



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Mental Health,  
Developmental Disabilities and  
Substance Use Services

# Side by Side with DMH/DD/SUS

*Improving our system together.*

Kelly Crosbie, MSW, LCSW

Director

NC DHHS Division of Mental Health,  
Developmental Disabilities, and Substance Use Services

**February 3, 2025**



**SIDE BY SIDE  
WITH DMH/DD/SUS**

Improving our system together.

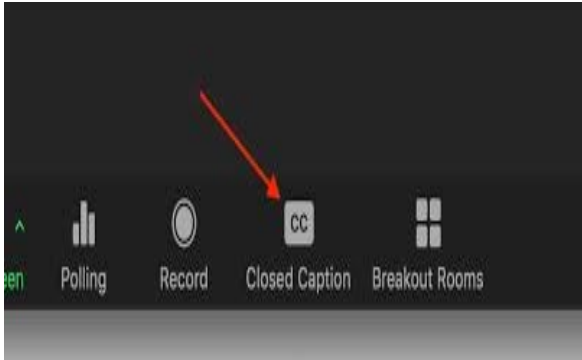


# Housekeeping

- Reminders about the webinar technology:
  - Please make sure you are using a computer or smart phone connected to the internet, and the audio function is on, and the volume is turned up.
  - Please make sure your microphone is muted for the duration of the call unless you are speaking or asking questions.
  - Questions can be submitted any time during the presentation using the “Q&A” box located on your control panel, and we will answer as many questions as time allows after the presentation.



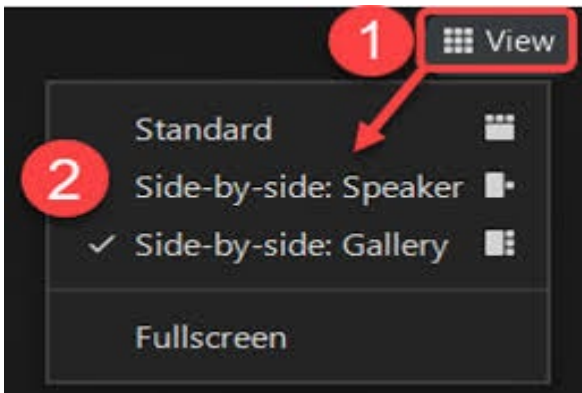
# Housekeeping



- American Sign Language (ASL) Interpreters and Closed-Captioning
  - ASL Interpreters and Closed-Captioning options will be available for today's event.
  - For closed-captioning options select the "Closed Caption" feature located on your control panel.

Intérpretes en lengua de signos americana (ASL) y subtítulos:

Habrán intérpretes de ASL y opciones de subtítulos disponibles para el evento de hoy. Para opciones de subtítulos, seleccione la función "Subtítulos" ubicada en su panel de control.



- Adjusting Video Layout and Screen View
  - Select the "View" feature located in the top-right hand corner of your screen.

# Agenda

1. Introductions
2. MH/SU/IDD/TBI System Announcements & Updates
3. Crisis to Care Updates
4. Inclusion Connects and Inclusion Works (I/DD) Updates
5. Q&A

# Kelly Crosbie, MSW, LCSW, DMH/DD/SUS Director



- 30 years in MH/SU/IDD Field
- 13 years in DHHS
- DMHDDDSUS since Dec 2022
- Licensed Clinical Social Worker (LCSW)
- Person with lived experience



# **Lisa DeCiantis, MA LCMHC**

## **Acting Chief Clinical Officer, Mental Health, Treatment & Recovery**



- 22 years in MH/SUD Field
- DMHDDSUS since Dec 2015
- Licensed Clinical Mental Health Counselor

# Guest Speakers

**Ginger Yarbrough, MPA, CPHQ, NADD-DDS**

Chief Clinical Officer, IDD, TBI & Olmstead,  
DMHDDSUS



- 24 years in IDD/TBI & dual diagnosis (DD & MH) field
- Experience as a Direct Support Professional, Care Manager, and Quality Management
- DMHDDSUS since March 2023

**Tina Barrett, MA, LPA, HSP-PA**

Intellectual and Developmental Disability Team Lead,  
IDD, TBI & Olmstead, DMHDDSUS



- MA in Psychology
- Licensed Psychological Associate
- More than 30 years of experience providing clinical & administrative services to people with IDD
- DMHDDSUS since 2023

# MH/SU/IDD/TBI System Announcements & Updates



JOIN US CELEBRATING

# BLACK HISTORY MONTH

Black History Month is a time to honor the achievements and contributions of Black and African Americans throughout history.

It's also a chance to celebrate the richness of diversity in our communities, promote cultural understanding, and support efforts that reflect our commitment to inclusion and belonging.

[Register For DHHS Webinar](#)

Advancing Health Equity: Closing the Gap in Black Men's Lives  
Tuesday, Feb. 4 from noon to 1 p.m. via Zoom

HMP CONNECTIONS NETWORK MEETING

## Advancing Health Equity: Closing the Gap in Black Men's Lives

In honor of Black History Month, join us for an engaging presentation featuring the African American Male Wellness Agency, the Nation's leading organization impacting Black men's lives. Learn about their groundbreaking work in closing health and wellness gaps and advancing equity in communities nationwide.

**FEATURED SPEAKER: Kenny R. Hampton, President, African American Male Wellness Agency**

**TUESDAY, FEBRUARY 4, 2025 AT 12 P.M.**  
[zoomgov.com/meeting/register/8fOQxLCITre6W1-bDX2y2A](https://zoomgov.com/meeting/register/8fOQxLCITre6W1-bDX2y2A)

For accommodation requests or additional details, please contact:  
[healthequityoffice@dhhs.nc.gov](mailto:healthequityoffice@dhhs.nc.gov)



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Office of Health Equity



# Register for a Research Session

## — Neimand Strategy Lab

Over the last year the DMH/DD/SUS has rolled out an Accessible Communications campaign to improve understanding and access to benefits for people with I/DD, TBI, and SMI, with a focus on:

- **Tailored Plans (TPs)**
- **Tailored Care Management (TCM)**
- **1915(i) services**
- **Innovations waiver**

To better understand the impact of the campaign, **we will host an information-gathering session** on your reflections, opinions on the materials, and feedback to inform future content updates.

We invite **partners and stakeholders, including local and state CFAC members**, to attend this 60-minute online focus group and provide input.  
**Spaces are limited.**



**REGISTER NOW**

**Date:** March 14<sup>th</sup>, 11 a.m. EST

**Registration:** Click [here](#)

Thanks for considering participating!

# Certified Community Behavioral Health Clinics (CCBHCs)

- [NC DMH/DD/SUS has received a \\$1 million Certified Community Behavioral Health Clinic \(CCBHC\) Planning Grant from @SAMHSA](#)
- CCBHCs provide comprehensive mental health and substance use care for children and adults, regardless of ability to pay
- Key services include:
  - 24/7 Crisis Care
  - Veterans' Community-Based Mental Health Care
  - Peer & Family Support Services
  - Case Management
  - Outpatient Primary Care Screening and Monitoring
  - Other Treatment and Recovery Services





# Justice RFA Update

This funding will help deflect adults from incarceration, support those transitioning from prison back into their communities, and ensure access to housing and employment opportunities.



## Applicants

29 total  
applicants



## Awards

NC DMH/DD/SUS to  
announce awardees this  
week!



## New Opportunities

The Division is in the process of  
developing an additional funding  
opportunity for Western NC  
Helene impacted counties

# In Case You Missed It: NCDHHS Fireside Chat and Tele- Town Hall NC Crisis Services: Get Help 24/7

The panel discussed:

- Ways to support and improve mental well-being
- When to get help for yourself or a loved one
- What NC crisis services are and how to access them
- Where to find mental health information and resources

[Watch The Replay](#)



**NCDHHS**

## Fireside Chat & Tele-town Hall: **NC Crisis Services: Get Help 24/7** Replay



**Kelly Crosbie, MSW, LCSW**  
Director of the Division of  
Mental Health, Developmental  
Disabilities and Substance Use  
Services, NCDHHS



**Cherene Caraco**  
CEO and Chief Global  
Strategist, *Promise  
Resource Network*



**Joy Brunson-Nsubuga MA,  
MBA, LMFT, LCAS, CCS,**  
Chief Operating Officer  
*Recovery Innovations, Inc.*

Watch the replay at: [youtube.com/watch?v=iZRzf6na1Tc](https://youtube.com/watch?v=iZRzf6na1Tc)  
ASL Interpretation & Communication Access Real-Time Translation (CART) provided.

