

Direct Support Professionals (DSP) Advisory Committee Meeting

August 19, 2024

2:00 – 3:00 pm

Tina Lanier Barrett, MA, LPA, HSP-PA

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

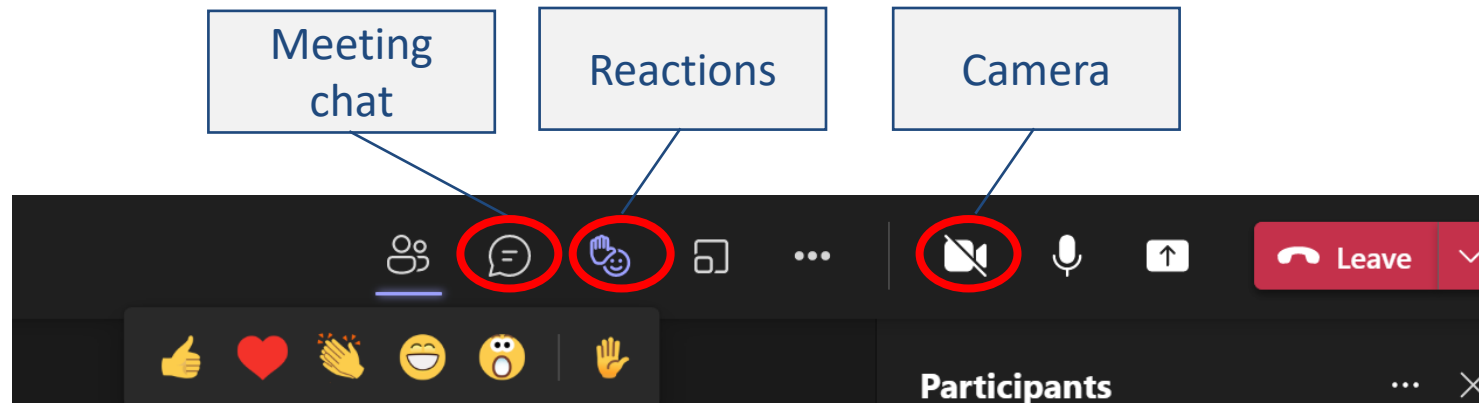
Agenda

- Housekeeping and Community Collaboration Model
- Initiative Updates:
 - DSP Training Pilot
 - Update on Recruitment and Retention Grants
- DSP Recruitment and Directory Platform

As a reminder, this meeting includes a diverse group of stakeholders: DSPs, providers, plans (Tailored Plans, Standard Plans), community partners, consumer and family members, officials from related state agencies/DHHS divisions and DMH/DD/SUS officials.

House Keeping

We encourage those who are able to turn on cameras use reactions in Teams to share opinions on topics discussed and share questions in the chat.



Guidelines for Engagement

DMH/DD/SUS is committed to transparency in our work and creating shared spaces to engage in constructive dialogue.

