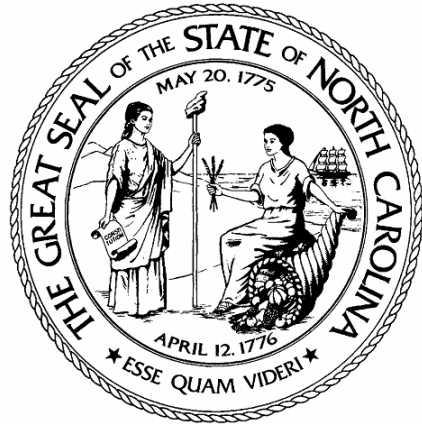


**Study of Direct Care Workers Serving Individuals in the
Innovations Waiver Program and Development of a Plan for
Any Recommended Increases in Those Workers' Wages**

Session Law 2021-180, Section 9D.15C



Report to

**Joint Legislative Oversight Committee on
Medicaid**

by

**North Carolina
Department of Health and Human Services**

November 6, 2023

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I. Background

Session Law 2021-180, Section 9D.15C (see *Appendix A*) directed the NC Department of Health and Human Services (DHHS) to report to the Joint Legislative Oversight Committee on Medicaid and Health Choice on the Direct Care Workers serving individuals in the Innovations Waiver Program and to develop a plan for any recommended increases in those workers' wages.

North Carolina Medicaid oversees the NC Innovations Waiver (Innovations) and receives regular feedback on the waiver from beneficiaries, families, providers, Local Management Entities – Managed Care Organizations (LME-MCOs), and other stakeholders. The Innovations Waiver was approved by The Centers for Medicare and Medicaid Services (CMS) for five years effective July 1, 2019. It is available statewide through six LME-MCOs: Alliance Health, Eastpointe, Partners Behavioral Health, Sandhills Center, Trillium, and Vaya Health.

Innovations provides community-based alternatives for individuals with Intellectual or Developmental Disabilities (IDD) who are at risk for placement in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID). The waiver provides for a continuum of care that includes habilitative and long-term support services that are provided within the home and community of enrolled beneficiaries. The target waiver population consists of beneficiaries with IDD who need support to live in the community and meet ICF-IID Level of Care.

There are 14,138 slots in the Innovations Waiver, inclusive of the additional 1,000 slots that were made available pursuant to Section 9D.12.(a) of S.L. 2021-180 to be effective March 1, 2022 and July 1, 2022. Innovations Waiver slots are awarded on a first-come, first-serve basis based on the date of application and the beneficiary's ranking resulting from the equitable distribution of waiver funding among the subdivisions of the LME-MCO region based on population. As of January 2022, there are currently 17,008 people on the waiting list for the Innovations Waiver. Of those 17,008 people, 39% are currently authorized for other services through Medicaid or State funds. The Direct Care Professionals that provide the majority of the services through the NC Innovations Waiver are paraprofessionals, defined in 10A NCAC 27G as an individual who has a GED or high school diploma.

II. Data Elements

This report includes information from the 2020 and 2021 National Core Indicators (NCI) Staff Stability Survey Reports. Each of the Surveys covers its respective calendar year. The 2021 Survey was selected as the starting point for the initial report because it has national scope.¹ The 2020 Survey was also incorporated to provide more complete information. This report also includes encounter information in NC Tracks and information related to the recent Direct Care Worker Bonuses authorized under Section 39.21. of S.L. 2021-180. NC Medicaid is reviewing the data elements for this report and may adjust and/or expand the types of data included in the next report submission.

¹ 2021 Survey data was not available until 2023.

Data elements pertaining to direct care workers who serve Medicaid beneficiaries receiving services through the Innovations Waiver Program required for this report are (1) statewide data on the number of these licensed and non-licensed direct care workers by worker classification; (2) identification of providers that employ these direct care workers; (3) the weekly average number of hours worked by individuals serving in these positions; (4) the average and range of wages paid to these workers; (5) the average length of employment of these workers by any one provider; and (6) an assessment of whether the wages of licensed direct care workers, non-licensed direct care workers, or both need to be increased. If NC Medicaid determines there is a need for an increase in wages, it will develop a plan or update a previously submitted plan for such increase.