# Order Free 988 Print Materials for Barbershop/Hair Salon Outreach

The North Carolina Department of Health and Human Services is providing free, printed [988](#) educational materials for barbershops, hair salons and community organizations for outreach.

- Orders include window clings and wallet cards.
- Order materials by February 14, 2025, to receive them by the end of February.
- <https://share.hsforms.com/1txZrnQY0SqY5DhV1SFg5g5bzii>





# Inclusion Works Lunch & Learn: Employment Models

There are different types of employment options available to people with I/DD. Join Inclusion Works to discuss how internships, self-employment, and other models can be part of the journey towards Competitive Integrated Employment.

Date/Time: Thursday, Feb. 19, 2025, 12:00-1:00pm

Registration: [Register for the webinar](#)



# Connections App Lunch and Learn: Supporting Peers and Providers

The North Carolina Department of Health and Human Services has partnered with CHES Health and Trillium Health Resources to provide critically needed support for North Carolinians working toward recovery from substance use disorders.

Join DMH/DD/SUS for a webinar to learn about the resources available through the Connections App, a free digital tool that provides peer support and care management tools for individuals during treatment and recovery.

**Date/Time:** Thursday, Feb. 20, 2025, 12:00-1:00 p.m.

**Registration Link:** [Register for the webinar](#)

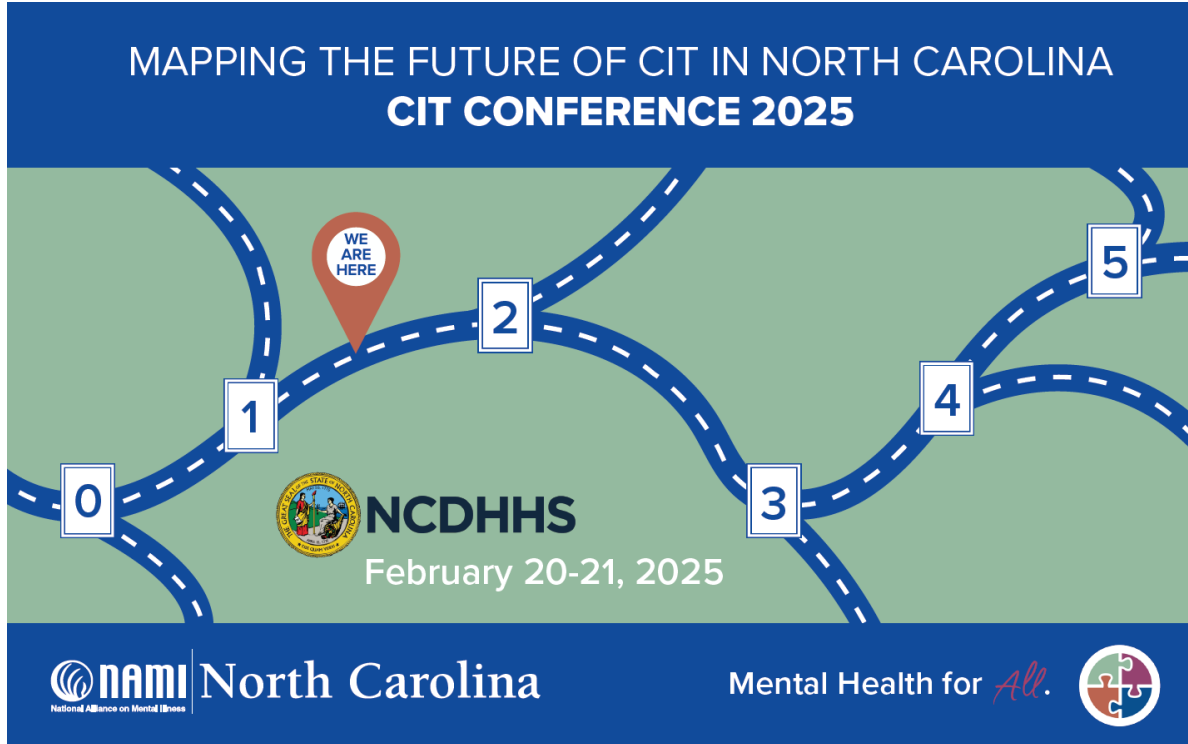
**Closed-Captioning & American Sign Language (ASL) Interpreters will be provided.**



# Crisis Intervention Training Conference 2025

- Pre-conference 2/20
- Conference 2/21

MAPPING THE FUTURE OF CIT IN NORTH CAROLINA  
**CIT CONFERENCE 2025**



**NCDHHS**  
February 20-21, 2025


**NAMI** North Carolina  
National Alliance on Mental Illness


Mental Health for *All.*

JOIN US AS WE EXPLORE THE INTERSECTIONS OF CIT AND SIM

Thursday, February 20	Friday, February 21
Pre-conference	CIT Conference
1:00 pm - 5:00 pm	8:30 am - 4:30 pm
Understanding SIM (Sequential Intercept Model)	Breakfast and Welcome
5:30 pm - 7:00 pm	Breakout sessions
Welcome Reception	CIT Awards Luncheon

**BE THERE**

 Greensboro-High Point Marriott Airport, One Marriott Drive  
Greensboro, North Carolina, USA, 27409



Let's innovate, collaborate, and shape the future together!

[Register Here to Attend](#)

# NCGWG SMVF Network Summit

- **One day in-person event:** NCSU McKimmon Center, Raleigh, NC
- **Discussion topics:**
  - Implementing Best Practices in Mental Health and Substance Use Treatment for Veterans
  - Innovative Approaches to Enhancing Family Support for SMVF
  - Targeted Solutions for SMVF Challenges
- **Concurrent Workshops:**
  - Benefits, Social Enrichment, Employment, Housing, Healthcare, Education
- **Confirmed panelists:**
  - Raleigh Police Department
  - NC Department of Health and Human Services
  - NC National Guard
  - Wounded Warrior Project (pending)
  - Others to be established



**Register to attend**  
**March 7, 2025!**

# Crisis to Care Updates



# NEW: NC Mental Health Crisis Services Campaign

When life feels overwhelming, *help is here*. [North Carolina crisis services](#) provide compassionate, confidential, and non-judgmental support to connect individuals and families with the care they need.

## New Landing Page

Available in [English](#) and [Spanish](#), that uses easy-to-understand language to describe and connect to our services.

