



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

**August 5, 2024**



# 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.



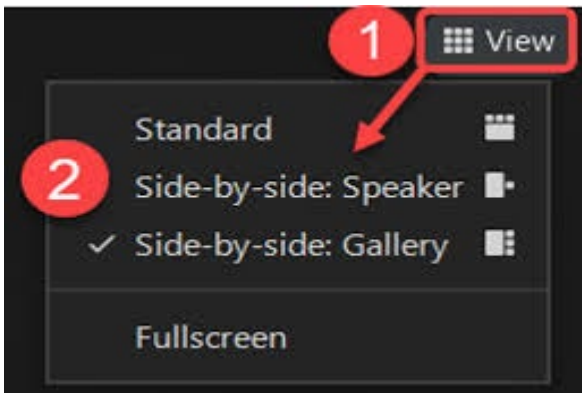
# Housekeeping



- 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:

Habrá 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. Behavioral Health Workforce Overview
4. Peer Workforce
5. Direct Support Professional Workforce
6. Licensed Professionals Panel Discussion
7. Q&A

# Kelly Crosbie, MSW, LCSW, DMHDDSUS Director



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



# DMHDDSUS Guest Speakers

## Ann Marie Webb

Peer Support Program Manager, DMHDDSUS



- 14 years in MH/SU/IDD/Justice field
- 1.5 years at NCDHHS
- DMHDDSUS since 2022
- Person with lived experience

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

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



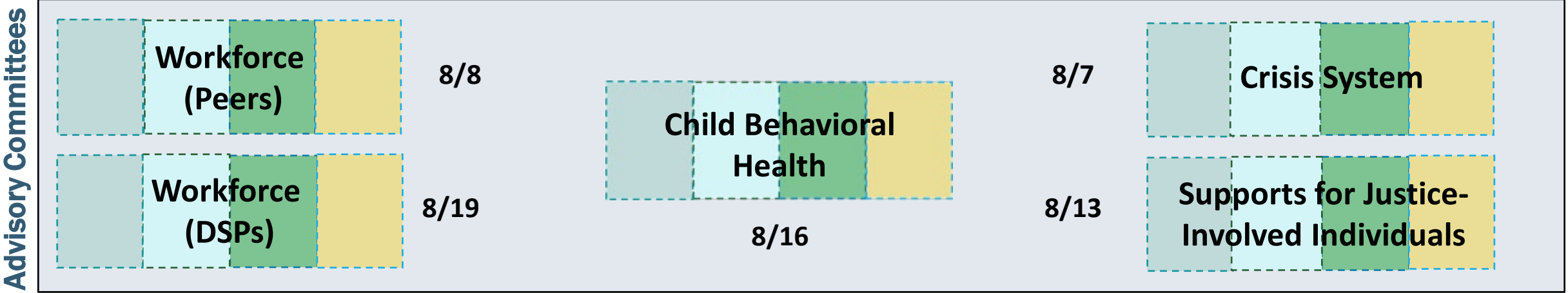
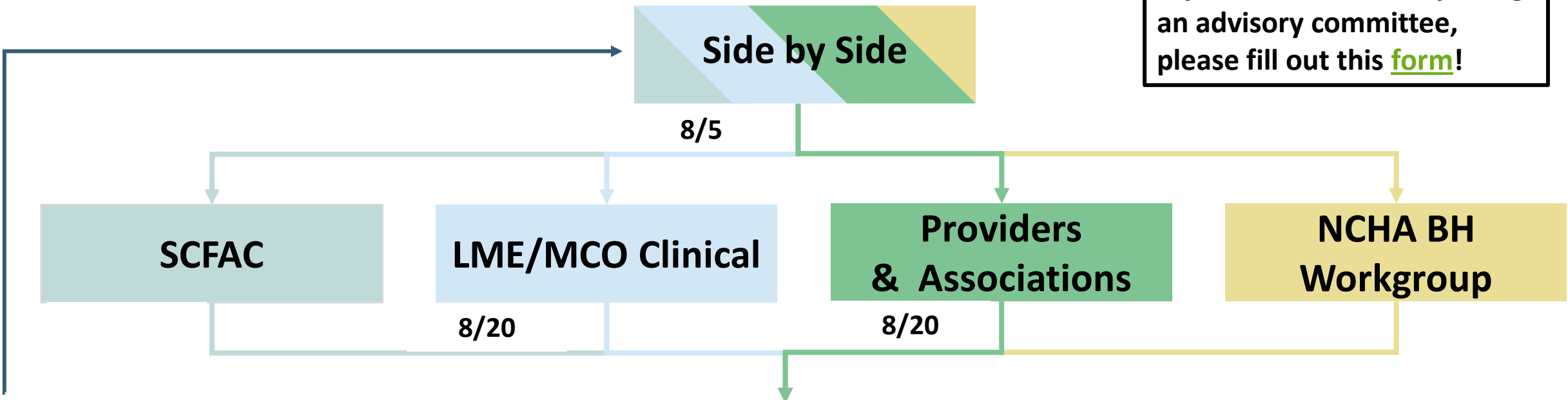
- MA in Psychology
- Licensed Psychological Associate
- More than 30 years of experience providing clinical & administrative services to people with IDD
- DMHDDSUS since 2023

