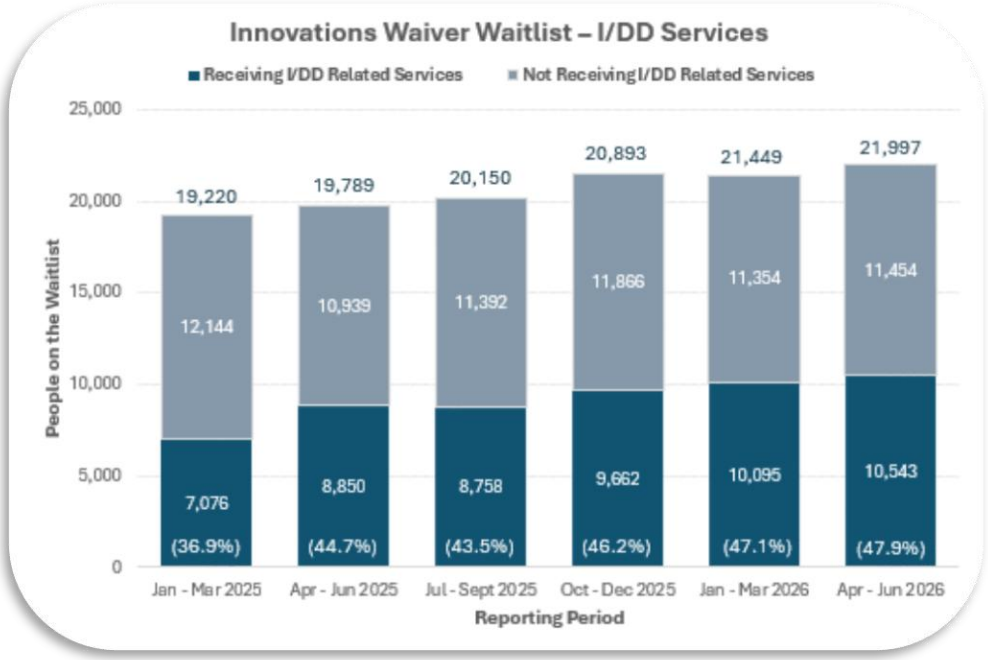
Disability Determination In Progress

Deceased
(Slot Not Yet Reassigned)

In Institutional Setting
(Assigned Slot Temporarily Held at Member's Request)

