

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

February 5, 2024

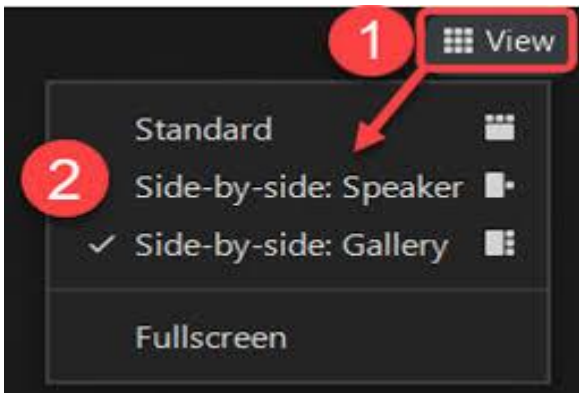


Housekeeping



- 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.

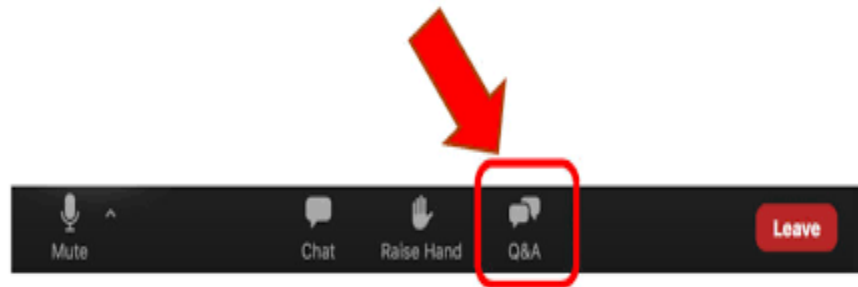
Intérpretes y subtítulos en lengua de signos americana (ASL). Habrá intérpretes de ASL y opciones de subtítulos disponibles para el evento de hoy. Para opciones de subtítulos, seleccione la función "Subtítulos" ubicada en su panel de control.



- Adjusting Video Layout and Screen View
 - Select the "View" feature located in the top-right hand corner of your screen

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 microphones are 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 towards the end of the presentation.



Agenda

1. Introductions
 2. Side by Side Webinar Schedule
 3. MH/SUD/IDD/TBI System Updates
 4. FOCUS: Peer Support Professionals
 - Peer Warmline
 - Conversation with Peer Support Professionals
 5. Q&A
-

The Statewide Peer Warmline—**COMING VERY SOON!!!**

- People are calling 988 looking for support and resources.
 - 40% of people are repeat callers
- **The Peer Line will be open 24/7/365**
- **People will be able to call the Peer Warmline Directly OR 988 can do a warm transfer.**
- Peer Support Specialists are people living in recovery with a mental illness and/or substance use disorder
 - offer non-clinical support and resources to those who reach out
 - offer a unique perspective of shared experiences



Kelly Crosbie, MSW, LCSW, DMHDDSUS Director



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



February Community Collaboration

Topic: Workforce (Peer Support Specialists)

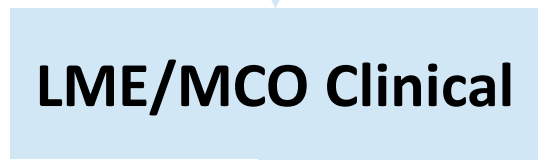
If you're interested in joining an advisory committee, please fill out [this form!](#)



