



NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES

Division of Mental Health,
Developmental Disabilities
and Substance Abuse Services

Community Engagement & Empowerment Team

Community Update | December 2022



NCDHHS - DMH/DD/SAS

New Leadership Announcement

We are pleased to announce two key leadership appointments in the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMHDDSAS). Effective December 19, 2022, **Kelly Crosbie** will serve as **Division Director** for DMHDDSAS, and **Renee Rader** will serve as **Deputy Director**. Bios for each can be found below.

With nearly 60 years of combined experience, Kelly and Renee have dedicated their professional careers to making a difference in the lives of people with disabilities and improving services for people seeking mental health, substance use, and/or disability support services. I am excited about their leadership and am grateful for the clarity of purpose and depth of knowledge they bring to these respective leadership roles. Please join me in congratulating Kelly and Renee!

We would also like to thank Deputy Secretary Dave Richard for serving as the Interim Division Director for the last few months and to the team at DMHDDSAS who stepped in and stepped up to keep the important work of this division moving forward.

Kelly Crosbie, MSW, LCSW, is a licensed clinical social worker who has supported people with mental illness, substance use disorders, and intellectual/developmental disabilities her entire adult life. She



began volunteering in the community with individuals who have intellectual and developmental disabilities in high school, and she started her career as a mental health clinician **servicing children in foster care and juvenile justice settings** as well as adults and children with co-occurring conditions.

Kelly has worked for multiple non-profit organizations that **support individuals with intellectual and developmental disabilities** in a range of capacities, from Development Officer to Chief Strategy Officer to Chief Operating Officer. In each setting, her work was dedicated to promoting greater self-determination and equity. From 2008-2012 she was the Assistant Director for Behavioral Health and Intellectual and Developmental Disabilities at NC Medicaid, where she oversaw benefits such as the Innovations Waiver before being named NC Medicaid's Chief Operating Officer in 2013. Most recently, Kelly served as the Chief Quality Officer for the Division of Health Benefits (formerly NC Medicaid). In that role, she oversaw all Quality Programs aimed at **improving health outcomes** and **promoting health equity**. She also directed all Care Management Programs, including Tailored Care Management, which is designed to provide comprehensive **whole-person care management** support for members with mental illness, substance use disorder, and intellectual and developmental disabilities.

Kelly received her Masters degree in Social Work Administration from Temple University and her Bachelors of Science degree in Psychology from the University of Pittsburgh. She is an appointed member of the NC Institute of Medicine, the HCP-LAN 2.0 Care Transformation Forum, the Health Equity Advisory Team (HEAT), the NCQA Public Sector Advisory Committee, and the Equity Standards subcommittee. In the past she has served on multiple Technical Advisory Panels (TEP) for CMS/CMMI and NQF initiatives.



Renee Rader, MA, has dedicated her career to improving the lives of people with disabilities. Beginning as a Direct Support Professional for individuals with intellectual and developmental disabilities, Renee spent the first half of her career **supporting people with disabilities in community**. As she moved into leadership roles within various provider agencies, she led the development of **community-based behavioral health programs** for individuals with Intellectual and Developmental Disability, Traumatic Brain Injury, Substance Use Disorder, and Severe Mental Illness.

Renee joined NCDHHS in 2011 to expand her impact and has led policy and program development in NC Medicaid and DMHDDSAS. As a lead consultant for Intellectual and Developmental Disabilities, her expertise was instrumental in developing and implementing the Innovations Waiver. Most recently, Renee served as the Assistant Director for Policy and Programs at DMHDDSAS, where she provided leadership on key policy areas to promote **whole-person health** for individuals living with mental illness, intellectual or developmental disabilities, traumatic brain injuries, and/or substance use disorders.

Renee has a Master's degree in Counseling Psychology from Loyola University and a Bachelor's degree from Geneva College in Beaver Falls, Pennsylvania.

Joint Communication Bulletins

Joint communication Bulletins are formal communications that the Division of Mental Health, Developmental Disabilities and Substance Abuse Services, and the Division of Medical Assistance use to inform the public as new developments occur.

[Read More](#)

NC Olmstead

The Olmstead Plan is designed to assist people with disabilities who receive or are eligible for publicly-funded services to reside in and experience the full benefit of being part of day-to-day life in communities alongside those without disabilities.

