

NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES

Division of Mental Health,
Developmental Disabilities
and Substance Abuse Services

Community Engagement & Empowerment Team

Community Update | June 2023



NCDHHS Leadership Transitions

Mark Benton will succeed Susan Gale Perry as **Chief Deputy**, becoming the Chief Deputy Secretary for Health effective Susan's departure on June 2. Mark has extensive experience within the Department, having served on the transition team and in prior administrations, with particular subject matter expertise in Medicaid, Public Health, and Social Services, to name a few. Mark's portfolio of divisional oversight will remain unchanged while he also takes on the responsibility of supporting Secretary Kody Kinsley, and his fellow Deputy Secretaries as the Department's second-in-command.

Susan Osborne, will take on the role of **Deputy Secretary of Opportunity and Well-Being**, also effective June 2. In her current role as Assistant Secretary for Human Services and in prior roles – her work supporting our county partners, improving social services, and building cross-divisional teams to tackle some of the most complex issues. Her extensive prior leadership at the county level will continue to bolster partnerships.

Jonathan Kappler, will take on the role of **Deputy Secretary for External Affairs & Chief of Staff** effective June 2. In his function as Chief of Staff, Jonathan has been a key advisor to our leadership team in shaping our strategy – with these added responsibilities, he'll be able to drive even better alignment and support for our strategic goals.

Cardra Burns, our current Deputy Secretary for Operational Excellence, will be taking on the role of **Chief Transformation Officer**. Cardra has been a key advisor in operational management and since the founding of her portfolio, she has brought forth great value for the Department. She has led a number of major transformational efforts, and this new role will allow her to continue the work for specific department wide initiatives. She'll transition to this role, effective June 19.

ClarLynda Williams-DeVane will serve as **Deputy Secretary of Operational Excellence** effective June 19. ClarLynda has been an instrumental leader within the Division of Public Health and has spearheaded significant improvements in systems and workflow. Her business and

operational acumen has been incredibly valuable as she's led efforts in vital records, launching the new death reporting system, and more. With deep credibility, she's garnered respect and support from our legislative partners and other external partners.

We are grateful for these individuals' service to the Department and the state in these key roles and are fortunate to have such breadth and depth of experience moving our state forward to a healthier future.

NCDHHS - DMH/DD/SUS

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 Plan

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](#)

NCDHHS Press Releases

[Visit our Website](#)

Grant Opportunities

[Visit our Website](#)

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](#)

NC Medicaid to Resume Annual Recertification Process

Since March 2020, states were required under the federal COVID-19 Public Health Emergency to maintain enrollment for nearly all Medicaid beneficiaries and their level of coverage regardless of eligibility status. This helped ensure they continued to receive health care coverage during the

pandemic. The federal 2023 Consolidated Appropriations Act set a timeframe to resume Medicaid beneficiary eligibility recertifications. NC Medicaid began this process on May 1st, 2023.

NCDHHS is focused on ensuring people who remain eligible for Medicaid continue to be covered and those who are no longer eligible know their potential options, such as buying coverage, often at a reduced cost, through the [federal Healthcare Marketplace](#).

Recertifications will take place over the next 12 months and will be conducted based on a beneficiary's recertification date. Medicaid terminations or reductions could begin as early as July 1, 2023, although some could lose coverage as early as May 1, 2023.

More information and additional resources:

- Medicaid recertification fact sheet [English](#) | [Spanish](#)
- Medicaid recertification video [English](#) | [Spanish](#)
- Medicaid End of the PHE/CCU website medicaid.ncdhhs.gov/End-of-PHE, which includes a toolkit and other information for stakeholders

Medicaid Beneficiaries Should Sign Up for Enhanced ePASS

North Carolina has a secure self-service website, called ePASS, where beneficiaries can apply for various benefits, view case details, renew their Medicaid and update their information without having to visit or contact their local Department of Social Services.

NC Medicaid encourages beneficiaries to create an [enhanced ePASS account](#) where they can make sure their contact information is correct and make any updates without having to go through their local DSS.

Correct addresses ensure that beneficiaries receive information about how the end of the federal COVID-19 Public Health Emergency (PHE) affects their eligibility for Medicaid benefits and other ways to receive health care (e.g., through the marketplace).

Although the Centers for Medicare and Medicaid Services has not announced a date for the end of the PHE, it is anticipated to happen in 2023. To help beneficiaries create an ePASS account, fact sheets are available with step-by-step instructions in [English](#) and [Spanish](#).

Meetings & Educational Opportunities

Psychiatric Advance Directives for Youth and Young Adults Webinar

A psychiatric Advance Directive (PAD) is a legal document that outlines preferences for future mental health treatment, services, and support. This webinar presented on the core elements of a PAD and how peer specialists can support the creation and use of PADs. Learn why these documents are important for young people and how a PAD can support their experience with mental health and crisis support. This presentation was led by peer specialists who are subject matter experts in peer-facilitated PADs and youth peer support.

- [PAD for Youth and Young Adults Webinar Recording](#)
- [PAD for Youth and Young Adults Presentation](#)

Monthly Joint DMH/DD/SUS and DHB Provider and Consumer Webinars



**Joint DMH/DD/SUS 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/SUS and the Division of Health Benefits (NC Medicaid).

Date: Thursday, June 1, 2023

Time: 3:00-4:00 p.m.

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

**Joint DMH/DD/SUS and DHB
Consumer Webinar**

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

Date: Monday, June 26, 2023

Time: 2:00-3:00 p.m.