## Searchable Map

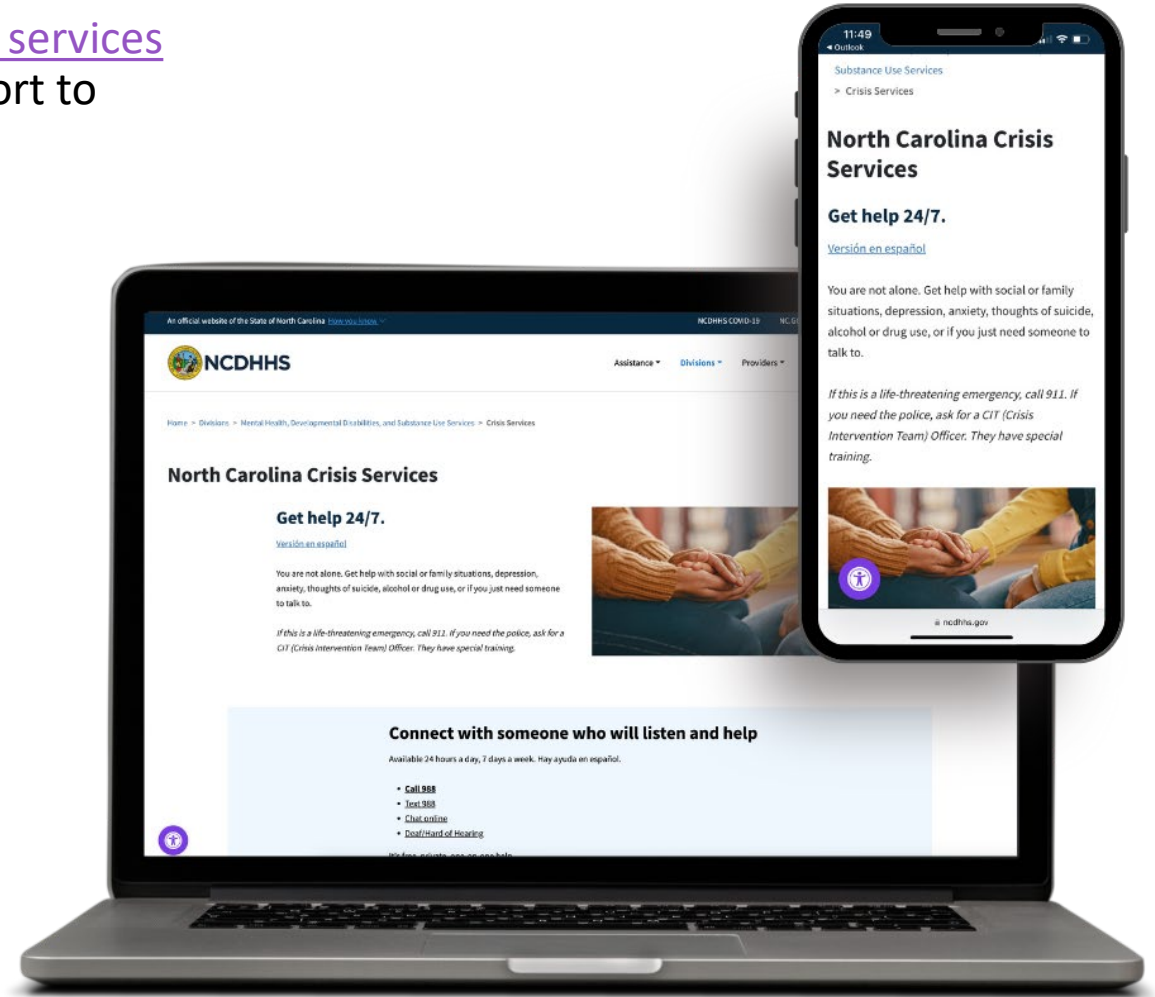
[Find community crisis centers \(Spanish\)](#), including behavioral health urgent cares and facility-based crisis centers.

## Zip Code Search

Type your zip code into the "Search" field to [find a mobile crisis team \(Spanish\)](#)

## Google Search Ads

To support people actively searching for information





# BH SCAN – Behavioral Health Statewide Central Availability Navigator

BH SCAN includes a behavioral health referral and bed registry platform that streamlines crisis placements, reducing unnecessary ED stays. BH SCAN enhances care coordination, information sharing, and provides insights into provider bed availability and referral management.

## BH SCAN Bed Registry Features:



View Bed Availability



Generate Digital Referrals



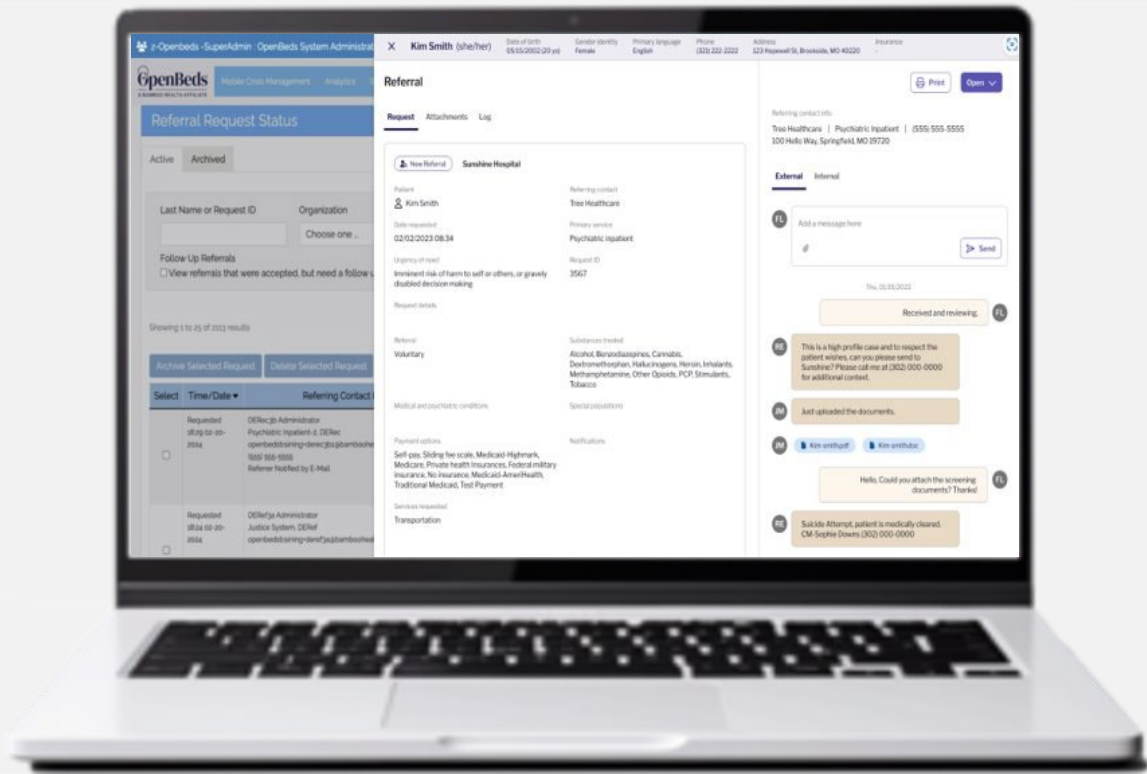
Secure Communication (between Providers)