Inpatient and Transitioning

Services

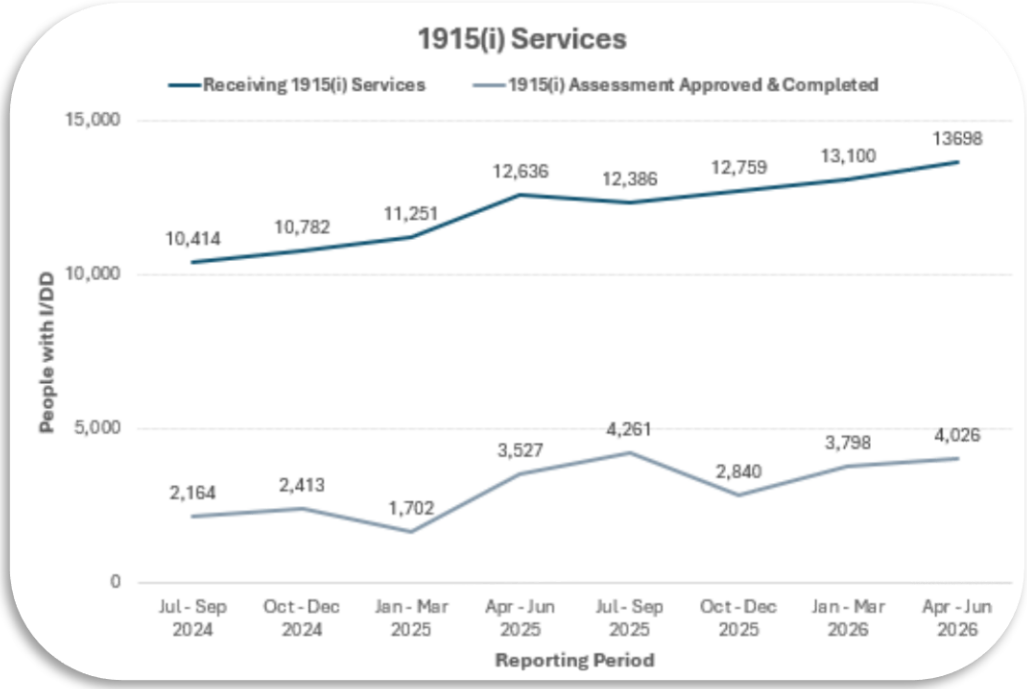


To reduce confusion and align with the data used in the Innovations Waiver Waitlist Dashboard, this data was updated to use the same set of I/DD service codes as the Dashboard.

I/DD Services

- Like the Innovations Waiver, I/DD services in North Carolina provide for people with I/DD to help them live independently and fully in their communities. This can help improve quality of life and reduce reliance on institutional care.
- **Almost half of people** on the waitlist are currently receiving I/DD services outside of the Innovations Waiver while they wait for a slot.

Services



1915(i) Services Include:*

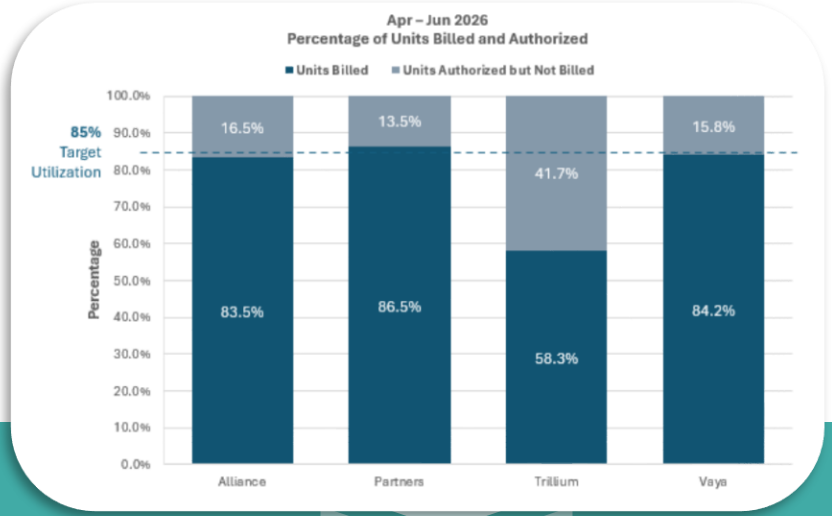
1. Community Living and Supports
2. Supported Employment
3. Respite
4. Community Transition

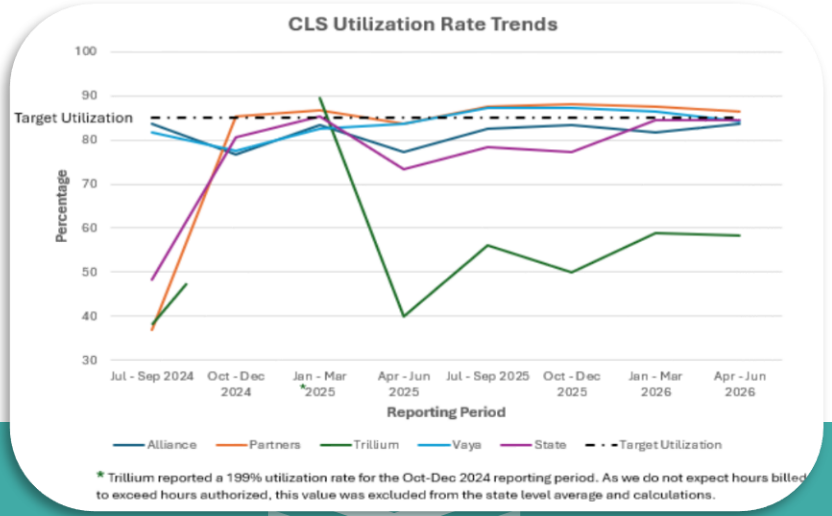
1915(i) Services

- 1915(i) is a Medicaid program in North Carolina that helps people with I/DD, mental health needs, substance use disorders, or traumatic brain injuries get care at home or in their communities.
- To get started, a person contacts their LME/MCO to request an assessment, which is completed within 90 days. After this, a personalized support plan is created for each person.
- The program gives people important services that can help with all their needs. It also supports people while they are on the Innovations Waiver waitlist. 1915(i) services may even fully meet a person's needs, making the Innovations Waiver unnecessary.