2/5



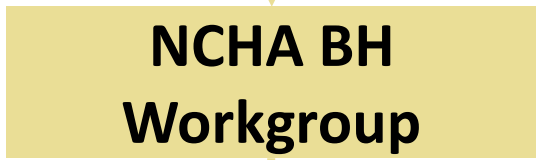
2/14



2/20

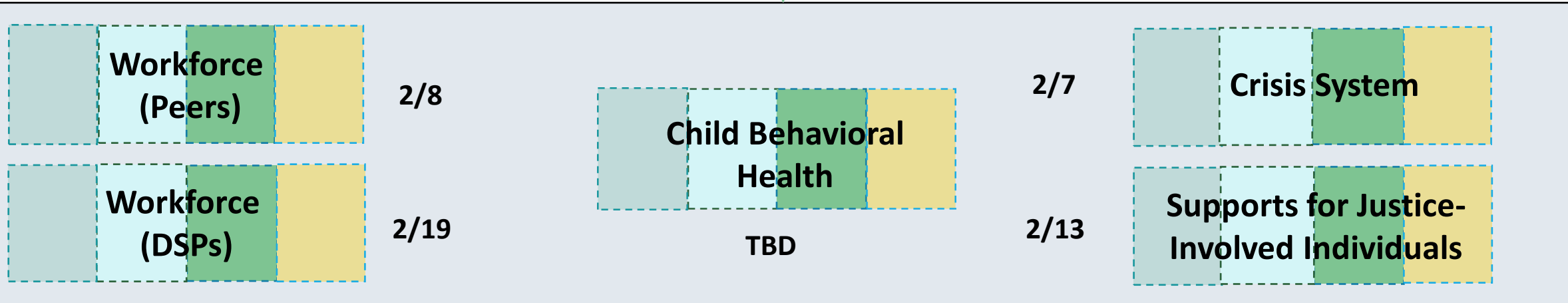


2/20



2/15

Advisory Committees

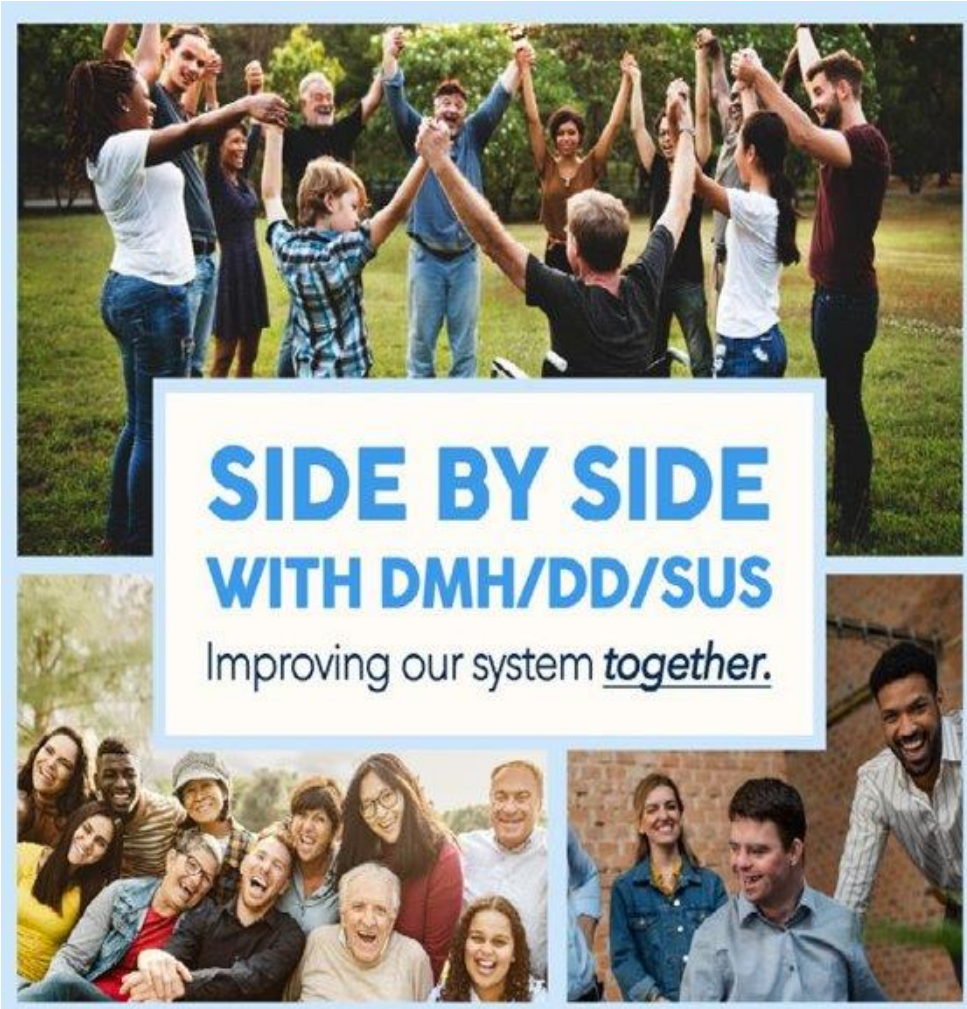


Upcoming Side by Side Webinars

Scheduling for Upcoming Webinars

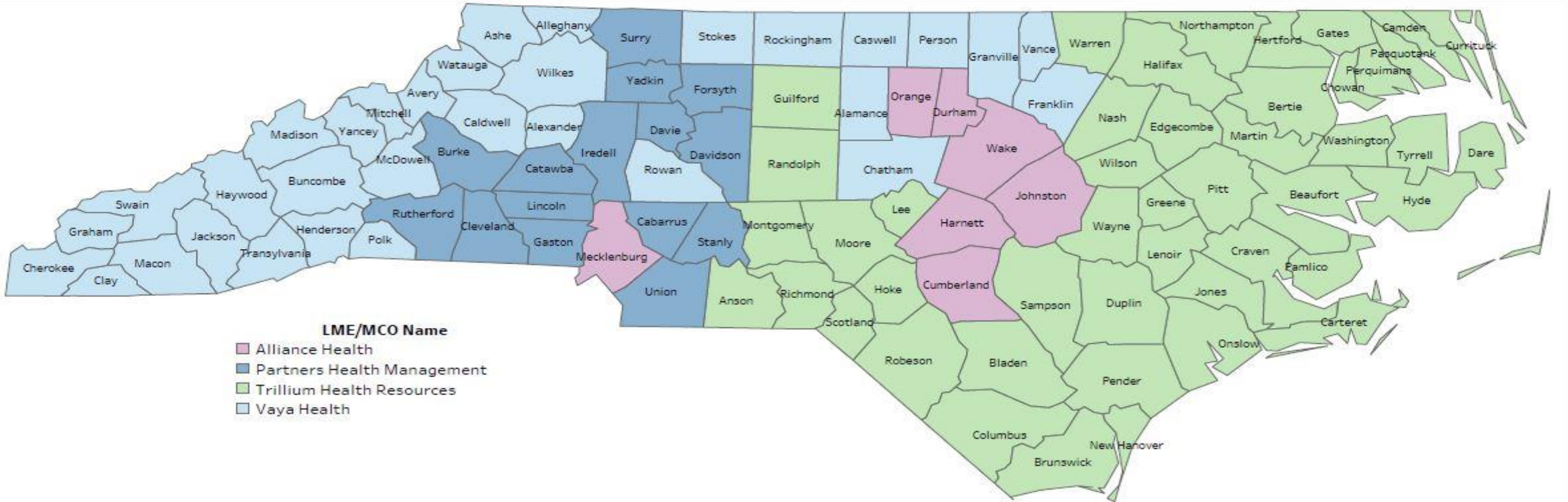
Date	Time	Agenda Topic
March 4, 2024	2:00-3:00pm	Child Behavioral Health
April 1, 2024	2:00-3:00pm	To Be Determined

For more information, or to register as an attendee for one of these webinars, please visit the [Side by Side registration link!](#)



MH/SUS/IDD/TBI System Updates

February 1, 2024: LME-MCO System



This map shows LME/MCO configuration effective 2/1/24.

LME/MCOs serve as the public behavioral health infrastructure. They manage the care of NC beneficiaries who receive publicly-funded mental health and substance use services. LME-MCOs will operate Tailored Plans.

Tailored Plan Launch

- **Tailored Plans will launch July 1, 2024.**
 - **In late April, members will get a letter about their Tailored Plan.**
 - **Behavioral Health I/DD Tailored Plans are:**
 - Alliance Health
 - Partners Health Management
 - Trillium Health Resources
 - Vaya Health
 - **In late May, members will get a welcome packet and new ID card from their Tailored Plan.**
 - The packet will include the name of their Primary Care Provider (PCP).
 - The letter will explain how to pick a new Primary Care Provider if you want to change.
-

Tailored Plan Launch (July 1, 2024)

What's staying the same?

- Tailored Plans are LMEs.
