

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.

Renee Rader, MA

Deputy Director and Chief Operating Officer

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

May 5, 2025

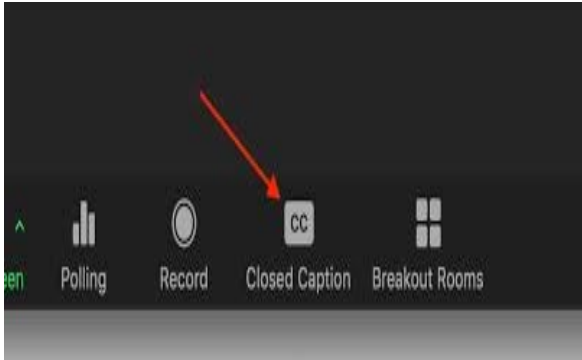


Housekeeping

- 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. Questions will be answered in the “Q&A” pane.



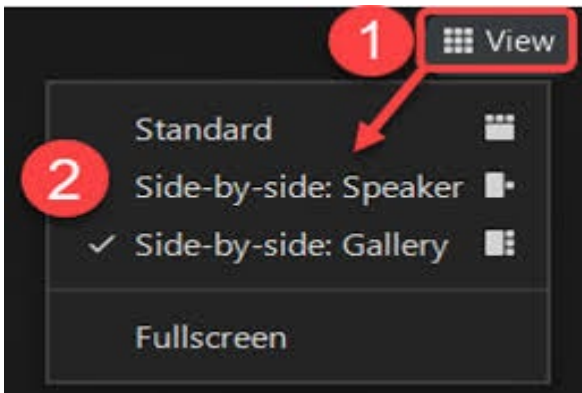
Housekeeping



- 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. Focus: Peer Support Services and Recovery-Based Organizations
 - Peer Warmline
 - Recovery Community Centers (RCC)
 - Peer Respite Centers
4. Panel Discussion

Renee Rader, MA, DMH/DD/SUS

Deputy Director & Chief Operating Officer



- 30+ years in Behavioral Health System
- 13 years at NCDHHS
- DMH/DD/SUS since 2019
- Oversees business strategy and operations
- Provides strategic leadership on Department and Division priority initiatives

MH/SU/IDD/TBI System Announcements & Updates

Federal Funding Updates

- American Rescue Plan Act (ARPA) funds were cut on 3/25. These were supplemental funds.
- We have contacted providers who are affected and are mitigating effects.
- Our standard grant funding remains in place.

Nine new webpages went live the week of 4/14/25

- [Strategic Plan](#) – Describes our mission, vision, guiding principles, and key priorities.
- [Strategic Plan Measures](#) – Identifies 31 ways we will measure and report on our progress toward meeting our goals.
- [Data and reports](#) – Data related to North Carolina’s public system to provide services for mental health, substance use, intellectual and developmental disabilities, and traumatic brain injury.
- [Providers](#) – Resources available for Local Management Entities/Managed Care Organizations (LME/MCOs), grant recipients, Certified Community Behavioral Health Clinics (CCBHCs), Medicaid or state-funded providers, and those seeking to join the North Carolina provider network.
- [CCBHCs](#) – Services and locations of Certified Community Behavioral Health Clinics.

Nine new webpages went live the week of 4/14/25

- [LME/MCO Reports](#) – Data and reports on North Carolina LME/MCOs that includes DMH/DD/SUS Strategic Plan Dashboard, Quarterly Performance Reports, and other data.
- [SCFAC](#) – Information on joining SCFAC meetings, open positions, and State to Local collaboration meetings.
- [Grant Opportunities](#) – Grants given to organizations by the Division of Mental Health, Developmental Disabilities, and Substance Use Services.
- [Service definitions](#) – Lists and describes the services that providers can be paid for in the state's public system overseen by the Division of Mental Health, Developmental Disabilities and Substance Use Services.

Order Free Print Materials

NCDHHS is providing free, printed educational materials on Tailored Care Management, Tailored Plans, 1915(i) Services and the NC Innovations Waiver.

- You can select the materials you need. Each order will contain 100 free copies of each flyer/brochure selected.
- Order materials by May 16, 2025, to receive them by late May.
- <https://share.hsforms.com/1la447qENRIK4ctZ0SVgnyg5bzii>

Home and Community-Based Services for People with Intellectual or Developmental Disabilities



How to Get the NC Innovations Waiver

 NC DEPARTMENT OF HEALTH AND HUMAN SERVICES



Stock photos. Posed by models. For illustrative purposes only.