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



# August Community Collaboration

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





# OVERDOSE AWARENESS WEEK

AUG 27 - SEPT 2

Overdose Awareness Day is August 31st

- We recognize and mourn with the families and friends of those who have lost loved ones to overdose.<sup>1</sup>
- A time to get familiar with the [signs of overdose](#).<sup>2</sup>
- Recent statistics:
  - **Rising Numbers:** In 2021, North Carolina witnessed its highest number of overdose deaths on record, with 4,041 individuals losing their lives—a 22% increase from the previous year.<sup>3</sup>
  - **Fentanyl's Impact:** The surge in overdose deaths has been significantly driven by fentanyl, which was involved in over 77% of all overdose deaths in our state in 2021.<sup>4</sup>
  - **Daily Tragedies:** On average, nine North Carolinians died each day from drug overdoses in 2020, reflecting a 40% increase from the previous year.<sup>5</sup>

# DMHDDSUS visited Green Tree Peer Center on July 31!



930 South Broad Street  
Winston Salem, NC

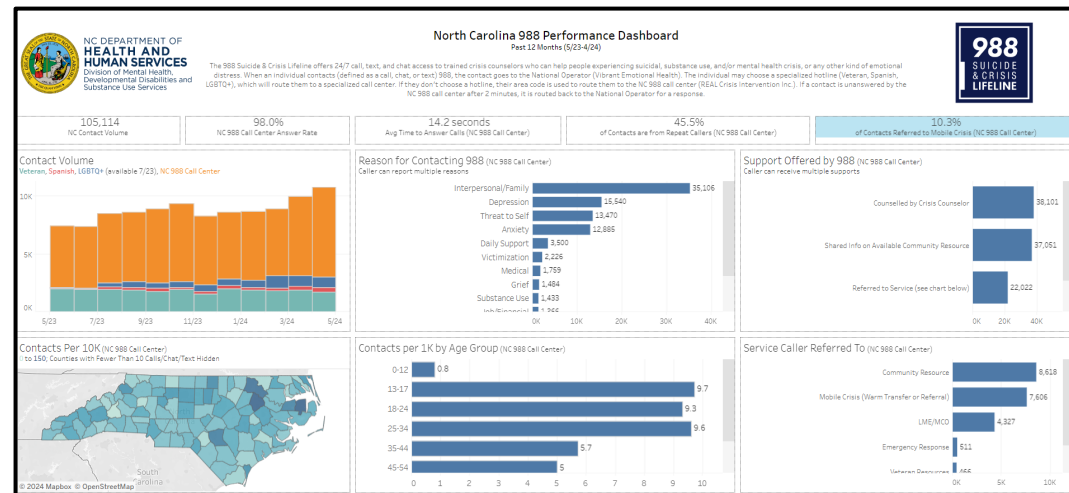
<https://www.greentreepeersupport.org/>



# DMHDDSUS visited the 988 Center in honor of the 2-Year Anniversary!



- Nearly **190,000** callers since July 2022!
- Average time to answer calls is **14.2** seconds compared to national average of 33 seconds
- **98%** NC 988 call center answer rate compared to 90% national average



You can access the 988 [dashboard](#) on the DMHDDSUS website and the [press release](#) on the DHHS website.



