



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

**October 7, 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.



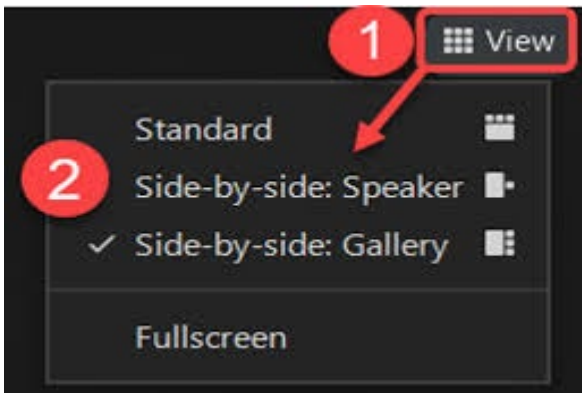
# Housekeeping



- 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. Weathering the Storm
3. NCDHHS Ongoing Hurricane Helene Response
4. Hear from our LME/MCOs
5. MH/SU/IDD/TBI Resources
6. Q&A

# Kelly Crosbie, MSW, LCSW, DMH/DD/SUS 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



# LME/MCO CEOs



**Tracy Hayes**  
CEO  
Vaya Health



**Rachel Porter**  
Deputy CEO  
Partners Health  
Management



**Rob Robinson**  
CEO  
Alliance Health



**Joy Futrell**  
CEO  
Trillium Health  
Resources



# Weathering the Storm

# Help Available Now



- Call **911** for emergency assistance
- Call **211** for local resources
- For those seeking immediate shelter, [ReadyNC.gov](https://www.readync.gov) lists [open shelters](#)
- Specific resource requests should be directed to [county emergency management agencies](#)
- Individuals residing in counties affected by the disaster can apply for assistance with FEMA by visiting [disasterassistance.gov](https://www.disasterassistance.gov) or calling **1-800-621-3362**



# Help Available Now

- Call or text [988](tel:988) for mental health support from a trained mental health professional
- Call NC's [Peer Warmline \(1-855-PEERS NC\)](tel:1-855-PEERS-NC) to speak to a peer living in recovery from mental health or substance use issues
- First responders and volunteers can call [Hope4NC \(1-855-587-3463\)](tel:1-855-587-3463) for support
- Visit the NCDHHS [Hurricane Helene Recovery Resources](#) website for current information
- [Hurricane Helene | NC DPS](#)



If you have been impacted by the storm and need someone to talk to, call or text the Disaster Distress Helpline at 1-800-985-5990 or the Disability and Disaster Hotline at 800-626-4959.

**988** Help with mental health is also available to anyone, at any time, in English or Spanish - through a call, text or chat to 988. It is free.

**Counseling** Mental health and substance use professionals are available to provide counseling in shelters.

**Opioid treatment** Opioid treatment is available at emergency departments and some pharmacies. You may also visit Opioid Treatment Programs in your area. Find a real-time map with location, contact information and hours of operation at [the central registry.com/map/](https://www.ncdhhs.gov/centralregistry/map/).

**Medication** With some exceptions, pharmacists are allowed to dispense emergency supplies of up to 90 days when they are unable to contact the medical provider, and a one-time emergency refill of the prescribed medication. Please visit [ncdhhs.gov/emergencyoperatingpharmacieshelene.html](https://www.ncdhhs.gov/emergencyoperatingpharmacieshelene.html) to locate a pharmacy.



Si te has visto afectado por la tormenta y necesitas a alguien con quien hablar, llama o envía un mensaje de texto a la Línea de Ayuda para los Afectados por Catástrofes (Disaster Distress Helpline) al 1-800-985-5990 o a la Línea Directa de Discapacidad y Desastre (Disability and Disaster Hotline) al 800-626-4959.

**988** Hay ayuda disponible para la salud mental para cualquier persona, en cualquier momento en inglés o español a través de una llamada, mensaje de texto o chat al 988. Es gratis y confidencial.

**Ayuda** Los profesionales de la salud mental y el uso de sustancias están disponibles y se reúnen con los pacientes en los refugios.

**Tratamiento con opioides** El tratamiento con opioides está disponible en los departamentos de emergencias. Llama al 911 si estás experimentando una emergencia. También puedes visitar los programas de tratamiento de opioides en tu área. Encuentra un mapa en tiempo real con la ubicación, la información de contacto y el horario de atención en [the central registry.com/map/](https://www.ncdhhs.gov/centralregistry/map/).

