

**NC Department of Health and Human Services**

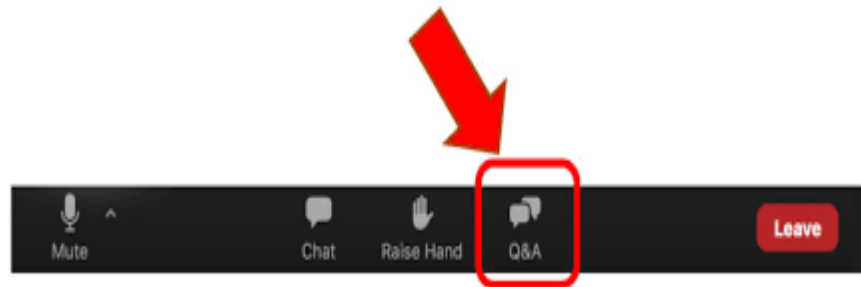
**Division of Mental Health, Developmental Disabilities, and Substance Use Services**

# **I/DD Services in the Vaya Catchment: Current and Future State**

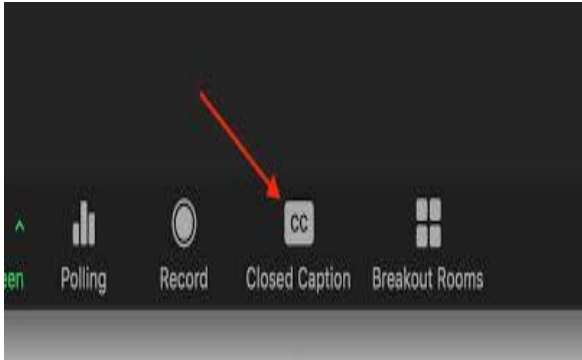
**May 20, 2026**

# 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.
  - Questions can be submitted any time during the presentation using the “Q&A” box located on your control panel. We will answer as many questions as time allows after the presentation.



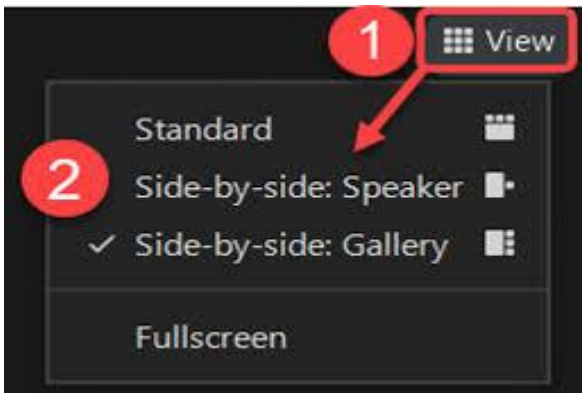
# Housekeeping



- 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 en lengua de signos americana (ASL) y subtítulos:

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. Welcome and Introductions
2. Growing Well Clinic
3. Voices Together Trauma Therapy Groups
4. Long-Term Community Supports
5. Charles Lea Center
6. Chatham Opportunity Center Monarch
7. Children with Complex Needs Provider Workforce Development
8. Q&A

# Kelly Crosbie, MSW, LCSW, DMH/DD/SUS Director



- 30 years in MH/SU/IDD Field
- 13 years in DHHS
- DMH/DD/SUS since Dec 2022
- Licensed Clinical Social Worker (LCSW)
- Person with lived experience

## **Tom Wilson, I/DD Network Development Director; Vaya Health**



- I/DD Network Development Director of Vaya Health
- 30 + years experience in I/DD services across Area Program/LME-MCO/Tailored Plan and provider roles.
- Lived experience as a parent of 3 children with I/DD needs.