- People will still have access to the same mental health, substance use, I/DD, TBI services (Medicaid, state, grant-funded).
- Innovations/TBI Waiver members keep their slots
- Innovations waitlist members keep their spot.

What's changing

- Tailored Plan members will begin receiving health care services & medications from their Tailored Plan (LME).
- Tailored Plan members must have a primary care provider (PCP) and a Tailored Care Management provider in the Tailored Plan's network

Peer Support Specialists: Actions to Strengthen the Workforce

North Carolina Certified Peer Support Specialist Program (NCCPSS)

The NCCPSS Program is an initiative of DMH/DD/SUS and housed at University of North Carolina Chapel Hill in the Behavioral Health Springboard (UNC-BHS).

- **The NCCPSS Program implements the certification of peer support specialists**, reviews and approves certification courses, manages stakeholder engagement through the NCCPSS Workgroup, and evaluates the program, in addition to other projects
- The NCCPSS Program has a website, pss.unc.edu, where you can find information on **how to become a certified peer support specialist** (CPSS), what peer support training is available in your area, and **available jobs for CPSS**



**North Carolina's Certified
Peer Support Specialist Program**

*An Initiative of the NC Division of Mental
Health, Developmental Disabilities and
Substance Use Services*

DMHDDSUS Peer Initiatives

DMHDDSUS funds over 20 peer initiatives across the state, in a variety of settings and serving diverse populations. Below are examples of a few current peer initiatives.

