

**Study of Direct Care Workers Serving Individuals in the
Innovations Waiver Program and Development of a Plan for
Any Recommended Increases in Those Workers' Wages**

Session Law 2021-180, Section 9D.15C



Report to

Joint Legislative Oversight Committee on Medicaid

by

North Carolina

Department of Health and Human Services

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I. Background

This is the third report required by Section 9D.15C of S.L. 2021-180 (see *Appendix A*)¹. The legislation directed the NC Department of Health and Human Services (DHHS) Division of Health Benefits report to the Joint Legislative Oversight Committee on Medicaid and Health Choice on the Direct Support Professionals (DSP)² serving individuals in the Innovations Waiver Program and to develop a plan for any recommended increases in those workers' wages. Note that DSPs are a subset of a larger group known as Direct Care Workers (DCWs), which is the term used in the title of this report. The term DSP is used in the body of the report where it is more precise.³

North Carolina Medicaid oversees the 1915(c) Home and Community Based Innovations Waiver (Innovations) and receives regular feedback on the waiver from beneficiaries, families, providers, Local Management Entities/Managed Care Organizations (LME/MCOs), and other stakeholders. The Innovations Waiver began in 2005 as a pilot, with statewide expansion being completed in 2013. It was then approved by the Centers for Medicare and Medicaid Services (CMS) for an additional five years, effective July 1, 2019, through June 30, 2024. The Innovations Waiver was again renewed in 2024 effective July 1, 2024, through June 30, 2029. During this reporting period, the Innovations Waiver is available through: Alliance Health, Partners Behavioral Health, Sandhills Center, Eastpointe Human Services, Trillium Health Resources, and Vaya Health.

The Innovations Waiver provides community-based alternatives for individuals with Intellectual or Developmental Disabilities (IDD) who are at risk for placement in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID). The target waiver population consists of beneficiaries with IDD who meet ICF-IID Level of Care and who need support to live in the community. The waiver provides for a continuum of care that includes rehabilitative and long-term support services that are provided within the homes and communities of enrolled beneficiaries.

There are 14,138 slots in the Innovations Waiver, inclusive of the additional 1,000 slots that were made available pursuant to Section 9D.12.(a) of S.L. 2021-180 to be effective March 1, 2022 and July 1, 2022. Innovations Waiver slots are awarded on a first-come, first-serve basis based on the date of application and the beneficiary's ranking resulting from the equitable distribution of waiver funding among the subdivisions of the LME/MCO region based on population. As of January 2023, there are 16,833 people on the waiting list for the Innovations Waiver. The majority of services through the NC Innovations Waiver are provided by DSP paraprofessionals. Paraprofessionals are defined in 10A NCAC 27G as individuals who have a GED or high school diploma.

¹ The previous report may be viewed at <https://www.ncdhhs.gov/sl-2021-180-section-9d15c-direct-care-workers-serving-innovations-waiver-program/download?attachment> and <https://www.ncdhhs.gov/sl-2021-180-section-9d15c-direct-care-workers-serving-innovations-waiver-program-0/download?attachment>

² The Department defines direct support professionals (DSPs) as Direct Care Workers (DCW) who work in Innovations Waiver Services and Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID) programs.

³ Integrated Care Facility for Intellectual and Developmental Disabilities (ICF-IID) Staff are included in the broader definition of DSP the Division uses, however, this report is exclusive to those DSPs working under the Innovations Waiver

II. Data Elements

This report, the third in the series, utilizes information from the 2023 National Core Indicators (NCI) IDD State of the Workforce Survey, formerly known as the Staff Stability Survey Report. NC Medicaid is reviewing the data elements for this report and may adjust and/or expand the types of data included in the next report submission.

Data elements pertaining to DSPs required for this report are (1) statewide data on the number of these licensed and non-licensed DSPs by worker classification; (2) identification of providers that employ these DSPs; (3) the weekly average number of hours worked by individuals serving in these positions; (4) the average and range of wages paid to these workers; (5) the average length of employment of these workers by any one provider; and (6) an assessment of whether the wages of licensed DSPs, non-licensed DSPs, or both need to be increased.

III. Results

This report is limited to 2023 data⁴; the results are below.

1. Statewide data on the number of licensed and non-licensed direct care workers by worker classification.

- a. According to the 2023 NCI-IDD State of the Workforce Survey, there were 325,591 Direct Support Professionals (DSPs) providing direct support to adults (age 18 and over) with intellectual and developmental disabilities (IDD) with 3,934 Provider agencies participating in the Survey. Of the total number of DSPs in the survey, 13,830 DSPs and 136 Provider agencies participated from North Carolina. Despite slightly lower Survey participation than last year, the number of DSPs was higher than in the previous annual report.
- b. The majority of individuals providing services through the NC Innovations Waiver are non-licensed DSPs and hold roles such as Personal Support Specialists, Home Health Aides, and Residential Support Workers. Clinically licensed staff (therapists, nurses, social workers, psychologists, etc.) are not considered DSPs for the purposes of this report, and the exact number of such staff that provide services through the Innovations Waiver, while unknown, is understood to be minimal.