# Order Free Mental and Behavioral Health Materials For The 2024-2025 School Year Now

NCDHHS has free bilingual educational print materials from 988 and Open to Care for non-profits, houses of worship, community organizations, NC schools and state and local governments to distribute in their communities.

- Sign up today for these flyers, stickers, bookmarks and magnets for the 2024-2025 school year.
- Order materials **by August 30, 2024** – Materials will be shipped directly to you

To order your materials, please fill out this form:

<https://share.hsforms.com/1xssMZoOYRFmeWHeyqYJ7ZQ5bzii>

Let's get through it together.

We care, we listen, we help.

Call, text or chat 988 – anytime.

988lifeline.org

Stock photo. Posed by model. For illustrative purposes only.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES  
NCDHHS.org • NCDHHS is an equal opportunity employer and provider. • 02/2024

988 SUICIDE & CRISIS LIFELINE

Reach out. Help is here.

If you're struggling with feeling sad or worried or even angry, you don't have to keep the hurt inside. Talk to someone.

Open up. Reach out. Help is here for you. [ncdhhs.gov/OpenToCare](https://ncdhhs.gov/OpenToCare)

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES  
NCDHHS.org • NCDHHS is an equal opportunity employer and provider. • 06/2023

988 LÍNEA DE PREVENCIÓN DEL SUICIDIO Y CRISIS

Podemos resolverlo juntos.

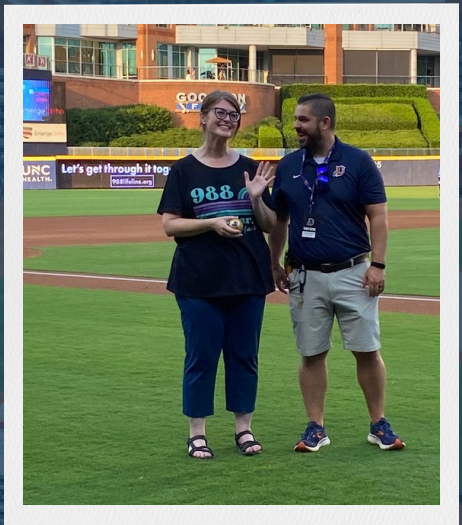
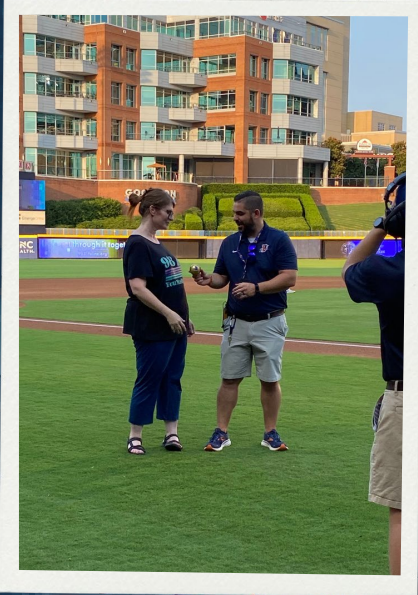
Llama, chatea o envía un texto al 988 a cualquier hora.

988lifeline.org/es

DEPARTAMENTO DE SALUD Y SERVICIOS HUMANOS DE CAROLINA DEL NORTE  
Foto de archivo. Retrato de modelo. Para fines ilustrativos únicamente.  
Departamento de Salud y Servicios Humanos de Carolina del Norte  
NCDHHS.org • NCDHHS es un proveedor y empleador que ofrece igualdad de oportunidades. • 02/2024



DMHDDSUS received  
an “honorary ball” at  
the Durham Bulls  
Game!





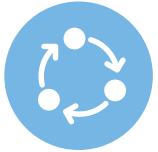
# Inclusion Works Advisory Committee Announcement

The **Inclusion Works Advisory Committee** (formerly Work Together NC Employment Advisory Committee) is changing its name to reflect the commitment to the Inclusion Works Initiative.