Peer-Operated Respite (PORS)

3-bedroom respite in Asheville staffed 24/7 by peers; up to 7-day stay for individuals with mental health crisis as an alternative to the emergency department or inpatient care

Problem Gambling Program (NCPGP) Peer Support Helpline Services

First-in-the-nation 24/7 helpline and referral service for people experiencing problems related to gambling; callers are offered both clinical and peer services

Recovery Community Centers

Funding for two peer-run recovery community centers; in addition to serving community members these centers provide mentoring and oversight to 13 additional, smaller recovery community centers across the state

Pilot Peers ED Connections to CARE Programs

Integrates peers only emergency department teams at Cape Fear Hospital to support community connections post-discharge

MORES Pilot

Provides follow-up for youth ages 3-21 following a crisis service, utilizing a team-based approach that includes a family partner; 7 provider sites are supported by UNC-G

BJA Justice Grants

Incorporates peer support into jail diversion and jail-based treatment and reentry programs with the goal of increasing treatment use, reducing drug-related deaths, and reducing recidivism

Certified Peer Support Specialists Across the State



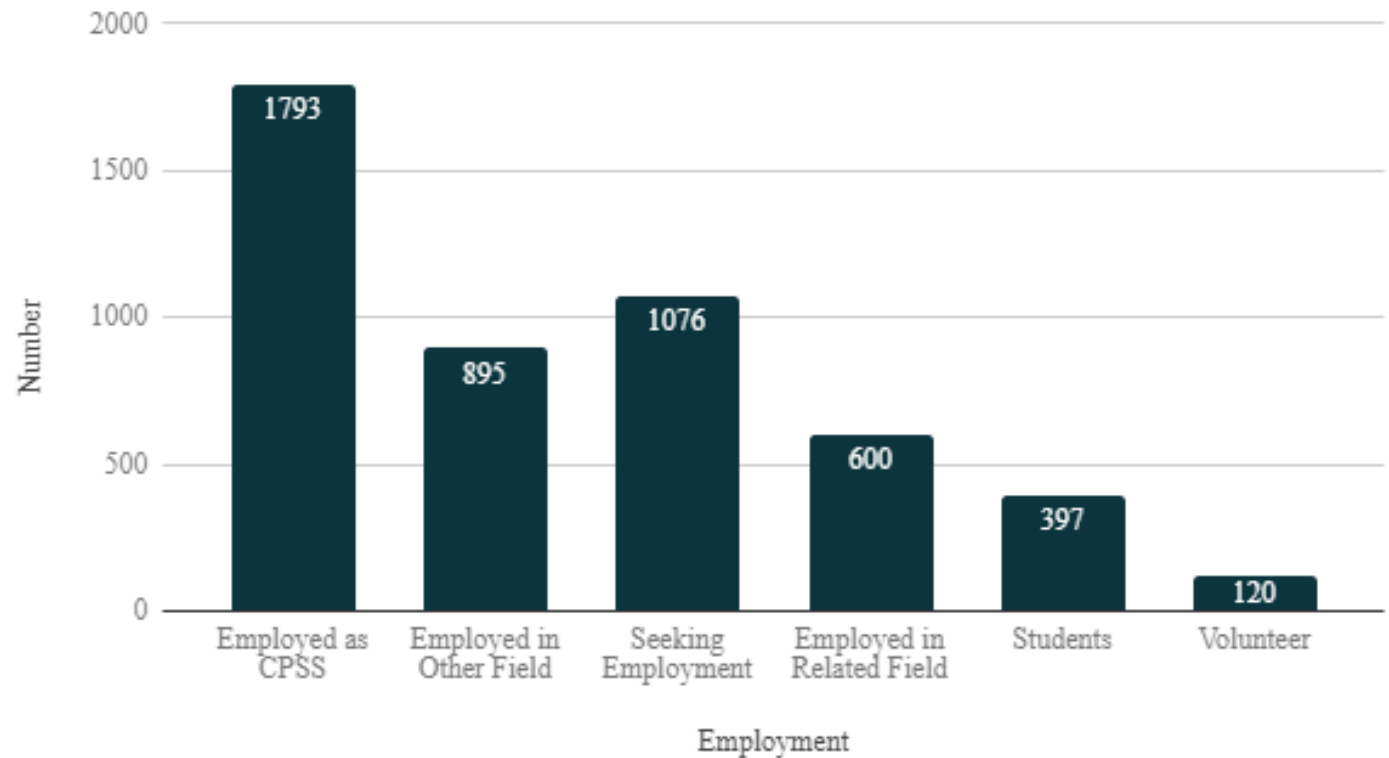
There are over 4,500 Certified Peer Support Specialists in North Carolina, representing nearly every county

NCCPSS Total
10/20/2023:
4565

Certified Peer Support Specialist (CPSS) Employment Data

- Only ~37% of CPSS are employed or volunteering in a peer support role
- A significant portion of CPSS (22%) are seeking employment
- Approximately 25% of CPSS are employed in a related or other field

Employment (CPSS may have chosen more than one employment category)





Vision for Expanding Peer Services in North Carolina

A system of Peer supports that:

- Values the expertise of people with lived experience,
- Creates opportunities for continued growth of the field, and
- Encourages accessible, inclusive, and representative peer support services in all communities across the state.



