



NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES

Division of Mental Health,
Developmental Disabilities
and Substance Abuse Services

Community Engagement & Empowerment Team

Community Update | November 2022



NCDHHS - DMH/DD/SAS



NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES

NCDHHS Delays Medicaid Managed Care Tailored Plans

To ensure beneficiaries can seamlessly receive care on day one, the North Carolina Department of Health and Human Services (NCDHHS) will delay the implementation of the NC Medicaid Managed Care Behavioral Health and Intellectual/ Developmental Disabilities Tailored Plans (Tailored Plans) until **April 1, 2023**.

Tailored Plans, originally scheduled to launch Dec. 1, 2022, will provide the same services as Standard Plans in NC Medicaid Managed Care and will also provide additional specialized services for individuals with significant behavioral health conditions, Intellectual/Developmental

Disabilities (I/DDs), and traumatic brain injury (TBI).

The delayed start of Tailored Plans allows Local Management Entity/Managed Care Organizations (LME/MCOs), which will operate the Tailored Plans, more time to contract with additional providers to support member choice and to validate that data systems are working appropriately. The decision is supported by the leadership of the state's six LME/MCOs.

Please see [NCDHHS Delays Medicaid Managed Care Tailored Plans](#) for more information.

Please continue to check the [NC Medicaid webpage](#) for additional updates.

[Press Release Link](#)

Joint Communication Bulletins

Joint communication Bulletins are formal communications that the Division of Mental Health, Developmental Disabilities and Substance Abuse Services, and the Division of Medical Assistance use to inform the public as new developments occur.

[Read More](#)

NC Olmstead

The Olmstead Plan is designed to assist people with disabilities who receive or are eligible for publicly-funded services to reside in and experience the full benefit of being part of day-to-day life in communities alongside those without disabilities.

[Read More](#)

Department Press Releases

Click [here](#) for the latest updates

Grant Opportunities

Learn more about funding opportunities available from the NCDHHS Division of Mental Health, Developmental Disabilities and Substance Abuse Services.

[Learn More](#)

Crisis Resources 988 Suicide & Crisis Lifeline

- If you or someone you know is experiencing a mental health crisis, call or text [988](#) immediately.
- [Know the Warning Signs and Risk Factors of Suicide](#)
- [Be Prepared for a Crisis](#)
- [Read our guide "Navigating a Mental Health Crisis"](#)
- [What You Need to Know About Youth Suicide](#)
- If you need more information, referrals or support? Contact the [NAMI Helpline](#).
- Suicide Prevention Resource Center



Welcoming New CE&E Staff!!

Jennifer Meade: A/D for Consumer Support Services and Community Stakeholder Engagement

Jennifer Meade has joined the DMHDDSAS team as the Assistant Director for Stakeholder Engagement. Jennifer has over 23 years of experience in the North Carolina behavioral health system. Her first job was as an overnight counselor at a group home for youth involved in with the child welfare system. She then worked for several years as a case manager in Wake and Durham Counties, gaining experience in both the child and adult behavioral health service systems. She has spent the last 15 years in various management roles including Adult Program Manager for a community-based mental health provider, Project Supervisor for a SAMHSA - funded grant serving transition-age youth, and her most recent role as Community Engagement Manager with Alliance Health. She has a bachelor's degree in Psychology from Elon College and a Master's in Public Administration from NC State.



Jennifer will oversee the work of our Community Engagement, Customer Service, Veterans Services, and Communications teams.

Ann Marie Webb: Community Engagement Specialist

Ann Marie Webb will join the DMHDDSAS team as a Community Engagement Specialist on November 7, 2022. She will be responsible for the State Consumer and Family Advisory Committee. Ann Marie will also be responsible for coordinating peer support services across DMHDDSAS and will work to ensure all of the services are in compliance with the certification process. She will also look for additional funding sources related to peer support services. Ann Marie will be part of the team that reviews and approves the Peer Support Curriculum. She is coming to us from Virginia where she has been employed by Commonwealth for the past 12 years in their Department of Juvenile Justice as a Probation Officer. Her skills and experience will be a great asset to the team and the division.

Meetings & Educational Opportunities

Monthly Joint DMHDDSAS and DHB Provider and Consumer Webinars



Joint DMHDDSAS and DHB Provider Webinar

This webinar series is for providers, practice managers, quality improvement professionals, and care coordinators to provide updates from the Division of MH/DD/SAS and the Division of Health Benefits (NC Medicaid).