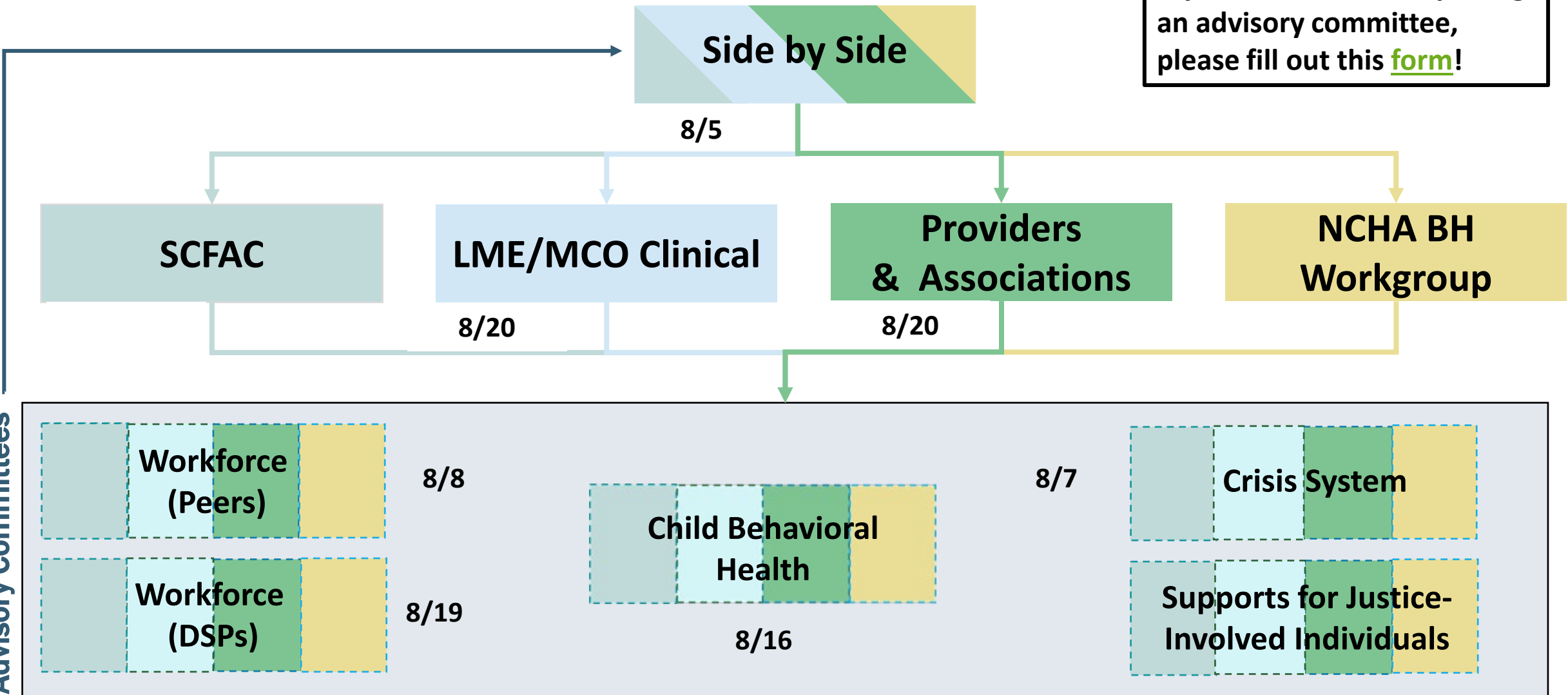
We acknowledge that these topics may be difficult, based on personal experiences and identities, and we honor your willingness to share valuable insight.

- If you have a question, wish to express an idea, or share a concern, please use the raise hand feature or the chat function.
- We ask that you are mindful of time to ensure as many members as possible have a chance to provide input and share their thoughts.
- We may interrupt dialogue to keep the space constructive. One of our staff members will connect you with our DMHDDSUS team for additional conversation offline.



August Community Collaboration

If you're interested in joining an advisory committee, please fill out this [form!](#)



Advisory Committees

Initiative Updates

Initiative Update: DSP Training Pilot

DMH/DD/SUS is finalizing design of a DSP training pilot to provide high-quality standardized core competency and advanced training opportunities statewide at no cost to DSPs, provider agencies, and EORs.



- DMH/DD/SUS plans to partner with a vendor to provide free, statewide access to online core competency training.
- In addition, DMH/DD/SUS is finalizing a partnership with the North Carolina Community College System (NCCCS) to deliver advanced DSP training, starting in a pilot region.
 - DMH/DD/SUS plans to work with an LME-MCO partner to support wage increases for DSPs that complete the advanced training course(s).
- These efforts will support DMH/DD/SUS's goals of ensuring high-quality core competency training for all DSPs, while also moving towards a credentialing system to advance DSPs career paths.

Initiative Update: Recruitment and Retention Grants

Following feedback provided by this group at our June meeting, DMH/DD/SUS is planning to make one-time grants to provider agencies and self-directing employers of record (EORs) to develop and implement recruitment and retention incentives for the DSPs they employ.