2. Identification of providers that employ these Direct Support Professionals.

Appendix B contains a list of all 538 NC Innovations and TBI Waiver Services Providers for 2023, based on encounter data which includes the 136 providers who took part in the

⁴ There was a slight decrease in participation in the 2023 NCI-IDD State of the Workforce Survey for North Carolina from the previous year. Higher participation in the 2022 Survey year may be attributable to more advertising of the Survey. While the decrease is not material, the Department will continue to promote Survey participation.

2023 NCI-IDD State of the Workforce Survey. This is an increase in the total number of providers as compared to the 517 reported in the previous report.

3. The weekly average number of hours worked by individuals serving in these positions.

While the weekly average number of hours worked by individuals is not known, according to the 2023 NCI-IDD State of the Workforce Survey, the Average Percent of DSPs that were employed in North Carolina full time is 64.0%. This is a slight decline (about 1%) as compared to the previous report.

4. The average and range of wages paid to these workers.

According to the 2022 Survey, the Average Hourly wage for a NC Innovations Waiver DSP was \$13.93 per hour, while the Median Hourly wage was \$14.01 per hour. According to the 2023 Survey, the Average Hourly wage for these workers increased to \$15.02 per hour and the Median Hourly wage also increased to \$15.00 per hour. However, the Maximum Hourly wage noted in the 2023 Survey was \$25.00, a decrease from the 2022 Maximum Hourly wage of \$25.97.

5. The average length of employment of these workers.

According to the 2023 and 2022 NCI-IDD State of the Workforce Surveys, the trends related to the tenure of DSPs are as follows:

Tenure Length	2022	2023	Change
<6 Months	12.7%	15.5%	2.8%
6-12 Months	14.2%	11.8%	-2.4%
12-24 Months	12.9%	12.5%	-0.4%
24-36 Months	11.3%	9%	-2.3%
>36 Months	48.9%	51.2%	2.3%

Additionally, North Carolina's mean DSP turnover ratio is 26.9%, which is the 2nd lowest turnover rate of the 24 participating States, with Washington DC being the lowest (23.6%). This is also a lower turnover ratio than the previous report, where NC registered a 30.4% mean turnover rate.

6. Assessment of whether wages of licensed and non-licensed DSPs should be increased.

DHB recommends a goal of increasing the wages of non-licensed DSPs to an average of \$18.00 per hour. DHB does not have clear data on licensed individuals who perform DSP activities and does not have a specific recommendation with respect to wages for licensed people. If Section 9E.15 of S.L. Session Law 2023-134 had been fully funded, the average hourly wage would have been higher than this recommendation. At the time S.L. 2023-134 was enacted, the most recent report submitted to the Joint Legislative

Oversight Committee on Medicaid in accordance with Section 9D.15C of S.L. 2021-180 had estimated the average hourly wage of DSPs to be \$12.06. An increase of \$6.50 per hour, which the General Assembly stated as its intent in the legislation, would have resulted in an average hourly wage of \$18.56. The amount actually appropriated in S.L. 2023-134 supported provider increases estimated to raise the average wage to \$15.02. DHB estimates that approximately \$23 million in additional recurring appropriations are required to enable Innovations Waiver providers to increase DSP wages to an average of \$18.00 per hour and recommends appropriations to reach this goal.

It is important to note that, while legislative efforts to date to increase wages for DSPs have partially addressed providers' challenges in retaining and recruiting qualified staff, legislative increases that only target this, or other, subsets of DCWs create wage disparities between these professionals and those employed in other Medicaid services whose reimbursement rates have not received the same increases, such as North Carolina's community alternatives program (CAP) waivers, personal care and home health services via North Carolina's Medicaid State Plan, and Developmental Centers. To comprehensively address North Carolina's Long-Term Service and Support DCW staffing crisis, the General Assembly must consider increasing reimbursement and wages for all provider types employing DCWs. This comprehensive approach is the only way to promote wage parity across the entire direct care environment and avoid putting undue recruitment and retention pressure on any particular service, setting, or provider type within the Medicaid continuum.

Besides the recommendations above, the Department is providing updates on the recommendations outlined in the white paper "Leveraging the State's Olmstead Plan and Creating Choice for People with Intellectual and Developmental Disabilities," which has been referenced in past reports. The white paper proposed \$150 million in federal and state investments and highlighted actions based on the priority commitments in the Plan.⁵ The status of each priority is addressed below.

- Increase Wages for DSPs.
 - The rate increases in Section 9E.15 of [S.L. 2023-134](#) and Section 9D.15A [S.L. 2021-180](#) as amended by Section 3.3 of [S.L. 2022-6](#) have increased wages for Innovations waiver DSPs working for ICF-IDD providers.
- Raise Innovations Waiver rates \$3 per hour in SFY 2023-24.
 - Innovation waiver rates increased by \$1.13 per 15-minute unit (\$1.13x 4= \$4.52/hour, exceeding the \$3 goal) when Section 9E.15 of [S.L. 2023-134](#) was implemented.