**Medicamentos** Con algunas excepciones, los farmacéuticos pueden dispensar un suministro de emergencia único de hasta 90 días cuando no pueden contactar al proveedor médico y una recarga de emergencia única de hasta un suministro de 30 días del medicamento recetado. Visita [ncdhhs.gov/emergencyoperatingpharmacieshelene.html](https://www.ncdhhs.gov/emergencyoperatingpharmacieshelene.html) para localizar una farmacia.



# NCDHHS Hurricane Helene Recovery Resources Webpage

- Has the most up to date information and resources, including a link to NCDPS's Emergency Management resources.
- [www.ncdhhs.gov/assistance/hurricane-helene-recovery-resources](http://www.ncdhhs.gov/assistance/hurricane-helene-recovery-resources)

**Emergency  
Resource Requests**

[County Information](#)

**Individual  
Assistance**

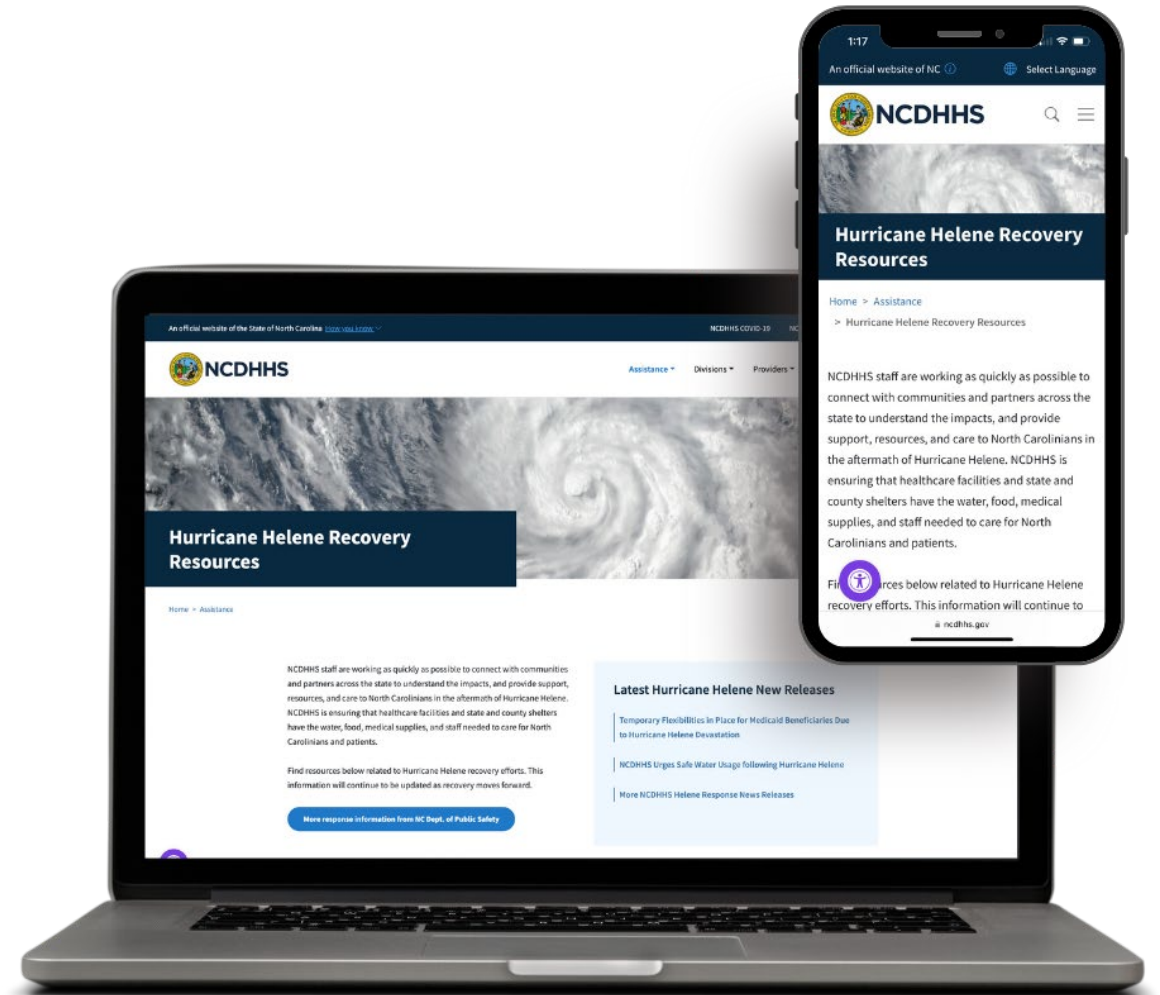
[Apply With FEMA](#)

**Open Shelters**

[ReadyNC.gov](#)

**Where To  
Volunteer**

[VolunteerNC](#)



