



NC Department of Health and Human Services

# DHHS I/DD Stakeholder Workgroup Meeting

Kenneth Bausell, I/DD Manager, NC Medicaid  
LaToya Chancey, I/DD Team Lead, DMHDDSAS

April 6, 2021

# Agenda

- Online Meeting Reminders
- Public Feedback & Engagement
- Membership Roll Call
- Establishing a Shared Vision
- Overview of Current DHHS I/DD Projects & Initiatives
  - Review Supported Employment Definition
- Next Meeting Planning
- Questions & Feedback

# Online Meeting Reminders

- Please Mute Yourself When Not Speaking
- Raise Hand Feature
- Chat Host for Technical Support
- Solution Focused Objective
- *For meetings in excess of an hour, we will provide a planned 5-minute break at or near the beginning of each hour.*

# Public Feedback & Engagement

- We Encourage the Use of the Chat/Question Feature for Members of the Public
  - Feedback will be synthesized, and an overview will be provided to workgroup members.
- We will attempt to answer as many questions as possible during the meeting.
- Link Provided via Chat to Sign-up to Speak During Public Comment Period of Meeting

# Membership Roll Call



# Workgroup Membership Continued...

Position	Agency/Entity/ Representation	Individual (s)
<b>State Staff</b>		
<b>LEAD:</b> IDD Manager or designee	<b>NC Medicaid</b>	Kenneth Bausell
<b>Co-LEAD:</b> IDD Team Lead or designee	<b>DMH/DD/SAS</b>	LaToya Chancey
Developmental Center Program Manager	<b>DSOHF</b>	Katie Visconti (Monica Harrelson-backup)
Executive Director or designee	<b>NCCDD</b>	Talley Wells
CAP-C Program Staff	<b>NC Medicaid</b>	OPEN
CAP-DA Program Staff	<b>NC Medicaid</b>	Patricia Hill
Chief of Employment Services and Program Development	<b>DVRS</b>	Alice Farrar
Special Education Representative	<b>DPI</b>	Sherry Thomas
Early Intervention	<b>DPH</b>	OPEN
Children and Youth Branch	<b>DPH</b>	Lauren Howard

# Workgroup Membership Continued...

Position	Agency/Entity/ Representation	Individual (s)
<b>Workgroup Advisors</b>		
Behavioral Health Unit Manager	<b>NC Medicaid</b>	Deb Goda
IDD & TBI Section Chief	<b>DMH/DD/SAS</b>	Mya Lewis
LTSS Unit Manager	<b>NC Medicaid</b>	Wrenia Bratts Brown
Assistant Director, Developmental Centers	<b>DSOHF</b>	Niki Ashmont
Assistant General Counsel	<b>DHHS</b>	Pam Scott

# Workgroup Community Membership

Position	Agency/Entity/Representation	Individual (s)
	State Staff	
	Members of the Community (1-3 per category)	
Individuals with Lived IDD experience	Community Member	Byron Hall Despina Karras Dakota Lanay Wilson
Family Member of Individual with Lived Experience Receiving Waiver Services	Community Member	Dotty Foley Robin Marx Ashley Young
Family Member of Individual with Lived Experience Receiving Medicaid ((b)(3), in lieu of services, ICFs, developmental centers) Services	Community Member	Jessica Aguilar Joan Fischer Danyale Sturdivant
Family Member of Individual with Lived Experience Receiving State-funded Services or Not Receiving Services	Community Member	Carol Conway
Direct Support Professional	Provider Agency	Mark David Patrick Holly Watt