- DMH/DD/SUS is preparing to distribute an application to provider agencies via LME-MCOs to collect grant funding proposals.
 - Proposals must aim to reduce DSP turnover, support DSP recruitment, and enhance DSP job quality and satisfaction.
 - Examples of allowable uses for grants include hiring and retention bonuses, child/dependent/senior care stipends, and transportation stipends.
- DMH/DD/SUS is also developing a parallel grant program EORs; additional information will be provided at a future Advisory Committee meeting.

DSP Recruitment and Directory Platforms

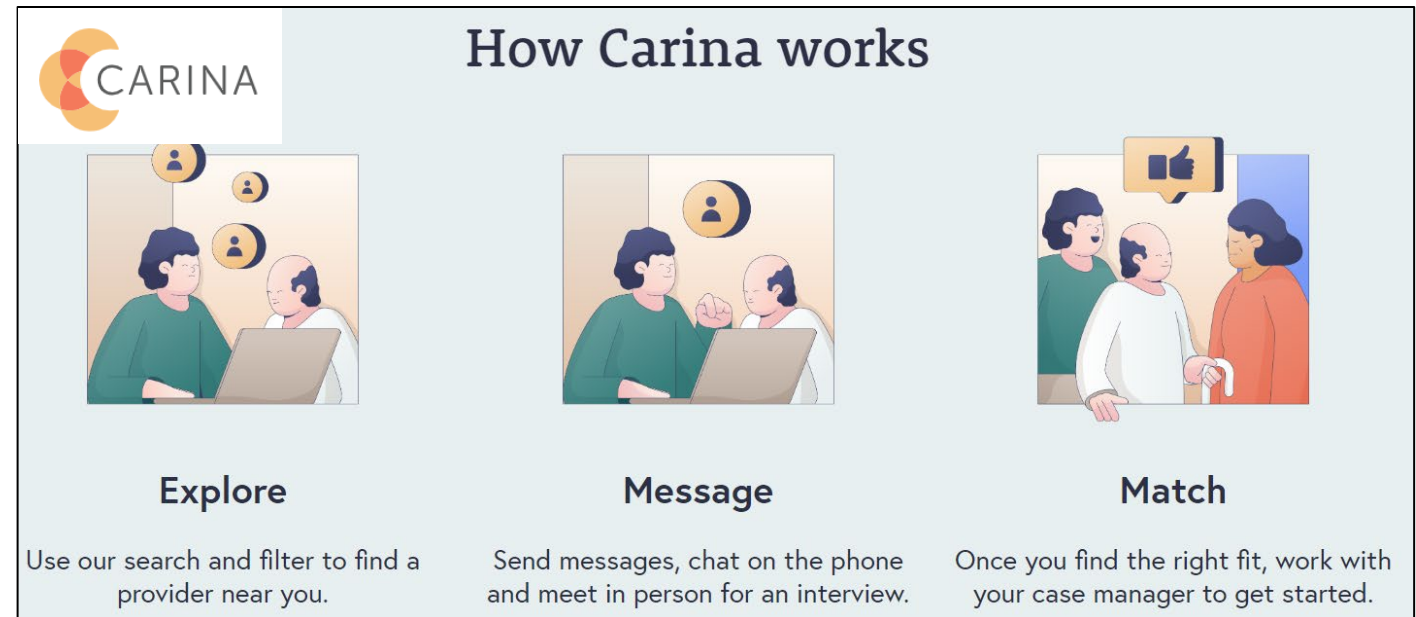
DSP Recruitment and Directory Platforms: Function Options

DMH/DD/SUS is exploring online platforms to support DSP recruitment and hiring; track DSP training, experience, and credentials; and facilitate shared learning and resources among DSPs.