# Weathering the Storm

## Steps to Care for Yourself

- Connect
- Share your feelings
- Stay informed
- Take breaks
- Ask for help

## Signs to Take Extra Care

- Overwhelming feelings of fear, anger, sadness, worry, numbness, or frustration
- Changes in appetite, energy, and activity levels
- Difficulty concentrating and making decisions
- Difficulty sleeping
- Physical reactions, such as headaches, body pains, stomach problems, and skin rashes
- Worsening of chronic health problems
- Increased use of alcohol, tobacco, or other drugs

*For help call or text [988](tel:988) or NC's [Peer Warmline \(1-855-PEERS NC\)](tel:1-855-PEERS) to speak to a peer living in recovery from mental health or substance use issues.*

# NCDHHS Ongoing Hurricane Helene Response

# Steps NCDHHS is Taking to Respond

1. Maintaining Ongoing Contact with our Healthcare Facilities
2. Proactively Accounting for Vulnerable Individuals
3. Ensuring Access to Community Medical Services
4. Shelters and Food Assistance
5. Mental Health and Substance Use Supports
6. Healthcare Flexibilities

# Maintaining Ongoing Contact with our Healthcare Facilities

- **Acute Care Hospitals in the affected region:**
  - All hospitals are connected to utility power
- **Nursing Homes and Assisted Living Homes in the affected region:**
  - Transferring patients as needed
  - Established a patient transfer portal to help facilitate transfers
- **Mission Hospital – the only trauma center in the affected region:**
  - Open & ready to support
- **There are four State Operated Healthcare Facilities in the affected region. All patients are safe, accounted for, and being cared for around the clock.**
  - Black Mountain NeuroMedical Treatment Facility
  - J. Iverson Riddle State Developmental Center
  - Broughton Psychiatric Hospital
  - Julian F Keith Alcohol and Drug Abuse Treatment Center



# Ensuring Access to Community Medical Services

- Each of the 25 counties, and the EBCI Tribal Area, have **at least one pharmacy open** and filling prescriptions.
- The **primary provider of Dialysis in the affected region**, Davita, has 13 out of 14 facilities open and providing care.
- **Standing orders for EpiPens**, and other emergency medication, to address shortages of this critical medication
- **Fulfilling requests for oxygen** in healthcare facilities and shelters.
- **Pharmacists can fill a one-time emergency supply** of up to 90 days and a one-time emergency refill of up to a 30-day supply of the prescribed medication.
- Please visit [ncbop.org/emergencyoperatingpharmacieshelene.html](https://ncbop.org/emergencyoperatingpharmacieshelene.html) to locate a pharmacy.

# Proactively Accounting for Vulnerable Individuals

- **Innovations, TCL, MFP, ACT Members**
- **Electricity-Dependent Care:** Identified people in the affected region who are living at home and rely on electricity-dependent medical devices and make active plans for care.
- **Children/Adults in Group Homes, AFLs, and Residential Treatment Facilities:** DHHS & LMEs are connecting with residential based facilities in the affected regions
- **Children in foster care in the affected region:** Partnering with local DSS contact all children

# Shelters and Food Assistance

- **There are 18 open shelters, with ~800 individuals, for those affected by Hurricane Helene ([find list of open shelters here](#)).**
  - Specialized shelters established for individuals with special needs and non-acute medical care.
- **Working with the USDA to quickly get more food benefits in place.**
- **Providing food and water for those in need**

# Mental Health and Substance Use Supports

- **All 27 Opioid Treatment programs in the affected region are open.**
  - Flexibility to allow individuals to receive treatment outside of their regular programs, called “Guest-Dosing,” ensuring individuals can get treatment no matter their location.
  - All shelters have overdose rescue medications (such as naloxone).
  - You may also visit Opioid Treatment Programs in your area. Find a real-time map with location, contact information and hours of operation at [thecentralregistry.com/map/](https://thecentralregistry.com/map/).
- **Ensuring those affected by, and those assisting with, Hurricane Helene have the Behavioral Health resources they need:**
  - 988 and the Peer Warm Line (1-855-PEERS NC; 1-855-733-7762) are ready for increased call volume.
  - Mobile Crisis and Walk-in Clinics up and running in Vaya Region
  - MH Shelter supports for displaced people and first responders
  - Preparing to deploy mobile clinics

# Innovations and TBI Waiver Flexibilities

## Innovations and Traumatic Brain Injury (TBI) [Waiver](#) Flexibility due to Hurricane Helene

Additional detail, including the list of waivers approved by CMS for North Carolina can be found in the [Provider Bulletin](#) issued on Oct. 3, 2024.