Relay Status Updates with Notifications



Reporting



# BH SCAN Stats: Bed Registry

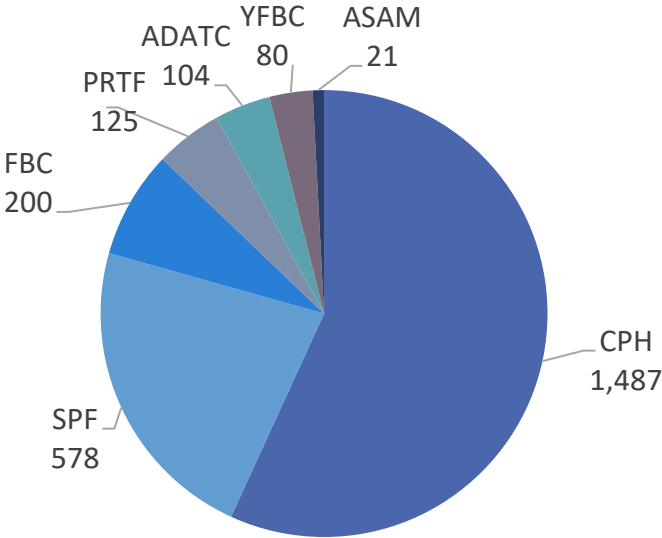
**59**  
Provider Facilities

**74%**  
3-month Average Rate of  
Updated Bed Status  
within 24 Hours

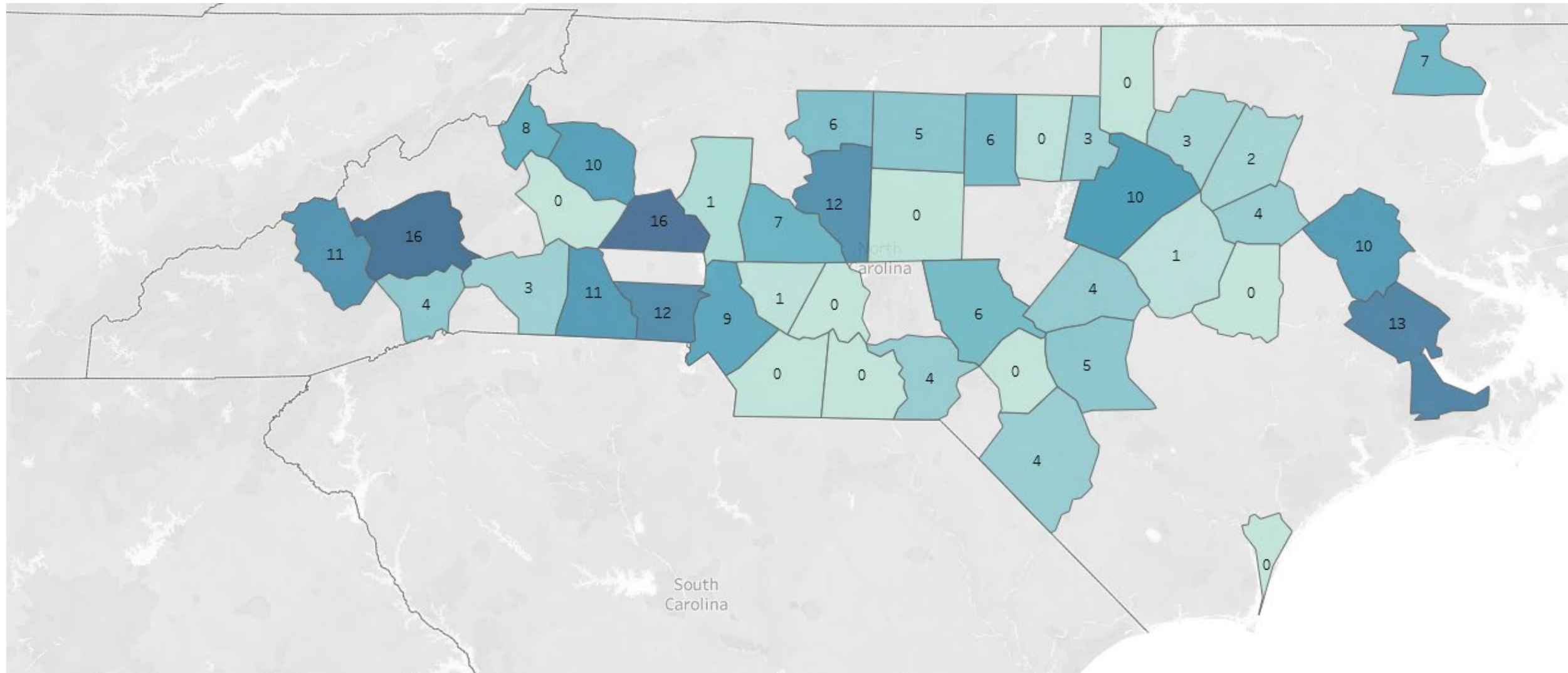
**3,155**  
Licensed Beds

Service Type	Number of Listings
Community Psychiatric Inpatient Hospital (CPH) units	56
State Psychiatric Facility (SPF)	3
Adult Facility Based Crisis (FBC)/Non-Hospital Detox	14
Psychiatric Residential Treatment Facility (PRTF)	5
Alcohol and Drug Abuse Treatment Center (ADATC)	2
Youth Facility Based Crisis (YFBC)/Non-Hospital Detox	5
ASAM Level 4/4WM – SUD Treatment	1

Operational Beds (2595 total)

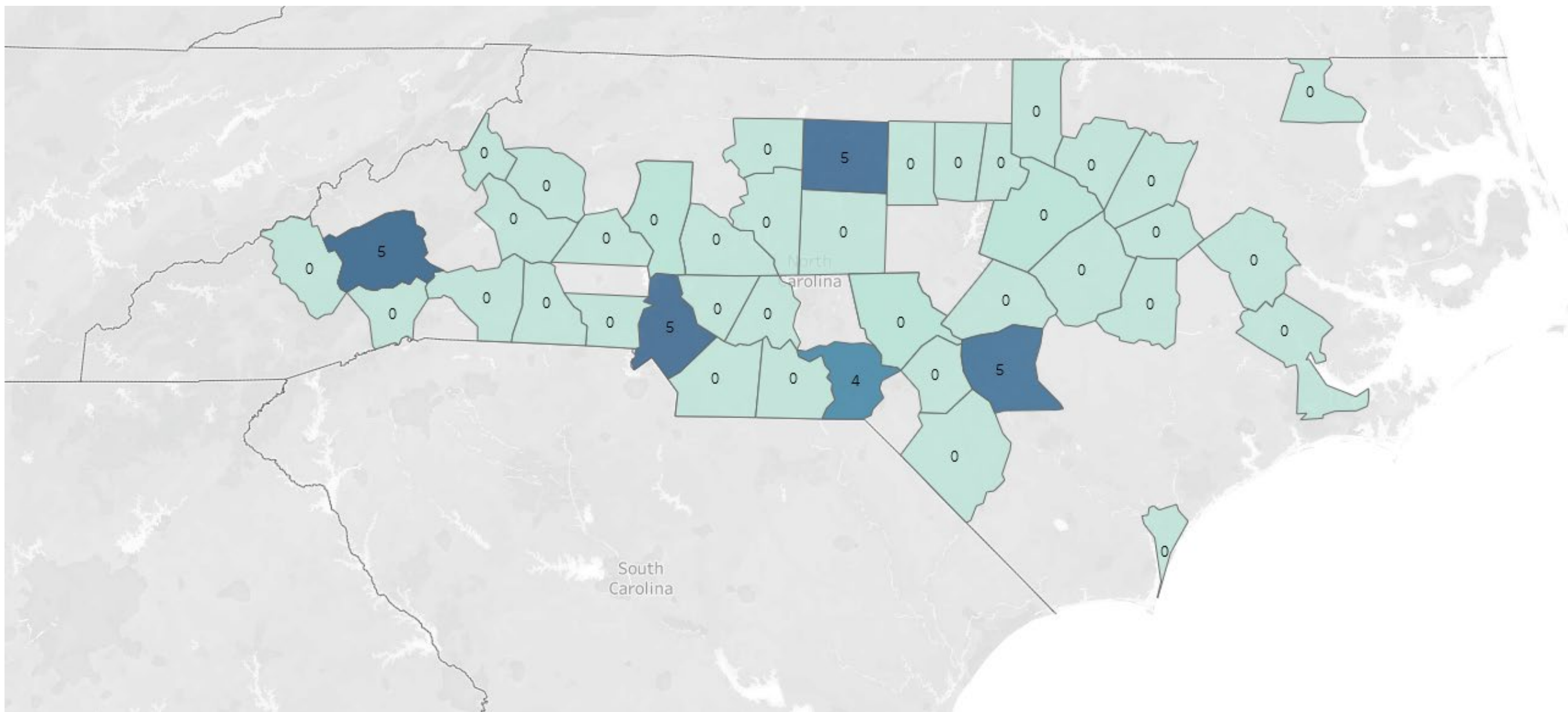


## Bed Availability (1/1/2025-1/31/2025)



Bed availability for the month of January for all service types, youth and adults, on BH SCAN