*1915(i) Services do **NOT** include Tailored Care Management (TCM).

Direct Support Professional (DSP) Workforce Overview





- **Utilization rates** represent authorized Community Living and Support (CLS) services provided to people on the **Innovations Waiver**.
- The Department is looking into utilization rate data quality and working with all LME/MCOs to ensure this information is reported by providers in the same way.

- While improvements in data quality have been seen, the Department continues to engage with the LME/MCOs to understand discrepancies in reporting and ensure accurate data.
- Starting in the Jan – March 2025 period, the collection group was limited to members whose plans ended during the reporting period, resulting in different populations each quarter. Future year-over-year comparisons may support better trend analysis.

NC Department of Health and Human Services

Inclusion Connects Report Summary

Contact: DMHIDDContact@dhhs.nc.gov

October 15, 2026

DSP RECRUITMENT AND RETENTION GRANTS

Round 1
Update

To support the recruitment and retention of Direct Support Professionals (DSPs), NCDHHS created funding opportunities for provider agencies and Employers of Record (EORs). In the first round, $3 million was awarded to assist with the funding of hiring and retention bonuses, on-the-job training, and supports designed to make DSP roles more appealing.



RECRUITMENT

Typically provided in the form of sign-on and referral bonuses

255 interviews were conducted across Q1-Q4

130 people were hired (51%); 109 received an incentive (83.8%)

Of the 109 people hired, 103 resigned (94.5%) and of those 55 left for higher pay (53.4%)

RETENTION

Typically provided in bonuses ranging from $50-$2,000 and provided monthly, quarterly, semi-annually, and annually

658 awards were provided (not a unique count)

602 recipients remain employed (91.5%)

Of the 56 recipients no longer employed, 23 left for better pay (41.1%)

SUPPORTS

A wide variety of options were available to recipients including utility assistance, support with unexpected expenses, and assistance with daily expenses

A wide range of program options were included

5,310 awards were provided (not a unique count)

Awards ranged from $10-$600

TRAINING

298 DSPs participated in advanced training including internships

18 of those staff (6.0%) advanced to other positions as a result of their participation in the training

Subjectively, providers indicate the ability to provide financial bonuses, supports, training, and referral incentives resulted in decreased turnover among Direct Support Professionals.

DSP Pilots

Four DSP Pilots were funded through Behavioral Health (BH) workforce funds to test strategies for improving direct support professional (DSP) recruitment and retention.

The pilots are now a year into implementation.

Data collected over the past year is encouraging and, in some instances, suggests that DSP recruitment and retention have improved resulting from the pilot strategies.