III. Results

1. Statewide data on the number of these licensed and non-licensed direct care workers by worker classification.
 - a. According to the 2020 NCI Staff Stability Survey, there were 11,287 Direct Support Professionals over the 125 agencies that participated in the 2020 Staff Stability Survey.
 - b. According to the 2021 NCI Staff Stability Survey, there were 16,868 Direct Support Professionals over the 172 agencies that participated in the 2021 Staff Stability Survey.
 - c. According to the Direct Care Worker Bonus information, there were 14,814 staff that received bonuses from 436 agencies out of 852 providers. It is important to note that the number of staff that received Direct Care Worker Bonuses is a lower number than the total Direct Support Professionals, as not all Direct Care Professionals met the statutory criteria to receive the Direct Care Workers Bonus.
 - d. The majority of Direct Care Professionals are unlicensed, as they are paraprofessionals. There are limited licensed Registered Nurses, Licensed Practical Nurses, and Certified Nursing Assistants providing services through the NC Innovations Waiver.
2. Identification of providers that employ these direct care workers. *Appendix B* contains a list of IDD Providers for 2020 and 2021 based on claims, which includes the 125 and 172 providers who took part in the 2020 and 2021 NCI Staff Survey. According to a review of LME-MCO encounter data, there are 852 providers of NC Innovations and NC TBI Waiver services.
3. The weekly average number of hours worked by individuals serving in these positions.
 - a. According to the 2020 NCI Staff Stability Survey, the Average Percent of Direct Care Workers that were employed full time is 66.3%; the Median Percentage of Direct Care Workers that were employed full time is 72.2%.

- b. According to the 2020 NCI Staff Stability Survey, the Average Percent of Direct Care Workers that were employed part time is 33.7%; the Median Percentage of Direct Care Workers that were employed part time is 27.8%.²
 - c. According to the 2021 NCI Staff Stability Survey, the Average Percent of Direct Care Workers that were employed full time is 63.3%; the Median Percentage of Direct Care Workers that were employed full time is 66.9%.
 - d. According to the 2021 NCI Staff Stability Survey, the Average Percent of Direct Care Workers that were employed part time is 36.7%; the Median Percentage of Direct Care Workers that were employed part time is 33.1%.
4. The average and range of wages paid to these workers.
- a. According to the 2020 NCI Staff Stability Survey, the average hourly wages for NC Innovations Waiver Direct Care Professional is \$11.91 per hour, the Median Hourly wage is \$12.00 per hour, and the Maximum Hourly wage is \$18.75.
 - b. According to the 2021 NCI Staff Stability Survey, the average hourly wages for NC Innovations Waiver Direct Care Professional is \$12.60 per hour, the Median Hourly wage is \$12.06 per hour, and the Maximum Hourly wage is \$21.00.
5. The average length of employment of these workers.
- a. According to the 2020 NCI Staff Stability Survey:
 - i. 10.2% of Direct Care Professionals work less than 6 months.
 - ii. 11.5% of Direct Care Professionals work for 6 to 12 months.
 - iii. 16.6% work for 12 to 24 months.
 - iv. 12.2% of Direct Care Professionals work for 24 to 36 months.
 - v. 49.5% of Direct Care Professionals work for 36 months or more.
 - vi. North Carolina's Direct Care Professional Turnover rate is 32.6%, which is the 2nd lowest Turnover Rate of the 27 participating States.
 - b. According to the 2021 NCI Staff Stability Survey:
 - i. 12.6% of Direct Care Professionals work less than 6 months.
 - ii. 11.1% of Direct Care Professionals work for 6 to 12 months.
 - iii. 14.2% of Direct Care Professionals work for 12 to 24 months.
 - iv. 11.8% of Direct Care Professionals work for 24 to 36 months.
 - v. 50.2% of Direct Care Professionals work for 36 months or more.
 - vi. North Carolina's Direct Care Professional Turnover rate is 32.8%, which is the 3rd lowest Turnover Rate of the 27 participating States.
6. Assessment of whether wages of licensed and unlicensed direct care workers should be increased.

The Department has identified NC Direct Care Professionals, licensed and unlicensed, require an increase in wages. In January 2022, DHHS released the initial North Carolina

² The number of hours that constitute full time and part time work is defined by each provider.

Olmstead Plan (the Plan)³, which is a cross-population blueprint addressing the health and well-being of children and families, youth, adults, and elders with disabilities. The strategic plan has eleven priority areas of focus. Each priority area includes strategies identified to begin or to continue a transformation of services and support that is essential for North Carolinians with disabilities.