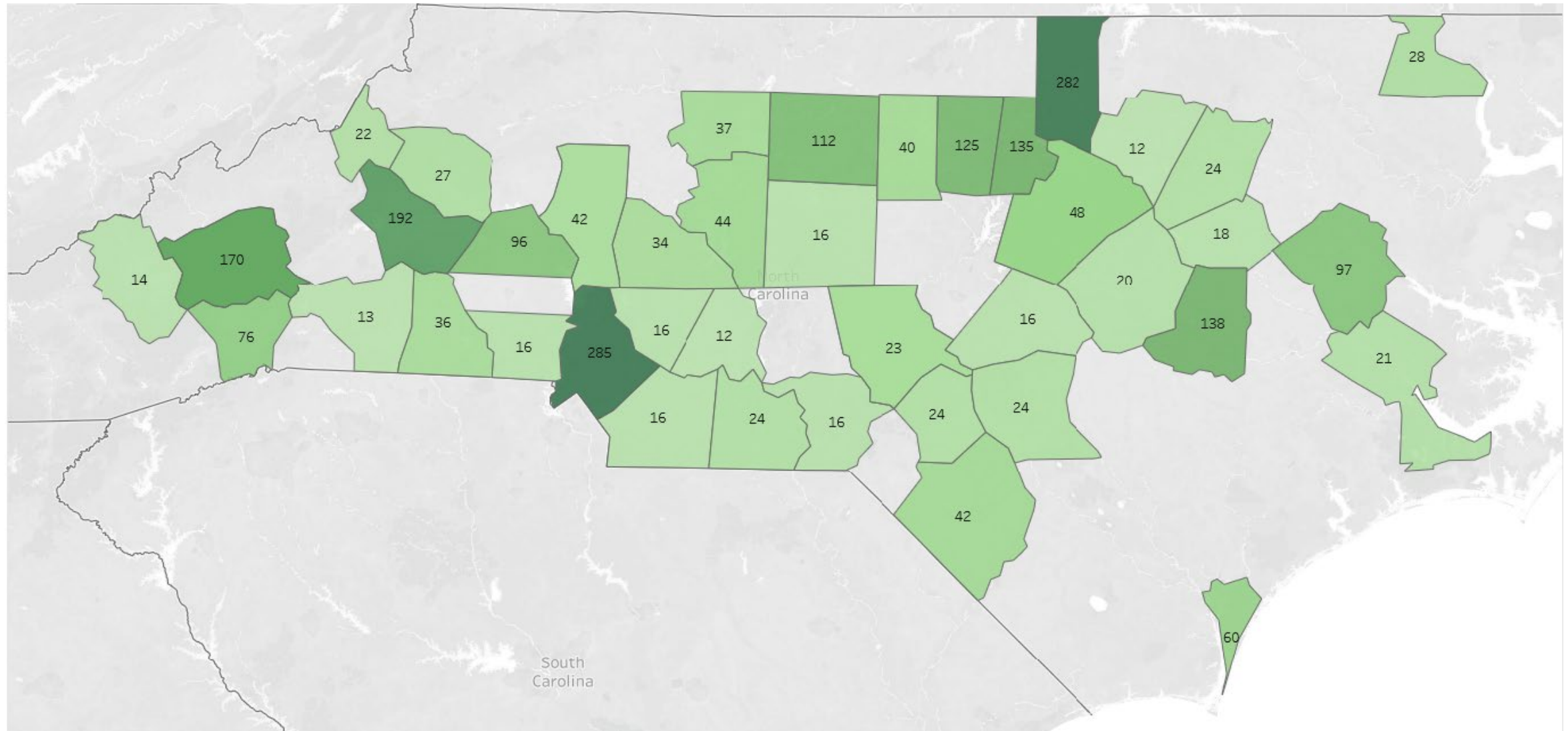
## Bed Availability: Youth (1/1/2025-1/31/2025)



Bed availability for the month of January for all service types, youth only, on BH SCAN. Bed availability for youth is limited to 5 counties.

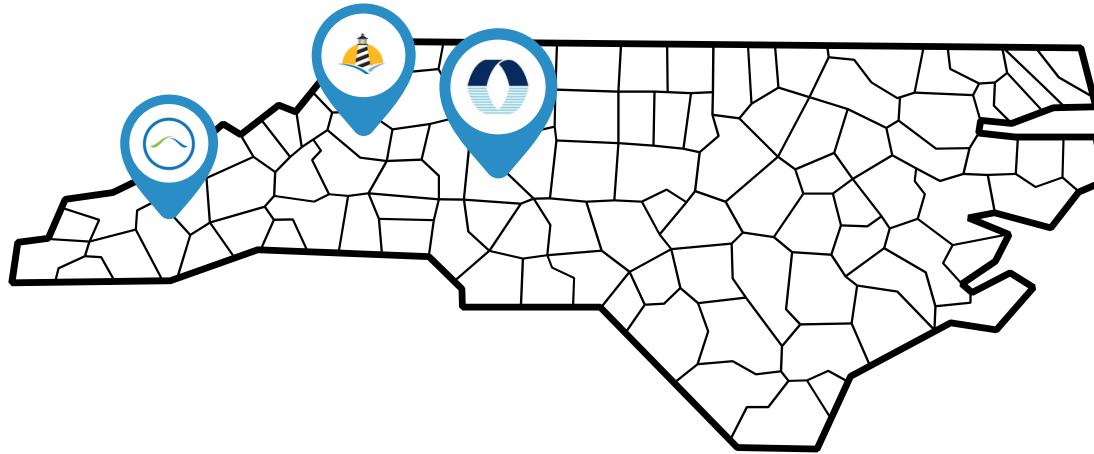


## Operational Beds (1/1/2025-1/31/2025):



Operational beds for the month of January for all services types, youth and adults, on BH SCAN.

# New Behavioral Health Urgent Care Centers (BHUCs)



## Caldwell County BHUC

Tuesday, February 25, 2025 at 10:00 am  
2415 Morganton Blvd., SW  
Lenoir, NC 28645

- Co-located with existing walk-in center
- Provides Behavioral Health, Crisis Stabilization Services, Outpatient Care & Recovery Support



## Rowan County BHUC

Wednesday, March 26, 2025 at 10:00 am  
2129 Statesville Boulevard  
Salisbury, NC 28147

- Co-located with existing walk-in center



## Haywood County BHUC

Tuesday, March 4, 2025 at 11:00 am  
91 Timberlane Road  
Waynesville, NC 28786

- Facility will house 12 beds
- Co-located with existing FBC at the Balsam Center



## NCDHHS and Trillium Health Resources Announce More Than \$13 Million for New Crisis Centers

- New crisis centers and behavioral health urgent care centers in Lenoir, New Hanover, and Pitt counties.
- Centers will provide safe, supportive places for people experiencing mental health or substance use crises
- Offering critical alternatives to emergency departments.

[Learn More](#)



**NCDHHS &  
Trillium Health Resources  
Announce More Than  
\$13 Million for New Crisis Centers**



## Request For Proposals: New Non-Law Enforcement Transportation Program

- NCDHHS is investing \$20 million in non-law enforcement transportation
- Providing trauma-informed transportation for people in mental health crises who need to be transported from emergency rooms to residential treatment.
- Aims to decriminalize and destigmatize the process of seeking mental health care.
- Eligible transportation vendors can submit a proposal through **February 28, 2025**.

[Submit A Proposal](#)



**REQUEST FOR PROPOSALS**

**NCDHHS Invests \$20 Million in  
Transportation Program for People  
Experiencing a Mental Health Crisis**

 NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Mental Health,  
Developmental Disabilities and  
Substance Use Services

