



North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities and Substance Abuse Services

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Governor

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June 20, 2014

**To:** Joint Legislative Oversight Committee Members on HHS  
Commission for MH/DD/SAS  
Consumer/Family Advisory Committee Chairs  
State CFAC  
Advocacy Organizations and Groups  
NC Association of County Commissioners  
County Managers  
County Board Chairs  
NC Council of Community Programs  
State Facility Directors  
LME/MCO Directors  
LME/MCO Board Chairs  
DHHS Division Directors  
Provider Organizations  
MH/DD/SAS Professional Organizations and Groups  
MH/DD/SAS Stakeholder Organizations and Groups  
NC Association of County DSS Directors

**From:** Courtney M. Cantrell   
**Communication Bulletin # 143**  
NC-TOPPS 2014-2015 User Tools and Guidelines



The Division has made changes to the NC Treatment Outcomes and Program Performance System (NC-TOPPS), effective July 1, 2014. The 2014-15 online and print interview forms will include:

- **The Common Name Data Services (CNDS) number:** By adding the CNDS number, NC-TOPPS will be better able to link to other state databases. For Medicaid recipients, the CNDS number is same as the Medicaid ID. For individuals not enrolled in Medicaid, LME/MCOs will need to provide the CNDS number to providers when an individual is admitted to an NC-TOPPS required service. The CNDS number field will be implemented July 1, 2014 and will become a mandatory field for all Update interviews starting January 1, 2015.
- **MH/SA Supported Employment (YP630 and H2023 U4), Ongoing Supported Employment (H2026 U4), and Long Term Vocational Services (YM645):** These services will be added to the qualifying services required to use the NC-TOPPS reporting system. Providers of these services will need to enroll with NC-TOPPS through the LME/MCOs and can begin reporting as early as July 1, 2014. Required NC-TOPPS reporting will begin October 1, 2014.
- **Question modifications:** Interview changes have been made to questions to support ACT services and health related outcomes.

Additionally, The NC-TOPPS reporting system will implement the DSM-5 changes to the 2014-15 online and print interview forms effective August 1, 2014. To support NC-TOPPS users, revisions have been made to the 2014-2015 NC-TOPPS Guidelines to provide clarity on item descriptions, definitions and entry instructions. The 2014-2015 NC-TOPPS Guidelines includes new sections on data access and usefulness of the NC-TOPPS reporting system for consumers, providers, stakeholders and LME/MCOs.

In the effort of continuous quality improvement, the Division has brought back the NC-TOPPS Snapshot reports this year, attached are the two most recent Snapshots. In the coming year, LME/MCOs and provider Superusers will have access to

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a simple and advanced query system for reports that include aggregate demographic characteristics, symptoms, functional outcomes and service perception. As always, suggestions for improving our consumer outcomes system are welcomed. If you have suggestions or questions about the 2014-2015 online or print interviews, resource documents or reports, you may send questions via electronic mail to [jennifer.bowman@dhhs.nc.gov](mailto:jennifer.bowman@dhhs.nc.gov) or contact the NC-TOPPS Help Desk at (919) 515-1310 or [nctopps@ncsu.edu](mailto:nctopps@ncsu.edu).

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