Wage increases for Direct Care workers are addressed in Priority Area 2: the Direct Support Professional Crisis. Under this priority, NC Medicaid allocated enhanced FMAP funds to increase Direct Support Professional (DSP; direct service workforce) wages, effective April 1, 2022. Increases for DSPs working with people with Intellectual and Developmental Disabilities (I/DD) will be sustained on an ongoing basis using additional funds appropriated by the General Assembly.

On January 12, 2022, the Department released “Leveraging the State’s Olmstead Plan and Creating Choice for People with Intellectual and Developmental Disabilities.”⁴ The white paper briefly summarized important steps taken by DHHS as a part of its broader and longer-term implementation of the Plan. The white paper outlined an additional \$150 million in annualized investment.

The white paper proposed new investments and highlighted actions based on the priority commitments in the Plan. If funded by the North Carolina General Assembly, this will result in more than \$150 million of federal and state investment in FY 2023/24 to:

- Increase Wages for DSPs.
- Raise Innovations Waiver rates \$3 per hour in FY 2023/24.
- Require that 75% of the rate increase funding go to DSPs.
- Establish an online certification program for DSPs in FY 2024/25 that will be linked to enhanced rates for providers beginning in FY 2025/26.

An annualized investment of \$36 million in recurring state dollars is needed to support this priority.

IV. Action Items to Ensure Adequate Providers

Actions to ensure an adequate direct care work force are as follows:

1. Continue the Direct Care Worker Wage Increase for the Innovations Waiver implemented in March 2022. NC Medicaid implemented a rate increase as directed by S.L. 2021-180. The implementation resulted in increased direct care worker wages for individuals on the Innovations Waiver.

³ The Plan is available at <https://www.ncdhhs.gov/508-compliant-north-carolina-olmstead-plan/download?attachment> .

⁴ The white paper is available at <https://www.ncdhhs.gov/leveragingolmsteadnov2022/open> .

2. Future adoption of the Remote Supports definition to allow individuals to safely spend time without 1:1 support as appropriate.
3. Future streamlining the Self-Directed Options to allow for beneficiaries who self-direct to pay increased wages and have more ownership of their services.
4. Continue allowing employment of Relatives as Direct Support Professionals.
5. Continue to oversee the LME/MCOs (future BH IDD tailored plans) responsibility to monitor their provider networks and survey needs and gaps across their provider network. It is important to note that the LME/MCOs also have rate-setting authority and the ability to enhance rates if the needs of the individual or circumstances necessitate a higher rate to stabilize staffing.

V. Next Steps

1. DHHS will work with community stakeholders to gain feedback on the effectiveness of the Direct Support Worker Wage Increases.
2. DHHS is reintroducing the Back Up Staffing Report, which was suspended due to COVID, to determine the hours of service, per Innovations Waiver service, that are not fulfilled because of a staff member not being available.
3. DHHS will work to ensure that all NC Innovations Waiver providers complete the NCI Staff Stability Survey to ensure core comprehensive data.
4. DHHS is working to assess the effectiveness of the Direct Care Worker Wage Increases.
5. DHHS is working to increase the NC Innovation Waiver Financial CAP to allow increased Innovation's Direct Care Professional wages.
6. DHHS will update this report based on information received from the more recent Staff Stability Report.
7. DHHS will work with the LME/MCOs (future BH IDD tailored plans) to assess the impact of the recently added Innovations slots and any additional slots added to the Innovations, and 1915(i) IDD Services staffing to determine if the staffing needs of the Innovations and 1915(i) IDD populations are being met.

Appendix A: Session Law 2021-180 9D.15C

S.L. 2021-180 9D.15C.

S.L. 2021-180 9D.15C. STUDY DIRECT CARE WORKERS SERVING INDIVIDUALS IN THE INNOVATIONS WAIVER PROGRAM AND DEVELOP A PLAN FOR ANY RECOMMENDED INCREASE IN THOSE WORKERS' WAGES

SECTION 9D.15C. No later than March 1, 2022, and annually thereafter for the next five years, the Department of Health and Human Services, Division of Health Benefits (DHB), shall submit a report to the Joint Legislative Oversight Committee on Medicaid and NC Health Choice that contains all of the following information regarding direct care workers who serve Medicaid beneficiaries receiving services through the North Carolina Innovations waiver program:

- (1) Statewide data on the number of these licensed and non-licensed direct care workers by worker classification.
- (2) Identification of providers that employ these direct care workers.
- (3) The weekly average number of hours worked by individuals serving in these positions.
- (4) The average and range of wages paid to these workers.
- (5) The average length of employment of these workers by any one provider.
- (6) An assessment of whether the wages of licensed direct care workers, non-licensed direct care workers, or both need to be increased. If DHB determines that there is a need for an increase in wages, then DHB shall develop a plan, or update to a previously submitted plan as applicable, for such increase.