Free rides to and from your medical appointments, covered by Medicaid

Non-Emergency Medical Transportation (NEMT) services

NC Medicaid 1915(i) Services


Get support at home or in your community

EXENCIÓN POR INNOVACIONES DE CAROLINA DEL NORTE

Servicios para personas con discapacidades intelectuales o del desarrollo

La Exención por innovaciones de Carolina del Norte es un programa que ofrece un amplio rango de servicios para apoyar a tu ser querido en el hogar y en la comunidad. **Cualquier persona puede aplicar, sin importar su edad, ingresos o si cuenta o no con seguro médico.**

La Exención por innovaciones de Carolina del Norte cubre:

 Ayuda para actividades diarias	 Coaching laboral
 Modificaciones vehiculares y domésticas	 Programas durante el día
 Tecnologías de asistencia	 Vivienda grupal

Además: Con NC Medicaid también puedes recibir cobertura médica y dental, así como transporte a tus citas médicas.

Asegura tu lugar.

Inscríbete en la lista de espera para la Exención por innovaciones de Carolina del Norte.

Más información: medicaid.nc.gov/innovaciones o al 1-855-262-1946



Foto de archivo. Retrato de modelo. Para fines ilustrativos únicamente.
El Departamento de Salud y Servicios Humanos de Carolina del Norte (NCDHHS) • NCDHHS.gov
NCDHHS es un proveedor y empleador que ofrece igualdad de oportunidades • 04/2025



Toolkit: NC Innovations Waiver

The NC Innovations waiver resources launched 4/25 to share information with people who may be eligible for services and help them understand the process.

The toolkit is available in [English](#) and [Spanish](#). It includes:

- Flyers: A [general overview](#) and [more detailed explanation](#)
- [Social Content](#): Social media posts about the NC Innovations waiver that you can share on your social and digital channels.
- [NC Innovations waiver webpages](#): What to know about the NC Innovations waiver, examples of services it covers, ways to apply and how the waitlist works.
- **And more!**

Bilingual Toolkit Materials Available for Download:

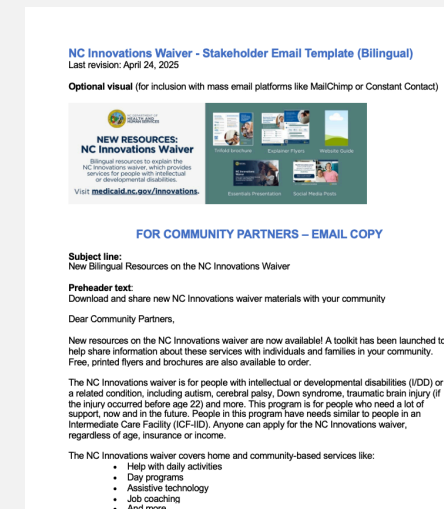
Essentials Presentation on available services



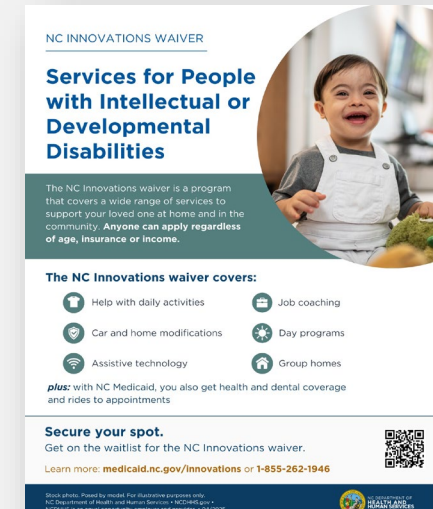
Social Media Posts & Graphics



Email templates for members and partners to download the toolkit



Flyers to share information about services covered by the NC Innovations waiver.



DSP Recruitment and Retention Workforce Incentives, Round 2 Initiative

The North Carolina Department of Health and Human Services (NCDHHS) is continuing its commitment to strengthening the Direct Support Professional (DSP) workforce with Round Two of the DSP Recruitment and Retention Incentive Program. This funding will support efforts to recruit and retain DSPs, ensuring that individuals with intellectual and developmental disabilities (IDD) receive high-quality care in their communities.