## Committee Member Responsibilities:



Provide feedback on the development of a new Strategic Plan for Competitive Integrated Employment in NC



Review materials and approach for Employment Assessments and Informed Choice Process



Build a communication strategy to share Inclusion Works updates with target audiences

### **If you're interested in getting involved:**

- Meeting 3<sup>rd</sup> Tuesday of the month, from 11:00 – 12:00
- To sign up, complete the form [here!](#)

## Meeting Owner

- NCDHHS

## Co-Facilitators

- Work Together NC

## Participants

- Individuals with Lived Experience
- Employment Service Providers
- LMEs
- Community Advocates
- Supported Employment Professionals
- EIPD Program Specialists



# Inclusion Works CIE Incentives Program

## WEBINAR

DATE/TIME: TUES. AUG. 13 11:00 A.M. – 12:00 P.M.

Join NCDHHS for an overview of a new **Competitive Integrated Employment (CIE)** Incentive Program as part of Inclusion Works. Providers of Adult Day Vocational Programs (ADVPs)/ Long Term Community Supports (LTCS) with members working in non-CIE settings will be eligible to receive payments for individuals who find and maintain a job in a competitive, integrated setting.

The program will run from July 1, 2024 to June 30, 2025.

[Register for the webinar](#)



# Inclusion Works

## LUNCH & LEARN

DATE/TIME: WED. AUG. 21 12:00 – 1:00 P.M.

Join us to learn about best practices to support individuals with intellectual and developmental disabilities (I/DD) and Traumatic Brain Injury (TBI) on their path to achieving Competitive Integrated Employment (CIE).

**Guest Speaker:** Gwen Sherrod, Program Manager, Tailored Care Management, NC Medicaid

[Register for the webinar](#)



# Request For Funding: Capacity Building for Diversion and Reentry Programs

**Date/Time:** Thursday, August 29, 2024  
9:00-10:00 a.m.

**Description:** Join DMH/DD/SUS to learn more about an upcoming **funding opportunity** to support capacity building for diversion and re-entry programs.

This webinar will explore the rationale and vision for improving the lives of North Carolinians through this initiative and provide details on next steps.

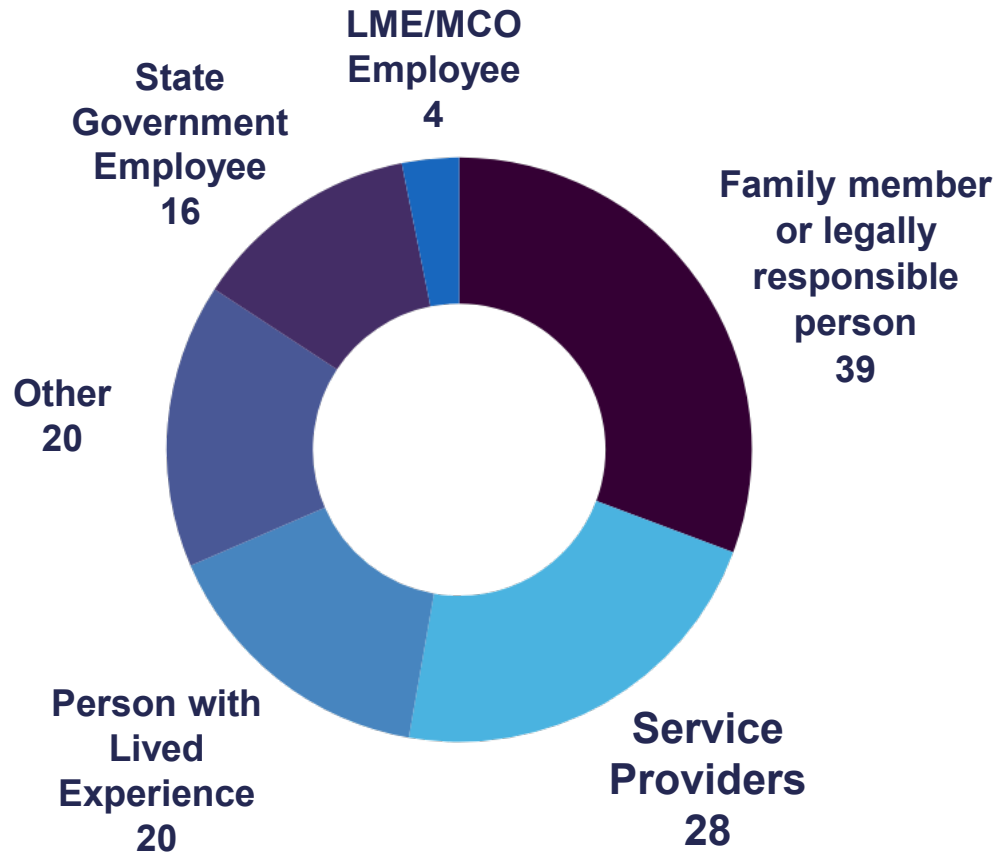


Click [here](#) to register for the webinar!