Goals for Expanding Peer Services in North Carolina

- Making the process to becoming a peer more affordable and attainable
- Ensuring peers can grow in their career
- Clearly defining the role of peers that allows for person-centered, high-quality care
- Ensuring peers are valued, respected, and supported members of a care team
- Paying peers a living wage and appropriately funding providers who offer peer support services
- Supporting employers in integrating peers on multidisciplinary teams
- Increasing access to peer supports across the behavioral health continuum, including crisis services
- Addressing equity issues within the field and increasing representation of historically marginalized groups

Conversation with Peer Support Specialists

Benji Horton, Director of Outreach, Veterans Services of the Carolinas



- Currently leads the HOPE and PATH outreach programs
- Worked as a North Carolina Certified Peer Support Specialist for the HOPE program in Eastern North Carolina
- Former Navy investigator in the security forces
- Former federal contractor training pilots against surface to air threats.
- BA in Interdisciplinary Studies focusing on human behavior
- Master's Degree in Human Services Counseling, specializing in Crisis and Trauma
- Volunteer Group Therapy Counselor at Loaves and Fishes Rehabilitation
- Planning to pursue a Doctorate in Trauma Counseling

Courtnei Wright, Child and Family Support Specialist, Healing Transitions



- Associate Degree in Human Services with a focus on Addiction and Recovery
- Worked as the Rapid Responder and Rapid Responder Team Lead for Healing Transitions
- Courtnei is in sustained recovery with nine years of continuous sobriety which she attributes to supportive community resources and networking with other individuals with similar recovery pathways
- Due to Courtnei's experience as a mother in recovery, she knows the importance of holistic care and support
- Courtnei, her two beautiful children, and husband reside in Broadway, NC and she attributes the life she has today to God and recovery

Appendix

Medicaid Expansion Launched on Dec. 1!



More North Carolinians can get health care coverage through Medicaid.



Beginning on Dec. 1, 2023, NC Medicaid will cover people ages 19 through 64 years with higher incomes. You may be able to get health care coverage through Medicaid even if you didn't qualify before.

Medicaid pays for doctor visits, yearly check-ups, emergency care, mental health and more – at little or no cost to you.



NC Medicaid covers most health services, including:

- **primary care** so you can go to a doctor for a check-up or when you are not feeling well
- **hospital services** when you need to stay overnight (inpatient) or when you can go home the same day (outpatient)
- **maternity and postpartum care** if you are pregnant and after giving birth
- **vision and hearing services**
- **prescription drug benefits** to pay for your medicines
- **behavioral health**
- **preventative and wellness services**
- **devices and other therapies**

Most people will be able to get health care coverage through Medicaid if they meet the criteria below. And if you were eligible before, you still are. Nothing changes for you.

- **You live in North Carolina**
- **Age 19-64**
- **You are a citizen.** Some non-US citizens can also get health care coverage through Medicaid.
- And if **your household income** fits within the chart below:

Household Size	Annual Income
Single Adults	\$20,120 or less
Family of 2	\$27,214 or less
Family of 3	\$34,307 or less
Family of 4	\$41,400 or less
Family of 5	\$48,493 or less
Family of 6	\$55,586 or less

How to apply for Medicaid:



ePASS
epass.nc.gov



Paper application
ncgov.servicenowservices.com



In person at your
local DSS office
ncdhhs.gov/localDSS



Call DSS office
ncdhhs.gov/localDSS

You can access the Medicaid Expansion Toolkit, trainings, and FAQs on the NC Division of Health Benefits (Medicaid)'s website

Learn more at:
Medicaid.ncdhhs.gov

NC Department of Health and Human Services
NCDHHS.gov • NCDHHS is an equal
opportunity employer and provider. • 10/2023



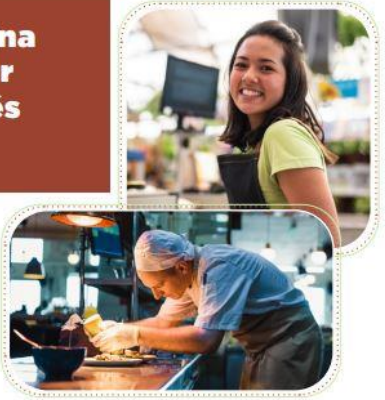
Learn How to Apply With ePASS

(Spanish and English versions)

Más habitantes de Carolina del Norte pueden obtener cobertura médica a través de Medicaid.

A partir del 1 de diciembre de 2023, NC Medicaid cubrirá a las personas de 19 a 64 años que tienen ingresos más altos de lo que se permitía antes. Es posible que puedas obtener cobertura médica de Medicaid incluso si no calificaste antes.

Medicaid paga las visitas al médico, los chequeos médicos de rutina anuales, la atención de emergencia, servicios de salud mental y más, a bajo costo o sin costo para ti.



La mayoría de personas podrán obtener cobertura médica a través de Medicaid si cumplen con los criterios a continuación. Y si eres elegible antes, todavía lo eres. Nada cambia para ti.