To qualify for Round Two Funding, DSP recipients must:

- Commit to a full-time schedule of at least 30 hours per week.
- Sign a three-year service agreement to ensure long-term workforce stability and continuity of care for individuals with IDD.

Application Assistance

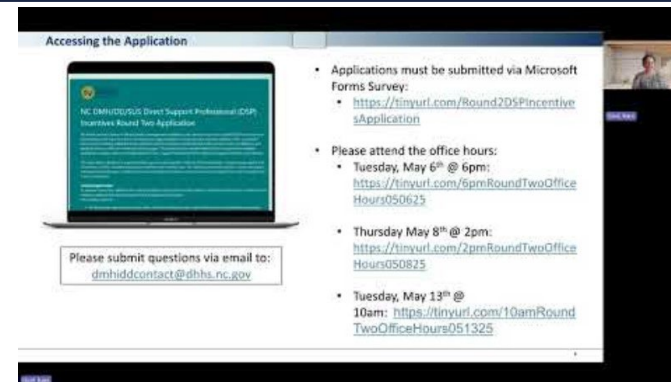
Office Hours for Questions

- Tuesday, May 6, 2025 at 6:00 pm: [Join Meeting](#)
- Thursday, May 8, 2025 at 2:00 pm: [Join Meeting](#)
- Tuesday, May 13, 2025 at 10:00 am: [Join Meeting](#)

Application Questions: [Download PDF](#)

More Information: [Download FAQ](#)

Instructional Video



The screenshot shows a presentation slide titled "Accessing the Application". On the left, a laptop displays the "NCDHHS Direct Support Professional (DSP) Incentive Round Two Application" form. Below the laptop, text reads: "Please submit questions via email to: dmhiddcontact@dhhs.nc.gov". On the right, a list of instructions and office hours is provided:

- Applications must be submitted via Microsoft Forms Survey:
 - <https://tinyurl.com/Round2DSPIncentiveApplication>
- Please attend the office hours:
 - Tuesday, May 6th @ 6pm: <https://tinyurl.com/6pmRoundTwoOfficeHours050625>
 - Thursday May 8th @ 2pm: <https://tinyurl.com/2pmRoundTwoOfficeHours050825>
 - Tuesday, May 13th @ 10am: <https://tinyurl.com/10amRoundTwoOfficeHours051325>

Applications Accepted Through Tuesday, May 27, 2025 at 5:00 p.m.

Toolkit: Crisis Materials

The North Carolina Department of Health and Human Services has launched a new [toolkit](#) to continue to increase visibility for crisis care available to North Carolinians at no or low cost.

The toolkit is available in [English](#) and [Spanish](#). It includes:

- A [flyer](#) that provides guidance on all ways to access crisis services
- [Social media](#) graphics and accompanying post copy
- A [newsletter template](#) to incorporate into your ongoing outreach
- **And more!**

Support when you need it most.

When life feels out of control, get the support you need. Crisis services offer immediate support, no judgment and a safe way to get back on track, even when everything seems impossible. Help is available at little or no cost.



Connect with someone who will listen and help.

Call or text 988. You can also chat online. Support is available for people who are deaf or hard of hearing. It's free, private, one-on-one help that's available 24 hours a day, 7 days a week.

Talk to someone who has been there.

Call 855-PEERS-NC (855-733-7762) to talk to someone who has faced tough times and is trained to help with mental health and substance use recovery.

Have help come to you.

A mobile crisis team of trained mental health specialists will meet you in a safe place. They can help with a mental health, substance use, or behavioral crisis. When you call a mobile crisis team, they will ask for your basic information and details about the crisis that's happening. They'll send a trained team to you, or to a safe location nearby, as soon as they can. Available to everyone, no matter your insurance or ability to pay.

Go someplace safe.

Community crisis centers are safe places where you can get help from a licensed clinician, without needing to go to the emergency room. Most centers are open 24 hours a day, 7 days a week. You don't need an appointment. There are two kinds of crisis centers where you can go:

Behavioral health urgent care centers provide an immediate assessment and short-term care, like a medical urgent care center. If you need longer term care, they can refer you to a facility-based center or other community resources.

Facility-based crisis centers are residential centers open to people in crisis. You need to meet certain criteria to be admitted. They are typically for overnight or longer stays.