**Appendix B: North Carolina Medicaid Intellectual and Development Disabilities Provider
List**

(*Note NCI Survey respondents are deidentified)
Claims report 2020 and 2021

2020 IDD MEDICAID PROVIDER NAME

A CARING HEART CASE MANAGEMENT INC
A PLUS RESULTS INDEPENDENT LIVING
A TOUCH OF GRACE INC
ABILITIES INC
ABLECARE CORPORATION
ABOUND HEALTH LLC
ABOVE & BEYOND CARE INC
ACCESS FAMILY SERVICES INC
ACI SUPPORT SPECIALISTS INC
ACUMEN FISCAL AGENT LLC
ADG ASSOCIATES LLC
ADULT LIFE PROGRAMS INC
ADVANCE BEHAVIORAL HEALTH SERVICES
ADVANCED BUSINESS CONCEPTS INC
ADVANCED HEALTH RESOURCES INC
ADVANTAGE BEHAVIORAL HEALTHCARE INC
ADVANTAGE CARE IN HOME SERVICES
AFTER GATEWAY INC
AGAPE HOME LIVING CARE LLC
AKACHI SOLUTION LLC
ALBERTA PROFESSIONAL SERVICES INC
ALLEGHANY COUNTY GROUP HOMES INC
ALLEN FAMILY LIVING INC
ALLIANCE HEALTH
ALPHA MANAGEMENT SERVICES INC
AMBLESIDE INC
ANGELOS CARE HOME INC
ARC CHEROKEE CLAY INC
ARC OF THE TRIANGLE INC
ARRAY OF BRIGHTER BEGINNINGS INC
ASSISTEDCARE INC
ATLANTIC AUTISM SERVICES INC
AUTISM SERVICES INCORPORATED
AUTISM SERVICES OF MECKLENBURG COUN
AUTISM SOCIETY OF NORTH CAROLINA
AUTISM SUPPORT AND PROGRAMS INC
AUTUMN HALLS OF UNAKA LLC
B & D INTEGRATED HEALTH SERVICES

BAILEYS RESPITE CARE INC
BAPTIST CHILDRENS HOME OF NC INC
BAYADA HOME HEALTH CARE INC
BEAUFORT COUNTY DEVELOPMENTAL CENTE
BEHAVIOR CONSULTATION AND PSYCHOLOG
BEHAVIORAL SERVICES INC
BENJAMIN HOUSE CASE MANAGEMENT
BERTH BEHAVIOR CONSULTATION PLLC
BETTER CONNECTIONS INC
BETTER LIVING CONCEPTS OF DURHAM LL
BEYOND CHALLENGES COMMUNITY SERVICE
BLESSED HOME III INC
BLUEWEST OPPORTUNITIES INC
BOUNDLESS MIRACLES LLC
BREAK OUT LLC
BRIDGING THE GAP RESIDENTIAL SERVIC
BRIGHTHAVEN HOME
BUILDING BRIDGES FOR COMMUNITES
CABARRUS COUNTY GROUP HOMES INC
CALDWELL OPPORTUNITIES INC
CANAAN CARE HOME LLC
CANDII HOMES
CARE WELL OF CHARLOTTE INC
CARING HANDS AND SUPPLEMENTARY ENRI
CAROBELL INC
CAROLINA OUTREACH LLC
CAROLINA RESIDENTIAL SERVICES INC
CAROLINA SOLUTION INC
CAROLINAS HOME CARE AGENCY INC
CASA MENDEZ INC
CENTRAL COMMUNITY SERVICES LLC
CF MARKETING LLC
CHAMPION FAMILY BEHAVIORAL HEALTH S
CHANGING OUTCOMES LLC
CHARLES HINES AND SON
CHARLES LEA CENTER
CHATHAM COUNTY GROUP HOMES INC
CHATHAM TRADES INC
CLEVELAND VOCATIONAL INDUSTRIES IN
CLIMBING JACOBS LADDER INC
CM SERVICES
CMS AGENCY
CNC-ACCESS INC
COASTAL ENTERPRISES OF WILMINGTON