Continued data collection is needed to fully assess long-term impact

BAYADA

Paid structured onboarding

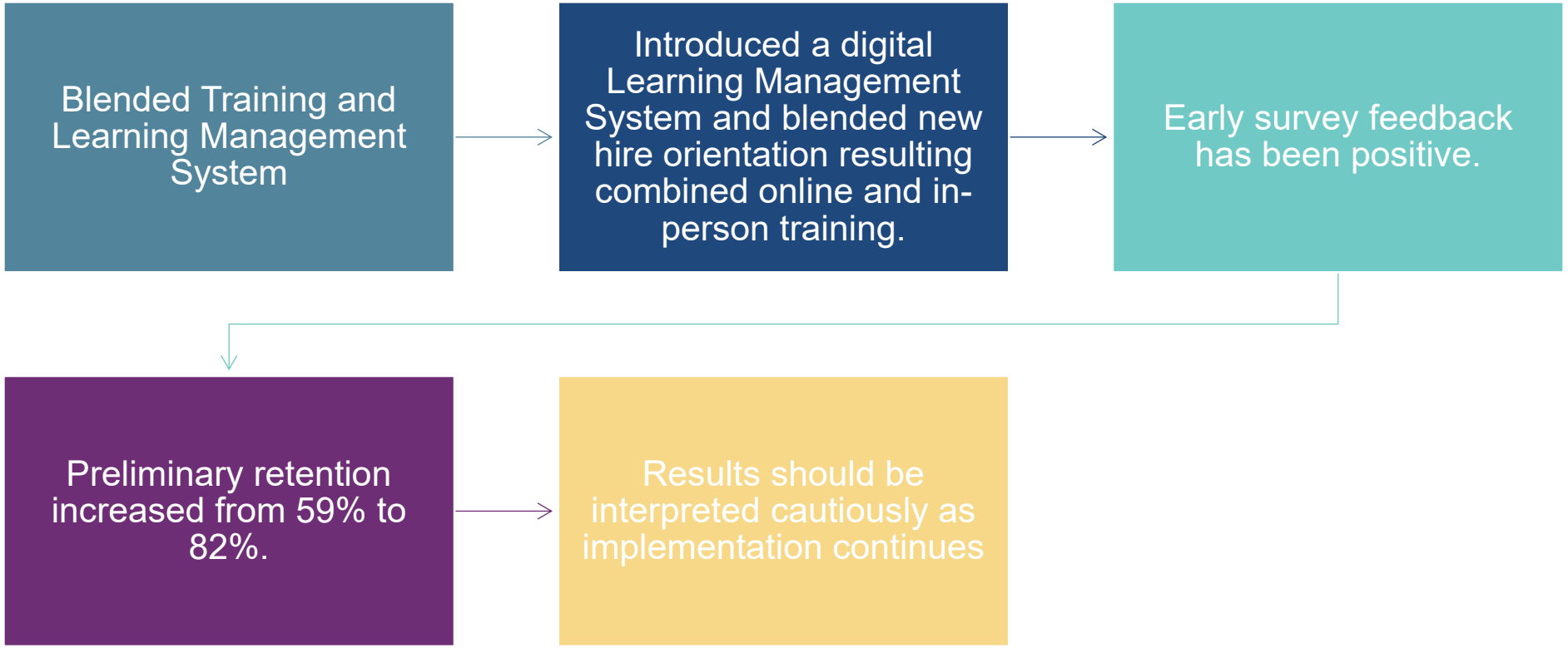
Implemented a paid 10-hour onboarding program for new (Direct Support Professionals) to improve role readiness.

Total of 444 out of 511 new hires (87%) completed the training within two weeks cumulatively.