⁵ To provide clear continuity with previous iterations of this report, the 2022 version of the Olmstead Plan is addressed in this report. The most recent Olmstead Plan can be found here: <https://www.ncdhhs.gov/2024-25-olmstead-plan/open>

- Require that 75% of the rate increase funding go to DSPs.
 - Providers were directed by the Departmental to use no less than 80% of funds received from the rate increase in Section 9D.15A of S.L. 2021-180 to increase Home and Community Based Services (HCBS) DCW wages. The Innovations waiver DSP rate increase in Section 9E.15(a) of S.L. 2023-13 directed providers to attest they would apply 100% of the rate increase to increase hourly wage, benefits, or associated payroll cost. The ICF-IDD rate increase in Section 9D. 15 of S.L. 2021-180 also directed providers to use 80% of funds received to increase wages.
- Establish an online certification program for DSPs in FY 2024/25 that will be linked to enhanced rates for providers beginning in FY 2025/26.
 - The Division of Mental Health/IDD/SUS has implemented a DSP workgroup focused on the creation of a DSP certification.

IV. Recommendations to Ensure Adequate Direct Care Workforce

Recommended actions to ensure an adequate direct care workforce are essentially unchanged from earlier reports except for the formation of a DCW Workforce Advisory Committee. They are:

1. Future adoption of the Remote Supports⁶ definition to allow individuals to safely spend time without 1:1 support as appropriate.
2. Continue to offer self-direction as a service delivery option in the Innovations Waiver to allow beneficiaries to pay increased wages and have more ownership of their services.
3. Continue allowing relatives to be employed as DSPs.
4. Continue to oversee the LME/MCOs responsibility to monitor their provider networks and survey needs and gaps across their provider network. It is important to note that the LME/MCOs have rate-setting authority and the ability to enhance rates in order to stabilize staffing.
5. Assess the efficacy of Back Up Staffing Report, which was reintroduced after the Public Health Emergency (PHE).
6. Continue to work with community stakeholders to gain feedback on the impact of the most recent DCWs Wage Increases. A DCW Workforce Advisory Committee convened November 17, 2023 and meets monthly to review initiatives related to recruitment and retention of DCWs including providing high quality standardized training and advanced training opportunities tied to a piloted wage differential and career advancement.

⁶ Remote support services in North Carolina use assistive technology and 24/7 live communication to help people with intellectual and developmental disabilities (IDD) live more independently.

V. Next Steps

1. DHHS will continue work to encourage all NC Innovations Waiver providers to complete the National Core Indicators (NCI) IDD State of the Workforce Survey to ensure core comprehensive data.
2. DHHS will continue the Wage Increases discussed above and any future actions by the General Assembly.
3. DHHS is working to increase the NC Innovation Waiver Community Alternatives Programs (CAP) so that it keeps pace with increased Innovation's DSP wages.

Appendix A: Session Law 2021-180 9D.15C

STUDY DIRECT CARE WORKERS SERVING INDIVIDUALS IN THE INNOVATIONS WAIVER PROGRAM AND DEVELOP A PLAN FOR ANY RECOMMENDED INCREASE IN THOSE WORKERS' WAGES

SECTION 9D.15C. No later than March 1, 2022, and annually thereafter for the next five years, the Department of Health and Human Services, Division of Health Benefits (DHB), shall submit a report to the Joint Legislative Oversight Committee on Medicaid and NC Health Choice that contains all of the following information regarding direct care workers who serve Medicaid beneficiaries receiving services through the North Carolina Innovations waiver program:

- (1) Statewide data on the number of these licensed and non-licensed direct care workers by worker classification.
- (2) Identification of providers that employ these direct care workers.
- (3) The weekly average number of hours worked by individuals serving in these positions.
- (4) The average and range of wages paid to these workers.
- (5) The average length of employment of these workers by any one provider.
- (6) An assessment of whether the wages of licensed direct care workers, non-licensed direct care workers, or both need to be increased. If DHB determines that there is a need for an increase in wages, then DHB shall develop a plan, or update to a previously submitted plan as applicable, for such increase.

Appendix B: North Carolina Medicaid Intellectual and Development Disabilities Provider List