# Strategic Plan Public Comment

Thank you for the 128 comments submitted on the DMH/DD/SUS Strategic Plan for 2024-2029!

## Stakeholder Representation:



## Most frequent themes of comments:



Including consumer-directed care in workforce initiatives and grant programs



Reducing ED wait times and improving crisis response times



Increasing wages and benefits for Direct Support Professionals

### Next Steps:

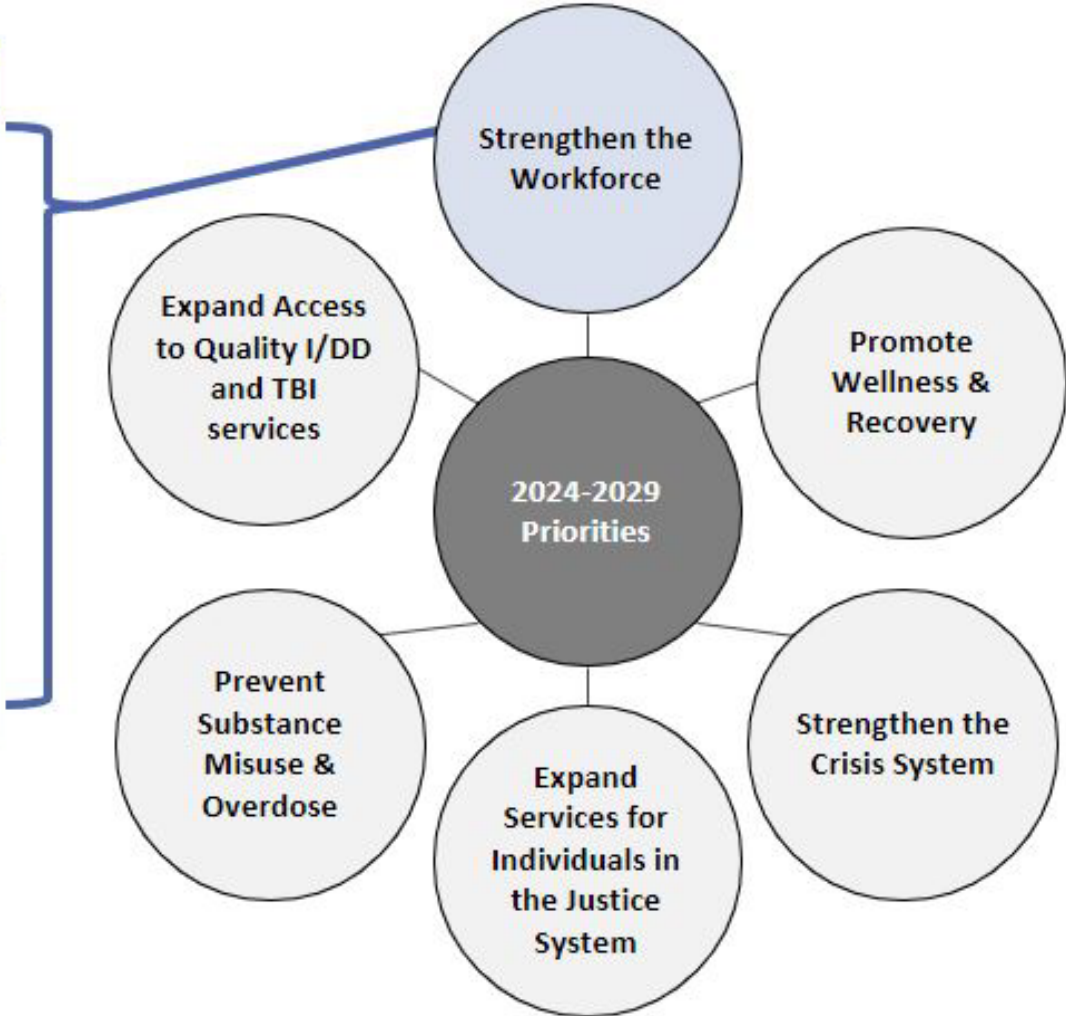
- **August:** Issue final Strategic Plan, which will include priorities, goals, measures, and initiatives.
- **Early Fall:** Publish Strategic Plan dashboard