# Workgroup Membership Continued...

Position	Agency/Entity/Representation	Individual (s)
Provider Agency Representative	Provider Agency-Community Based Provider	Richard Edwards (Community Based Care) Kerri Erb (Autism Society of NC) Ayelet Heckathorn (Charles Lea Center)
Provider Agency Representative	Provider Agency-Employment Provider	S. Michael Chapman (UNC TEACCH Autism Program) Melvin Anthony Neal (DECI) Alisha Tatum (Lifespan)
Provider Agency Representative	Provider Agency-Residential Provider	Jenny Gadd (Alberta Professional Services) Rita H. Oglesbee (t.l.c. home, inc.) Janet Price-Ferrell (FIRST)
LME-MCO Staff	LME-MCO	Cindy Ehlers (Trillium) Erin Nantz (Cardinal) Shirley Moore (Partners)
Staff/Volunteer Representative	Community Agency that Supports Individuals with I/DD	Saskia Barnard (Corporation of Guardianship) Jody Miller (Partnership for Children/Family Support Network) Tara Fields (Benchmarks)
Representative	DRNC	Lisa Nesbitt

# Public Feedback Received Outside Meeting

- **Emailed Feedback/1 Person**

- More navigable, accessible, and coherent systems
- More accessible and coherent communication from systems to consumers and families (this requires better communication professionals editing for grade level and accessibility and all systems and communications being reviewed and consumer-tested explicitly for accessibility)
- Clear Innovations Waiver waitlist now (and increase waitlist services during the liminal time)
- Improve DSP pay significantly, as well as professional development opportunities for DSPs, to address the state's IDD workforce crisis
- Increase quality supported housing availability significantly and clear that waitlist
- Improve parent/student access to advocates in schools regarding IEP accommodations and rights, including improving genuine inclusion and supports opportunities and eliminating bullying
- Improve training and continuing education for teachers and all administrators, especially principals, regarding establishing, fostering, and championing a culture of inclusion and also regarding IDD rights and obligations
- The goal of happiness of the intellectually or developmentally disabled person should be explicit and paramount, in schools and in adult life (rather than have everything based in and requiring development of skills, independence, or whatever)

# Establishing a Shared Vision



# Shared Vision Statement Draft

- The overarching goal is to achieve a *Good Life* as defined by the individual.
- Identify, research and recommend innovative, stable and sustainable solutions to address increasing community inclusion for individuals with I/DD as it relates to independent community living, employment, self-advocacy, relationships and beyond.
- Recommend workforce development strategies to support and strengthen our Direct Support Professionals.

# The How...

- Collaboration, Leadership & Dignity of Risk
- State systems designed to find and identify children with I/DD, Autism and TBI through strategic outreach.
- Personal and System Outcomes
- Engaging Historically Marginalized Populations
- Developing & Expanding Natural Support Systems
- Exploring and accessing inclusive post secondary educational opportunities to enhance employment options

# Overview of Current I/DD Projects & Initiatives



# Supported Employment Service Alignment

- Innovations, (b)(3) & State-funded
- Supported Employment services provide assistance and develop skills, based on individual circumstances and need, for an Innovations beneficiary **to explore, seek, choose, acquire, maintain, increase and advance in competitive integrated employment** or develop and operate a micro-enterprise.
- This service is available to any beneficiary age 16 and older for whom individualized, competitive integrated employment has not been achieved, or has been interrupted or intermittent.

# Supported Employment Continued...

- Employment services may be either temporary or long-term. Specific versions of this model include:
  - Job Placement and Coaching Services
  - Customized Employment
  - Other evidence-based models supported by Office of Disability Employment Policy (ODEP) specific to supporting individuals with intellectual/developmental disabilities and traumatic brain injury.

# Supported Employment Continued...

- Pre-employment Phase:
  - Activities that should occur prior to obtaining employment, such as benefits counseling referral, career exploration, discovery, job readiness skills, and job development activities.
  - The goal of this phase is to have the individual work ready and to assist the individual to obtain employment.
  - The Pre-employment Phase does not typically exceed six months.

# Supported Employment Continued...

- Employment Stabilization Phase:
  - This phase includes activities that should occur when the individual has obtained employment.
  - Typical activities include a variety of approaches to teach the individual how to complete assigned job tasks.
  - The goal of this phase is to enable an individual to complete initial job training, develop skills necessary to maintain employment, and successfully assimilate into the workplace.
  - It is critical that job fading occurs early during this phase to allow the individual to develop on-the-job and natural supports.
  - The Employment Stabilization Phase does not typically exceed one calendar year.