Date/Time: Thursday, Nov. 3, 2022,
3:00-4:00 p.m.

Join Link: [Click here to register](#)



Joint DMHDDSAS and DHB Consumer Webinar

Due to the Thanksgiving Holiday, there will not be a Joint DMHDDSAS and DHB Consumer webinar for the month of November. The monthly webinar will resume Dec. 19, 2022. If you have any questions or concerns, please reach out to us.

Previous webinars for this series can be found on the [Community Engagement and Training website](#).

Have a question, send it to us. The Division of Mental Health, Developmental Disabilities and Substance Use Services is working to centralize questions so we can ensure your questions are answered in a timely manner by the appropriate subject matter experts.

Comments, questions and feedback are welcome at:

Email: BHIDD.HelpCenter@dhhs.nc.gov

Website: [Mental Health, Developmental Disabilities, and Substance Abuse Services](#)

Mental Health Town Hall



NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES

Join Secretary Kody Kinsley & Senator Jim Burgin for a Town Hall discussion on mental health issues facing North Carolina.

Town Hall attendees will have the chance to provide comments and ask questions after the opening remarks.

Date/Time: Thursday, Nov. 3, 2022, 6:00-7:30 p.m.

Location: James Sprunt Community College
Boyette Building, Letter F, Room 113
133 James Sprunt Drive, Kenansville, NC 28349

RSVP: [Click here to RSVP](#)

[Click here to view the flyer](#)

i2i 2022 Pinehurst Conference
December 6-9, 2022



[Click here for more information](#)

**39th Annual NADD
Virtual Conference**
December 7-9, 2022



**39th ANNUAL
NADD VIRTUAL
CONFERENCE**
December 7-9, 2022

Building Bridges Among People and Across Systems

[Click here for more information](#)



The National Coalition for Mental Health Recovery is pleased to announce the 36th annual Alternatives conference, to be held virtually on Wednesday, Nov. 2, 1:00-7:00 p.m., Thursday, Nov. 3, 1:00-7:00 p.m., and Friday, Nov. 4, 1:00-4:00 p.m.

Free Registration!

NC One Community in Recovery Call for Proposals

14th Annual NC "One Community in Recovery" Conference

SAVE THE DATE!

March 1-3, 2023 | Greensboro, NC

The Annual NC "One Community in Recovery" Conference is a yearly conference planned by a statewide committee of behavioral health providers and advocates, many of whom have lived experience with recovery from mental health and/or substance use.



National Council for Mental Well Being

Check out the [Advocacy Handbook!](#) The Handbook has tips and tricks for virtual meetings with legislators, as well as templates for scheduling meetings and sending follow-up emails. Please share with your colleagues and let us know if you have any questions. Also, never miss an alert from the National Council by [signing up for our Advocacy Alerts.](#)

Awareness Month - November

Native American Heritage Month



Youth in Action: Reclaiming the Stage

Join for a conversation with Indigenous actors and playwrights who are reimagining Native representation on the stage. This program is

Resources to Help Healing in Your Tribal Community

Join a live webinar discussion on broadening your circle of support. Ask panel members

part of the Youth in Action: Conversations about Our Future series, which features young Native activists and changemakers from across the Western Hemisphere who are working towards equity and social justice for Indigenous people.

***Register at least 48 hours in advance**

Date/Time: Nov. 1, 2022, 1:00-2:00 p.m.

Join Link: [Click here to register](#)

questions about available federal funds and how they can be used to manage program operations, offer culturally sensitive services and healing programs, and pay for emergency service support such as housing and transportation.

Date/Time: Nov. 2, 2022, 3:00-4:15 p.m.

Join Link: [Click here to register](#)

Native American Heritage Month 2022 Virtual Observance

Join the Military Health System and Defense Health Agency for a virtual special observance of Native American Heritage Month.

Date/Time: Nov. 10, 2022, 1:00-2:00 p.m.

Join Link: [Click here to register](#)

American Indian Heritage Celebration Education Day LIVE!

Watch online! Enjoy dance and music performances of North Carolina American Indians LIVE! Performances will begin about every 45 minutes and will include different dances and songs performed by members of North Carolina's eight state-recognized tribes.

Date/Time: Nov. 18, 2022, 9:30-1:45 p.m.