# Behavioral Health Workforce Overview



# Strengthen the Workforce

- | Goals to Strengthen the Workforce  |
|--|
| • <b>Strengthen the Peer Workforce.</b> Build a well-trained and well-utilized peer workforce whose work leverages lived experience.                       |
| • <b>Strengthen the DSP Workforce.</b> Build a well-trained and supported DSP workforce.   |
| • <b>Increase Licensed Providers.</b> Increase the number of licensed providers entering the public workforce.   |
| • <b>Increase Supports for Providers.</b> Increase training and support for unlicensed professionals providing services to people using the public system. |






# Investments to Strengthen the Behavioral Health & I/DD Workforce

01



Training program for Direct Support Professionals (DSP) with paid apprenticeships and rates tied to career advancement


02



Statewide Peer Support Certification

Job supports and incentives for Peers and employers.

03



Standardize and professionalize training for the unlicensed workforce (Qualified Professionals, APs)

04



Loan forgiveness, residencies, longevity bonuses for licensed professionals (i.e. Social workers, Psychologists)

05



Behavioral Health Rate Increases

# Peer Workforce

# Expanding High-Quality Peer Services

- Vision: Robust recovery-based peer infrastructure in each community
- Expanded Recovery/Respite Centers & peer-led services (braiding in MHBG)
- Standardized statewide Peer Designation programs:
  - People with IDD/TBI
  - Older Adults
  - Adults with Justice Experience
  - Youth
  - Family Peers
- Ongoing support for Peers and Providers
  - Peers are better utilized



# Implementing Peer Initiatives

DMH/DD/SUS will take a phased approach to implementing initiatives, focusing on developing the foundation for a strong certification in the first year, and then implementing the workforce and funding initiatives in Year 2 and beyond.

Initiative	Implementation Timeline
<b>Strengthening the Workforce</b>	
• Two-Step Certification Curriculum	July 2025
• Certification Course Scholarships	Accepting Applications Now
• Certification Exam	January 2025
• Continuing Education for Specialization & Professional Advancement	Spring/Summer 2025
• Supervision Requirements & Employer Technical Assistance	Fall 2025
<b>Expanding Access to Peer Supports in Communities Across the State</b>	
• Establishing Peer Funding Priorities	Summer 2025
• Updated Medicaid Scope of Coverage & Payment Policies	Beginning phases happening now
<b>Amplifying Peer Voices</b>	
• Engagement Efforts	Ongoing
• Peer Support Leadership Within DMH/DD/SUS	Year 1

# Peer Workforce: Initiatives In Progress

## Initiatives

- Standardized Curriculum Committee **16 CPSS from all 3 regions and the Entire State** to help create the curriculum first meeting was July 22. Launch date set for July 2025
- **Offering scholarships for peers to take current certification courses at no cost**
- Update Qualified Professional definition to clarify **CPSS can supervise other peers**
- Working with all 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 Application to launch in the next two weeks





# Peer Workforce: Future Initiatives

## Future Initiatives

- Define peer support **designations for additional populations and settings**, including Caregiver, Youth, Justice-Involved, Re-entry, Crisis, Forensic, Emergency Departments, LGBTQ+
- Fall 2024 begin meeting with DHHS IDD and TBI providers and Subject Matter Experts to discuss an **IDD and TBI curriculum**
- Spring 2025 begin meeting with **IDD and TBI community providers** to discuss Peer requirements to build a Peer curriculum
- Development of a **Peer Supervisor Training**
- **UNC-BHS to offer job search supports** in partnership with Community Colleges to Peer Workforce Preparation Classes





# Direct Support Professional (DSP) Workforce

# DSP Workforce Plan

A comprehensive, multi-year strategy to help address the critical shortage of DSPs in North Carolina, enhancing service quality, and availability for individuals with Intellectual/Developmental Disabilities (I/DD).

## Key Components:

- 1. Plan Development:** Guided by the Behavioral Health Investment Funds from the General Assembly and the Samantha R. Consent Order.
- 2. Focus Areas:** Improved DSP retention, strategic recruitment, and enhanced training programs.
- 3. Stakeholder Engagement:** Incorporates feedback from individuals with disabilities, family members, community partners, and DSPs.