Function	DSP Impact	Provider Agency Impact	Consumer/Families Impact
Recruitment: Searchable platform for provider agencies to post DSP job	One-stop shop to find work with provider agencies, both short- and long-term	Resource for provider agencies to attract and find new talent	Easier recruitment into the profession can address lack of available DSPs for self directing families
EOR Matchmaking: Connecting DSPs to families and EORs for long-term and “back-up” positions	One-stop shop to find work directly with families and EORs, both short- and long-term	Resource for DSPs looking for additional hours or short-term work between clients, which can mitigate turnover	Reduced burden on families to advertise open positions/work word-of-mouth networks
Worker Index: Database of DSPs with training credentials and experience	DSPs with enhanced training and experience can distinguish themselves to employers; tracking and verification incentivize additional training	Can target recruitment and hiring to DSPs with specific experience and training.	
Networking/Communication: Platform for DSPs to connect with one another	Can share learnings, resources, and ideas; facilitate peer-to-peer support; professionally network	Shared learning and peer support among DSPs could help stabilize the DSP workforce	

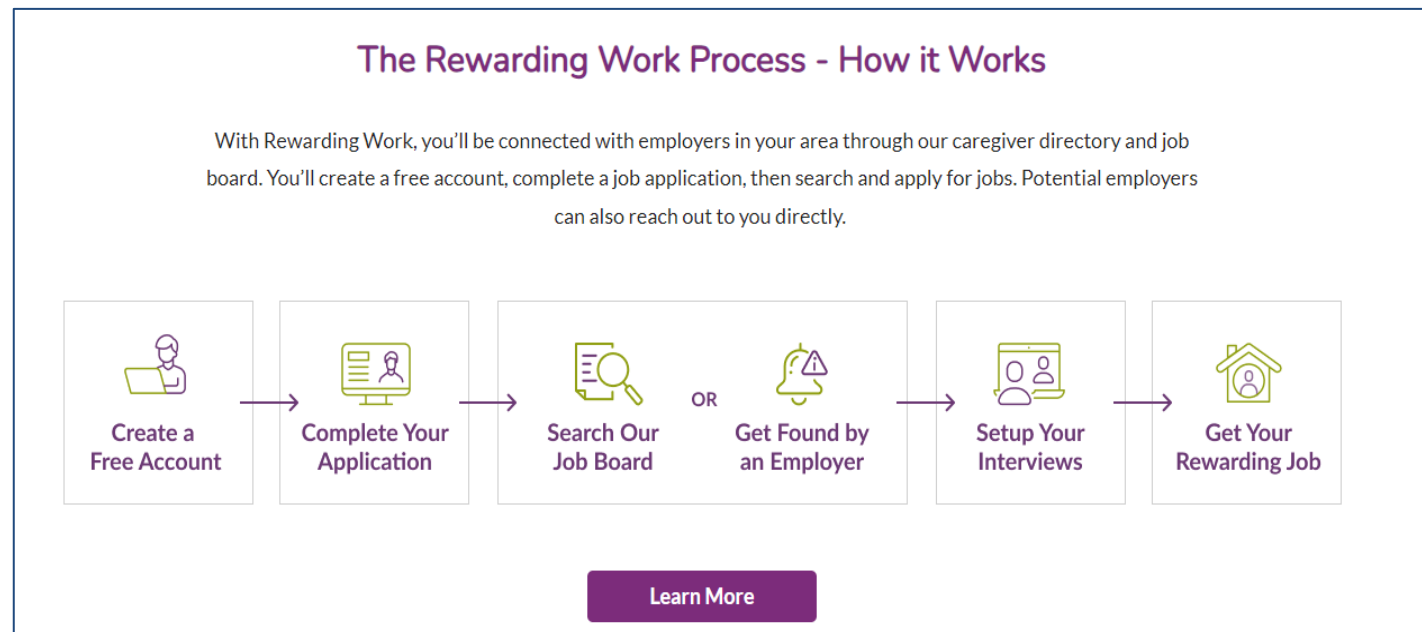
Sample Recruitment Vendor: Carina (OR and WA)

- [Carina](#) is a multi-purpose directory to connect in-home direct care workers with consumers needing care
- Consumers (including family members and care managers) can post job listings and search for workers based on criteria including:
 - Geography
 - Availability (including monthly hours)
 - Language
 - Gender
 - Skills and worker preferences
- Employers and workers can chat via secure messaging
- Carina is only available to Medicaid members in some states (e.g., Oregon)