- **Vivir en Carolina del Norte.**
- **Tener entre 19 y 64 años.**
- **Ser ciudadano.** Algunas personas que no son ciudadanos estadounidenses son elegibles para obtener cobertura médica a través de Medicaid.
- Y si los **ingresos de tu hogar** están dentro del cuadro a continuación.

Tamaño del hogar	Ingreso Anual
Adultos solteros	\$20,120 o menos
Familia de 2 personas	\$27,214 o menos
Familia de 3 personas	\$34,307 o menos
Familia de 4 personas	\$41,400 o menos
Familia de 5 personas	\$48,493 o menos
Familia de 6 personas	\$55,586 o menos

Medicaid cubre la mayoría de los servicios de salud, incluyendo:

- **atención primaria** para que vayas al médico para un chequeo de rutina o cuando no te sientas bien
- **servicios hospitalarios** cuando necesitas pasar la noche en el hospital (paciente hospitalizado) o cuando puedes irte a casa el mismo día (paciente ambulatorio)
- **atención de maternidad y posparto** si estás embarazada y después de dar a luz
- **servicios de visión y audición**
- **beneficios para pagar tus medicamentos recetados**
- **salud del comportamiento**
- **servicios preventivos y de bienestar**
- **dispositivos y otras terapias**

Cómo solicitar Medicaid:



ePASS
epass.nc.gov



Solicitud impresa (en papel)
nc.gov.servicenow/services.com



En persona, en tu oficina local del Departamento de Servicios Sociales (DSS)
ncdhhs.gov/localDSS



Llamando a tu oficina local de DSS
ncdhhs.gov/localDSS

Obtén más información:
Medicaid.ncdhhs.gov/InfoDeExpansion

Departamento de Salud y Servicios Humanos de Carolina del Norte • [NCDHHS.gov](https://ncdhhs.gov)
NCDHHS es un proveedor y empleador que ofrece oportunidad igual a todos. • 10/2023



PARTICIPANT'S LIST IS STILL CLIMBING, SO WE ARE GOING TO GIVE IT ABOUT A MINUTE AND WE WILL GET STARTED

Welcome to our ePASS Demo!

September 19, 2023

Welcome & Introduction

0:00 / 1:29:38 • Welcome & Introduction

Navigating ePASS: Guide to Providing Application Assistance

Unlisted

English-Language video: <https://www.youtube.com/watch?v=204bNI5pGkI>

Spanish-language video: <https://www.youtube.com/watch?v=whLNhXj7zvM>

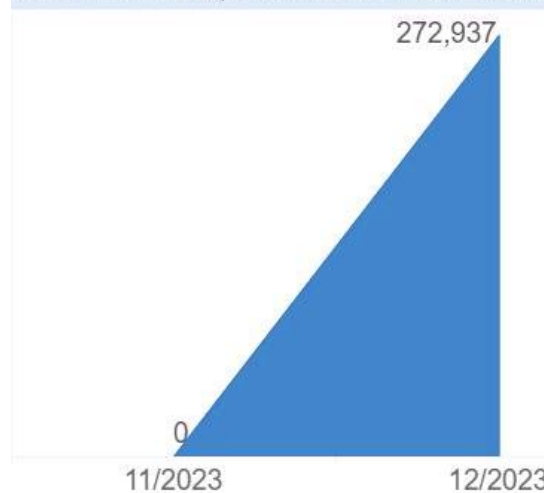
Medicaid Expansion Dashboard

On December 20th, DHHS released a [dashboard](#) to track monthly enrollment in Medicaid for people eligible through expansion. You can read the press release [here](#).

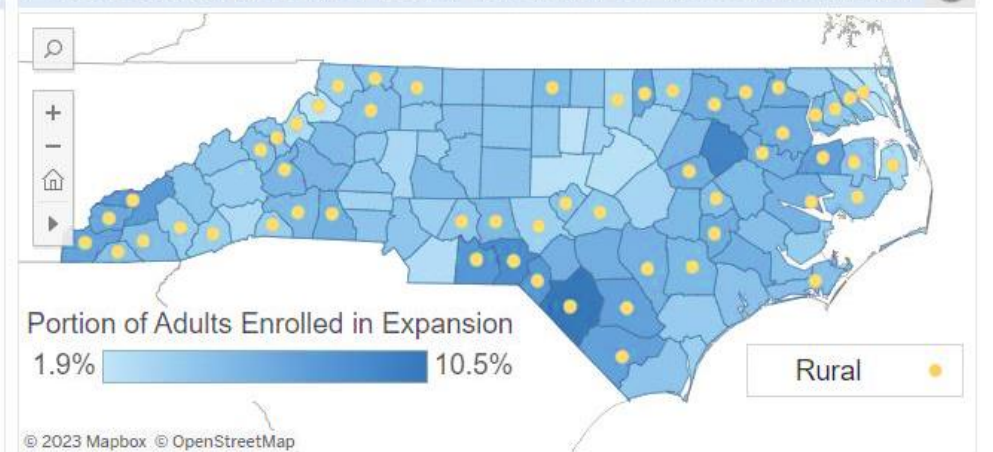
This dashboard shows the number of people eligible for NC Medicaid only through expansion coverage. The charts can be viewed by health plan, demographics, and/or county by using the filters below. *Note: For privacy reasons, categories and/or charts with counts less than 11 will not display.*

