

Inclusion Connects Advisory Committee

April 21, 2025



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**



Agenda

1. Housekeeping
2. Introductions
3. ICAC Framework
4. Charter Review
5. Quarterly Report Data Summary
6. Next Steps



Kelly Crosbie, MSW, LCSW, DMH/DD/SUS Director (she/her)



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

Tina Barrett, MA, LPA, HSP-PA, Assistant Director, I/DD IDD, TBI & Olmstead Section, DMHDDSUS



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

Inclusion Connects Advisory Committee (ICAC)



Focuses on researching, recommending, and supporting the implementation of best practices to improve services and supports for people with I/DD

Monthly Workgroups



Community Living

Supporting community access and helping people to live and thrive in their chosen setting

Meeting Cadence
Monthly
Leader
Betty Vines



Access to Services

Improving service models, training, and provider guidelines to ensure high-quality I/DD services

Meeting Cadence
Monthly
Leader
Lauren Spencer



DSP Workforce

Recruiting, training, and retaining DSPs to support the growing needs of the I/DD community

Meeting Cadence
Monthly
Leader
Kara Goel



Inclusion Works

Expanding supported employment services in North Carolina

Meeting Cadence
Monthly
Leader
Claire Colligan



Interpersonal Violence

Creating collaboration between the providers, TPs, and IPV experts in response to state CFAC comments

Meeting Cadence
Monthly
Leader
Kara Goel



Tailored Plans

Working group for TP members and DHHS to discuss any recommended updates needed

Meeting Cadence
Monthly
Leader
Tina Barrett

Other Workgroups

Other workgroups will be formed as needed to make progress towards specific tasks or challenges.

ICAC Charter Review

Purpose

The Inclusion Connects Advisory Committee aims to **improve and implement best practices for I/DD services and supports** through:

- **Research & Recommendation:** Identifying and recommending best and promising practices for service delivery, training, and provider guidelines
- **Collaboration & Support:** Working with community partners, SMEs from DHHS and DPI, and other experts to ensure a unified approach
- **Evidence-Based Feedback:** Reviewing and presenting evidence-based practices to guide strategic planning, Medicaid service definitions, and other initiatives.
- **Ongoing Engagement:** Providing feedback to support informed decision-making and continuous improvements in NC's I/DD service system.

Membership and Commitment

- Membership will be a representation of stakeholders from across the state.
 - Stakeholders include:
 - Persons with lived experience and family members/supports of persons with lived experience who are receiving Innovations Waiver, 1915i services, CAP-C, CAP-DA, or other Medicaid IDD related services; State Funded Services, or living in an ICF/IID group home or State Developmental Center;
 - People participating in Self-Directed Services
 - People with IDD and their family members/supports who are not receiving services;
 - Representatives from Provider Agencies
 - Representative from LME/MCOs
 - Direct Support Professionals
 - Representatives from NCDHHS Agencies
- Members will serve two-year terms except for state and designated staff, with one-half Members rotating off annually.
- Members may fulfill two consecutive terms with the approval of the Selection Committee.
- The Selection Committee is core representation of State Staff include DMHDDSUS, DHB, DSOHF, and at least one other agency.
- Volunteers will be solicited annually.
- It is at the discretion of the Workgroup Leads to allow more than 1, but no more than three members of each position designated as a stakeholder.

Inclusion Connects: Data Summary

Summary views of key metrics from the [Inclusion Connects Quarterly Report](#) are available in the following sections.



Report Overview

- In May 2024, DHHS and DRNC agreed to improve services for people with I/DD, helping them transition from institutions to community-based care.
- This report highlights the progress made toward this goal and DHHS's commitment to better supporting the I/DD community.

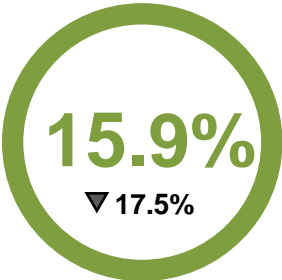


Data Sources

- The Inclusion Connects Quarterly Report uses data collected from LME/MCOs reporting requirements
- NCDHHS reviews reports from LME/MCOs and collaborates with them to address any gaps
- Read the [full Quarterly Report](#)

Last updated April 15, 2025

Key Metrics: Transition & Housing



Percentage of People Who
Started Transition Planning Following
In-Reach



Number of People Who Moved From
Institutional Settings During Reporting
Period

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



People Who Are Eligible and Engaged for
In-Reach Activities

Please note metrics may fluctuate as data quality improves,
reflecting more accurate populations and cleaner, reliable data.