[Read More](#)

Department Press Releases

Click [here](#) for the latest updates

Grant Opportunities

Learn more about funding opportunities available from the NCDHHS Division of Mental Health, Developmental Disabilities and Substance Abuse Services.

[Learn More](#)

Crisis Resources 988 Suicide & Crisis Lifeline

- If you or someone you know is experiencing a mental health crisis, call or text [988](#) immediately.
- [Know the Warning Signs and Risk Factors of Suicide](#)
- [Be Prepared for a Crisis](#)
- [Read our guide "Navigating a Mental Health Crisis"](#)
- [What You Need to Know About Youth Suicide](#)
- If you need more information, referrals or support? Contact the [NAMI Helpline](#).
- Suicide Prevention Resource Center



[Learn More](#)

Meetings & Educational Opportunities

Monthly Joint DMHDDSAS and DHB Provider and Consumer Webinars



Joint DMHDDSAS and DHB Provider Webinar

This webinar series is for providers, practice managers, quality improvement professionals, and care coordinators to provide updates from the Division of MH/DD/SAS and the Division of Health Benefits (NC Medicaid).

Date/Time: Thursday, Dec. 1, 2022,
3:00-4:00 p.m.

Join Link: [Click here to register](#)



Joint DMHDDSAS and DHB Consumer Webinar

This webinar series is for consumers, family members, and community stakeholders to provide updates from the Division of MH/DD/SAS and Division of Health Benefits (NC Medicaid).

Date/Time: Monday, Dec. 19, 2022,
2:00-3:00 p.m.

Join Link: [Click here to register](#)

Previous webinars for these series can be found on the [Community Engagement and Training website](#).

Have a question, send it to us. The Division of Mental Health, Developmental Disabilities and Substance Use Services is working to centralize questions so we can ensure your questions are answered in a timely manner by the appropriate subject matter experts.

Comments, questions and feedback are welcome at:

Email: BHIDD.HelpCenter@dhhs.nc.gov

Website: [Mental Health, Developmental Disabilities, and Substance Abuse Services](#)

i2i 2022 Pinehurst Conference

December 6-9, 2022



[Click here for more information](#)

39th Annual NADD Virtual Conference

December 7-9, 2022



39th ANNUAL
NADD VIRTUAL
CONFERENCE
December 7-9, 2022

Building Bridges Among People and Across Systems

[Click here for more information](#)

NC One Community in Recovery Call for Award Nominations

14th Annual NC "One Community in Recovery" Conference
Save the Date! March 1-3, 2023 | Greensboro, NC

The Annual NC "One Community in Recovery" Conference is a yearly conference planned by a statewide committee of behavioral health providers and advocates, many of whom have lived experience with recovery from mental health and/or substance use.

Nominations are being accepted now until **January 13, 2023.**

Do you know of someone making a positive difference in North Carolina? Help us recognize their contribution by nominating them for a Recovery Champion or Youth/Young Adult Voice Award. These awards honor people who have dedicated their individual talents, whether through sharing their story, advocacy, professional work, or volunteering, to successfully promote mental health and/or substance use recovery and resilience. All award winners will receive free registration and lodging for the conference.



- **Recovery Champion Award**

- 3 individuals will be selected one from the West, Central, and Eastern regions of NC. Recovery Champion Awards will be given to people who have dedicated their individual talents, whether through professional work or volunteering, to successfully promote mental health and/or substance use recovery.
- Submit your nomination here: <https://form.jotform.com/210054836047047>

- **Youth/Young Adult Voice Award**

- This award will recognize and celebrate a youth/young adult under the age of 26 in North Carolina who has dedicated their individual talents, whether through sharing their story, advocacy, or volunteering, to successfully promote resilience mental health, and/or substance use recovery

- Submit your nomination here: <https://form.jotform.com/210054617349150>

If you are not able to access the links or need additional information, please contact Ellen Kesler, ekesler@wakehealth.edu

Bringing It Home: Ending Homelessness in NC Conference Save the Date May 2-3, 2023

As preparations begin for the 2023 Bringing It Home Conference on Ending Homelessness in North Carolina on May 2-3, 2022, the NC Department of Health and Human Services ESG Office, the NC Coalition to End Homelessness, and the NC Housing Coalition are calling for presentation proposals.