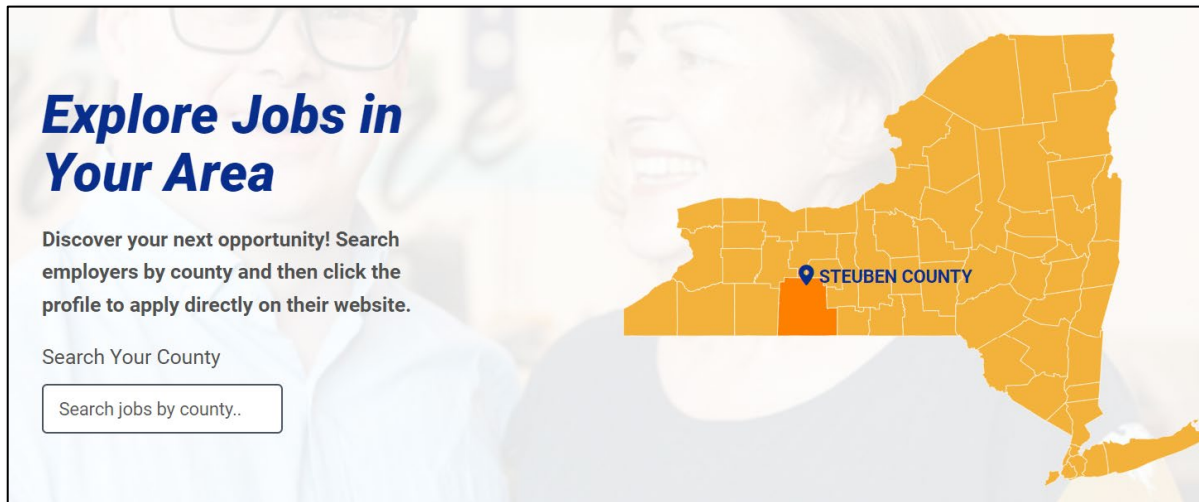
Sample Recruitment Vendor: Rewarding Work (MA, KS, CT)

- Allows caregivers to create profiles and search for jobs in their area, and allows employers to proactively reach out to caregivers searching for work
- Has a messaging feature to allow potential employers and job-seekers to communicate and schedule interviews without sharing contact information
- [Rewarding Work](#) offers training to employers and caregivers in how to use the platform



Alternate Approach: New York

- State hosts a site (directsupportcareers.com) where DSPs can select the county where they would like to work. The DSP is then provided with a listing of participating agencies and links to the agency to apply for a position.
- Statewide advertising and marketing campaign (e.g., roadside billboards) drives the public to the website.
- Participation by provider agencies is optional.



Explore Jobs in Your Area

Discover your next opportunity! Search employers by county and then click the profile to apply directly on their website.

Search Your County

Search jobs by county..

STEUBEN COUNTY



Steuben County

Below is a list of agencies in your county with job opportunities available. Click the agency name to visit their website and learn more.



Starbridge

We partner with individuals who have disabilities and their families to achieve success in education, employment, and healthy living. Together we transform communities to include everyone. Our vision is for every person leads a fulfilling life in their community.

<... Read More

Contact Phone Number: (585) 224-1700

1650 South Ave, Rochester, NY

[Apply Online](#)



People Inc.

People Inc. provides a diverse array of support for people with intellectual and developmental disabilities and their families, as well as health care services, senior

Discussion



- How would you prioritize the different functionalities we've discussed today?
- Are there other functionalities that should be considered?
- How can DMH/DD/SUS incentivize participation among employers (including EORs) and DSPs?

Discussion: Connecting DSPs for Shared Learning and Resources

DMH/DD/SUS is exploring opportunities to better help DSPs and family caregivers communicate and connect with one another.



For Discussion:

- How can DMH/DD/SUS better facilitate connections between DSPs?
- How are DSPs connecting now? Are there opportunities to expand existing efforts?

Next Steps

- DMH/DD/SUS will begin meeting with vendors for exploratory conversations
- DMH/DD/SUS will begin meeting with national DSP organizations and other NC workforce conveners for exploratory conversations on ways to connect DSPs in NC

Are there any organizations that you would suggest DMH/DD/SUS connect with on this topic?