To learn more, visit:
ncdhhs.gov/CrisisServices

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In Case You Missed It: NCDHHS Fireside Chat and Tele-Town Hall NC Crisis Services: Support When You Need it Most

30,000+
tuned in!

The panel discussed:

- 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: Support When You Need It Most**

Thurs., April 10 | 6 to 7 p.m. ET

Submit questions live:



(855) 756-7520 Ext. 120794#

ASL Interpretation and Communication Access
Real-Time Translation (CART) provided.



Lisa DeCiantis, MA, LCMHC
Chief Clinical Officer for Mental
Health Wellness, Treatment
and Recovery, Division of Mental
Health, Developmental Disabilities
and Substance Use Services, NCDHHS



Sandy Feutz, LCSW
Chief Operating Officer
RHA Health Services



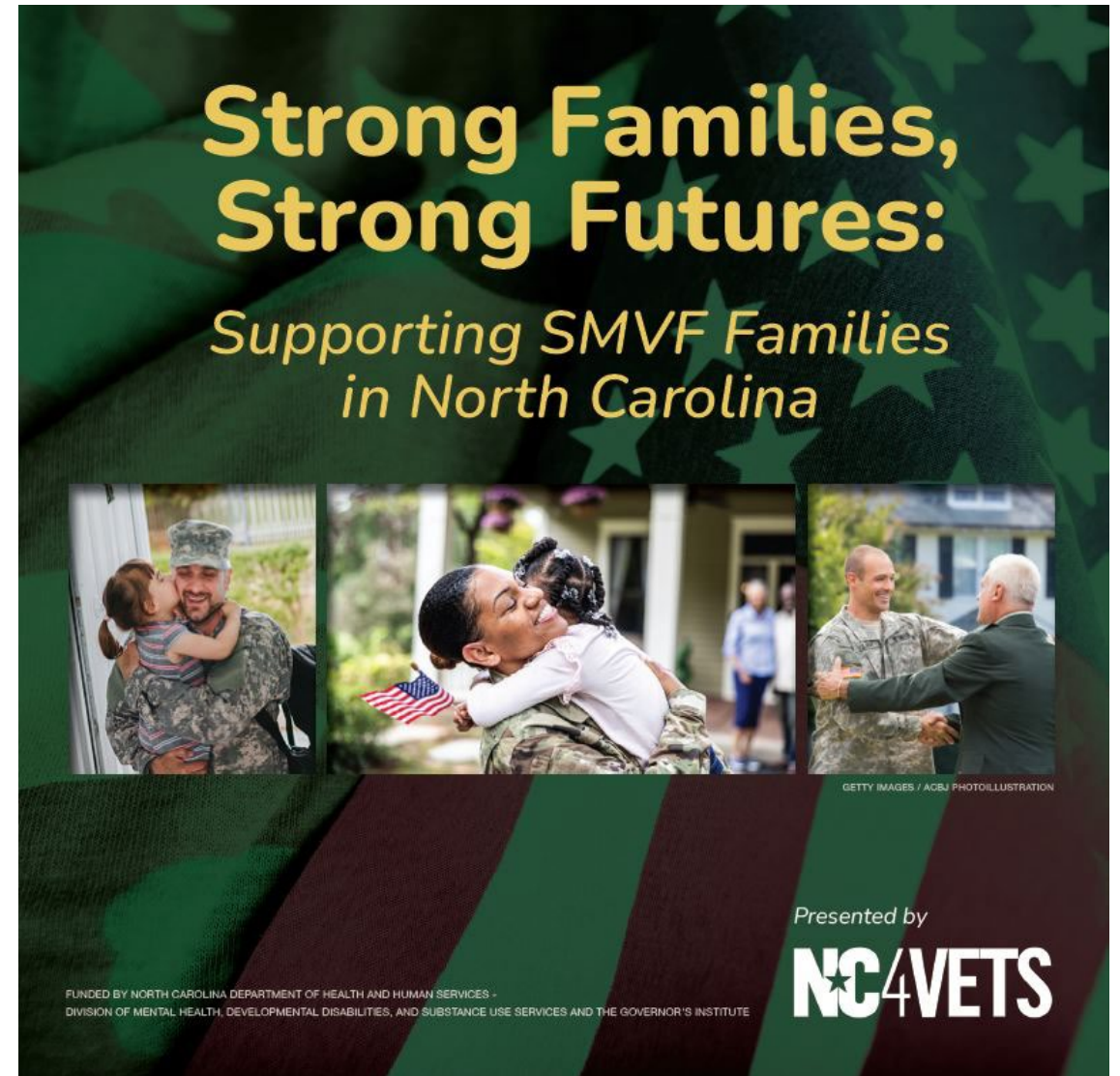
Holly Provance Doggett, MS
Executive Director
NAMI North Carolina