- Relatives** of adult waiver beneficiaries and minor waiver beneficiaries who reside in the home and out of the home may provide services.
- Relatives of adult waiver beneficiaries and minor waiver beneficiaries may provide **Community Living and Supports, Supported Employment, and Supported Living**. This should only be used for cases when the direct support staff is impacted by Hurricane Helene and not able to provide services.
- Additional services hours may be provided without PA** due to issues related to Hurricane Helene. This should only be in cases where additional hours are needed by the beneficiary because of the hurricane, and either the beneficiary could not reach the provider to notify them of this need or the provider did not have the time/ability to submit PA.

# Innovations and TBI Waiver Flexibilities

## Innovations and Traumatic Brain Injury (TBI) [Waiver](#) Flexibility due to Hurricane Helene

Additional detail, including the list of waivers approved by CMS for North Carolina can be found in the [Provider Bulletin](#) issued on Oct. 3, 2024.

- **Allow replacement or repair of home and vehicle modifications** damaged by Hurricane Helene when cost of repair or replacement will exceed the Innovations Waiver limit.
- Innovations waiver **services may be provided out of state without PA** by the Tailored Plan and LME/MCO when the Innovation Waiver member is displaced and requires out of state shelter. Respite may also be provided out of state for individuals who have been displaced due to Hurricane Helene.



# Additional Healthcare Flexibilities

## Governor Cooper's [Executive Order](#) for Hurricane Helene Flexibilities

- **Allows clinical support from out of state licensed providers**
- **Extended needed Bed Capacity flexibility to hospitals treating patients from the affected regions.**
  - Hospitals can temporarily increase their licensed bed capacity to appropriately respond to this disaster and to provide needed care/services.
- The Board of Pharmacy (Pursuant to Governor Cooper declared State of Emergency) has implemented the [Board's emergency waiver](#) to facilitate the provision of patient care during a declared emergency.

Hear from our LME/MCOs



# LME/MCOs in Action





# Vaya Health



- Vaya's **Behavioral Health Crisis Line (1-800-849-6127)** is available 24 hours a day, 7 days a week
- Vaya's **Member and Recipient Service Line (1-800-962-9003)** is available Mon.-Sat., 7 a.m. – 6 p.m.

[Helene Recovery | Vaya Health](#)

# Partners Health Management



This page has resources for people who need help and those who want to help others. If you need help, call:

- **PartnersACCESS** (7 a.m. – 6 p.m., Monday-Saturday): [1-888-235-4673](tel:1-888-235-4673)
- **Partners' Behavioral Crisis Line** (24/7): [1-833-353-2093](tel:1-833-353-2093)
- **Partners' Provider Services Line** (7 a.m. – 6 p.m., Monday-Saturday): [1-877-398-4145](tel:1-877-398-4145)

[Hurricane Helene - Partners Health Management \(partnersbhm.org\)](https://partnersbhm.org)

# MH/SU/IDD/TBI Resources



# Disaster Distress Helpline

- The **Disaster Distress Helpline (1-800-985-5990)** provides crisis support services to anyone impacted by a natural disaster
- It is available 24/7 in English or Spanish (Español presiona “2”). You can call or text.
- For Deaf and Hard of Hearing ASL callers, please call or text using your preferred Relay provider.
- Services include:
  - Crisis counseling
  - Information on recognizing distress and its effects
  - Referrals to local crisis centers for follow-up care
  - Healthy coping tips

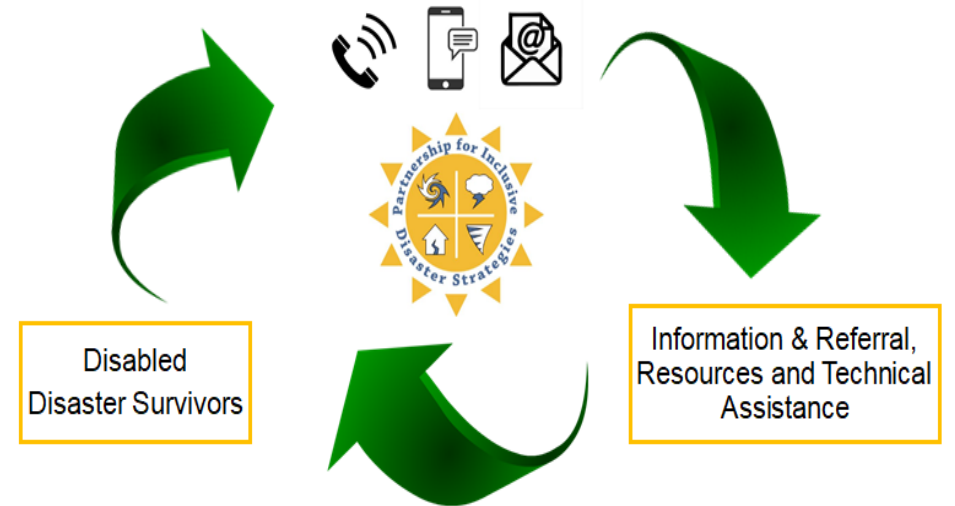
# Disability Disaster Hotline

- The Disability Disaster Hotline (800-626-4959)
- The hotline provides information, referrals, and guidance to people with disabilities and their families during disasters.
- Available 24 hours a day, 7 days a week