# **I/DD Services in the Vaya Catchment: Current and Future state**

---

Tom Wilson – I/DD Network Development Director





---

# **Growing Well Clinic**

---

- A collaboration between Vaya and Appalachian State University

# From The Proposal to Current State

- Appalachian State University approached Vaya's leadership team with an idea.
- It goes without saying that early intervention is critical for individuals with Intellectual and Developmental Disabilities.
- Early diagnosis and treatment leads to better outcomes and lower healthcare and habilitative costs across an individual's lifespan.
- ASU had begun piloting a program through their Appalachian Institute for Health and Wellness to build physician and allied health professional capacity in the high country to specifically identify, diagnose, and treat neurodevelopmental disabilities in early childhood.
- Vaya's financial support was necessary to bring this pilot, one half-day per week clinic to full scale.
- Contracts were finalized in fall 2025 and ASU has begun renovation of clinic space as well as staff recruitment to ramp up operations to full scale. Currently the ASU clinic is operating at two days per week from the original one half day model.

# Future State

- Vaya and ASU anticipate this model expanding to additional areas within our catchment, however referral volume in Boone has been lower than anticipated and families have begun travelling from farther south/west in our catchment to the Boone area for access.
- We are working with ASU to revise the existing scope of work to allow current funding to be utilized for additional expansion to a second site in Hickory, which we anticipate to have a higher referral volume due to higher population.
- Through June 30, 2027 ASU will work to expand operations, while building relationships and referral pathways that steer young children with risk factors for or suspected neurodevelopmental delays or disabilities for comprehensive assessment and treatment.

---

# **Voices Together Trauma Therapy Groups**

---

- A partnership between Voices Together and Vaya Health.

# The Proposal to Current State

- Voices Together is a Vocal Music Therapy provider based in Chapel Hill NC. Their VOICES model of VMT has demonstrated success through their work with school systems and NCDHHS' Division of Employment and Independence for People with Disabilities.
- We were already in conversation with Voices Together about how to bring their specific model of Vocal Music Therapy to our region, either as an EPSDT model for youth with I/DD, or an In Lieu of Service.
- Then came Hurricane Helene.
- We had an immediate need for evidence-based, trauma-informed therapeutic interventions for individuals who often find access to traditional “talk-therapy” difficult due to communication differences.
- Voices Together stepped up with a proposal to step into that space.
- We used Helene Recovery Funding and State Non-UCR funding to bring online VMT groups in Helene affected areas across the Mountain West.

# Future State

- We are working with our partners at Voices Together, Cansler Collaborative, and DHHS to stand up coding within NCTRACKS for this therapy model to be Medicaid billable to move it out of the non-UCR space and expand access to more individuals within our catchment.

---

# Long Term Community Support

---

- A revision to our Long Term Community Support service definition to better support youth with I/DD.

# The Proposal to Current State

- We have long identified a gap in residential care for youth with IDD needs.
- Aside from placement in a community ICF home, or access to the Innovations Waiver there are simply no residential placement models tailored to the needs of a youth with I/DD.
- Naturally there are residential service models for individuals with behavioral health diagnoses or who have co-occurring behavioral health and I/DD diagnoses, but for those who have solely an I/DD diagnosis or whose needs are better met in an I/DD placement model, we had very few tools in our toolbox.
- Vaya requested and recently received approval to lower our age range for our LTCS service definition to fill this gap.

# Future State

- We are currently updating our internal systems and external facing communications around LTCS.
- We anticipate launching our revised service definition for our Tailored Plan population effective 7/1/2026.
- We also anticipate that with this service definition launch, we will have more provider interest in licensure of child I/DD homes, both 5600B and 5600F as the number of those licensed sites has shrunk as children have “aged in place” over time and many prior 5600B licensed sites or 5600Fs who supported children are now supporting young adults.
- We anticipate this will provide more options for youth with I/DD in need of residential care, without having to look to behavioral health spaces that are less appropriate for those with I/DD.

---

# **Charles Lea Center: ICF Stepdown Program**

---

- A partnership with Charles Lea Center to move individuals from ICF settings to Supported Living.