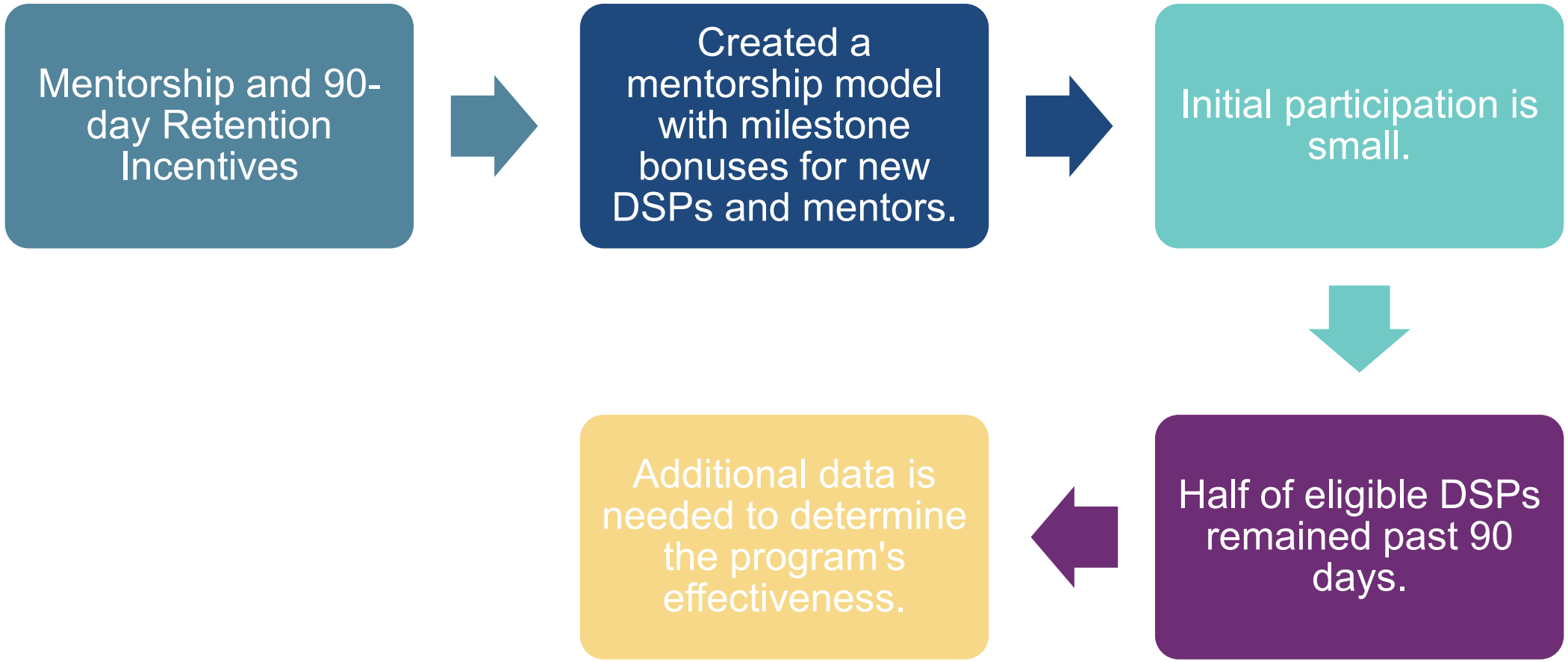
Quarterly retention remained stable at 89.4%.

This supports and suggests structured onboarding may strengthen early workforce preparation

OE Enterprises



Horizon


Mentorship and 90-day Retention Incentives
Created a mentorship model with milestone bonuses for new DSPs and mentors.
Initial participation is small.
Half of eligible DSPs remained past 90 days.
Additional data is needed to determine the program's effectiveness.

Kind Behavioral Health

Full-time RBT and Cancellation Pay

Expanding full-time RBT positions and adding cancellation pay has improved workforce stability.

Client census increased from 220 to 302.

Full-time RBTs increased from 21 percent to 83 percent. Turnover among full-time staff (about 100 percent) was notably lower than among part-time staff (about 148 percent)

This represents the strongest retention outcomes across the pilots.

While the model shows strong recruitment and retention benefits, its relatively high cost remains an important consideration for long-term sustainability

Innovations Waiver Waitlist Dashboard

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

Innovations Waiver Waitlist Overview

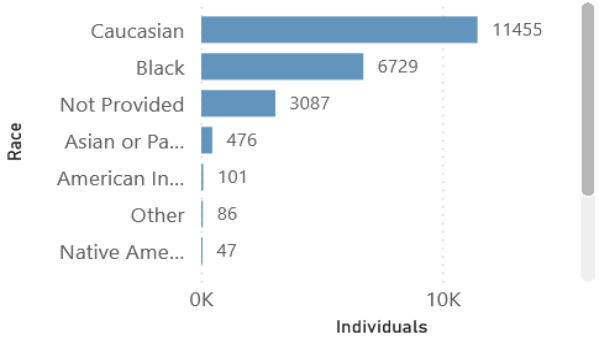
Reporting Period: 6/30/2026

Tailored Plan: All

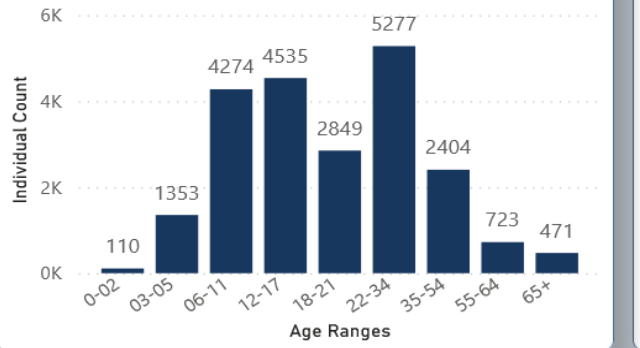
Demographics

21,997	7,122	14,628	<11	247	18
Total Waitlist Count	Females	Males	Gender - Other	Gender Not Provided	Average Age