(*Note NCI Survey respondents are deidentified)
Claims report 2023

2023 IDD MEDICAID PROVIDER NAME

3MS SERVICES LLC
A CARING HEART CASE MANAGEMENT INC
A PLACE OF MY OWN LLC
A PLUS RESULTS INDEPENDENT LIVING
A SPECIAL TOUCH II
A TOUCH OF GRACE INC
ABILITIES INC
ABLECARE CORPORATION
ABOUND HEALTH LLC
ABOVE & BEYOND CARE INC
ABOVE & BEYOND COMMUNITY SERVICES
ABUNDANT LIFE INC
ACCESS MEDICAL CLINIC NORTH CAROLIN
ACI SUPPORT SPECIALISTS INC
ACUMEN FISCAL AGENT LLC
ADG ASSOCIATES LLC
ADULT ENRICHMENT SERVICES OF WILKES
ADULT LIFE PROGRAMS INC
ADVANCE BEHAVIORAL HEALTH SERVICES
ADVANCE COMMUNITY HEALTH INC
ADVANCED BUSINESS CONCEPTS INC
ADVANCED HEALTH RESOURCES INC
ADVANTAGE BEHAVIORAL HEALTHCARE INC
ADVANTAGE CARE IN HOME SERVICES
AFFILIATED SANTE GROUP
AFFIRMATIVE FAMILY CARE SERVICES
AFTER GATEWAY INC
AGAPE CARE NORTH CAROLINA LLC
AGAPE HOME LIVING CARE LLC
ALBERTA PROFESSIONAL SERVICES INC
ALLEGHANY COUNTY GROUP HOMES INC
ALLEN FAMILY LIVING INC
ALLIANCE HEALTH
ALMAZ ADAIR JOHNSON
ALPHA HOME CARE SERVICES INC
ALPHA MANAGEMENT SERVICES INC
ALTERNATIVE BEHAVIORAL CONCEPTS LLC
AMARA WELLNESS SERVICES INC
AMAZING LOVE
AMBLESIDE INC
AMERICAN HEALTHCARE SYSTEMS LLC
ANGELOS CARE HOME INC
ANSON REGIONAL MEDICAL SERVICES
APPALACHIAN MOUNTAIN COMMUNITY HEAL
ARC CHEROKEE CLAY INC
ARRAY OF BRIGHTER BEGINNINGS INC
ASHE MEMORIAL HOSPITAL INC
ASHE SERVICES FOR AGING INC

ATRIUM HEALTH AT
ATRIUM HEALTH AT HOME CHARLOTTE
ATRIUM HEALTH AT HOME CLEVELAND
AUTISM SERVICES INCORPORATED
AUTISM SERVICES OF MECKLENBURG COUN
AUTISM SOCIETY OF NORTH CAROLINA
AUTISM SUPPORT AND PROGRAMS INC
AUTUMN HALLS OF UNAKA LLC
AVID HEALTH AT HOME NORTH CAROLINA
AVIDITY INTEGRATED CARE LLC
BAILEYS RESPITE CARE INC
BAPTIST CHILDRENS HOME OF NC INC
BAYADA HOME HEALTH CARE INC
BEAUFORT COUNTY DEVELOPMENTAL CENTE
BEAUTIFUL BEGINNINGS SERVICES LLC
BENJAMIN HOUSE INC
BENSON AREA MEDICAL CENTER INC
BERTIE COUNTY RURAL HEALTH ASSOCIAT
BETTER CONNECTIONS INC
BETTER DAYS AHEAD OF ROCKY MOUNT
BETTER LIVING CONCEPTS OF DURHAM LL
BEYOND CHALLENGES COMMUNITY SERVICE
BLACK RIVER HEALTH SERVICES INC
BLADEN HEALTHCARE LLC
BLUE RIDGE COMMUNITY HEALTH SERVICE
BLUEWEST OPPORTUNITIES INC
BOB INMAN INC
BOUNDLESS MIRACLES LLC
BREAK OUT LLC
BRIDGING THE GAP RESIDENTIAL SERVIC
BROCKETT INVESTMENTS LLC
BROWNSTONE FAMILY LLC
BRUNSWICK COMMUNITY COLLEGE
BRUSHY MOUNTAIN GROUP HOMES INC
BUILDING BRIDGES FOR COMMUNITES
CABARRUS COUNTY GROUP HOMES INC
CABARRUS ROWAN COMMUNITY HEALTH CEN
CALDWELL OPPORTUNITIES INC
CANAAN CARE HOME LLC
CAPE FEAR GROUP HOMES INC
CARE WELL OF CHARLOTTE INC
CARELINK SOLUTIONS INC
CARING HANDS AND SUPPLEMENTARY ENRI
CAROBELL INC
CAROLINA FAMILY HEALTH CENTERS INC
CAROLINA PRIME RESIDENTIAL LLC
CAROLINA RESIDENTIAL SERVICES INC
CAROLINAS HOME CARE AGENCY INC
CAROLINAS MEDICAL CENTER AT HOME LL
CASA MENDEZ INC
CASWELL DEVELOPMENTAL CENTER
CHADBOURN FAMILY PRACTICE CENTER PA
CHAMPION FAMILY BEHAVIORAL HEALTH S
CHANGING LIVES GROUP HOME IV
CHARLES HINES AND SON
CHARLES LEA CENTER