COASTAL RESIDENTIAL SERVICES INC
COMMUNITY ALTERNATIVE HOUSING INC
COMMUNITY ASSISTED RESIDENTIAL ENVI
COMMUNITY COMPANION HOME CARE LLC
COMMUNITY INNOVATIONS INC
COMMUNITY SUPPORT SERVICE LLC
COMMUNITY WORKFORCE SOLUTIONS INC
COMMUNITY-BASED DEVELOPMENTAL SERVI
COMPANION HOME HEALTH CARE
COMPASSIONATE CARE OF NORTH CAROLIN
COMPREHENSIVE COMMUNITY CARE INC
COMSERV INC
CONTINUUM CARE SERVICES INC
CORINES CARE MANAGEMENT INC
CORNERSTONE HEALTHCARE SERVICES INC
COUNTRY LIVING GUEST HOME INC
COUNTRY PINES INC
COUNTY OF PERSON OFFICE OF COUNTY F
COVENANT CASE MANAGEMENT SERVICES L
COZIES SUPERVISED LIVING
CRISYS LLC
CROSSROADS SUPPORT SERVICES INC
CRYSTAL NICKERSON
CUMBERLAND RESIDENTIAL AND EMPLOYME
CURRYS HAVEN
D D RESIDENTIAL SERVICES INC
D S COUNTRY MANOR
DAVIDSON HOMES INC
DAWN MILTON
DAY BY DAY FAMILY SERVICES LLC
DAYMARK RECOVERY SERVICES INC
DELTA BEHAVIORAL GROUP PLLC
DESTINY MANAGEMENT INC
DEVELOPMENTAL DISABILITIES RESOURCE
DEVEREUX RESIDENTIAL SERVICES LLC
DILIGENT CARE INC
DIVERSIFIED CHOICE
DREAM CONNECTIONS INC
DREAM MAKERS ASSISTED LIVING SERVIC
DREAMWEAVERS UNLIMITED INC
DURHAM COUNTY COMMUNITY LIVING PROG
DURHAM EXCHANGE CLUB INDUSTRIES INC
EAGLE HEALTHCARE SERVICES INC
EASTER SEALS UCP NORTH CAROLINA & V

EASTPOINTE HUMAN SERVICES
ED EMMANUEL HOMES LLC
EDUCARE COMMUNITY LIVING CORP NORTH
ELITE CARE SERVICES INC
EMPLOYMENT SOURCE INC
ENHANCEMENT HEALTH CARE INC
EXCEPTIONAL FAMILY SUPPORT LLC
EXPRESS SUPPORT HOME CARE
FAIRHANDS SERVICES LLC
FAMILY PRESERVATION SERVICES OF NC
FAMILYTREE ALTERNATIVE FAMILY SERVI
FIRST
FOOTHILLS INDUSTRIES OF MCDOWELL CO
FOSTERS CARE FACILITY LLC
FRESH START RESIDENTIAL FACILITY IN
GASTON RESIDENTIAL SERVICESINC
GATEWAY HUMAN SERVICES LLC
GENESIS RESIDENTIAL CARE
GENTLEHANDS OF NORTH CAROLINA INC
GHA AUTISM SUPPORTS
GOODWILL INDUSTRIES OF NUNC
GRACELAND MANOR AND ASSOCIATES INC
GREAT EXPECTATIONS DAY FACILITY AND
GROUP HOMES OF FORSYTH
GT FINANCIAL SERVICES
GUARDIAN ANGEL HEALTHCARE LLC
HALCYON LLC
HAMILTON SERVICES LLC
HARRIS HOME
HAYWOOD COUNTY GROUP HOME
HAYWOOD VOCATIONAL OPPORTUNITIES IN
HEARTSPRING INC
HELPING HANDS OF NORTH CAROLINA LLC
HERBERT REID HOME
HICKS HOUSE OF CARE
HOLT ASSESSMENT SERVICES LLC
HOLY ANGELS INC
HOME CARE SOLUTIONS OF NC LLC
HOMECARE MANAGEMENT CORPORATION
HOPE OF SAMPSON COUNTY LLC
HOUSE OF CARE INC
HOWELL AND HOWELLS GROUP HOME LL
HOWELL SUPPORT SERVICES LLC
HUGHES BEHAVIORAL MENTAL HEALTH S