Presentations will be 1 hour and 15 minutes long and include interactive components including 10-15 minutes of Q&A or discussion. Presentations could be chosen as stand-alone sessions or chosen as a part of a panel. At this time, we are planning a fully virtual conference that will take place remotely. Please note that presentations need to include one or more of the topics of interest listed.

[Download the Proposal Form](#)

[Submit a Proposal](#)

Tailored Plan 101: Ready, Set, Launch Series

This webinar series is designed to support all Medicaid providers, practice managers, quality improvement professionals, care coordinators and other leaders within your practice to help you prepare for the launch of Tailored Plan in April of 2023. Please tune in for timely Medicaid updates in this monthly series that will continue through Tailored Plan launch to ensure that all of us are ready for launch!

Join NC Medicaid for the next Back Porch Chat session of the Tailored Plan 101: Ready, Set, Launch Series.

Date/Time: Thursday, Jan. 19, 2023, 5:30-6:30 p.m.

Join Link: [Click here to register](#)

NC Medicaid Ombudsman Webinar

The NC Medicaid Ombudsman presents a monthly webinar about Medicaid Managed Care and related topics. The webinars are designed for Medicaid beneficiaries, health care providers and other Managed Care stakeholders. We're interactive! Presenters will solicit feedback from attendees about their experiences with Managed Care and answer questions from attendees. Please join us.

Date/Time: Wednesday, Dec. 21, 2022, 2:00 p.m.

Join Link: [Click here to register](#)

National Council for Mental Well Being

Check out the [Advocacy Handbook!](#) The Handbook has tips and tricks for virtual meetings with legislators, as well as templates for scheduling meetings and sending follow-up emails. Please share with your colleagues and let us know if you have any questions. Also, never miss an alert from the National Council by [signing up for our Advocacy Alerts](#).

Awareness Month -December

Seasonal Affective Disorder (SAD)



Seasonal Affective Disorder (SAD) is more than just those winter blues, SAD is a very real type of depression that is most commonly associated with the fall and winter months. What are the symptoms and what can you do about it?

- **Symptoms of SAD can include:**

- low energy
- depressed mood
- hopelessness
- irritability or anxiety
- poor concentration
- social withdrawal
- changes in sleep and/or appetite
- loss of interest in activities you once enjoyed

- **What can you do about it?**

- **Structure.** Go to bed at a regular time and get enough rest. Give focus to eating healthy meals on a regular schedule.
- **Make your environment brighter** when you can. Open blinds and sit closer to bright windows.
- **Get outside.** Go for a walk, take your lunch outside, take short breaks throughout your day and enjoy the sunshine.
- **Exercise.** A regular exercise routine can help with stress relief and being more fit can help to increase self-esteem. Plus, exercise increases levels in your brain of the same chemicals used in anti-depressant medications!
- **Socialize.** Connect with the people you enjoy being around.
- **Take a trip.** Make an effort to plan for vacations during the winter months when possible.

- **A couple things to remember:**

- We all have tough days and times when life presents us with an increase in overall stress. It's ok to have a bad day. However, SAD is a type of depression, and if your symptoms do not improve, or even worsen, it may be time to seek professional support.
- Treatment options can include psychotherapy, medications, and even light box therapy.
- Luckily, recovery from any diagnosable mental illness has high success rates, with 70-90% recovery rates when we seek treatment.

Consumer and Family Advisory Committee (CFAC)

Local Consumer and Family Advisory Committees (LCFAC)

Check your local LME/MCOs for meeting dates and times. Some have started meeting in a hybrid manner.

State Consumer and Family Advisory Committee

SCFAC meetings are held on the **2nd Wednesday** of every month and are open to the public. The September SCFAC meeting will be held as a hybrid meeting. The virtual platform and teleconference options will be provided for additional attendees.

WebEx Virtual Meeting Details:

Date/Time: Wednesday, Dec 14, 2022, 9:00-2:45 p.m.

State to Local Collaboration

State-to-Local Collaboration

The State to Local Call will take place on December 28th, 6-7:30 pm. Please look for a flyer to come out closer to the date with log in information.

NC Medicaid Managed Care

NC Medicaid Managed Care Hot Topics Webinar Series

Every 3rd Thursday of the month from 5:30-6:30 p.m.

Next Meeting: Dec. 21, 2022, 5:30 p.m.

[Register for 3rd Thursday webinars](#)

NC Medicaid Beneficiary Portal

Medicaid serves low-income parents, children, seniors, and people with disabilities. The Beneficiary Portal offers information on applying for Medicaid and more. How do I get a ride to my medical appointment? How do I change my health plan (PHP)?