NC4Vets Journal

In partnership the Governor's Institute and the Triangle Business Journal (TBJ), DMH/DD/SUS has developed the latest [NC4Vets Journal](#).

This publication provides resources to support the transition to civilian life and workplace integration for Service Members, Veterans, and Families (SMVF), as well as colleagues and employers. The latest edition features an [introductory letter from DMHDDSUS Director Kelly Crosbie](#) sharing her lived experience as a child of a military service member.

- [Read the Stories](#)
- [Visit the NC4Vets Website](#)



Inclusion Works Lunch & Learn: Strategic Plan

Inclusion Works is rolling out the five-year plan to promote Competitive Integrated Employment for individuals with Intellectual and Developmental Disabilities. Watch the recording of the May 2, 2025 webinar for a review of the new plan.

[Watch](#) the recording.

Review the [Strategic Plan](#).

Public comments may be submitted through May 31, 2025 to: DMHIDDCONTACT@dhhs.nc.gov.



DMH/DD/SUS Hosts Spring i2i Pre-Conference Session

Advancing the Olmstead Plan: One Goal, Many Partners

DMH/DD/SUS will host a pre-conference session explaining the Olmstead Plan and groundbreaking DMH/DD/SUS initiatives. Panel discussions will include NCDHHS leaders, people with lived experience, and service providers.



Pre-Conference Date/Time: Monday, June 9, 2025, 1:30-4:30 p.m.

Conference Date: June 10-11, 2025

Location: Hilton Raleigh North Hills, 3415 Wake Forest Rd, Raleigh, NC

Registration: [Register for the conference](#)

NAMI Walks North Carolina

This annual event brings together mental health advocates, peers, professionals, and family members to bring awareness, pledge to eradicate stigma in communities, and raise funds to support NAMI programs and services.



Date/Time: Saturday, May 17, 2025, 8:00- 11:30 a.m.

Location: Perimeter Park, 3015 Carrington Mill Blvd, Morrisville, NC

Registration: [Register for the walk](#)

More Information: [Visit the event website](#)

Peer Support Services and Recovery-Based Organizations

Jennifer Meade, MPA, Assistant Director Advocacy and Empowerment Team, DMH/DD/SUS



- Over 20 years in MH/SU/IDD Field
- DMHDDSUS since October 2022
- Role at Division:
 - Customer Service & Community Rights
 - Community Mental Health and Substance Use
 - Advisory Groups
 - Peer Support
- Person with lived experience

The Statewide Peer Warmline

- The Peer Line is open 24/7/365
- People can call the Peer Warmline directly OR 988 can do a warm transfer
- Certified Peer Support Specialists are people living in recovery with a mental illness and/or substance use disorder
 - offer non-clinical support and resources to those who reach out
 - offer a unique perspective of shared experiences