# Supported Employment Continued...

- Long-Term Supported Employment Phase:
  - Maintaining their integrated competitive employment opportunity.
  - The goal of this phase is to enable an individual to work as independently as possible and prepare for reduced level of staff support, develop a strategic long-term support job intervention plan which supports retention or make recommendations for discharge.
  - Discharge planning should start during the initiation of the Employment Stabilization Phase;
    - Fade out plan;
    - Technology utilization,
    - Efforts to maximize on the job and natural supports

# Discussion



# Unified Waitlist Project



# Goals of the NC Innovations Waiver:

- Fully functioning members of their community
- Promote Promising Practices
- Service Options that Facilitate Choice, Purposeful Day & Achieve Life Goals
- Opportunity to Direct Services
- Provide Educational Opportunities & Support to Foster Development of Natural Support Networks
- Ensure Wellbeing & Safety
- Maximize Beneficiaries Self-Determination, Self Advocacy & Self-Sufficiency
- Community Integration through Work, Life-Long Learning, Recreation & Socialization
- Deliver Person Centered Services
- Provide Quality Services & Improve Outcomes
- Person Centered Planning
- Smaller Community Congregate Living Situations
- Living & Working in Most Integrated Setting
- Improve Outcome-Based Quality Assurance Systems

# NC Innovations – Current Slots

- There are 13,138 Innovations Slots approved by the NC General Assembly and Federal Centers for Medicare and Medicaid Services (CMS)
- Each LME/MCO receives an allotment of those slots based on population size
  - At the start of each Waiver Year LME/MCOs can refill slots that have been vacated in their catchment area during the previous waiver year
  - The current Innovations Waiver year runs July 1- June 30 annually

# NC Innovations- Registry of Unmet Needs

- Roughly 15,000 Individuals are currently on the Innovations RUN/Waitlist
  - 8,021 of those members are receiving a (b)(3) service, state funded service or a combination of (b)(3) and state funded services.
- Historically, the Innovations Waitlist, known as the Registry of Unmet Needs, was maintained by the **LMEs**.
- LME/MCOs are expected to outreach to Individuals on the Innovations RUN/Waitlist
  - Goal is to confirm interest and maintain updated contact information
  - Eligibility for Medicaid (b)(3) or State funded IDD Services and Supports should be regularly reviewed

# NC Innovations – RUN/Waitlist Data Collection

- Currently, each LME/MCO maintains the Registry of Unmet Need/Waitlist for their catchment area
- That list is submitted to NC Medicaid each month via an excel spreadsheet
- Information submitted includes:
  - Waitlist Start Date
  - First and Last Name
  - Beneficiary DOB
  - Individuals Medicaid County
  - Medicaid ID #

# Unified Waitlist Project

- NC Medicaid and DMH/DD/SAS are working collaboratively on a project to maintain a Unified IDD and TBI Waitlist for Services
  - Dept Vendor will maintain the waitlist for Innovations, the TBI Waiver, and state funded IDD and TBI Services
  - Each LME/MCO will collect information that DHHS outlines
  - LME/MCOs Waitlist Data will be regularly uploaded to DHHS's Unified Waitlist portal
  - DHHS staff will have access to the portal and have real time access to information on the individuals waiting for services

# Unified Waitlist Information to be collected

- Unified waitlist system will have the ability to run reports by various categories of information contained in the tables
- DHHS has created a list of information that will be collected on individuals on the unified waitlist

# Unified Waitlist Fields-Demographics

- LME-MCO Name
- Individual Name
- DOB
- Innovations Waitlist
- NC DMH/DD/SAS Waiting List
- TBI Waiver Waiting List
- County of Residence
- LME-MCO ID
- CNDS ID
- Social Security Number
- Medicaid ID
- Gender
- Ethnicity
- Race

