



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

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Michael F. Easley, Governor  
Dempsey Benton, Secretary

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June 30, 2008

**MEMORANDUM**

<p><b>To:</b> Legislative Oversight Committee Members Commission for MH/DD/SAS Consumer/Family Advisory Committee Chairs State Consumer Family Advisory Committee Chairs Advocacy Organizations and Groups North Carolina Association of County Commissioners County Managers County Board Chairs North Carolina Council of Community Programs NC Association of Directors of DSS</p>	<p>State Facility Directors Area Program Directors Area Program Board Chairs DHHS Division Directors Provider Organizations MH/DD/SAS Professional Organizations and Groups MH/DD/SAS Stakeholder Organizations and Groups Other MH/DD/SAS Stakeholders</p>
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**From:** Leza Wainwright 



**Re:** **Communication Bulletin #095**  
NC-TOPPS SFY 2008-2009 Improvements

In response to feedback from our stakeholders, the Division has made several improvements to the NC Treatment Outcomes and Program Performance System (NC-TOPPS) to be implemented on July 1, 2008.

Over the past several months, Division staff have worked with LMEs, providers, and consumers and families to make the system more user-friendly. Separate focus groups with providers and consumers and their family members were held regionally, while LME staff provided valuable feedback through email correspondence.

The results are streamlined interview tools and an improved user enrollment process. We believe the changes reflect an appropriate balancing of clinical usefulness and system oversight with practical implementation at the local level.

The changes for implementation on July 1, 2008 include:

- **Shorter Online Consumer Interviews.** The length of the consumer interviews have been reduced significantly. Questions have been changed to make navigating through the interview smoother. Items that stakeholders have not found to be useful for clinical decisions or service evaluation have been dropped. In addition, many items that are collected other ways have been eliminated.
- **New Printable Interview Forms.** Due to the significant changes in the questions, revised interview forms are available for downloading from the Division website at <http://www.ncdhhs.gov/mhddsas/nc-topps/systemusers.htm>. Providers who use the printable versions for on-site interviewing should begin using the news forms starting July 1, 2008.



- **Improved User Enrollment Process.** The improved process allows for clinicians to quickly make requests for changes to their enrollment and the time required for new enrollments has also been shortened. Enrollment now includes an online Data User Access Agreement through which clinicians and superusers verify that they are authorized by their agency to be a NC-TOPPS user and that they agree to maintain confidentiality for all consumers' protected health information. Enrollment requests can be accessed at <https://nctopps.ncdmh.net/ci0708/assignlogins.asp>.
- **Updated Guidelines.** The Guidelines have been revised to include the changes described above and are attached to this bulletin. They can also be downloaded at <http://www.ncdhhs.gov/mhddsas/nc-topps/systemusers.htm>

Help, input and feedback from stakeholders has been invaluable for making these improvements to NC-TOPPS. We appreciate this collaborative effort and continue to seek your suggestions for improving our consumer outcomes system.

If you have questions, please email [ContactDMHQuality@ncmail.net](mailto:ContactDMHQuality@ncmail.net) or call the Quality Management Team at (919) 733-0696.

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