[Go to the Beneficiary Portal](#)

NC Medicaid Transformation

Here are some additional sites that you may go to find more information on Medicaid Transformation:

<https://medicaid.ncdhhs.gov/transformation>

<https://medicaid.ncdhhs.gov/transformation/more-information>

Updated Guidance

NC Medicaid has published [Tailored Care Management Updated Guidance](#), including

NC Medicaid Managed Care

Beneficiaries have several resources to [help answer questions](#) about their transition to NC Medicaid Managed Care. Those who want a reminder of which health plan they are enrolled in should call the [Enrollment Broker](#) at: 1-833-870-5500 (TTY: 833-870-5588)

Questions about benefits and coverage can be answered by calling their health plan at the number listed in the welcome packet or on the [What Beneficiaries Need to Know on Day One fact sheet](#).

For other questions, beneficiaries can call the NC Medicaid Contact Center at 888-245-0179 or visit the "Beneficiaries" section of the [Medicaid website](#).

To learn more [click here](#).

Tailored Care Management Updates

With NC Medicaid's transformation to managed care, the North Carolina Department of Health and Human Services (NCDHHS) will continue to offer to Medicaid beneficiaries a comprehensive array of behavioral health, intellectual/developmental disability (I/DD) and traumatic brain injury (TBI) services.

In previous guidance, including the [Behavioral Health and Intellectual/Development Disability Tailored Plan Final Policy Guidance](#) and [Behavioral Health and Intellectual/Development Disability Tailored Plan Request for Applications](#).

updates to the Tailored Care Management Provider Manual, The Use of Care Manager Extenders, Tailored CM 101 Frequently asked Questions, and updated guidance on rates.

For more information on Tailored Care Management, please see the Medicaid bulletin article [Tailored Care Management Update: AMH+/CMA Certification Round Two Desk Reviews Completed](#).

All updates can be found on the Tailored Care Management [webpage](#).

NCDHHS released detailed information about the Standard Plan and future Behavioral Health (BH) and I/DD Tailored Plan (Tailored Plan) benefit packages. NCDHHS currently covers a subset of BH services under its 1915(b)(3) waiver, which will sunset upon the Tailored Plan launch in April 2023. NCDHHS is seeking authority to cover most of the current 1915(b)(3) services through the 1915(i) authority (Tailored Plan). Information on the 1915(i) services is available in the [NC Medicaid Transition of 1915\(b\)\(3\) Benefits to 1915\(i\) Authority white paper](#).

Traumatic Brain Injury (TBI) Updates

- The quarterly NC Brain Injury Advisory Council (BIAC) meeting will be held virtually on Wednesday, Dec. 7, 2022, for log in contact: TBIContact@dhhs.nc.gov
- Centers for Medicare and Medicaid Services (CMS) has approved The Remote Support Definition for the TBI waiver.
- Questions about the TBI Waiver should be sent to: TBIinfo@alliancehealthplan.org. The Brain Injury Association of NC (BIANC) website offers a large variety of information, and educational learning tools and maintains a comprehensive online resource guide. The website can be found at www.bianc.net.
- Alliance will be the initial LME/MCO to pilot the Remote Support Services and will be partnering with DHB/DMH to finalize launch plans.

- The TBI Program is recruiting for membership on the TBI Grant Steering Committee. This steering committee plays an important role in oversight of grant activity, monitoring project progress, making recommendations, problem solving challenges and other critical functions. Interested individuals should contact Sandy Pendergraft at sandy.pendergraft@bianc.net or Michael Brown at michael.brown@dhhs.nc.gov. All are welcome and encouraged to join!
- The Brain Injury Association of NC (BIANC) website offers a large variety of information, educational learning tools and maintains a comprehensive online resource guide. The website can be found at www.bianc.net
- A diverse and growing library of free online TBI training modules can be found at www.biancteach.net

Intellectual and Developmental Disabilities (I/DD)



NC DEPARTMENT OF
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NCDHHS I/DD Supported Living Levels 2/3 Workgroup

Anyone utilizing Innovations Supported Living levels 2 or 3; their providers or families/natural supports are all invited to participate in Quarterly meetings held regarding Innovations Supported Living Levels 2/3. To receive more information on the meetings and be added to our listserv, please contact Tracy Pakornsawat, tracy.pakornsawat@dhhs.nc.gov and ask to be added to the SL 2/3 Listserv.