# Unified Waitlist-Individual's Current Status

- Date Data Collected/Updates
- Marital Status
- Is there a guardian?
- Current I/DD Diagnosis
- Co-Occurring MH needs
- Co-occurring SUD needs
- Co-occurring Medical needs
- Current receiving NC DMH/DD/SAS services
- Enrolled in Medicaid
- Receiving Services from Another waiver?
- Commercial Health Insurance?
- Current Living Arrangement
- Service Needs Assessment
  - Loss of primary caregiver
  - Behavioral health related hospitalizations
  - Medical Needs
  - Homelessness
  - Transition from school or loss of employment
- Imminence of Service Need

# Unified Waitlist-Removal from Registry of Unmet Needs

- Date Removed from Registry of Unmet Needs
- Reason Removed from Registry of Unmet Needs (Select One):
  - Obtained Waiver Slot
  - Determined ineligible
  - Moved out of State
  - Requested removal from list
  - Died
  - Other: \_\_\_\_\_

# Unified Waitlist-NC DMHDDSAS Waitlist Items

- Date Updated: \_\_\_\_\_
- Which of the following services is there a documented need for (select all that apply):
  - residential
  - employment
  - personal care/assistance
  - day services/meaningful day

# Unified Waitlist-Removal from DMHDDSAS Waiting List

- Date Removed from NC DMHDDSAS Waiting List
- Reason Removed from NC DMHDDSAS Waiting List (Select One):
  - Obtained Waiver Slot
  - Receiving needed NCDMHDDSAS Services
  - Determined ineligible
  - Moved out of State
  - Requested removal from list
  - Death
  - Other: \_\_\_\_\_

# Unified Waitlist-Request to Move Catchment Area

- Date Request to Move
- LME-MCO to be Moved to

# While Waiting for the Innovations Waiver, Consider the following:

- State-funded Services
- (b)(3) Medicaid-funded Services
- RB-BHT-Research Based Behavioral Health Treatment
- Contacting Private Insurance Regarding Access to Services (therapies, ABA, individual/group counseling, evaluations, etc.)
- Linking with Local Organizations (i.e., Autism Society of NC, FIFNC, Family Support Network of NC, CFACs, etc.)
- Explore Community Organizations that have a Shared Interest in Supporting Individuals with I/DD (i.e., religious organizations, clubhouses, after-school programs, Special Olympics, etc.)
- Private Pay Options with Provider Organizations, including Residential Options

# Discussion



# Additional Projects in the Works

- RB-BHT Billing Guide
- Supported Living Workgroup
- Employer of Record Workgroup
- NC I/DD Community Based Services and Supports Webinar
  - Joint Effort-DMH/DD/SAS & NC Medicaid
- Accessing I/DD Services in NC
- NC START
  - Center for START Services Contract

# Additional Projects continued...

- Systems Transitions
- Supported Employment Provider Trainings
- Revising State-funded I/DD & TBI Services
- Drafting Workforce Development Plans that Seek to Address the National Staffing Crisis
- Guardianship & Alternative Options for Decision-Making Support in NC Infographic
  - Webinar
- NCI<sup>®</sup> Surveys & NCI<sup>®</sup> at a Glance

# Next Meeting Planning

- Review of Public Feedback Received
- Workgroup Members-What Would You Like to Suggest for Agenda Items?

# 2021 Meeting Schedule

Date	Time
Wednesday, March 17, 2021	1:00-3:00 PM
Tuesday, April 6, 2021	3:00-5:00 PM
Thursday, May 20, 2021	3:00-5:00 PM
Thursday, July 15, 2021	3:00-5:00 PM
Thursday, September 16, 2021	3:00-5:00 PM
Thursday, November 18, 2021	3:00-5:00 PM

# Member Questions & Feedback



# Public Comment Period

[DMHIDDContact@dhhs.nc.gov](mailto:DMHIDDContact@dhhs.nc.gov)

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