## Disability and Disaster Hotline

800-626-4959 or [hotline@disasterstrategies.org](mailto:hotline@disasterstrategies.org)

Connecting disabled disaster survivors to resources fuels systems advocacy!  
Led by disabled people, for disabled people before, during, and after disasters and emergencies.



## 988 Lifeline

Help with mental health is also available to anyone, anytime – in English or Spanish – through a call, text or chat to 988. It is free and confidential.



**Let's get  
through it  
together.**

**We care,  
we listen,  
we help.**

**Call, text  
or chat 988  
– anytime.**

[988lifeline.org](https://988lifeline.org)

# Peer Warmline

- Phone line staffed by Peer Support Specialists who offer non-clinical support and resources to those in crisis.
- Available 24 hours a day, 7 days a week.
- 1-855-PeersNC



**Peer Warmline**  
**1-855-Peers NC**

Call someone who understands 24/7



NC DEPARTMENT OF  
HEALTH AND  
HUMAN SERVICES



**PRN** Promise  
Resource  
Network

# HOPE4NC Helpline

- Hope4NC Helpline: 1-855-587-3463
- Provides mental health support specifically for **first responders and volunteers** engaged in our disaster response efforts.
- Free, confidential, and 24/7 assistance-providing help for the helpers.



# Connections E-Recovery App

- The [Connections App](#) provides evidence-based support for **mental health and substance use recovery**.
  - free and confidential
  - 24/7 peer support
  - Virtual meetings
  - An online community for individuals in recovery
- Whether you're currently in treatment, have a provider, or are seeking help for the first time, the Connections App can provide essential support, especially for those whose care has been disrupted by Hurricane Helene.
- Watch [this short video](#) to learn more about the Connections App.



## Welcome to Connections.

A free recovery-focused app with 24/7 peer support, a supportive recovery community, and tools to help you track and celebrate milestones!

Scan to enroll:



Or, text 610-488-2461 with the following information to receive a link for the Connections App download:

Full name, date of birth and provider name

Technical difficulties? Get in touch: [onboarding@chess.health](mailto:onboarding@chess.health)

Connections is a free resource made available by:



Powered by CHES Health

North Carolina Department of Health and Human Services



# What's next for NCDHHS Hurricane Helene Response?

- Continuing to meet immediate needs (response)
- Planning for long-term recovery in affected communities
- Asking for additional federal and state funds
- **Building on flexibilities Gov. Cooper and Secretary Kinsley put in place during COVID, we are looking at possible Executive Orders that would make sure people can access MH, SUD, I/DD, and TBI services.**



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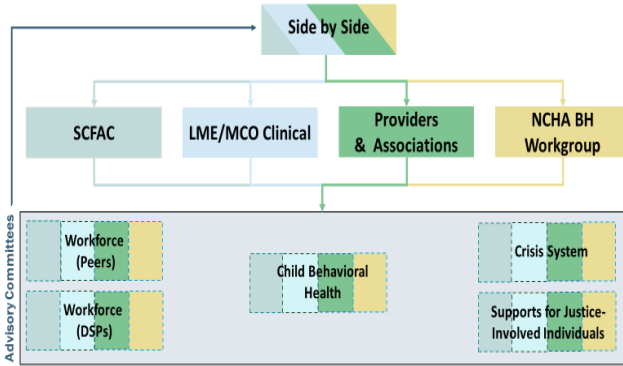
# Stay Connected with DMHDDSUS



- [Join our Side by Side Webinars](#)



## Community Collaboration



- [Join our Advisory Committees](#)



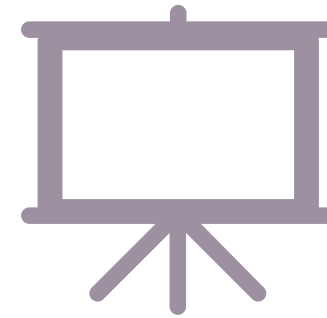
- [Join our Mailing List](#)



## Q&A



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.