# Inclusion Connects



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

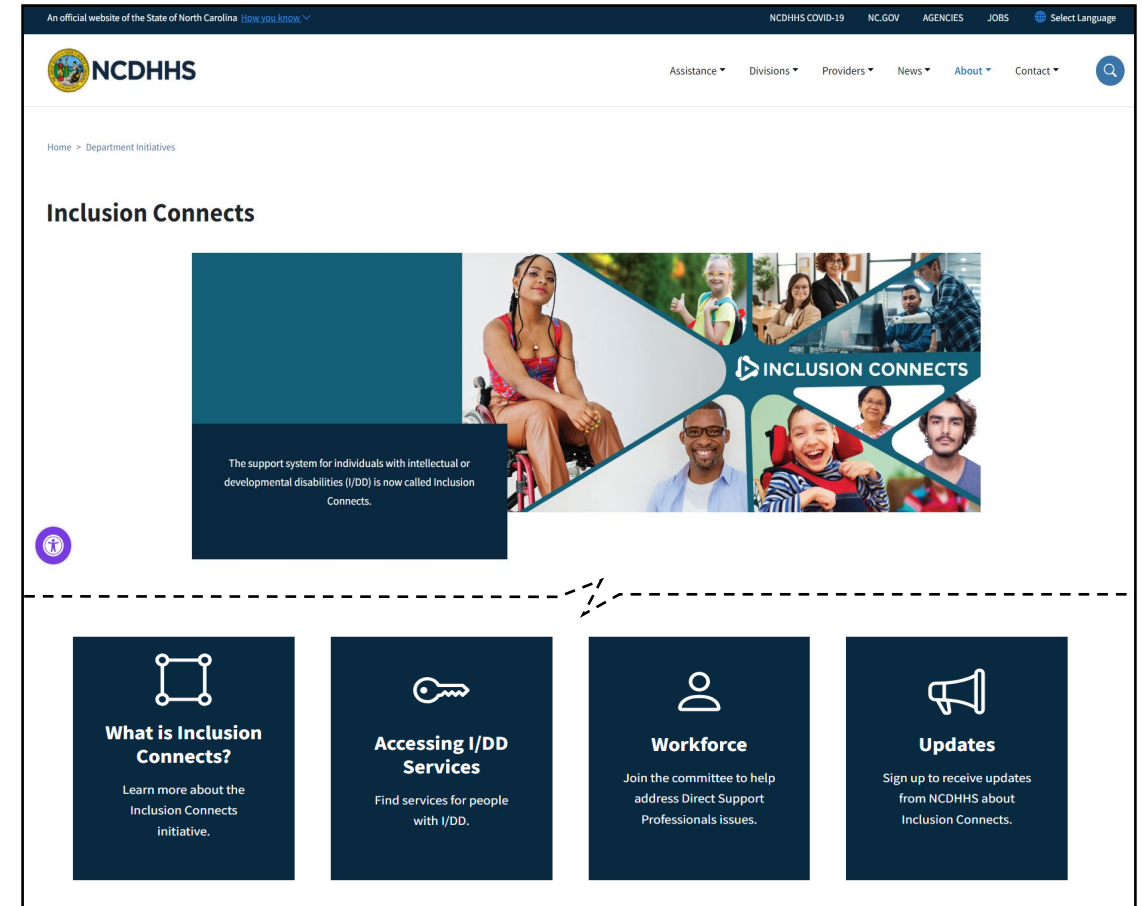


# Inclusion Connects Background

Inclusion Connects is designed to help individuals with I/DD in North Carolina, regardless of age or ability level, and their families navigate the complex system of services from birth to the end of life.

**Inclusion Connects** was created to enhance the I/DD connection to their community, focusing on:

- Improving access and enhancing the housing array for individuals with I/DD.
- Promoting access to services for all individuals in need of services, including those on the Innovations Waiver Waitlist.
- Addressing the Direct Support Professional (DSP) Workforce Shortage, including connecting DSPs with providers and individuals with I/DD.





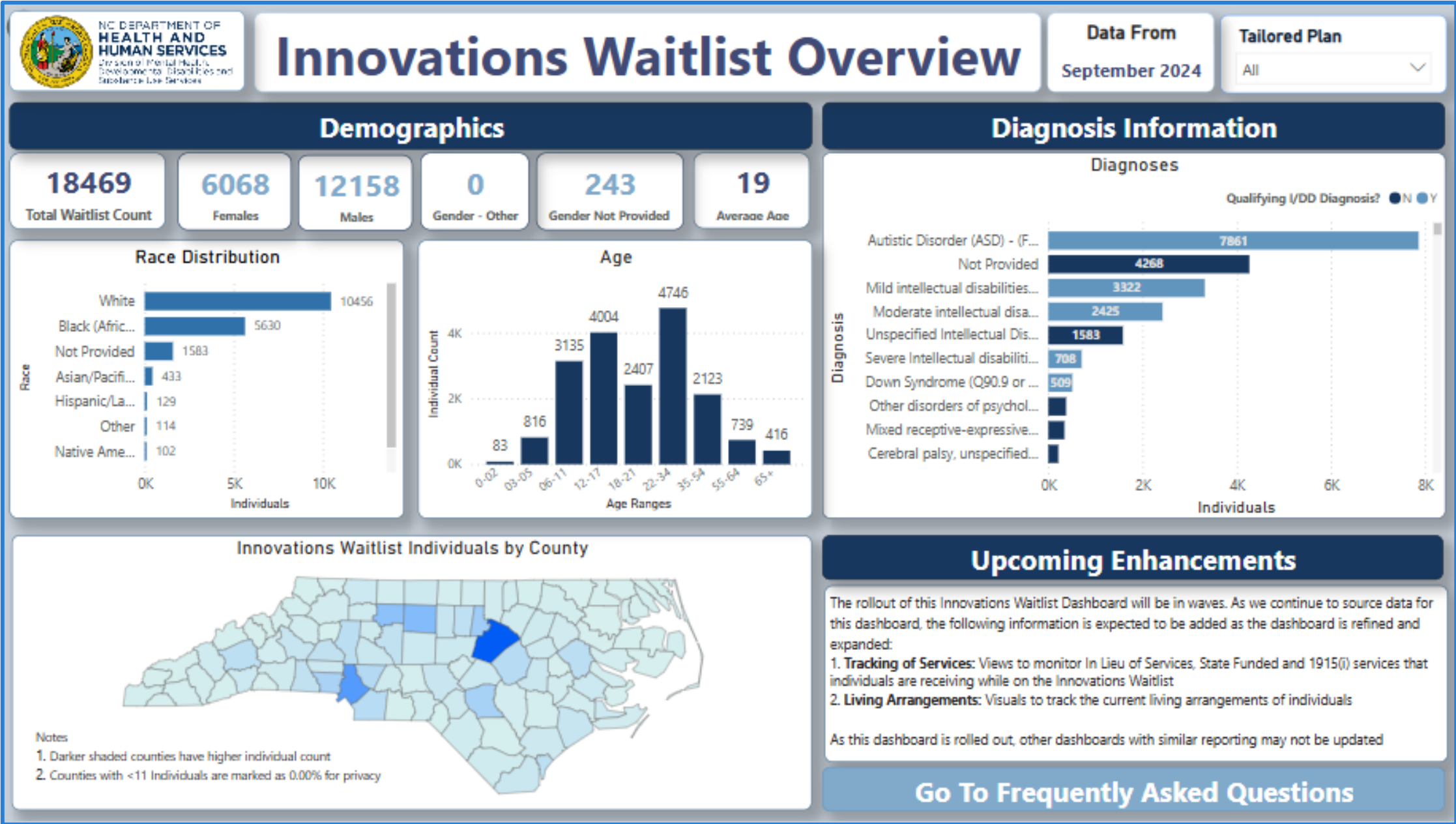
## Inclusion Connects Releases Quarterly Report Enhancing I/DD Services in North Carolina

- Part of our commitment to serve people with intellectual and developmental disabilities (I/DD)
- Highlights our progress in enhancing service access and support for the I/DD community in North Carolina.
- We will also publish a comprehensive work plan outlining further steps to meet these individuals' needs in February.

[Learn More](#)



# Innovations Waitlist Dashboard





## Transition and Housing Data Highlights



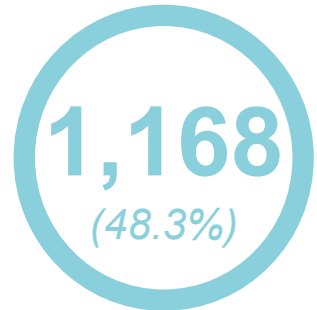
### Individuals Began Transition Planning Following In-Reach

*Percentage of People Who Began Transition Following In-Reach*



### Individuals Transitioned From Institutional Settings

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



### Individuals Are Eligible and Engaged for In-Reach Activities

*Percentage of Eligible Individuals Engaged in In-Reach*

## Improving Outcomes

1

### Improving in-reach by:

- Expanding eligibility
- Standardizing requirements

2

### Ensuring individuals with I/DD:

- Receive Services and support for transition
- Are fully educated on all living options
- Are supported in making an informed choice

3

**Engaging** with LME/MCOs' housing staff, providers, advocates, and people with lived experience **to understand barriers to transitions** and find gaps in supports.