Race Distribution

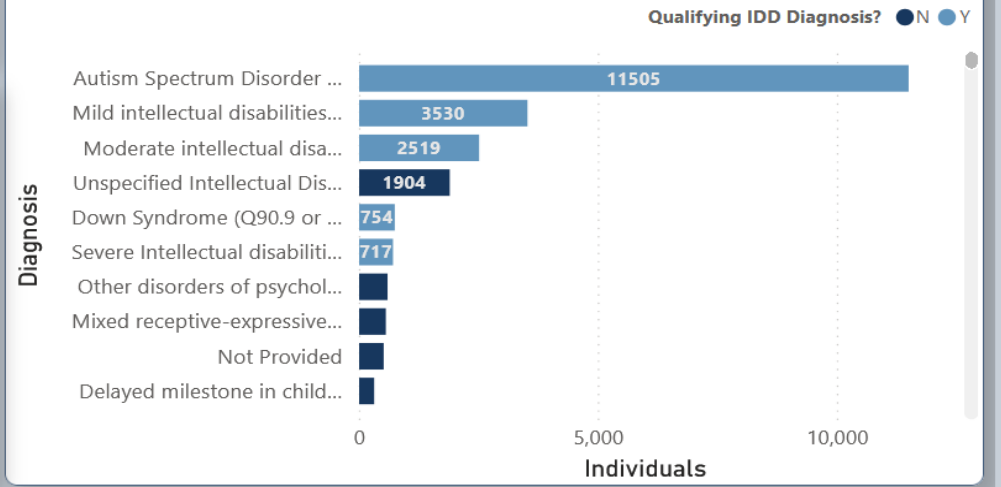


Age

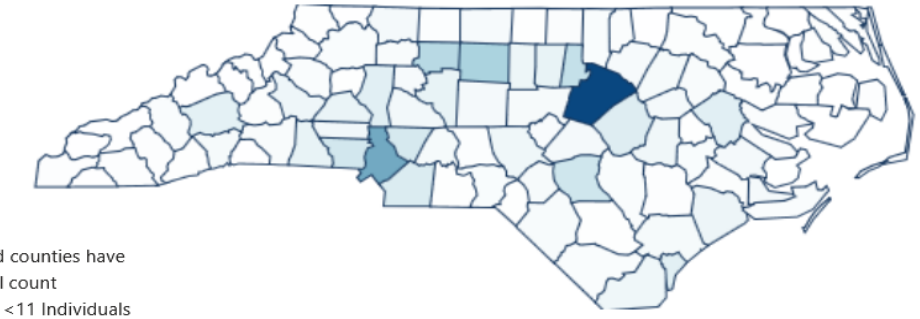


Diagnosis Information

Diagnoses



Innovations Waitlist Individuals by County



Notes
1. Darker shaded counties have higher individual count
2. Counties with <11 Individuals are marked as 0.00% for privacy

Upcoming Enhancements

The rollout of this Innovations Waitlist Dashboard will be in waves. As we continue to source data for this dashboard, the following information is expected to be added as the dashboard is refined and expanded:

1. **Living Arrangements:** Visuals to track the current living arrangements of individuals

As this dashboard is rolled out, other dashboards with similar reporting may not be updated