Health Plan	Age Group	Sex	Ethnicity	Race	Rurality	County
(All)	(All)	(All)	(All)	(All)	(All)	(All)

NC Medicaid Expansion Enrollment Trend



Portion of Adults (19-64) by County Enrolled in NC Medicaid Expansion



© 2023 Mapbox © OpenStreetMap
The OSBM determination of rural and urban is used for reporting. Fifty-four NC counties are classified as rural, and forty-six NC counties are classified as urban.
<https://www.osbm.nc.gov/facts-figures/population-demographics/state-demographer/countystate-population-projections>

The section below displays NC Medicaid Expansion Enrollment by various demographic groups. In future months there will be a selector to view enrollment trends.

988 Performance Dashboard



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

North Carolina 988 Performance Dashboard

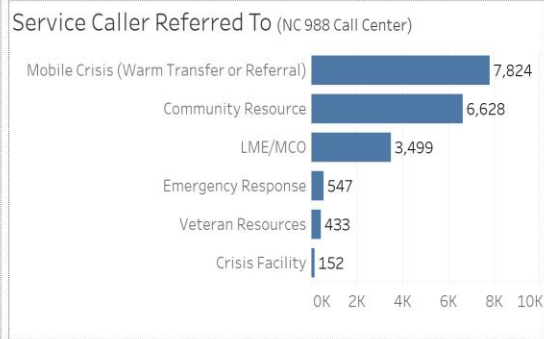
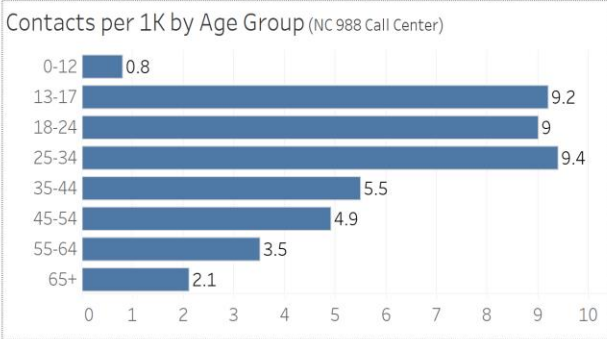
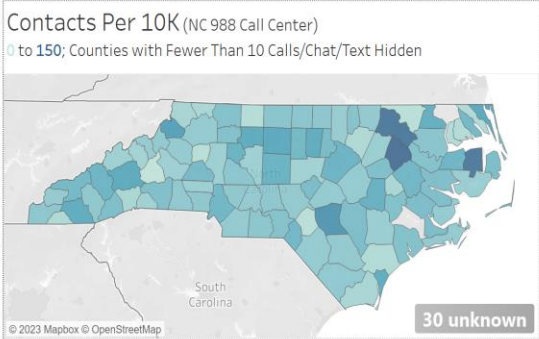
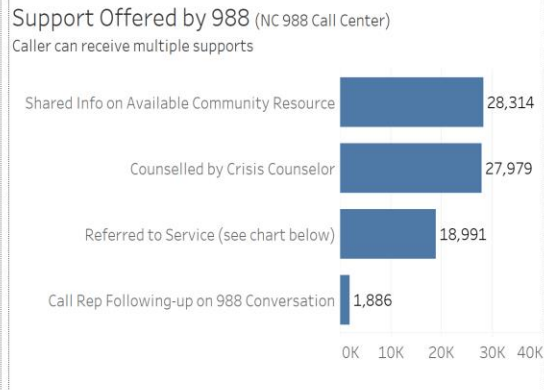
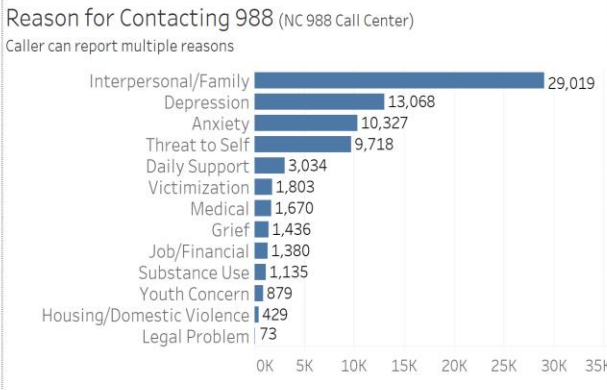
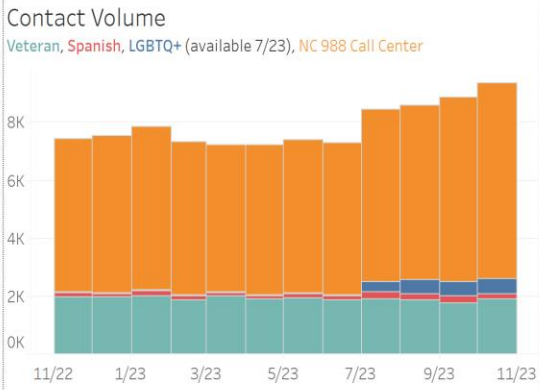
Past 12 Months (11/22-10/23)