Join Link: [Click here to register](#)

Human Trafficking in Indian Country (3 Sessions)

Identifying human trafficking in American Indian and Alaska Native communities is challenging. Signs of human trafficking can be subtle and may look different depending on an individual's age, lived experiences, or other intersecting issue areas. During this knowledge-building session, Christine Stark will offer an overview of human trafficking in Indian Country and lead a discussion on victim identification and tribal-specific considerations when supporting Native survivors of trafficking.

Join Links:

Nov. 15, 2022, 3:00-5:00 p.m. - [Click here to register](#)

Nov. 17, 2022, 11:00-1:00 p.m. - [Click here to register](#)

Nov. 29, 2022, 1:00-3:00 p.m. - [Click here to register](#)

Gwen Locklear, Storyteller, American Indian Heritage Celebration Education Day

Gwen Locklear is a member of the Lumbee Tribe, educator, and gifted storyteller. Join Gwen as she shares traditional folktales that still resonate today.

Date/Time: Nov. 18, 2022, 10:00 a.m.

Join Link: [Click here to register](#)

Chi Shipman, Cherokee Culture, 2022 American Indian Heritage Celebration Day

Chi Shipman is a member of the Eastern Band of Cherokee Indians, educator, storyteller, and cultural specialist. Join her as she presents on Cherokee culture and legends.

Date/Time: Nov. 18, 2022, 11:00 a.m.

Join Link: [Click here to register](#)

Patrick Suarez, Regalia and Dance, 2022 American Indian Heritage Celebration Day

Patrick Suarez is a member of the Meherrin Tribe and well-known smoke dancer. Join Patrick as he provided an understanding of the meaning and significance of regalia for native people.

Date/Time: Nov. 18, 2022, 12:00 p.m.

Join Link: [Click here to register](#)

Native Cinema Showcase

The National Museum of American Indian's Native Cinema Showcase is an annual celebration of the best in Native film. By embracing oral histories, knowledge, and ancestral lands, Indigenous peoples are creating films to better understand the past and imagine a new way of thinking for the future.

Date: Nov. 18-25, 2022

Join Link: [Click here for more information](#)

National Family Caregivers Awareness

In 1997 President Bill Clinton proclaimed November as National Family Caregivers Month for the first time. National Family Caregivers Month is a time to recognize and honor family caregivers across the country. Celebrating Family Caregivers Month enables all of us to: Raise awareness of family caregiver issues.

[Learn More](#)

Consumer and Family Advisory Committee (CFAC)

Local Consumer and Family Advisory Committees (LCFAC)

Check your local LME/MCOs for meeting dates and times. Some have started meeting in a hybrid manner.

[LME/MCO Directory](#)

State Consumer and Family Advisory Committee

SCFAC meetings are held on the **2nd Wednesday** of every month and are open to the public. The September SCFAC meeting will be held as a hybrid meeting. The virtual platform and teleconference options will be provided for additional attendees.

WebEx Virtual Meeting Details:

Date/Time: Wednesday, Nov 9, 2022, 9:00-2:45 p.m.

Location: 306 N. Wilmington Street, Raleigh NC
Bath Building Conf. Room 107

Join Link: [Click here to join](#)

Access Code: 2433 556 2669

Password: UjgCMrdM337

Dial-In: 1-415-655-0003

Access Code: 2433 556 2669

[Visit the State CFAC page](#) for more information.

State to Local Collaboration

State to Local Collaboration

The State to Local call has been canceled for the month of November due to the Thanksgiving Holiday!

NC Medicaid Managed Care

NC Medicaid Managed Care Hot Topics Webinar Series

Every 3rd Thursday of the month from 5:30-6:30 p.m.

Next Meeting: Nov. 17, 2022, 5:30 p.m.

[Register for 3rd Thursday webinars](#)

**NC Medicaid
Beneficiary Portal**

NC Medicaid Managed Care

Beneficiaries have several resources to [help answer questions](#) about their transition to NC Medicaid Managed Care. Those who want a reminder of which health plan they are enrolled in should call the [Enrollment Broker](#) at: 1-833-870-5500 (TTY: 833-870-5588)

Questions about benefits and coverage can be answered by calling their health plan at the number listed in the welcome packet or on the [What Beneficiaries Need to Know on Day One fact sheet](#).

