

# Inclusion Connects: Data Summary

Summary views of key metrics from the [Inclusion Connects Quarterly Report](#) are available in the following sections.



## Report Overview

- In May 2024, DHHS and DRNC agreed to improve services for people with I/DD, helping them transition from institutions to community-based care.
- This report highlights the progress made toward this goal and DHHS's commitment to better supporting the I/DD community.



## Data Sources

- The Inclusion Connects Quarterly Report uses data collected from LME/MCOs reporting requirements
- NCDHHS reviews reports from LME/MCOs and collaborates with them to address any gaps
- Read the [full Quarterly Report](#)

*Last updated April 15, 2025*

# Key Metrics: Transition & Housing



Percentage of People Who  
Started Transition Planning Following  
In-Reach



Number of People Who Moved From  
Institutional Settings During Reporting  
Period

*A "successful" move is defined as living  
in the community for one year after discharge.*



People Who Are Eligible and Engaged for  
In-Reach Activities

Please note metrics may fluctuate as data quality improves,  
reflecting more accurate populations and cleaner, reliable data.

Report Period: October – December 2024

Increasing access to the full continuum  
of community housing options for  
People with I/DD through:



### Community Living Guide

Provides housing, funding, and support  
resources in one centralized location for  
people with I/DD



### All Ages, All Stages NC

A strategy for supporting people with  
I/DD, TBI and health challenges to age in  
place with necessary housing and  
supports



### Housing Vouchers

Aims to prioritize people with I/DD in  
federal housing programs and provide  
access to affordable housing

# Key Metrics: Services



People with I/DD who completed the 1915(i) Assessment and Approval Process  
*between 10/1/24 and 12/31/24*



Total number of people with I/DD who received 1915(i) services this quarter  
*Includes individuals who have been approved since 7/1/23*



Total Number of People on the Innovations Waitlist  
*as of 12/31/2024*



People on the Waitlist receiving I/DD-related services

Improving access, service delivery and communications for people with I/DD by:



## Innovations Waiver Dashboard

Designed to offer insights into people on the waitlist and improve tracking of their service needs



## Waitlist Analysis & Management

Understanding needs and characteristics of people on the waitlist, while standardizing management processes across LME/MCOs



## Services Expansion

Enhance access to services for people on the waitlist by educating and coordinating with people and their supports about available services

# Key Metrics: Innovations Waiver

14,736

Total Waiver Slots



Active Slots	14,308
Remaining Reserve Slots	89
Inactive Assigned Slots	339
<b>Total Waiver Slots</b>	<b>14,736</b>

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



**At Beginning of 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**

# Key Metrics: Direct Support Professional (DSP) Workforce



**Target**  
Utilization Rate of  
Community Living  
Supports (CLS) Hours



**LME/MCO #1**  
Utilization Rate  
of CLS Hours



**LME/MCO #2**  
Utilization Rate  
of CLS Hours



**LME/MCO #3**  
Utilization Rate  
of CLS Hours



**LME/MCO #4**  
Utilization Rate  
of CLS Hours

Department is looking into utilization rate discrepancies and taking necessary steps to ensure consistency in data reporting across LME/MCOs.

Report Period: October – December 2024

## Mitigating the critical shortage of the DSP workforce through strategic recruitment and improved worker retention



**1915i Service Authorization Report**  
Collect service authorizations to identify areas of improvement for service utilization



**EOR & Provider Incentive Grants**  
Introduced incentive grants to support workforce recruitment and retention initiatives



**Training Programs**  
Finalized partnership with NCCCS to provide advanced skill enhancement and career advancement for DSP trainings