CHARLOTTE COMMUNITY HEALTH CLINIC I
 CHATHAM COUNTY GROUP HOMES INC
 CHATHAM TRADES INC
 CHATUGE REGIONAL HOSPITAL INC
 CLEAR SKY BEHAVIORAL LLC
 CLEVELAND VOCATIONAL INDUSTRIES IN
 CLIMBING JACOBS LADDER INC
 CMS AGENCY
 CNC-ACCESS INC
 COASTAL ENTERPRISES OF WILMINGTON
 COASTAL RESIDENTIAL SERVICES INC
 COMMUNITY ALTERNATIVE HOUSING INC
 COMMUNITY ASSISTED RESIDENTIAL ENVI
 COMMUNITY COMPANION HOME CARE LLC
 COMMUNITY INNOVATIONS INC
 COMMUNITY PARTNERSHIPS INC
 COMMUNITY SUPPORT SERVICE LLC
 COMMUNITY-BASED DEVELOPMENTAL SERVI
 COMPANION HOME HEALTH CARE
 COMPASSION HEALTH CARE INC
 COMPASSIONATE CARE OF NORTH CAROLIN
 COMSERV INC
 CORNERSTONE HEALTHCARE SERVICES INC
 COUNTRY LIVING GUEST HOME INC
 COUNTY OF PERSON OFFICE OF COUNTY F
 COVENANT CASE MANAGEMENT SERVICES L
 COZIES SUPERVISED LIVING
 CRANDELLS ENTERPRISES INC
 CREATIVE MANAGEMENT SOURCE INC
 CRISYS LLC
 CRYSTAL NICKERSON
 CUMBERLAND COUNTY COMMUNICARE INC
 CUMBERLAND COUNTY HOSPITAL SYSTEM I
 CUMBERLAND COUNTY SCHOOLS
 CUMBERLAND RESIDENTIAL AND EMPLOYME
 CURRYS HAVEN
 COMMUNITY WORKFORCE SOLUTIONS INC
 COMPREHENSIVE COMMUNITY CARE INC
 CYRUS HOME LLC
 DAVID RANDALL CASTOR
 DAVIDSON HOMES INC
 DAWN MILTON
 DAYMARK RECOVERY SERVICES INC
 DESTINY MANAGEMENT INC
 DEVEREUX RESIDENTIAL SERVICES LLC
 DIAMONDS COMMUNITY BASED SERVICES
 DILIGENT CARE INC
 DIVERSIFIED CHOICE
 DIVERSIFIED OPPORTUNITIESINC
 DLP CENTRAL CAROLINA MEDICAL GROUP
 DLP RUTHERFORD PHYSICIAN PRACTICES
 DLP WILSON PHYSICIAN PRACTICES LLC
 DREAM CONNECTIONS INC
 DREAM MAKERS ASSISTED LIVING SERVIC
 DREAMWEAVERS UNLIMITED INC
 DUKE UNIVERSITY HEALTH SYSTEM INC

DUPLIN MEDICAL ASSOCIATION INC
DURHAM COUNTY COMMUNITY LIVING PROG
DURHAM EXCHANGE CLUB INDUSTRIES INC
EAGLE HEALTHCARE SERVICES INC
EAST CAROLINA HEALTH BERTIE
EAST CAROLINA HEALTH HERITAGE INC
EASTER SEALS UCP NORTH CAROLINA & V
EASTPOINTE HUMAN SERVICES
ED EMMANUEL HOMES LLC
EDUCARE COMMUNITY LIVING CORP NORTH
EMPLOYMENT SOURCE INC
ENHANCEMENT HEALTH CARE INC
EXPRESS SUPPORT HOME CARE
FAIRHANDS SERVICES LLC
FAMILIES FIRST OF NC LLC
FAMILY FIRST SUPPORT CENTER INC
FAMILY MEANS EVERYTHING INC
FAMILYTREE ALTERNATIVE FAMILY SERVI
FIRST
FIRSTHEALTH OF THE CAROLINAS INC
FOCUS-NC LLC
FOOTHILLS INDUSTRIES OF MCDOWELL CO
FOSTERS CARE FACILITY LLC
FREEDOM HOUSE RECOVERY CENTER INC
FRESH START RESIDENTIAL FACILITY IN
FRIENDLY PEOPLE THAT CARE
GASTON FAMILY HEALTH SERVICES INC
GASTON RESIDENTIAL SERVICESINC
GASTON SKILLS INC
GATEWAY COMMUNITY HEALTH CENTERS IN
GATEWAY HUMAN SERVICES LLC
GENTLEHANDS OF NORTH CAROLINA INC
GEORGIA MOUNTAINS HEALTH SERVICES
GHA AUTISM SUPPORTS
GOODWILL INDUSTRIES OF NWNC
GOSHEN MEDICAL CENTER INCORPORATED
GRACE REAGAN GARACH
GRANVILLE HEALTH SYSTEM
GRANVILLE INTERNAL MEDICINE & GERIATRICS
GRANVILLE PHYSICIANS GROUP
GRANVILLE PRIMAR
GRANVILLE PRIMARY CARE & OBGYN
GRANVILLE PRIMARY CARE OXFORD
GREAT EXPECTATIONS DAY FACILITY AND
GREATER HOME HEALTH SERVICES LLC
GREENE COUNTY HEALTH CARE INC
GROMEDS TO GO TRANSPORTATION INC
GT FINANCIAL SERVICES
GUARDIAN ANGEL HEALTHCARE LLC
HALCYON LLC
HANDS LLC OF ROWAN
HAPPY HEARTS GROUP HOME
HAYWOOD VOCATIONAL OPPORTUNITIES IN
HEALTHACCESS INC
HEALTHKEEPERZ INC
HEALTHVIEW HOME HEALTH & HOSPICE