Medicaid serves low-income parents, children, seniors, and people with disabilities. The Beneficiary Portal offers information on applying for Medicaid and more. How do I get a ride to my medical appointment? How do I change my health plan (PHP)?

[Go to the Beneficiary Portal](#)

NC Medicaid Transformation

Here are some additional sites that you may go to find more information on Medicaid Transformation:

<https://medicaid.ncdhhs.gov/transformation>

<https://medicaid.ncdhhs.gov/transformation/more-information>

Updated Guidance

NC Medicaid has published [Tailored Care Management Updated Guidance](#), including updates to the Tailored Care Management Provider Manual, The Use of Care Manager Extenders, Tailored CM 101 Frequently asked Questions, and updated guidance on rates.

For more information on Tailored Care Management, please see the Medicaid bulletin article [Tailored Care Management Update: AMH+/CMA Certification Round Two Desk Reviews Completed](#).

All updates can be found on the Tailored Care Management [webpage](#).

For other questions, beneficiaries can call the NC Medicaid Contact Center at 888-245-0179 or visit the “Beneficiaries” section of the [Medicaid website](#).

To learn more [click here](#).

Tailored Care Management Updates

With NC Medicaid’s transformation to managed care, the North Carolina Department of Health and Human Services (NCDHHS) will continue to offer to Medicaid beneficiaries a comprehensive array of behavioral health, intellectual/developmental disability (I/DD) and traumatic brain injury (TBI) services.

In previous guidance, including the [Behavioral Health and Intellectual/Development Disability Tailored Plan Final Policy Guidance](#) and [Behavioral Health and Intellectual/Development Disability Tailored Plan Request for Applications](#).

NCDHHS released detailed information about the Standard Plan and future Behavioral Health (BH) and I/DD Tailored Plan (Tailored Plan) benefit packages. NCDHHS currently covers a subset of BH services under its 1915(b)(3) waiver, which will sunset upon the Tailored Plan launch in April 2023. NCDHHS is seeking authority to cover most of the current 1915(b)(3) services through the 1915(i) authority (Tailored Plan). Information on the 1915(i) services is available in the [NC Medicaid Transition of 1915\(b\)\(3\) Benefits to 1915\(i\) Authority white paper](#).

Traumatic Brain Injury (TBI) Updates

- The quarterly NC Brain Injury Advisory Council (BIAC) meeting will be held virtually on Wednesday, December- More information to follow
- Centers for Medicare and Medicaid Services (CMS) has approved the TBI waiver renewal effective April 1, 2022. More information about the TBI Waiver, including new services, can be found at: [Alliance’s TBI Services Page](#).
- Questions about the TBI Waiver should be sent to: TBIinfo@alliancehealthplan.org. The Brain Injury Association of NC (BIANC) website offers a large variety of

- The TBI Program is recruiting for membership on the TBI Grant Steering Committee. This steering committee plays an important role in oversight of grant activity, monitoring project progress, making recommendations, problem solving challenges and other critical functions. Interested individuals should contact Sandy Pendergraft at sandy.pendergraft@bianc.net or Michael Brown at michael.brown@dhhs.nc.gov. All are welcome and encouraged to join!
- The Brain Injury Association of NC (BIANC) website offers a large variety of information, educational learning tools

information, educational learning tools and maintains a comprehensive online resource guide. The website can be found at www.bianc.net.

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- A diverse and growing library of free online TBI training modules can be found at www.biancteach.net

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Intellectual and Developmental Disabilities (I/DD)



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NCDHHS I/DD Stakeholder Workgroup Meeting

The DHHS I/DD Stakeholder Workgroup is responsible for researching, recommending, and providing support/guidance for future implementation of best practices to meet the needs of individuals with Intellectual/Developmental Disabilities.

This workgroup is composed of community partners and Subject Matter Experts (SMEs) from the Department of Health & Human Services and the Department of Public Instruction.

The workgroup will work collaboratively with a shared vision and plan.

Date/Time: Thursday, Nov. 17, 2022, 3:00-5:00 p.m.

Join Link: [Click here to join](#)

Dial-In: 984-204-1487

Access Code: 181 411 054

NC Certified Peer Supports

North Carolina Certified Peer Support Specialists

Peer Support Certification Renewal Reminders

Attention Peer Support Specialists!

Peer Support Certification Renewal reminders are sent 60 days before your certification expires. Please visit the Peer Support Program [website](#) for details on how to renew your certification.