# The Proposal to where we are now

- Charles Lea Center is a residential provider headquartered in South Carolina, who are expanding into North Carolina.
- They are a very technology savvy organization and have been incorporating remote supports and other technological innovations into their model for many years.
- This approach has been particularly helpful in response to a shrinking DSP workforce.
- Charles Lea Center approached Vaya with a proposal to bring online 4 step down homes for people transitioning out of community ICF homes or State Developmental Centers.
- Vaya has approved startup funding for the first home and Charles Lea Center has begun the difficult work of finding an affordable space to build this program.

# Future State

- We are working closely with Charles Lea Center to identify appropriate, safe, affordable housing for this step-down model.
- While Charles Lea Center was originally looking at this as a 5600 C licensed Residential Support or LTCS model of service, we are now looking at this as more of a Supported Living model and will be revising the existing statement of work to incorporate those changes.

---

# **Chatham Opportunity Center – Monarch**

---


- A partnership with Monarch to bring additional meaningful day services to Chatham County

# The Proposal to Current State

- With the launch of Monarch's Walk In Center in Chatham County in 2024, family members of individuals with IDD asked about Monarch bringing one of their Opportunity Center day programs to Chatham County.
- We began exploring this possibility with Monarch and a workgroup consisting of Vaya and Monarch team members, Chatham County Public Health, Parents and Caregivers of individuals with I/DD in Chatham County, and other community stakeholders was formed.
- We developed startup funding plan with shared responsibilities between Vaya, Chatham County, and Monarch.
- Monarch identified space and has completed the work to upfit the space for licensure.

# Future State

- Over the past two years we've worked collaboratively to bring this from an idea, prompted by a community stakeholder's question, to reality.
- Monarch's Chatham Opportunity Center is currently pending licensure and projected to open within the coming month.



# **Children With Complex Needs Provider Workforce Development**

---

- An Initiative to push more of our Workforce Development Plan into our provider world.

# Current State

- Vaya has made various attempts over the past several years to utilize our Children with Complex Needs Workforce Development Allocation to get more providers interested in NADD Certification and potentially Accreditation.
- The results of those efforts have been mixed and as a result, most of our workforce development funding and NADD Certifications have gone to internal Vaya staff.
- While we certainly feel it is important for our Care Management, Utilization Management, and Provider Network departments to have staff with NADD Certification, we would like to see more of that funding utilized by our Provider Network.

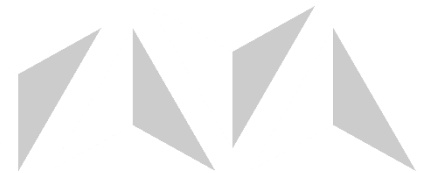
# Future State

- Next Friday, May 22<sup>nd</sup>, Vaya in collaboration with our partners at the NADD, will host a workshop geared toward training of providers on clinical assessments for the dually diagnosed, as well as a conversation on application of NADD Certification and Accreditation within the daily work of providers.
- We also intend to solicit feedback and input into our Workforce Development Plan for next fiscal year and subsequent fiscal years.
- We are moving in the direction of utilizing that funding in more creative ways to build and maintain provider capacity to better support the CWCN population.



Tom Wilson IDD Network Development Director

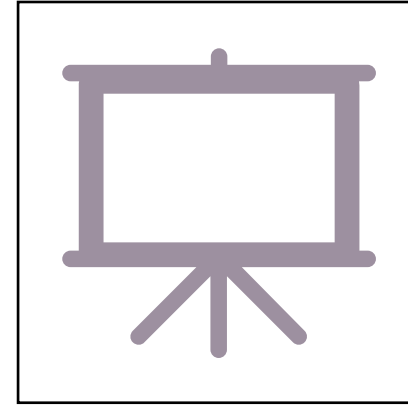
[Tom.Wilson@vayahealth.com](mailto:Tom.Wilson@vayahealth.com)



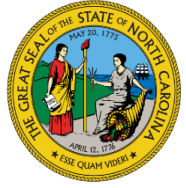
# Q&A



Questions and feedback are welcome at [DMHIDDCONTACT@dhhs.nc.gov](mailto: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

## Stay Connected with DMH/DD/SUS



Join our **Side by Side**  
**Webinars**



Join our  
**Mailing List**