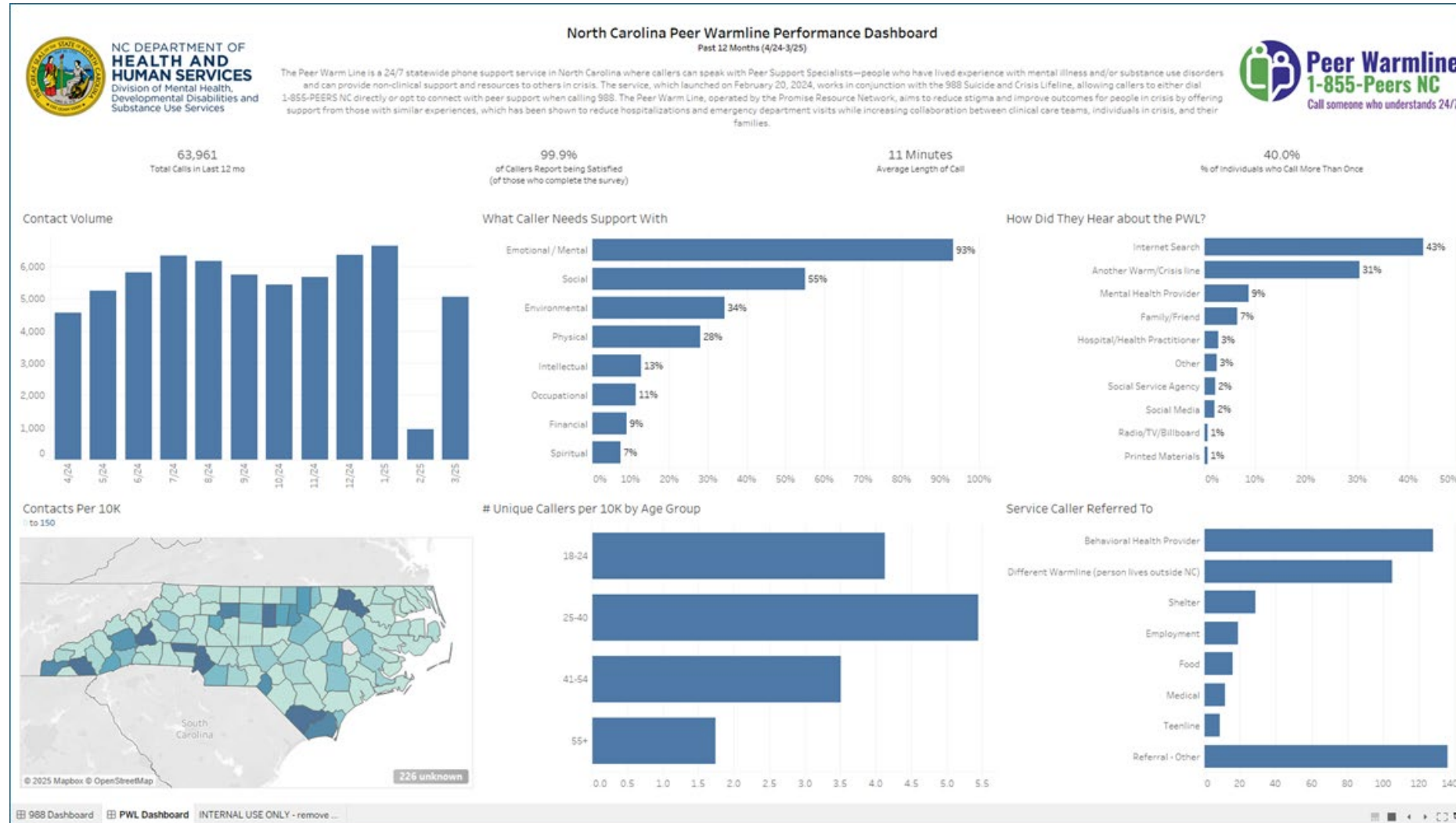


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HUMAN SERVICES



PRN Promise
Resource
Network

Peer Warmline Performance Dashboard



Visit the [Peer Warmline Dashboard](#) webpage

Peer Warmline Data (from Feb. 2024 – March 2025)

- **78,000 Callers**
- **Average age between 25-40**
- **99% satisfaction rate of the 56,297 callers who responded to survey**
- **Average call length 11 min**
 - 40% individuals call a 2nd time (indicating they find the service valuable)
- **The 3 most common challenges:**
 - 1) emotional/mental challenges (93%),
 - 2) social challenges (55%)
 - 3) environmental challenges (34%)



Peer Warmline Data (from Feb. 2024 – March 2025)

Of those referred to a service:

- 30% were reported to some other type of service (e.g., usually to their LME/MCO or to a website with resources).
- 28% referred to a behavioral health provider in their community
- 23% referred to a different warmline (usually if caller lives outside of N.C.)
- 17% referred to a shelter/employment/food/medical

The Division is working with the PWL operator to enhance the referral categories, so we are more specific than “Other”. The PWL operator has also shared with the Department that they are making more referrals than reflected in the data, and that they are working with their staff to most consistently capture this data.

Peer Run Organizations

Peer Run Organizations generally only employ Certified Peer Support Specialists. They rely mostly on grants and/or funding through County, State, or Federal entities to operate.