Appendix

Direct Support Professionals (DSP) Advisory Committee Membership

Name	Organization
Providers	
Alicia Barfield	North Carolina Healthcare Association
Amy Miller	OE Enterprises, Inc.
Anita Daniels	actualities limited & Union Baptist Church
April Taylor	Alberta Professional Services
Baines Jamil	Archmade LLC
Barry Dixon	Dixon Social Interactive Services Inc.
Betsy MacMichael	First in Families of NC
Brandi Baker	Residential Services Inc.
Brittney Peters-Barnes	NC START
Bryan Dooley	Solutions for Independence
Cameron Ford	NOVA Behavioral Health
Carson Ojamaa	Children's Hope Alliance
Chris Faulkner	Family Solutions
Christina, Bell	ECVC Inc.
Corie Passmore	Tammy Lynn Center
Corye Dunn	Disability Rights NC
Darlene Norton	Gaston Residential Services, Inc.
Debra Rouse	Rouses Group Home Inc
Devin Lyall	Wilkes Recovery Revolution, Inc.
Devon Cornett	Abound Health
Eileen Slade	NC START Central
English Albertson	Primary Health Choice, Inc
Erika Taylor	Brody School of Medicine at East Carolina University, Dept. of Family Medicine
Gerald Bernard	Charles Lea Center Inc.
Herb Whitesell	Davidson, Holland, Whitesell & Co., PLLC
Holly Richard	The Arc of North Carolina

Name	Organization
Providers	
Holly Watkins	The Arc of North Carolina
Jamie Tutor	All Ways Caring HomeCare
Janet Price-Ferrell	FIRST
Jeffrey Demagistris	Lutheran Services Carolinas
Jemma Grindstaff	UNC TEACCH Autism Program
Jen Greveling	BAYADA Habilitation
Jennifer Street	Animo Sano Psychiatry
Jessica Hicks	Cape Fear Vocational Services
Jill Baron	Piedmont Health Services
Joel Maynard	The North Carolina Provider Council & The Developmental Disabilities Facilities Association
John Nash	The Arc of North Carolina
Joseph Horrigan	Duke University
Joyce Harper	Freedom House Recovery Center, Inc.
Julia Adams-Scheurich	Oak City Government Relations, LLC
Julie Walker	The Cognitve Connection
Karen McLeod	Benchmarks
Karin McDaniel	Adult Life Programs, Inc.
Katherine Hyde Hensley	Hensley Counseling & Consulting
Katherine Wilson	Wilson's Constant Care LLC
Kathy Keith	Community Partnerships, Inc
Kathy Merritt	Wayne Oppportunity Center/ part time Cherry Hospital (retiree)
Kelly Husn	BAYADA Habilitation
Kelsey Parker	Carolina Outreach, LLC
Kelvin Barnhill SR	Flovi Services
Kerri Erb	Autism Society of NC
Kevin Anders	Children's Hope Alliance

Direct Support Professionals (DSP) Advisory Committee Membership

Name	Organization
Providers	
Kimberly Mitchell	Boundless Miracles, LLC
Krista Zappia	Children's Hope Alliance
LaTonya Harris	Avidity Integrated Care LLC
Laura Combs	Baptist Children's Homes
Laura McRae	Pinnacle Family Services
Leiloni Mulligan	A World of Opportunity LLC
Leonard Shinhoster	Alexander Youth Network
Lisa Morrison	Successful Visions LLC
Lisa Poteat	The Arc of NC
Luke McDonald	Novant Health
Luwanda Smith Daniels	Alternative Behavioral Solutions Inc.
Margaret Mason	CBCare
Margery Sved	self
Maria McLaughlin	Rainbow 66 Storehouse
Mary Butts	Carobell Inc
Mary Jones	El Futuro
Mary Scholz	Brighter Strides
Max Baenen	Thrive Behavioral Solutions
Mebane Boyd	NC Partnership for Children
Melinda Rhodes	Jacobs Hope NC LLC
Michael Maybee	Watauga Opportunities Inc.
Michelle, Kluttz	NC START East/West
Mike Chapman	UNC TEACCH Autism Program
Monica Long	Alpha Management Community Services, Inc.
Niki Hodges	Abound Health
Norman Turner	Kittrell Job Corps Center