NC Certified Peer Supports

North Carolina Certified Peer Support Specialists

Peer Support Certification Renewal Reminders

Attention Peer Support Specialists!

Peer Support Certification Renewal reminders are sent 60 days before your certification expires. Please visit the Peer Support Program [website](#) for details on how to renew your certification.

Peer Support Job Board

Click [here](#) for up-to-date available peer support jobs across the state.

PSS Employment Information

- 4224 Certified Peer Support Specialists as of 11/18/2022
- 1659 Certified Peers are employed as PSS
- 877 PSS are seeking employment

Full & up-to-date statistics can be found by visiting: <https://pss.unc.edu/data>

Upcoming PSS Trainings

- [PSS 40-Hour Trainings](#)
- [20-Hour Additional Trainings](#)

Reporting Complaints or Ethical Violations

Allegations or observation of unethical and/or illegal behavior of a CPSS may be reported at: <http://pss.unc.edu/contact-us>, or by calling 919-843-3018.

Certified Older Adult Peer Specialist Training Opportunity

North Carolina Division MH/DD/SAS has identified funds to implement the Certified Older Adult Peer Specialist (COAPS) Initiative. The funds will be used to contract with the University of Pennsylvania COAPS Center to provide **FREE training with the cost of travel to the training location to be provided with these funds**, to current NCCPSS over the age of 50 years old. COAPS training increases understanding of aging, mental health, and co-occurring issues in older adults, teach specialized techniques to support older adults in recovery and increases the level of expertise for current Certified Peer Specialist.

The training is a 3-day training, and the plan is for regional trainings, but the location of the trainings will be based on the location of the participants. The NCCPSS Program will have a certification for COAPS Designation and can be used for the required 20-hr re-certification training.

There will also be an opportunity for NCCPSS/COAPS Designation to become COAPS Facilitators for the State. This will be a 2-day **FREE training with the cost of travel to the trainings to be provided with these funds**.

View the [COAPS flyer](#) for more information.

For more information or to sign-up for a COAPS training, please contact Debbie Webster at Debbie.Webster@dhhs.nc.gov, or 919-218-2515.

Veterans, Service Members & Families

Veterans, Military Members, & Families

- [NC Governor's Workgroup Meetings \(NCGWG\)](#)
- [News Releases](#)
- [Guidelines for Helping Your Family after Combat Injury](#)
- [Impact of Invisible Injuries: Helping your Family and Children](#)
- [Understanding Refugee Trauma: For School Personnel](#)
- [After a Crisis: Helping Young Children Heal](#)
- [Resource Guide for Veterans](#)



Community Engagement & Empowerment

Community Engagement & Empowerment Team (CE&E)

The Division of MH/DD/SAS, Community Engagement & Empowerment Team provides education, training, and technical assistance to internal and external organizations and groups to facilitate community inclusion and meaningful engagement of persons with lived MH/DD/SUD experience across NCDHHS policy making, program development, and service delivery systems.

[Learn More](#)

In-Person Training

Remember to get with your CE&E team member to set up trainings for your community events, committees, and CFAC meetings.

The CE&E Team is available to conduct in-person and virtual trainings at no-cost! Reach out to your CE&E Team members to set up any of our trainings from our [Training & Technical Assistance Center \(TTAC\)](#). Our team will continue to follow all guidelines that are suggested by the State, CDC, or your organization/facility. The CE&E Team is here to help. Contact us to begin planning for your next event!

[Request a Training!](#)

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CE&E Community Updates!

Stay in the know, join our mailing list to receive updates from the Community Engagement and Empowerment Team!

Our Community Engagement and Empowerment Communications will keep you informed on Department updates, upcoming events & trainings. It's easy and will take you less than two minutes to sign-up for our email list. All you need to do is scan our QR code on your smartphone,

or click the following link, and fill out the sign-up form. Don't wait! Sign-up today.

Join Our Mailing List!



[Click Here to Sign-Up](#)

Visit the [Community Engagement and Training webpage](#) for downloadable versions of the CE&E Community Updates.

Your Feedback is Appreciated

Your feedback on the CE&E Update is much appreciated!
Please feel free to email us at CEandE.Staff@dhhs.nc.gov with any tips.

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