- Offer a wide range of services such as:
 - Respite (7-14 day stays)
 - Walk-in Centers
 - Living Rooms
 - Drop-in Centers
 - Outreach Programs to unhoused populations
 - Refuge Homes (step-down from ERs when they are not in need of a hospital stay)
 - And more....
- Some have Peer Academies
 - Individual who once received Peer Support Services reaches their recovery goals and then after a year of recovery can complete the program and become a CPSS

Recovery Community Centers (RCC)

- Free walk-in facilities made for individuals walking through their own path to substance use recovery.
- Provide a judgement and stigma-free space and meet anyone wherever they are in their own recovery journey
- Use Peer Supports, activities, workshops, and more to build a community during their recovery
- Located in several counties throughout the State



Peer Respite Centers

- Voluntary, short-term, overnight program
- Provides community-based, non-clinical crisis support to help people find new understanding and ways to move forward
- Alternative support for individuals who are in distress
- Peer respites offer guests a home-like environment and operate as short-term residential centers
- They are staffed by peers with lived experience of mental health struggles.



Peer Respite Centers

DMH/DD/SUS Funded Locations:

- Sunrise Community for Recovery Wellness
 - Blair H. Clark Respite House (Asheville)
- Promise Resource Network
 - Retreat @ The Plaza (Charlotte)
 - The Retreat @ Fernwood (Raleigh)

Criteria to stay:

- Over 18 years old
- Experiencing a crisis or diverting from crisis
- Able to complete Activities of Daily Living (ADLs)



DMH/DD/SUS Investments

Peer Respite and Recovery Centers

NC DHHS is investing in programs that support mental well-being and recovery for North Carolinians and their families.

The local partners below will be funded through the Mental Health Block Grant to develop community-based initiatives to expand peer support services:

- [Hope Mission](#): Creating peer-led recovery hubs addressing social determinants of health. (Eastern NC)
- [Love and Respect](#): Expanding peer respite facilities to offer safe alternatives to emergency rooms. (Western NC)
- [Promise Resource Network](#): Establishing peer-run respite centers and trauma-informed crisis support. (Central NC)

These services provide community-based alternatives to emergency departments for crisis and recovery services.



Peer Workforce: Initiatives In Progress

Initiatives

- **Standardized Curriculum Committee**, online portion launch date set for July 2025. In-person is set for September 2025.
- Updating Peer Support Medicaid definition to clarify **CPSS can supervise other peers**
- Working with Community Colleges to **build new Peer Workforce Preparation Classes** such as: Employment Skills 101, Resume Building, Navigating the Healthcare System, and more
- **Peer to Peer Mentoring** through Connections App is free for CPSS in North Carolina to communicate with each other and provide support



Foundations of Peer Support Specialist Training Course

- Online portion of course will launch July 2025. In-person will launch in September 2025.
- Beta testing of the online course will occur May through June 2025.
- Applications for trainers for the online course will be announced mid-summer 2025.
- A video showing the content of the online, standardized curriculum, “Foundations of Peer Support,” will be released in the weeks following this webinar. It will provide access via mobile devices, tablets, and computers.

Peer Workforce: Future Initiatives

Future Initiatives

- Define peer support **designations and specialty trainings** for **additional populations and settings**, including Justice-Involved, Re-entry, Crisis, Forensic, Emergency Departments, LGBTQ+
- Working to create an **IDD and TBI curriculum by June 30, 2026**
- Spring 2025 begin meeting with **IDD and TBI community providers** to discuss Peer requirements to build a Peer Mentor curriculum
- Development of a **Peer Supervisor Training** by Fall 2026
- **UNC-BHS to offer job search supports** in partnership with Community Colleges to offer Peer Workforce Preparation Classes



Panel Discussion

Panel Discussion

Sherea Geddings (She/Her)

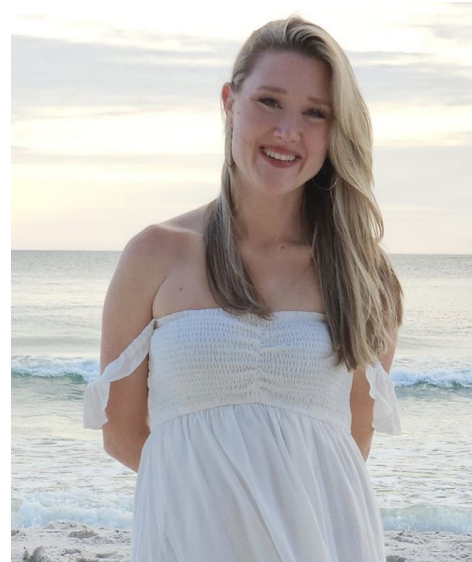
Coordinator, Blair H. Clark Respite Home
Sunrise Community for Recovery and Wellness