A full copy of the plan can be found on the Inclusion Connect Website: [Inclusion Connects | NCDHHS](#)

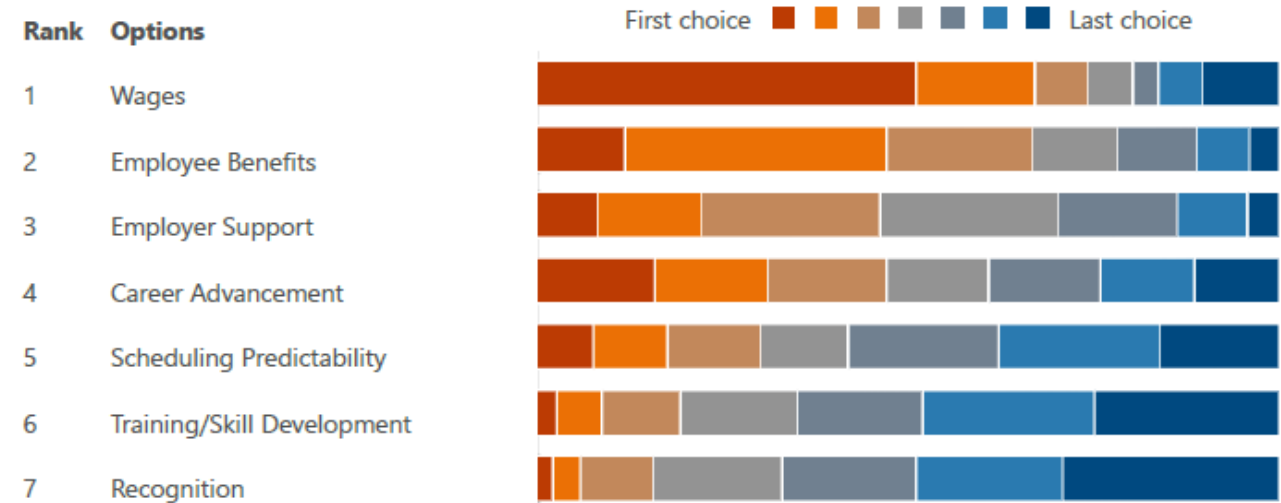
# Engagement with Direct Support Professionals

DMH/DD/SUS is engaging directly with DSPs to inform future investments to improve DSP job quality. In April 2024, DMH/DD/SUS fielded a survey of DSPs to begin to gather feedback on training and job satisfaction.

## DSP Survey Results Overview

- The DSP survey had **over 1,200 responses**.
- Surveyed DSPs were **disproportionately people of color, over the age of 50, and had less than a bachelors degree**.
- Most respondents have **been a DSP for 3+ years**.
- **40% of DSPs learned about the role from family or friends**.
- **71% of DSPs are interested in additional training**.
- **91% of DSPs would recommend the job to someone else**.
- DSPs shared that **dependent care obligations, other work commitments, and a lack of opportunity prevent DSPs from working more**.

Like DSPs nationwide, wages and benefits are the leading factors impacting whether a DSP will stay in their role.



# DSP Workforce Strategy

The Department is creating a comprehensive, multi-year strategy to address the critical shortage of DSPs in North Carolina, enhancing service quality, and availability for I/DD.



## Current Focus Areas

- Develop a DSP Workforce Plan outlining specific interventions
- Community College Recruitment and Training Pilot Program:
  1. Awareness and Recruitment
  2. Core Competency
  3. DSP Certificate Program
- DSP Directory Program
- Recruitment and Retention Grants

## Target Outcomes

- Increased Community Living Support (CLS) utilization rate\*
- Decreased wait time for services due to DSP availability
- Decreased DSP turnover
- Reduced DSP Onboarding time

\* An increase in CLS utilization rate is correlated to increased access to DSPs

# DSP Workforce: Initiatives In Progress

## Initiatives

- **DSP Engagement:** Survey complete with ~1,200 responses, results informed focus groups
- **Partnering with NC Community College System:** to develop high quality DSP training using the core competencies in statute and Innovation Waiver at no cost to providers or DSPs
- **Recruitment & Retention Grants:** for both provider-led and self-directed individuals based on survey results
- **DSP Recruitment Platform:** website designed to bring together DSPs and allow job-matching with providers looking to hire