# Transition / Housing Activities

**Goal:** Increase access to the full continuum of community housing options for individuals with I/DD.



## Community Living Guide

Created the Community Living Guide, available on the [Inclusion Connects](#) website, which provides housing, funding, and support resources in one centralized location for individuals with I/DD.



## Transition Barriers and Supports Exploration

Engaging with LME/MCOs to understand barriers to community transitions and identify needed supports and motivators to aid successful transitions.



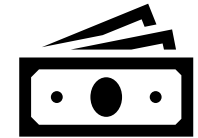
## Informed Decision-Making Tool

Collaborating across teams to create an I/DD-specific tool that supports individuals in making a fully informed housing decision.



## Success Stories

Collecting success stories from individuals with I/DD who have moved into non-institutional settings and the providers who aided their transitions to celebrate their progress and guide others who want to live in a community setting.



## Housing Vouchers

Pursuing HUD housing vouchers for the I/DD population. A remedial preference letter was recently sent to HUD that would prioritize individuals with I/DD in federal housing programs and the Housing Choice Voucher if approved.

Reporting Update: The Department is working with the LME/MCOs and departmental SMEs to refine the current report template to enhance data collection and analysis

## Services Data Highlights



Individuals completed the 1915(i) Assessment and Eligibility Process



Individuals received 1915(i) services



Individuals on the Waitlist receiving I/DD-related services



Total Waiver Slots



Total Individuals Remaining on Waitlist as of 9/30/2024

## Improving Outcomes

- 1 Established **multiple communication channels** to **maintain ongoing stakeholder engagement** about the implementation and results of 1915(i) services
- 2 Engage the public through hosting webinars that **focus on access to and eligibility for 1915(i) services**
- 3 The **Innovations Waitlist Dashboard** has been launched to offer insights into individuals on the waitlist and improve tracking of their service needs

# Services & Support Activities

**Goal:** Improve access, service delivery and communications for individuals with I/DD.



## Innovations Waiver Waitlist Dashboard

Continuously enhance data quality to improve dashboard tracking, ensuring effective monitoring and decision-making for individuals receiving services.



## Waitlist Analysis

Understand the scope of need for individuals on the waitlist by analyzing demographic and service usage data while reviewing historical data to identify common characteristics of waitlisted individuals.



## Waitlist Management

Standardize waitlist management processes across LME/MCOs to ensure consistency and prioritization of individuals in need of services.

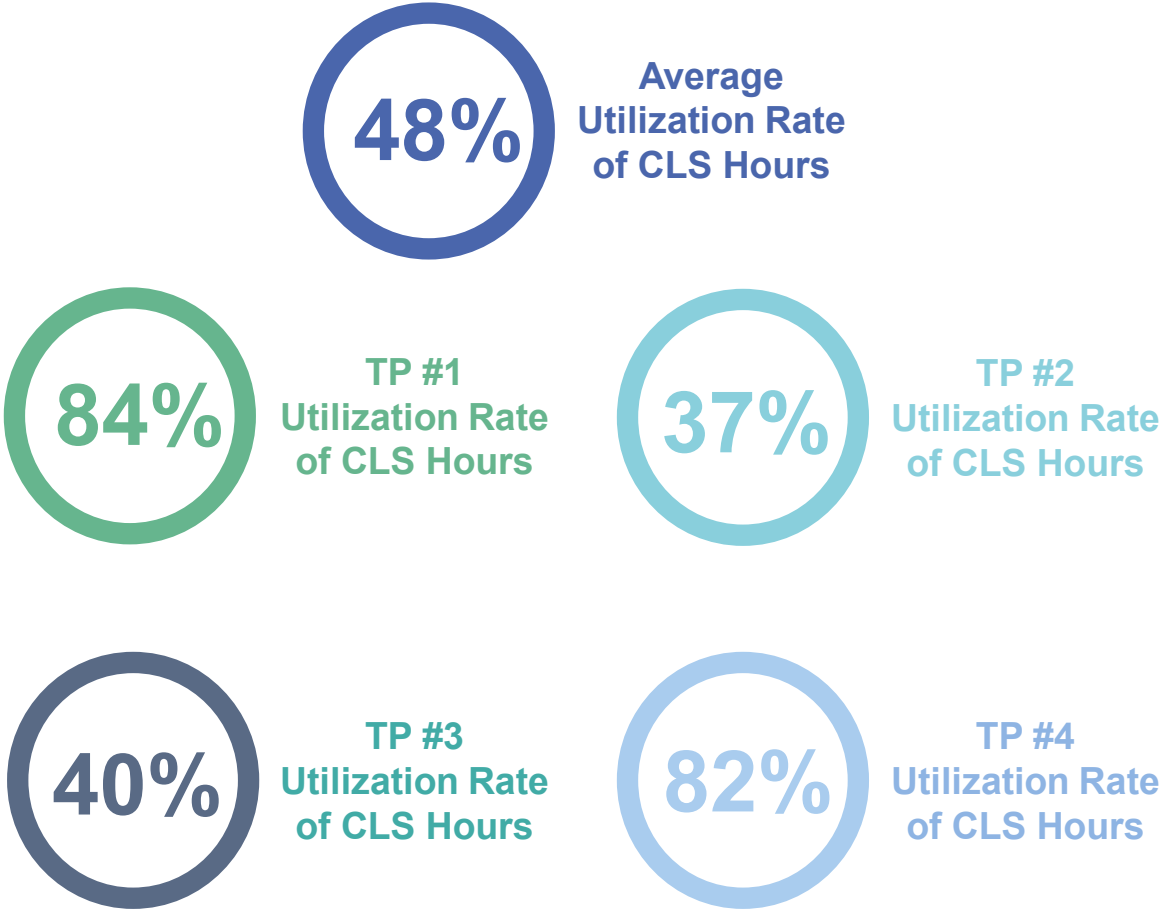


## Services Expansion

Enhance access to services for individuals on the waitlist through several offerings. This objective also focuses on educating and coordinating with individuals about available services.

Reporting Update: Monthly emails are sent to the LME/MCOs to summarize any data deficiencies and discuss steps for resolution.

## DSP Workforce Data Highlights



## Improving Outcomes

- 1 On June 14, 2024, DHHS launched a **multi-year DSP Workforce Plan** to build a skilled workforce to support North Carolina's I/DD population
- 2 DHHS is working to implement the Educate, Employ, Elevate framework to **mitigate NC's shortage of DSP's**
- 3 **Medicaid Funding Rate increase** for Innovations Waiver will benefit DSPs directly and **aims to improve utilization of CLS hours**



# DSP Workforce Pillar Activities

**Goal:** Mitigate the critical shortage of the DSP workforce through strategic recruitment and improved worker retention.



### 1915i Service Authorization Report

Refined BCM078 report to enable efficiency and promote data accuracy and launched report to streamline collection of service authorization data from LME/MCOs.



### EOR & Provider Incentive Grants

Introduced incentive grants to support workforce recruitment and retention initiatives, receiving 296 applications for Provider incentives and 282 applications for EOR incentives.

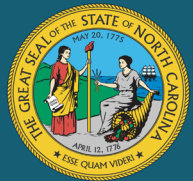


### Training Programs

Finalized partnership with NCCCS to provide advanced DSP training, focusing on skill enhancement and career advancement, with a pilot for wage increases for participants upon completion.

Reporting Update: The Department is currently working with the LME/MCOs to provide additional guidance and instruction for future report submissions.