Go To Frequently Asked Questions

Last Updated: 10/15/2026

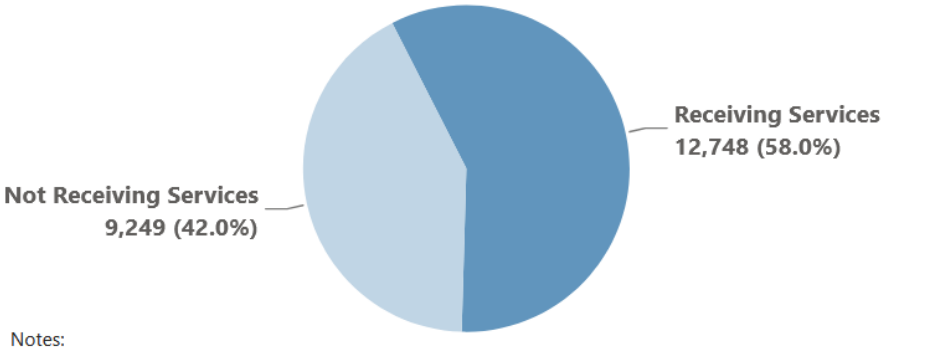
NC DEPARTMENT OF HEALTH AND HUMAN SERVICES
Division of Mental Health, Developmental Disabilities and Substance Use Services

Innovations Waiver Waitlist - Services

Reporting Period: 6/30/2026

Tailored Plan: All

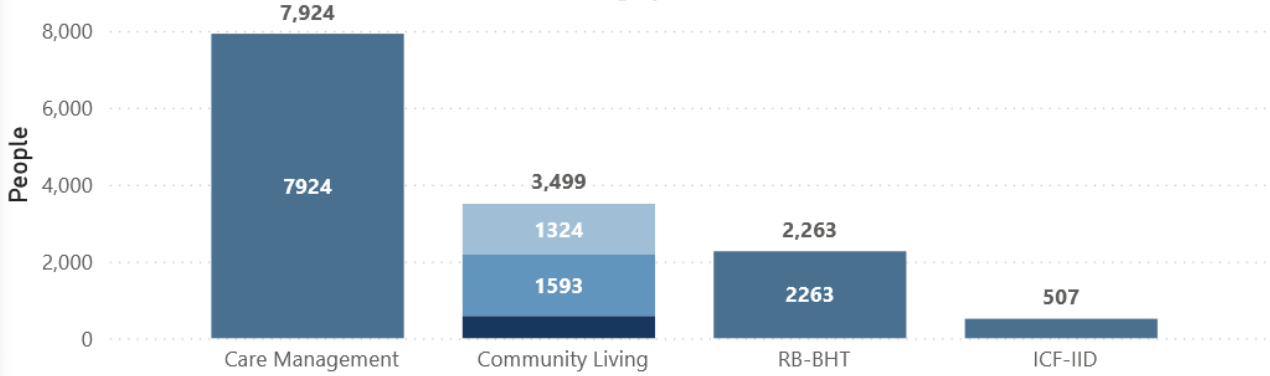
How Many People are Receiving Services?



Notes:
Percentages differ from published quarterly reports because this metric is inclusive of a wider list of services.

I/DD Specific Service Categories Utilized

Please click on the "i" icon to view the Service Category Disclaimers for more information
Hover over each category to find additional details