HEALTHVIEW HOME HEALTH & HOSPICE-CA
HEARTSPRING INC
HELPING HANDS OF NORTH CAROLINA LLC
HENDERSON COUNTY HOSPITAL CORPORATI
HERBERT REID HOME
HICKS HOUSE OF CARE
HIGH COUNTRY COMMUNITY HEALTH
HIGHER CAUSE RESIDENCES
HIGHLAND MEDICAL ASSOCIATES PA
HINDS FEET FARM INC
HOLY ANGELS INC
HOME CARE SOLUTIONS OF NC LLC
HOMECARE MANAGEMENT CORPORATION
HOPE OF SAMPSON COUNTY LLC
HOSPICE AND PALLIATIVE CARE CHARLOT
HOT SPRINGS HEALTH PROGRAM
HOWELL AND HOWELLS GROUP HOME LL
HOWELL SUPPORT SERVICES LLC
HUGHES BEHAVIORAL MENTAL HEALTH S
HUMAN RESOURCES UNLIMITED INC
HOUSE OF CARE INC
I INNOVATIONS INC
IDEAL RESPONSE SERVICES LLC
IDELLAS CARE HOMES LLC
IMPACT OF THE PIEDMONT INC
INDEPENDENT CASE MANAGEMENT INC
INDEPENDENT LIVING GROUP HOME LLC
INDEPENDENT OPPORTUNITIES INC
INDUSTRIAL OPPORTUNITIES INC
INEZS HOUSE HC LLC
INFINITY CARE LLC
INNOVATIVE SUPPORT SERVICES LLC
INOMANCY INC
INREACH
INSPIRED VISIONS SUPPORT SERVICES
INTEGRATED FAMILY SERVICES PLLC
INTELLICHOICE STAFFING LLC
IQUOLIOC INC
IREDELL PHYSICIAN NETWORK
IRENE WORTHAM CENTER INC
J ARTHUR DOSHER MEMORIAL HOSPITAL
J L REDFORD INC
J-1 CONSULTANTS LLC
JAMES ROY THOMPSON
JEFFREY ANDERSON
JIREHS PLACE INC
JMJ ENTERPRISES LLC
JOHNSON CENTER II
JOHNSONS HOUSE OF HOPE FAMILY CARE
JOHNSTON COUNTY INDUSTRIES INC
JOSEPHS COMMUNITY SUPPORT SERVICES
JUST IN TIME YOUTH SERVICES
KALEO SUPPORTS INC
KD SUPPORT SERVICES
KERR HOMES INC
KIDSPEACE NATIONAL CENTERS OF NORTH

KINSTON COMMUNITY HEALTH CENTER
KYSEEMS UNITY GROUP HOME LLC
L&J HOMES INC
LAVERNES HAVEN RESIDENTIAL HOME SER
LE CHRIS COUNSELING SERVICES INC
LEARNING PERSPECTIVES INC
LECHRIS ADULT DAY CARE OF ROCKY MOU
LECHRIS HEALTH SYSTEMS OF GREENVILL
LECHRIS HEALTH SYSTEMS OF NEW BERN
LEE COUNTY INDUSTRIES INC
LEE STREET SERVICES LLC
LEGACY HUMAN SERVICES INC
LEGACY RESIDENTIAL COMMUNITY SERVIC
LIBERTY CORNER ENTERPRISES INC
LIBERTY HEALTHCARE GROUP LLC
LIFE ALLIANCE LLC
LIFE BASED CONCEPTIONS LLC
LIFE CHANGING BEHAVIORAL HEALTH SER
LIFE ENRICHMENT CENTER OF CLEVELAND
LIFE INC
LIFEBRITE HOSPITAL GROUP OF STOKES
LIFESPAN INC
LIFT DAY ACTIVITY CENTER
LINCOLN COMMUNITY HEALTH CENTER INC
LINDA SHORTS HOME
LINDLEY HABILITATION SERVICES INC
LISA MARIE PERKINS
LITTLE RIVER MEDICAL CENTER INC
LIVING WITH AUTISM INC
LONNIES HEART OF HOPE DAY PROGRAM
LOVING HANDS HEALTH SERVICES LLC
LUCILLES BEHAVIORAL INC
LUTHERAN FAMILY SERVICES IN THE CAR
M AND S SUPERVISED LIVING LLC
MACON CITIZENS FOR THE HANDICAPPED
MAKIN CHOICES INC
MARTIN COUNTY RESIDENTIAL SERVICES
MARTIN TYRRELL WASHINGTON DISTRICT
MATCHBOX HEALTH SERVICES CORPORATIO
MAXIM HEALTHCARE SERVICES
MCCRARY HOMES LLC
MCDANIEL HOMES LLC
MEDICAL RESOURCE CENTER FOR RANDOLP
MEDICAL SERVICES OF AMERICA INC,
MERCY CARE INC
METROPOLITAN COMMUNITY HEALTH
METROPOLITAN COMMUNITY HEALTH SERVI
MGA HOME HEALTHCARE FAYETTEVILLELLC
MH ANGEL MEDICAL CENTER LLLP
MH BLUE RIDGE MEDICAL CENTER LLLP
MH HIGHLANDS-CASHIERS MEDICAL CENTE
MH MISSION HOSPITAL MCDOWELL LLLP
MH PENNSYLVANIA REGIONAL HOSPITAL L
MICHAELS PLACE INC
MICHAELS WORLD
MID CAROLINA FAMILY MEDICINE PA