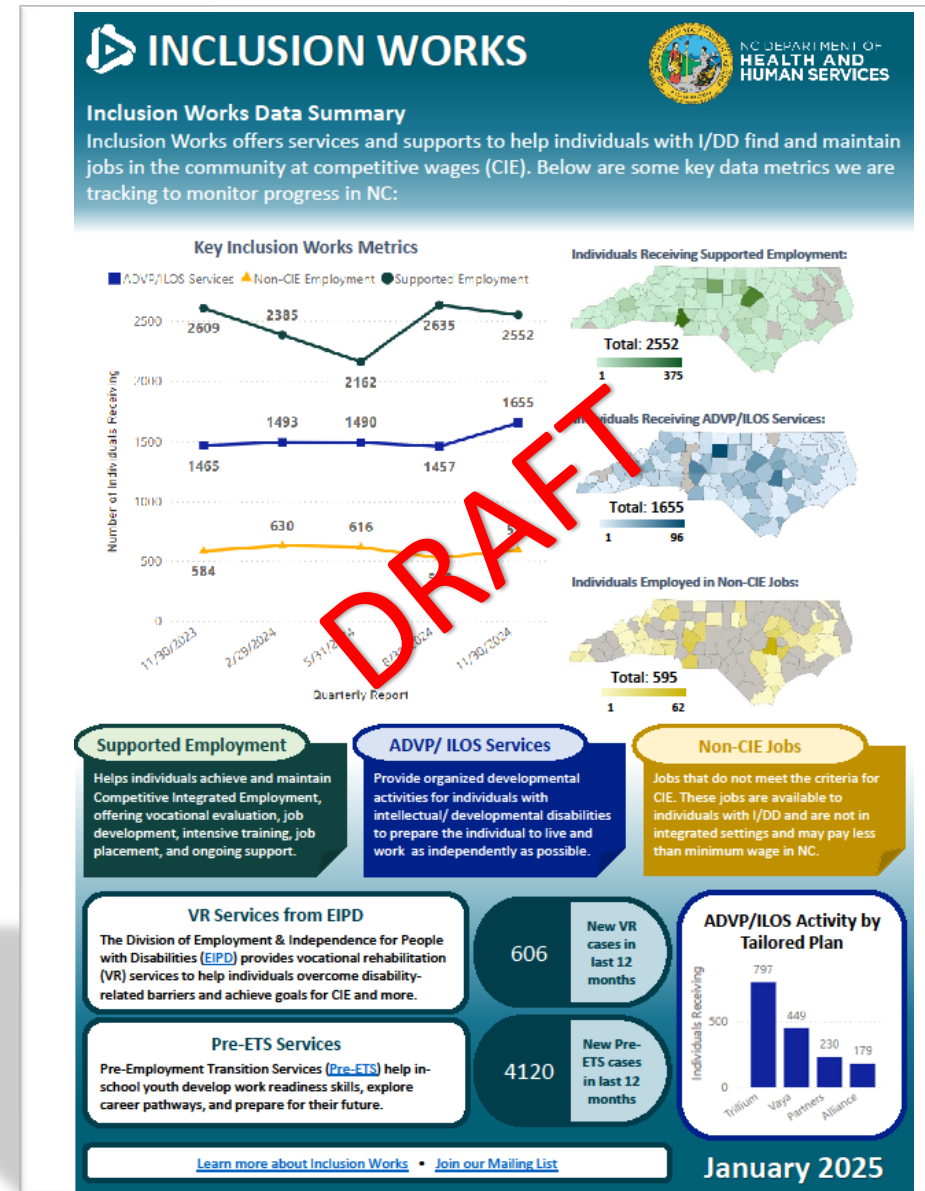
# Inclusion Works



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

## Inclusion Works is releasing new one-pager on CIE in NC.

- Everyone has a right to work in an integrated setting for fair pay if that is their choice.
- **Inclusion Works** offers services and support to help individuals with I/DD find and maintain jobs in the community at competitive wages.



# CIE Provider Training Opportunities



## Provider Training Opportunities

- **Wise Online Academy** – Comprehensive training program covering Person-Centered Planning, Job Development and Marketing, Systematic Instruction, and Work Incentives
  - Winter Course currently in session – January to March
  - There will be a Spring session, look for email with registration information
- **Wise PRIDES webinar series** - This series is dedicated to improving services for individuals with Intellectual and Developmental Disabilities (IDD) who are part of the LGBTQ+ community
  - 5 Webinars in the month of February
  - Topics include Accessibility and Accommodations, Building Inclusive Policies and Culture, and Empowering LGBTQ+ People with Disabilities
- **Work Incentive Practitioner Credential Program** – Course hosted by YTIOOnline (Cornell University) covers the principal benefits provided by SSA as well as work incentives, resulting in a WIP-C Credential
- **SELN: Supporting a Vision for Employment e-Learning Course** – Course designed to build skills and capacity to assist individuals with I/DD seeking employment



# CIE Provider Innovation Program



**Inclusion Works Provider Innovation Program** will be open soon for Providers to apply

**Program Goal:** Support Providers expand competitive integrated employment for their members

**Benefits of Program (all at no cost):**

- Organizational assessment
- Strategic Change Plan
- Personalized Training Content
- Ongoing Technical Assistance
- Financial Incentives - \$ for participating in program

**Next Steps:** Look for an email from NCDHHS with invitation to apply



The flyer is a vertical document with a blue header and footer. The main content area is white. At the top left is the NC Department of Health and Human Services logo. To its right is the 'wise' logo. Below these is a large blue square containing a white play button icon and the text 'INCLUSION WORKS' and 'Provider Innovation Program'. To the right of this square is a photograph of two women, one with long dark hair and one with short brown hair, both looking at a laptop. Below the photograph are four colored boxes: 'IMPACT' (blue), 'INNOVATION' (purple), 'TRAINING & TA' (purple), and 'INCENTIVE' (blue). At the bottom are four icons with corresponding text: 'Jobs' (laptop icon), 'Provider Innovation' (butterfly icon), 'Training & TA' (group of people icon), and 'Jobs Info' (document icon).

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES**

**wise**

**INCLUSION WORKS**

**Provider Innovation Program**

**IMPACT**

North Carolina is committed to individuals with disabilities receiving quality Competitive Integrated Employment (CIE) services.

Be one of the first 2 providers (this year) to be selected from across NC to participate in training and receive support to innovate services.

**INNOVATION**

Provider agencies will be supported to assess and evaluate their organization and current services and receive support to develop a customized innovation plan to incorporate or expand competitive integrated employment.

**TRAINING & TA**

Provider agency leadership and employment team staff will receive training & technical assistance (TA) funded through the Inclusion Works project. Topic areas include but are not limited to:

Customized Employment  
Professional Employment  
Self-Employment  
Train-the-trainer

**INCENTIVE**

We recognize that organizational change and quality training takes time and effort which is often difficult to invest. Participating providers will receive financial incentive for participating in the Inclusion Works project to help offset the costs incurred by the organization.

**DETAILS TBD**

**PROJECT STRATEGIES**

**Jobs**

Each provider will be supported to help their members obtain new jobs in CIE over the course of the project

**Provider Innovation**

Each provider receive support to complete a Provider Innovation Training & Technical Assistance Plan to expand CIE

**Training & TA**

Providers actively engage in training and technical assistance opportunities

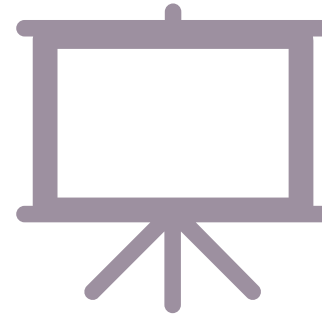
**Jobs Info**

Information about jobs in CIE obtained by members during the project will be shared confidentially.

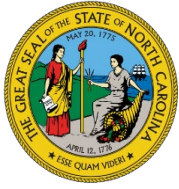
# Q&A



Questions and feedback are welcome at  
[BHIDD.HelpCenter@dhhs.nc.gov](mailto:BHIDD.HelpCenter@dhhs.nc.gov).



The recording and presentation slides for this  
webinar will be posted to the [Community  
Engagement & Training](#) webpage.

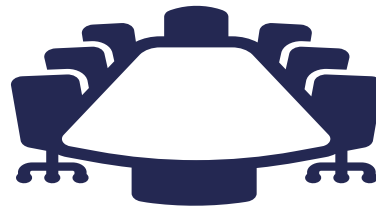


NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Mental Health,  
Developmental Disabilities and  
Substance Use Services

# Stay Connected with DMHDDDSUS



Join our **Side by Side**  
**Webinars**



Join our **Advisory**  
**Committees**



Join our  
**Mailing List**