- At Sunrise since Feb. 2023
- 2 years as a NC CPSS
- Lived experience with MAT
- Mom of 3, and grandmother of 2
- Recovering since 2016

Danielle Taylor (She/Her)

Staff Member, Blair H. Clark Respite Home
Sunrise Community for Recovery and Wellness



- At Sunrise since May 2024
- 1 Year as a NC CPSS
- BHC Respite Home staff for 5 months
- Passionate about dual diagnoses
- Mom of 2 boys, ages 12 & 3

For more information about Sunrise Community for Recovery and Wellness and the Blair H. Clark Respite Home, visit their [website](#).

Panel Discussion

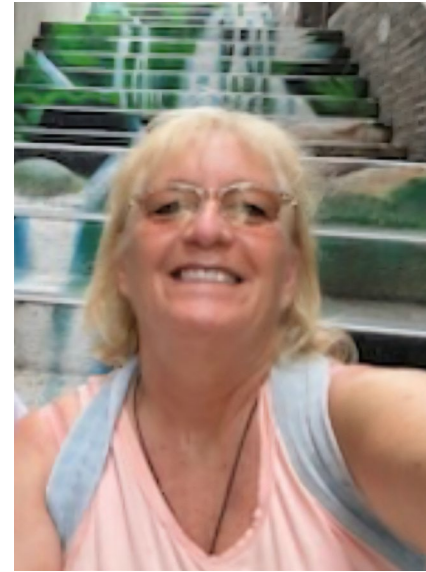
Henri Eberle

Visitor & Volunteer, Blair H. Clark Respite Home
Sunrise Community for Recovery and Wellness



Brett Kravitz

Visitor, Blair H. Clark Respite Home
Sunrise Community for Recovery and Wellness



For more information about Sunrise Community for Recovery and Wellness and the Blair H. Clark Respite Home, visit their [website](#).

Panel Discussion

Jessica High BS, QP, CPSS

Peer Warmline Supervisor

Promise Resource Network



- 20 years MH/SU Field
- 2 years at PRN
- Loves dogs but is fearful of them!

Beth Aymar (she, her)

Peer Warmline Caller

Promise Resource Network



- Lived experience with mental illness
- Enjoys crafting
- Loves to travel
- Big Disney fan
- Lives with autism

For more information about Promise Resource Network, visit their [website](#).

Panel Discussion

Dr. Lance Sustaita, DHSc
NC CPSS Workgroup Member



- 24 years in healthcare field
- 9 years as a NC CPSS
- Member of the NC CPSS Workgroup for 2 years
- Navy Combat Veteran

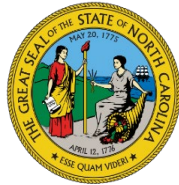
For more information about NC CPSS Workgroup, visit their [website](#).

Karen Russell
Director, H.O.P.E Recovery Center



- 10 years as NC CPSS
- Director of H.O.P.E (Helping Others Preserve Everyday) Recovery Community Center since March 25, 2024.
- Background in Hospice, Peer Support, and Human Services
- Peer Trainer and WRAP (Wellness Recovery Action Plan) Facilitator
- Co-Chair of NAMI NC Peer Leadership Council
- Avid advocate for mental health awareness and substance use prevention

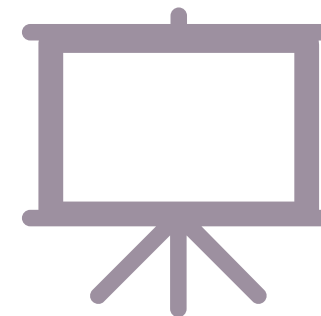
For more information about H.O.P.E Recovery Center, visit their [website](#).



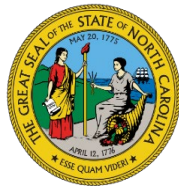
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Questions and feedback are welcome at
BHIDD.HelpCenter@dhhs.nc.gov.



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



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