Name	Organization
Providers	
Pablo Puente	ServiceSource
Pam Clark	FIRSTwnc
Rebecca Simmons	Falling Starr Home Care LLC
Richard Anderson	Horizons Residential Care Center
Richard Edwards	CBCare
Richard Walker	Carobell, Inc.
Robyn Codrington	Affiliated Sante Group-CriSyS
Ronald Metcalf	RAP/ Abound Health LLC
Sandra Johnson	Primary Health Choice
Sarah Rosenquest	UNC- SOM Psychiatry
Sarah, Garrett	SouthLight
Shawn Poe	Chatham Trades, Inc.
Sherrell Gales	Abound Health
Sierra Jones	Triumphant Homes LLC
Stephanie Almeida	Smoky Mountain Harm Reduction
Stephanie Tyson	Resourceful Clinical Laboratory
Sudhakar Kaushik	jeeva AI Health systems
Suzanne, Byers	Transylvania Vocational Services
Talley Wells	NCCDD
Teresa McKeon	The Arc of Davidson County, Inc.
Terri Bernhardt	Monarch NC
Therese Garrett	WellCare NC
Tiffany Randazza	Catawba Valley Healthcare
Tim, Barnard	Person Co. Group Homes
Tina Woody	BlueWest Opportunities
Tom O'Brien	Industrial, Opportunities, Inc.

Direct Support Professionals (DSP) Advisory Committee Membership

Name	Organization
Providers	
Tracy Smith	CBCare
Vanessa Alvarado	Duke Health
Venkata Ravi Chivukula	Novant Health
Wendy Briggs	Ralph Scott Lifeservices, Inc.
Yasmin Gay	Atrium Health Wake Forest Baptist/ Wake Forest University School of Medicine

Name	Organization
Consumers and Family Members	
Amie T Brendle	CFAC and Advocacy / Advisory Groups and Committees
Angela-Christine, Rainear	Employer of Record
Annette Smith	SCFAC
Annika Jeffries	MHA
benita purcell	VAYA CFAC also work for a provider in a rural community
Benjamin Throckmorton	N/A
Beth Field	LAND (Leadership Alliance for Neurodevelopmental Disabilities)
Carol Conway	PACID
Connie Wooten	Cherry Hospital (work) and RHA Bear Creek
Crystal Foster	SCFAC
Crystal White	Easterseals UCP
Debbie Chapman	Trillium
Gwen Collman	Parent
Janet Breeding	SCFAC
Jeff Phillips	Secure Direction NC, LLC
Jennie Lee	Parent
Jennifer Petersen	Self
Johnnie Thomas	SCFAC
Katherine Fields	Employee of Record
Laura Radulescu	Wake Enterprises
Leann Henkel	Trillium MidState CFAC
Lilly Parker	SCFAC
Linda Campbell	CFAC
Lisa Carroll	Partners-CFAC Member
Lisa Roberson	EOR
Lorraine LaPointe	Orange County - CFAC Member

Direct Support Professionals (DSP) Advisory Committee Membership

Name	Organization
Consumers and Family Members	
Marisa Kathard	N/A
Pam Hunter Dempsey	NCCDD
Pamela Clark	Employee of Record
Poonam Pande	N/A
Rachel Menna	Self
Ray Hemachandra	Vaya CFAC
Sandra Buckman	North Central CFAC
Sarah Potter	PCFAC, MTN, NC WAT
Sarah, Britton	SimplyHome
Sherri McGimsey	NAMI
Stacie Tonucci	Family Member
Velma Gaye	N/A
Zondra Moss	Abound Health