MISS DAISYS AND ASSOCIATES INC
MISSION HEALTH COMMUNITY MULTISPECI
MITCHELL COUNTY GROUP HOME
MONARCH
MORAVIAN ENTERPRISES
MORE THAN CONQUERORS
MORGAN SUPPORT SERVICES
MOUNTAIN AREA COMMUNITY SERVICES IN
MOUNTAIN AREA HEALTH EDUCATION CENT
MOUNTAIN AREA RESIDENTIAL FACILITIE
MOUNTAIN COMMUNITY HEALTH PARTNERSH
MPS HEALTHCARE INC
MULTI THERAPEUTIC SERVICES INC
MULTICULTURAL RESOURCES CENTER INC
MURCHISON RESIDENTIAL INC
MURPHY MEDICAL CENTER INC
MYHOME LLC
NC OUTREACH GROUP HOMES LLC
NCG ACQUISITION LLC
NEIGHBOR HEALTH CENTER INC
NEUSE ENTERPRISES INC
NEVINS INC
NEW BEGINNINGS DAY TREATMENT CENTER
NEW HANOVER COMMUNITY HEALTH CENTER
NEW HORIZONS ADULT DAY SERVICES INC
NEW HORIZONS HOME CARE INC
NEW HORIZONS PROFESSIONAL SERVICES
NO BOUNDS CARE INC
NOIR ENTERPRISES LLC
NORTH CAROLINA LIFE OF REHABILITATI
NORTH CAROLINA OUTREACH HOMECARE LL
NORTHEASTERN HOME CARE
OCRACOCKE HEALTH CENTER INC
OE ENTERPRISES INC
OMNI FAMILY OF SERVICES NORTH CAROL
ONASS PLACE
ONE ON ONE CARE INC
OPEN HEARTS ART CENTER
OPPORTUNITIES INDUSTRIALIZATION CEN
OPPORTUNITY AWAITS INC
P & W GROUP LLC
PARADIGM INC
PATHWAYS BEHAVIORAL HEALTH SERVICE
PATHWAYS FOR PEOPLE INC
PATHWAYS FOR THE FUTURE
PATTERSON HOME CARE INC
PAULS LOVING CARE INC
PEARLS ANGEL CARE INC
PERSON COUNTY BOARD OF EDUCATION
PERSON COUNTY GROUP HOMES INC
PERSON FAMILY MEDICAL CENTER
PHOENIX COUNSELING CENTER
PHP OF NC INC
PIEDMONT ACCESS TO HEALTH SERVICES
PIEDMONT HEALTH SERVICES INC
PINNACLE HOME CARE INC

POLK VOCATIONAL SERVICES
POSITIVE CONNECTION CARE INC
PQA HEALTHCARE INC
PRAISING HANDS LLC
PREMIER SERVICE OF CAROLINA INC
PRIMARY HEALTH CHOICE INC
PROFESSIONAL FAMILY CARE SERVICES I
PROFESSIONAL REHABILITATION CONSULT
QUALITY CARE III LLC
QUALITY CARE SOLUTIONS INC
QUALITY FAMILY SERVICES INC
QUALITY LIFE SERVICES INC
RAES PLAYZE ADULT DAY CENTER
RAINBOW 66 STOREHOUSE INC
RAINBOW OF SUNSHINE INC
RALPH SCOTT LIFESERVICES INC
REACH FOR INDEPENDENCE INC
RENEWED SERVICES INC
RENU LIFE LLC
RESIDENTIAL SERVICES INC
RESIDENTIAL SUPPORT SERVICES OF WAK
RESOURCES FOR SENIORS INC
RHA BEHAVIORAL HEALTH NC LLC
RHA HEALTH SERVICES INC
RHA HEALTH SERVICES NC LLC
RIVERBEND SERVICES INC
ROANOKE CHOWAN COMMUNITY HEALTH CEN
ROANOKE DEVELOPMENTAL CENTER INC
ROANOKE VALLEY ADULT DAY CARE CENTE
ROANOKE VALLEY HEALTH SERVICES INC
ROBESON HEALTH CARE CORPORATION
ROBIN A WILLIAMS
ROUSES GROUP HOME II INC
ROUSES GROUP HOME INC
ROWAN VOCATIONAL OPPORTUNITIES INC
ROYAL CHILD ACADEMY COMPANY
RURAL HEALTH GROUP INC
RUSMED CONSULTANTS LLC
RUTHERFORD LIFE SERVICES INC
RYANS PLACE LLC
S&S FAMILY SERVICES
SANDHILLS CENTER FOR MH DD SA
SCOTLAND MEMORIAL HOSPITAL INC
SEAGROVE MEDICAL CLINIC
SECURE DIRECTION NC LLC
SECURING RESOURCES FOR CONSUMERS IN
SERENITY THERAPEUTIC SERVICES INC
SHFP INC
SHINELIGHT INC
SKILL CREATIONS INC
SKY HEART HOME CARE SERVICES LLC
SMOKY MOUNTAIN URGENT CARE
SOLID FOUNDATION FACILITIES INC
SOMEONE DOES CARE
SOPHIA B PIERCE AND ASSOCIATES INC
SOUTHEASTERN HEALTHCARE OF NC INC