# DSP Workforce: Future Initiatives

## Future Initiatives

- **DSP Advanced Training Development** with community college system to create career ladder for DSPs
- **Development of DSP credentialing process** to professionalize DSPs
- **Coordinate with the proposed federal changes** which would create a separate occupational class for DSPs





# Licensed Professionals Panel Discussion

# DMHDDSUS Partnership Overview

- ❖ Phase 1: Understand Data Availability, Quality and Gaps for the North Carolina Behavioral Health Workforce
- ❖ Phase 2: Describe the Current State of the Behavioral Health Workforce in North Carolina, and identify behavioral health settings and professions needed to address gaps in the NC Behavioral Health System
- ❖ Phase 3: Identify Educational Pathways and Estimate Future Growth of the Behavioral Health Workforce in North Carolina
- ❖ Phase 4: Identify Mechanisms to Train, Retain, and Sustain the Behavioral Health Workforce
- ❖ Phase 5: Convene Experts to Use Data to Move toward Actions to Train, Retain, and Sustain the Behavioral Health Workforce

**NC AHEC**

RECRUIT  
TRAIN  
RETAIN

**SHEPS HEALTH  
WORKFORCE NC**



UNIVERSITY OF NORTH CAROLINA  
BEHAVIORAL HEALTH WORKFORCE  
RESEARCH CENTER

# What do we mean by “Working in the Public MH/SUD/IDD/TBI System?”

- Provide services to Medicaid-eligible or uninsured individuals
- Work at a state operated facility (eg: State Hospital, State Developmental Center)

# Guest Panelists



**Chassity Clapp**

MSW, LCSWA  
Behavioral Health Director  
RHA Health Services



**Ryan Estes**

MSW, MBA, LCSW, LCAS, CCS  
CCS Chief Operating Officer  
Coastal Horizons Center, Inc.



**Jenny Gadd**

MSW, LCSW  
Chief Compliance Officer, Clinical Director  
Alberta Professional Services



**Michelle Ivey**

MSW, MHA, LCSW, CSWM  
Chief Program Officer  
Daymark Recovery Services, Inc.

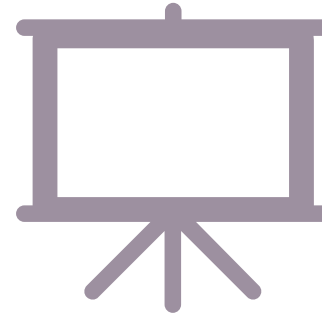




# Thank You!



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.

# Appendix



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

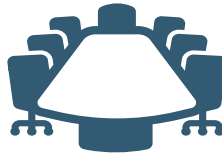
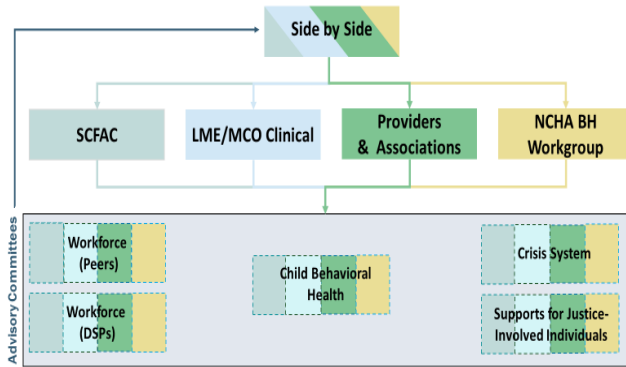
# Stay Connected with DMHDDSUS



- Join our Side by Side Webinars



## Community Collaboration



- Join our Advisory Committees



- Join our Mailing List



# Crisis to Care Updates

*NCDHHS is investing in behavioral health services that get people the right care, at the right time, in the right setting*

Launch of The  
Statewide Peer  
Warmline



\$1.5M Investment to Pilot  
Mobile Crisis and Crisis Co-  
Responder Services



\$15M Investment in 9  
Behavioral Health Urgent  
Care Centers (BHUCs)



\$22 Million Investment in  
Community Crisis Centers  
and Peer Respite in Wake  
County



Ribbon Cutting and Open  
House for Alamance  
Behavioral Health Center