Name	Organization
Community Partners	
Alicia Brunelli	NC Harm Reduction Coalition
Angel Callicutt	Montgomery County
Angel Jones	Green Rural Redevelopment Organization (GRRO)
Anna Ward	Carolina Institute for Developmental Disabilities
Antania hubbard	Adcnc
Avi Aggarwal	NAMI Wake County
Betsey Zook	Forsyth Tech Community College
Dawn Gentry	Alliant Health Solutions - NC Quality Improvement Organization (QIO)
Debra Barnette	Community Care of the Lower Cape Fear
Diamond StatonWilliams	North Carolina General Assemmbly
Donna McMillan	HBCU Collaborative Network
Dunaway, Kerry	New Hanover County Government
Ellen Carroll	NCHA
Jennifer Wright	Goodwill Northwest North Carolina
Jessica Aguilar	SCFAC
Keiba Young	First In Families of Mecklenburg County, a project of InReach
Kezia Scales	PHI
Lisa Jackman	NC START West
Lisa Pluff	UNC Greensboro
Marilee Johnson	Alliant Health Solutions
Martha Turner-Quest	NC Psychological Association
Nathan Boucher	MFP funded project
Patricia Keul	Disability:IN North Carolina
Robin Zeigler	Division of Public Health, Oral Health Section
Smalls, Eunika	City of Greensboro
Stephanie Walker	AHEC

Direct Support Professionals (DSP) Advisory Committee Membership

Name	Organization
Community Partners	
Suresh Nagarajan	PCG
Suzy Mayberry	NC START East
Tara Fields	Benchmarks
Tim Gallagher	Individual
Tracie Potee	Soar Parenting and Life Wellness Coaching Services Inc.
Trish Farnham	NC Coalition on Aging---WECARE Project
Troy Manns	CHPD/CHT Crisis Unit
Wanda Douglas	Hope Community Clinic
William Edwards	Transitional Services Center, inc
Zavera Basrai	MFP funded project

Name	Organization
State Employees	
Debra Mack	Guilford County
Dr Latonya Lee Niang	Cape Fear Community College
Kara Finch	Stanly Community College
Porscha Orndorf	Asheville-Buncombe Technical CC
Ronni Zuckerman	UNC Chapel Hill School of Social Work
Sandi Lane	Appalachian State University

Name	Organization
LME-MCOs/Tailored Plans, Standard Plans	
Aimee Izawa	Alliance Health
Dr. Uzama Price	Alliance Health
Brian Perkins	Alliance Health
Claudette Johnson	Alliance Health
Emily Kerley	Alliance Health
Jocelyn Stephens	Alliance Health
Sandhya Gopal	Alliance Health
Sara Wilson	Alliance Health
Melissa Payne	Alliance Health
Allison Crotty	Partners Health Management
Amilcar Blake	Partners Health Management
Doug Gallion	Partners Health Management
Elizabeth Jordan	Partners Health Management
Michelle Stroebel	Partners Health Management
Cindy Ehlers	Trillium Health Resources
David Owen	Vaya

Direct Support Professionals (DSP) Advisory Committee Membership

Name	Organization
Internal	
Tina Barrett (Workstream Lead)	DMHDDSUS
Kelly Crosbie	DMHDDSUS
Ginger Yarbrough	DMHDDSUS
Saarah Waleed	DMHDDSUS
Charles Rousseau	DMHDDSUS
Jeffery Kearney	DMHDDSUS
Kara Goel	DMHDDSUS
Scott Pokorny	DMHDDSUS
Jennifer Bowman	DMHDDSUS
Keith McCoy	DMHDDSUS
Betty Vines	DMHDDSUS

Name	Organization
Other State Officials	
Karen Wade	Office of the Secretary - Policy Director
Michael Ganley	DSOHF
Nicholas Galvez	NC Office of Rural Health
Holly Riddle	Office of the Secretary - Olmstead/TCL
Melissa Swartz	NC Council on Developmental Disabilities
Michelle Merritt	Division of Health Benefits (NC Medicaid)
Leigh Fleming	DHHS
Tara Heasley	Division of Health Benefits (NC Medicaid)
Deborah Goda	Office of the Secretary - Olmstead/TCL