Peer Support Job Board

Click [here](#) for up-to-date available peer support jobs across the state.

PSS Employment Information

- 4227 Certified Peer Support Specialists as of 10/27/2022
- 1651 Certified Peers are employed as PSS
- 866 PSS are seeking employment

Full & up-to-date statistics can be found by visiting: <https://pss.unc.edu/data>

Upcoming PSS Trainings

- [PSS 40-Hour Trainings](#)
- [20-Hour Additional Trainings](#)

Reporting Complaints or Ethical Violations

Veterans, Service Members & Families

Veterans, Military Members, & Families

Extension of Gulf War Presumptive Period

The Department of Veterans Affairs has extended the presumptive period for qualifying chronic disabilities resulting from undiagnosed illnesses in Persian Gulf War Veterans to Dec. 1, 2026. To learn more about the VA and Gulf War Veterans, [click here](#).



[Veterans, Military Members, & Families Resources](#)

- [NC Governor's Workgroup Meetings \(NCGWG\)](#)
- [News Releases](#)
- [Guidelines for Helping Your Family after Combat Injury](#)
- [Impact of Invisible Injuries: Helping your Family and Children](#)
- [Understanding Refugee Trauma: For School Personnel](#)
- [After a Crisis: Helping Young Children Heal](#)
- [Resource Guide for Veterans](#)

DHHS Veteran Suicide Awareness Ways to Support and Assist with Prevention

Thursday, Nov. 17, 2022, Noon-1:30 p.m.

Join Link: [Click here to join](#)
Flyer: [Click here to view the flyer](#)

DHHS VETERAN SUICIDE AWARENESS:

Ways to Support and Assist with Prevention

DATE/TIME: Thursday, Nov. 17, 2022, noon-1:30 p.m.

JOIN LINK: <https://attendee.gotowebinar.com/register/6899821819595358734>

In the month of November, our nation honors, remembers, and celebrates our Veterans. The NC Department of Health and Human Services acknowledges the sacrifices of the over 660,000 men and women who have served in the armed forces of the United States who make their homes in North Carolina. We understand there are some Veterans and military members who may suffer from mental health issues and deserve the opportunity to achieve their full potential and live healthy, fulfilling lives. We are committed each day to building on the strengths and resilience of Veterans, military members, their families, and communities to achieve improved health, wellness and quality of life. As we celebrate Veterans in November, NCDHHS will host a webinar to increase awareness of the importance of building relations with Veterans and military personnel in North Carolina and provide information and resources for individuals in need of treatment and recovery services to seek help.



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www.ncdhhs.gov/divisions/mhdddas • NCDHHS is an equal opportunity employer and provider. • 10/2022

Community Engagement & Empowerment

Community Engagement & Empowerment Team (CE&E)

The Division of MH/DD/SAS, Community Engagement & Empowerment Team provides education, training, and technical assistance to internal and external organizations and groups to facilitate community inclusion and meaningful engagement of persons with lived MH/DD/SUD experience across NCDHHS policy making, program development, and service delivery systems.

[Learn More](#)

In-Person Training

Remember to get with your CE&E team member to set up trainings for your community events, committees, and CFAC meetings.

The CE&E Team is available to conduct in-person and virtual trainings at no-cost! Reach out to your CE&E Team members to set up any of our trainings from our [Training & Technical Assistance Center \(TTAC\)](#). Our team will continue to follow all guidelines that are suggested by the State, CDC, or your organization/facility. The CE&E Team is here to help. Contact us to begin planning for your next event!

[Request a Training!](#)

CE&E Contact Information:

CE&E Team Email: CEandE.staff@dhhs.nc.gov

Stacey Harward, BSW: Stacey.Harward@dhhs.nc.gov

CE&E Community Updates!

**Stay in the know, join our mailing list to receive updates from the
Community Engagement and Empowerment Team!**

Our Community Engagement and Empowerment Communications will keep you informed on Department updates, upcoming events & trainings. It's easy and will take you less than two minutes to sign-up for our email list. All you need to do is scan our QR code on your smartphone, or click the following link, and fill out the sign-up form. Don't wait! Sign-up today.

Join Our Mailing List!



[Click Here to Sign-Up](#)

Your Feedback is Appreciated

Your feedback on the CE&E Update is much appreciated!
Please feel free to email us at CEandE.Staff@dhhs.nc.gov with any tips.

Follow us on Social Media



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