Report Period: October – December 2024

Increasing access to the full continuum
of community housing options for
People with I/DD through:



Community Living Guide

Provides housing, funding, and support
resources in one centralized location for
people with I/DD



All Ages, All Stages NC

A strategy for supporting people with
I/DD, TBI and health challenges to age in
place with necessary housing and
supports



Housing Vouchers

Aims to prioritize people with I/DD in
federal housing programs and provide
access to affordable housing

Key Metrics: Services



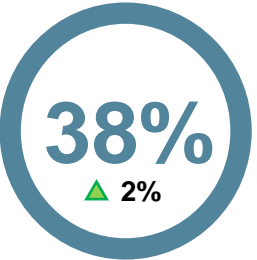
People with I/DD who completed the 1915(i) Assessment and Approval Process
between 10/1/24 and 12/31/24



Total number of people with I/DD who received 1915(i) services this quarter
Includes individuals who have been approved since 7/1/23



Total Number of People on the Innovations Waitlist
as of 12/31/2024



People on the Waitlist receiving I/DD-related services

Report Period: October – December 2024

Improving access, service delivery and communications for people with I/DD by:



Innovations Waiver Dashboard

Designed to offer insights into people on the waitlist and improve tracking of their service needs



Waitlist Analysis & Management

Understanding needs and characteristics of people on the waitlist, while standardizing management processes across LME/MCOs



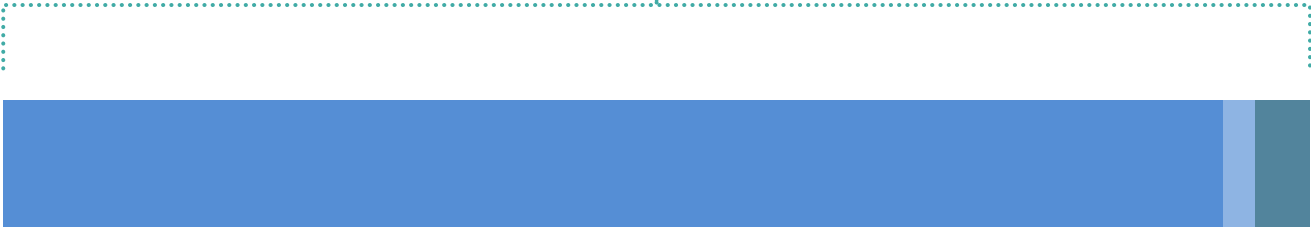
Services Expansion

Enhance access to services for people on the waitlist by educating and coordinating with people and their supports about available services

Key Metrics: Innovations Waiver



Total Waiver Slots



| | |
|---------------------------|---------------|
| Active Slots | 14,308 |
| Remaining Reserve Slots | 89 |
| Inactive Assigned Slots | 339 |
| <u>Total Waiver Slots</u> | <u>14,736</u> |

Inactive Assigned Slots - Some Reasons Slots May be Assigned to Member but Inactive:



At Beginning of Process
(Can last up to 90 days)



Disability Determination In Progress



Deceased
(Slot Not Yet Reassigned)



In Institutional Setting
(Assigned Slot Temporarily Held at Member's Request)



Inpatient and Transitioning

Key Metrics: Direct Support Professional (DSP) Workforce



Target
Utilization Rate of
Community Living
Supports (CLS) Hours



LME/MCO #1
Utilization Rate
of CLS Hours



LME/MCO #2
Utilization Rate
of CLS Hours



LME/MCO #3
Utilization Rate
of CLS Hours



LME/MCO #4
Utilization Rate
of CLS Hours

Department is looking into utilization rate discrepancies and taking necessary steps to ensure consistency in data reporting across LME/MCOs.

Report Period: October – December 2024

Mitigating the critical shortage of the DSP workforce through strategic recruitment and improved worker retention



1915i Service Authorization Report
Collect service authorizations to identify areas of improvement for service utilization



EOR & Provider Incentive Grants
Introduced incentive grants to support workforce recruitment and retention initiatives



Training Programs
Finalized partnership with NCCCS to provide advanced skill enhancement and career advancement for DSP trainings

Next Steps

1. DSP Recruitment and Retention Incentives – Round 2
2. Waitlist Dashboard Update
3. Community Living Guide Update
4. "My Success Story"
5. Proposed Pillar Meeting Dates and Times

Proposed Meeting Dates and Times

| | | |
|------------------------|-------------------------------------|-----------------|
| Access to Services | 3 rd Wednesday at 10 A.M | Lauren Spencer |
| DSP | 3 rd Tuesday at 11 A.M. | Kara Goel |
| Community Living | 2 nd Tuesday at 2 P.M. | Betty Vines |
| Interpersonal Violence | 2 nd Tuesday at 11 A.M. | Kara Goel |
| Inclusion Works | 3 rd Tuesday at 11 A.M. | Claire Colligan |

Next ICAC Meeting is scheduled for July 21st at 2 P.M.

Questions / Comments