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

Comments, questions and feedback are welcome at:

Email: BHIDD.HelpCenter@dhhs.nc.gov

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

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

NC Medicaid Ombudsman Interactive Monthly Update

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, June 19, 2023, 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 - June

LGBTQ+ Pride Awareness Month

Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) Pride Month is currently celebrated each year in the month of June to honor the 1969 Stonewall Uprising in Manhattan. The Stonewall Uprising was a tipping point for the Gay Liberation Movement in the United States. In the United States the last Sunday in June was initially celebrated as "Gay Pride Day," but the actual day was flexible. In major cities across the nation the "day" soon grew to encompass a month-long series of events. Today, celebrations include pride parades, picnics, parties, workshops, symposia and concerts, and LGBTQ Pride Month events attract millions of participants around the world. Memorials are held during this month for those members of the community who have been lost to hate crimes or HIV/AIDS. The purpose of the commemorative month is to recognize the impact that lesbian, gay, bisexual and transgender individuals have had on history locally, nationally, and internationally.

In 1994, a coalition of education-based organizations in the United States designated October as

LGBT History Month. In 1995, a resolution passed by the General Assembly of the National Education Association included LGBT History Month within a list of commemorative months. National Coming Out Day (October 11), as well as the first "March on Washington" in 1979, are commemorated in the LGBTQ community during LGBT History Month.

Annual LGBTQ+ Pride Traditions

The first Pride march in New York City was held on June 28, 1970, on the one-year anniversary of the [Stonewall Uprising](#). Primary sources available at the Library of Congress provide detailed information about how this first Pride march was planned and the reasons why activists felt so strongly that it should exist. Looking through the [Lili Vincenz](#) and [Frank Kameny](#) Papers in the Library's Manuscript Division, researchers can find planning documents, correspondence, flyers, ephemera and more from the first Pride marches in 1970. This, the first U.S. Gay Pride Week and March, was meant to give the community a chance to gather together to "...commemorate the [Christopher Street Uprisings](#) of last summer in which thousands of homosexuals went to the streets to demonstrate against centuries of abuse ... from government hostility to employment and housing discrimination, Mafia control of Gay bars, and anti-Homosexual laws" (Christopher Street Liberation Day Committee Fliers, Franklin Kameny Papers). The concept behind the initial Pride march came from members of the Eastern Regional Conference of Homophile Organizations (ERCHO), who had been organizing an annual July 4th demonstration (1965-1969) known as the "[Reminder Day Pickets](#)," at Independence Hall in Philadelphia. At the ERCHO Conference in November 1969, the 13 homophile organizations in attendance voted to pass a resolution to organize a national annual demonstration, to be called Christopher Street Liberation Day.

By all estimates, there were three to five thousand marchers at the inaugural Pride in New York City, and today marchers in New York City number in the millions. Since 1970, LGBTQ+ people have continued to gather together in June to march with Pride and demonstrate for equal rights.

Resource: [Library of Congress>Lesbian, Gay, Bisexual, Transgender and Queer Pride Month](#)

Consumer and Family Advisory Committees

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.

[LME/MCO Directory](#)

State Consumer and Family Advisory Committee (SCFAC)

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

Hybrid/ Virtual Meeting Details: Zoom New location

Date/Time: Wednesday, June 14, 2023, 9:00-3:00 p.m.

Location: 2104 Umstead Drive, Ashby Building Rm 115

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

You must register Prior to the meeting to receive log in link and dial-in options.

[Visit the State CFAC page](#) for more information.

State to Local Collaboration

State-to-Local Collaboration

Date/Time: Wednesday, June 28, 2023, 6:30-7:30 p.m.

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

You must register prior to the meeting to receive log in link and dial-in options

NC Medicaid Managed Care Hot Topics Webinar Series

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

Next Meeting: June 22, 2023, 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 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](#).

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

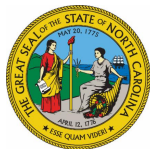
With NC Medicaid’s transformation to managed care, the North Carolina Department of Health and Human Services (NCDHHS) will continue to offer to Medicaid beneficiaries a comprehensive array of behavioral health, intellectual/developmental disability (I/DD) and traumatic brain injury (TBI) services.

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](#).

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 **October** 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](#).

- The Administration for Community Living (ACL) has approved a carry forward request for unspent funds from the TBI State Partnership Program grant year one to be used in the current grant year two. The funding will be added to the Brain Injury Association of NC (BIANC) contract to enhance grant deliverables.
- 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
- CMS has approved the TBI Waiver expansion into Orange and Mecklenburg counties. Waiver rollout to those counties is projected to begin 6/1/23.
- Brain Injury Advisory Council (BIAC) meetings will offer a hybrid attendance option starting with the quarterly meeting schedule for 6/7/23.
- 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 library of free online TBI training modules can be found at www.biancteach.net
- 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!
- A diverse and growing library of free online TBI training modules can be found at www.biancteach.net
- The North Carolina Assistive Technology Program is hosting three AT Pop-Up events this Spring to help people learn about local resources and get hands-on experience. [Check out the flyer.](#)

Intellectual and Developmental Disabilities



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. **Please take note the only WRAP online training that will be accepted for CPSS certification must be completed through the Copeland Center Website.**

Peer Support Job Board

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

PSS Employment Information

- 4394 Certified Peer Support Specialists as of 03/24/2023
- 1706 Certified Peers employed as PSS
- 953 PSS 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.

Veterans, Service Members & Families

Veterans, Military Members, & Families

Veterans, Military Members, & Families Resources

- [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

In-Person Training

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!](#)

CE&E Contact Information:

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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!

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.

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