SPECIALIZED HEALTH CARE SERVICES
SPECIALIZED SERVICES AND PERSONNEL
SPIGNER MANAGEMENT SYSTEMS INC
SPIRIT OF EXCELLENCE COMMUNITY OUTR
SPRINGWELL NETWORK INC
ST GERARD HOUSE
ST LUKES HOSPITAL INC
STANDARDS-BASED BEHAVIORAL CONSULTI
STEPHEN EDWARD FATZINGER
STEPPING STONES COMMUNITY RESOURCES
STEPS DEVELOPMENTAL ACADEMY INC
STEVENS CENTER
STILL BLESSED INC
STILL FAMILY LLC
STRUCTURED FAMILY INTERVENTIONSLLC
SUCCESSFUL SOLUTIONS MHS INC
SUCCESSFUL VISIONS LLC
SUMMERLAND HOMES INC
SUMMIT SUPPORT SERVICES OF ASHE INC
SUPREME COMPASSIONATE CARE INC
SUPREME INVESTMENTS LLC
SYLVANGLADE HOME INC
SYLVANGLADE SERVICES INC
SYNERGY IN ACTION INC
THE ARC DAVIDSON COUNTY INC
THE ARC OF GREENSBORO INC
THE ARC OF HAYWOOD COUNTY INC
THE ARC OF HIGHPOINT -
THE ARC OF MOORE COUNTY INC
THE ARC OF NORTH CAROLINA INC
THE ASBURY HOMES INC
THE C W WILLIAMS COMMUNITY HEALTH C
THE CENTER FOR CREATING OPPORTUNITI
THE ENOLA GROUP INC
THE ENRICHMENT CENTER - AN AFFILIAT
THE HOPE CENTER OF HENDERSONVILLE
THE KIDS WORKSHOP
THE LOVING HOME INC
THE MENTAL HEALTH FUND INC
THE STEDMAN WADE HEALTH SERVICES IN
THE WORKSHOP OF DAVIDSON INC
THE WRIGHTS CENTER INC
THERAPEUTIC ALTERNATIVES INC
THURSHER GOODMAN WINSTEAD CAREHOME
THYLLIS SMITH
TLC ADULT GROUP HOME
TLC OPERATIONS INC
TODD IVERSON STONE
TOP PRIORITY CARE SERVICES LLC
TRANSYLVANIA ASSOCIATION FOR DISABL
TRANSYLVANIA VOCATIONAL SERVICES IN
TRG HEALTH CARE SYSTEMS LLC
TRI COUNTY COMMUNITY HEALTH COUNCIL
TRI SUPPORT SYSTEMS INC
TRI-SUPPORT SERVICES INC
TRIAD ADULT AND PEDIATRIC MEDICINE

TRIAD ADULT DAY CARE CENTER INC
TRIAD COORDINATED SERVICES INC
TRIANGLE COMPREHENSIVE HEALTH SERVI
TRIANGLE DISABILITY & AUTISM SERVIC
TRILLIUM HEALTH RESOURCES
TT&T SERVICES INC
TYRRELL COUNTY RURAL HEALTH ASSOCIA
Touchstone Residential Services
UMAR SERVICES INC
UNION COUNTY HOSPITAL AUTHORITY
UNION DIVERSIFIED INDUSTRIES INC
UNIQUE CARING NETWORK INC
UNIQUE HOME CARE INC
UNITED HEALTH CENTERS
UNITED LIVING LLC
UNITED RESIDENTIAL SERVICES OF NORT
UNITY HOME CARE INC
UNIVERSAL MENTAL HEALTH SERVICES I
UNIVERSITY OF NORTH CAROLINA AT CHA
UPRISING HOMES INC
United Support Services Inc
VANCE FAMILY MEDICINE PA
VICTOR & ASSOCIATES INC
VIRPARK INC RESIDENTIAL FACILITY
VOCA CORPORATION OF NORTH CAROLINA
VOCATIONAL SOLUTIONS OF HENDERSON C
WACCAMAW MEDICAL SERVICES INC
WAKE ENTERPRISES INC
WALTER YOUNG
WATAUGA OPPORTUNITIES INC
WAYNE OPPORTUNITY CENTER INC
WESCARE PROFESSIONAL SERVICES LLC
WEST CALDWELL HEALTH COUNCIL INC
WESTERN NC COMMUNITY HEALTH SVCS
WHAT MATTERS MOST INC
WILKES VOCATIONAL SERVICES INC
WILLIAMSTON HOSPITAL CORPORATION
WNC DIRECT CARE INC
WNC MADISON COUNTY HOUSING CORP
WOLFE AND JACKSON GROUP HOME INC
YELVERTONS ENRICHMENT SERVICES INC
ZOE BEHAVIOR HEALTH SERVICES INC