The 988 Suicide & Crisis Lifeline offers 24/7 call, text, and chat access to trained crisis counselors who can help people experiencing suicidal, substance use, and/or mental health crisis, or any other kind of emotional distress. When an individual contacts (defined as a call, chat, or text) 988, the contact goes to the National Operator (Vibrant Emotional Health). The individual may choose a specialized hotline (Veteran, Spanish, LGBTQ+), which will route them to a specialized call center. If they don't choose a hotline, their area code is used to route them to the NC 988 call center (REAL Crisis Intervention Inc.). If a contact is unanswered by the NC 988 call center after 2 minutes, it is routed back to the National Operator for a response.



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

94,763 NC Contact Volume	98.0% NC 988 Call Center Answer Rate	14.2 seconds Avg Time to Answer Calls (NC 988 Call Center)	44.5% of Contacts are from Repeat Callers (NC 988 Call Center)	11.6% of Contacts Referred to Mobile Crisis (NC 988 Call Center)
-----------------------------	---	---	---	---



LME/MCO Dashboard

- Department-wide monthly dashboard of key outcomes for the Behavioral Health System.
- Our goal is a tool that highlights our shared priorities and opportunities for improvement.
- If we can better define the problem, we can better work together to solve it.

- The [key measures](#) are:
 - Medicaid, Children in ED & DSS Settings
 - Medicaid, Children in Psychiatric Residential Treatment Facilities (PRTFs)
 - Consumers in State Psych Hospitals Ready for Discharge
 - People on Innovations Waitlist Receiving Any Medicaid or State BH/IDD Service
 - Follow-up Within 7 Days After Inpatient Discharge

- We reviewed the dashboard in the [October 2023 Side by Side webinar](#).
- The most recent report was published in **November 2023** on DMH/DD/SUS' website at: [Reports | NCDHHS](#).

Behavioral Health Budget Provisions

	Provision	FY24	FY25
Crisis	Crisis System (e.g. mobile, FBCs)	\$30M	\$50M
	Crisis Stabilization (short-term shelter)	~\$3M	~\$7M
	Non-Law Enforcement Transportation Pilot Program	\$10M	\$10M
	BH SCAN	\$10M	\$10M
Justice	Justice-Involved Programs <ul style="list-style-type: none"> Community-based pre-arrest diversion and reentry programs; fund partnerships between law enforcement, counties, and BH providers Community-based and detention center-based restoration programs 	\$29M	\$70M
Workforce /Wellness/ Recovery	Behavioral Health Workforce Training	~\$8M	\$10M
	NC Psychiatry Access Line (NC PAL)	~\$4M	~\$4M
	Behavioral Health Rate Increases	\$165M	\$220M
	State Facility Workforce Investment	\$20M	\$20M
	Electronic Health Records for State Facilities		\$25M
	Child Welfare and Family Well-Being	\$20M	\$60M
	Collaborative Care	\$2.5M	\$2.5M

BH Reimbursement Rate Increases

Link: [Behavioral Health Reimbursement Rates Increased for the First Time in a Decade](#)



- The rate increases represent an approximate ~20% increase in overall Medicaid funding for behavioral health across all impacted services
- Rate increases should:
 - Recruit more BH providers into the public BH system
 - Improve access to inpatient psychiatric care in community hospitals
 - Invest in recovery-oriented services in the community

I/DD & TBI Budget Provisions

Provision	FY24	FY25
350 new Innovations slots	\$29.33M	\$29.33M
Innovations Direct Support Professional Wage increases	\$176M	\$176M
Competitive Integrated Employment	\$5M	\$5M
Personal Care Service (PCS) Rate Increases	\$176M	\$176M
Authority to expand TBI waiver statewide		

NC Medicaid Innovations Waiver Provider Rate Increase

Link: [Innovations Rate Increases for DSPs](#)

- The NC General Assembly appropriated **\$176 million** in state and federal recurring funding to raise NC Medicaid Innovations waiver services rates for DSPs.
- Services with an increase:
 - Residential Supports
 - Supported Employment
 - Respite Care
 - Community Living and Supports
 - Day Supports
 - Supported Living