Average Number of Services Received

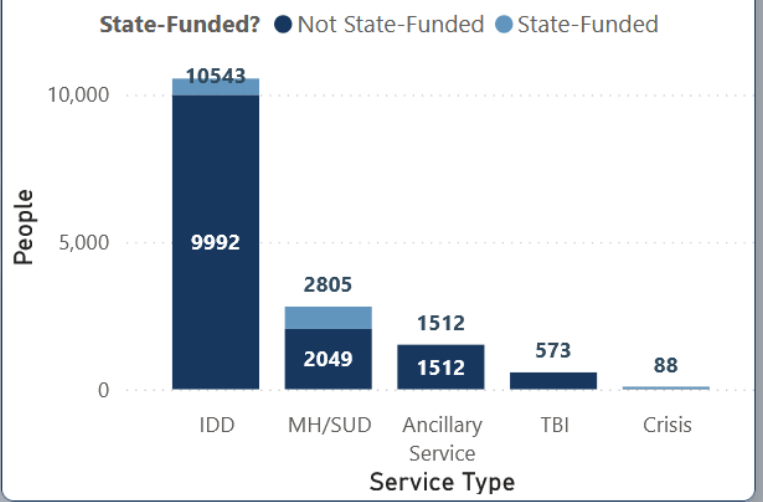
Per Person

2

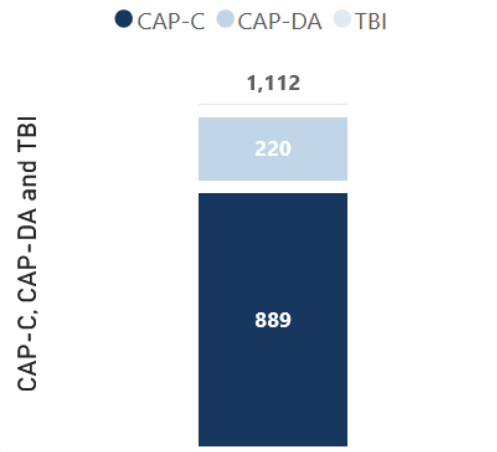
Percent of Individuals that have Medicaid

81%

Service Types Utilized



CAP-CH, CAP-DA and TBI Waiver Participants



Disclaimers

Data for service metrics are sourced from Claims & Encounter data. Some people on the Innovations Waiver Waitlist may not be present in Claims & Encounter data. For reporting visuals, these people were counted as 'Not Receiving Services' as they had not received services through DMHDDSUS or DHB during the given reporting period.

The average number of services received accounts for only people receiving services, and not those who aren't receiving services.

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

Innovations Waiver Waitlist

Reporting Period

3/31/2026

All Counties

Average Time Waited on Waitlist until Receiving Innovations Waiver Slot

County of Residence	Average Number of Years on Waitlist
Orange	16.92
Pasquotank	16.68
Guilford	15.73
Davie	15.71
Forsyth	15.48
Polk	14.95
Jones	14.53
Lincoln	14.37
Wake	14.15
Rockingham	13.95
Martin	13.62
Pitt	13.49
Bladen	13.48
Clay	13.40
Total	12.26

12.26

Average Number of Years on Waitlist

Disclaimers

Any person identified as having received a reserved capacity slot were not included in this data.

There have also been multiple consolidations that have occurred during the time period. As such, the data cannot be filtered by tailored plan.

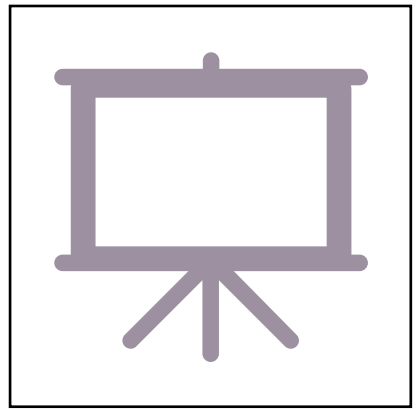
Up next.....

Our next meeting will be:
January 25, 2027
11:00 AM – 12:00 PM

Q&A



Questions and feedback are welcome at DMHIDDCONTACT@dhhs.nc.gov



The recording and presentation slides for this webinar will be posted to the Inclusion Connects webpage.

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

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Slide 8:
Visit the Inclusion Connects Quarterly Report: https://www.ncdhhs.gov/about/department-initiatives/inclusion-connects/data-and-reporting

Slide 34:
Visit the Innovations Wavier Dashboard: https://www.ncdhhs.gov/about/department-initiatives/inclusion-connects/innovations-waitlist-dashboard

Slide 36:
Register for Inclusion Connects Advisory Committee Meetings:
https://www.zoomgov.com/meeting/register/lvAbCuusTdSNE_7RC7Gocw#/registration

Email Tina Barrett with Advisory Committee meeting agenda items: Tina.l.Barrett@dhhs.nc.gov

Slide 40:
Questions and feedback are welcome at: DMHIDDCONTACT@dhhs.nc.gov

The recording and slide presentation from today's Community Advisory Committee Meeting will be posted to the Inclusion Connects Updates webpage: https://www.ncdhhs.gov/about/department-initiatives/inclusion-connects/inclusion-connects-updates

Slide 41:
Join our Side by Side Webinars at: https://www.zoomgov.com/meeting/register/vJIsduusrTsuEr3MP1SHj7smx4OysoTELcE#/registration

Join our mailing list to stay connected with DMH/DD/SUS: https://lp.constantcontactpages.com/su/zk07s4l/DMHDDSUS