HUMAN RESOURCES UNLIMITED INC
I INNOVATIONS INC
IDEAL RESPONSE SERVICES LLC
IDELLAS CARE HOMES LLC
IMPACT OF THE PIEDMONT INC
INDEPENDENT HUMAN SERVICES LLC
INDEPENDENT LIVING GROUP HOME LLC
INDUSTRIAL OPPORTUNITIES INC
INEZS HOUSE HC LLC
INMAN HOME HEALTH
INNOVATIVE SUPPORT SERVICES LLC
INREACH
INTEGRATED FAMILY SERVICES PLLC
INTELLICHOICE STAFFING LLC
IQUOLIIOC INC
IRENE WORTHAM CENTER INC
J L REDFORD INC
J-1 CONSULTANTS LLC
JEWEL COMMUNITY CARE LLC
JIREHS PLACE INC
JOHNSON CENTER II
JOHNSONS HOUSE OF HOPE FAMILY CARE
JOHNSTON COUNTY INDUSTRIES INC
KALEO SUPPORTS INC
KD SUPPORT SERVICES
KERR HOMES INC
KYSEEMS UNITY GROUP HOME LLC
L&J HOMES INC
LAVERNES HAVEN RESIDENTIAL HOME SER
LE CHRIS COUNSELING SERVICES INC
LEARNING PERSPECTIVES INC
LECHRIS HEALTH SYSTEMS OF GREENVILL
LECHRIS HEALTH SYSTEMS OF NEW BERN
LEE COUNTY INDUSTRIES INC
LIBERTY CORNER ENTERPRISES INC
LIFE ALLIANCE LLC
LIFE BASED CONCEPTIONS LLC
LIFE CHANGING BEHAVIORAL HEALTH SER
LIFE ENRICHMENTCENTER OF CLEVEL
LIFE INC
LIFESPAN INC
LIFT DAY ACTIVITY CENTER
LINDA SHORTS HOME
LINDLEY HABILITATION SERVICES INC

LUTHERAN FAMILY SERVICES IN THE CAR
M AND S SUPERVISED LIVING LLC
MACON CITIZENS FOR THE HANDICAPPED
MAKIN CHOICES INC
MARTIN COUNTY RESIDENTIAL SERVICES
MATCHBOX HEALTH SERVICES CORPORATIO
MAXIM HEALTHCARE SERVICES
MCDANIEL HOME
MCDANIEL HOMES LLC
MERCY CARE INC
MICHAELS WORLD
MISS DAISYS AND ASSOCIATES INC
MITCHELL COUNTY GROUP HOME
MONARCH
MORE THAN CONQUERORS
MOUNTAIN AREA COMMUNITY SERVICES IN
MOUNTAIN AREA RESIDENTIAL FACILITIE
MURCHISON RESIDENTIAL INC
MURDOCH DEVELOPMENTAL CENTER
MYLESS SERVICES INC
NC BROOKHAVEN BEHAVIORAL HEALTH
NC OUTREACH GROUP HOMES LLC
NCG ACQUISITION LLC
NEW BEGINNINGS DAY TREATMENT CENTER
NEW HORIZONS ADULT DAY SERVICES INC
NEW HORIZONS HOME CARE INC
NOIR ENTERPRISES LLC
NORTH CAROLINA LIFE OF REHABILITATI
NORTH CAROLINA OUTREACH HOMECARE LL
NORTHEASTERN HOME CARE
OE ENTERPRISES INC
OMNI VISIONS INC
ONE ON ONE CARE INC
ONE TO ONE WITH YOUTH INC
OPEN ARMS LLC SERENITY
OPEN HEARTS ART CENTER
OPPORTUNITY AWAITS INC
OUTREACH MANAGEMENT SERVICES
OUTWARD BOUND ONE LLC
PARADIGM INC
PARKER HOUSE TWO
PATHWAYS BEHAVIORAL HEALTH SERVICE
PATHWAYS FOR PEOPLE INC
PATHWAYS FOR THE FUTURE

PATHWAYS HUMAN SERVICES OF NORTH CA
PATTERSON HOME CARE INC
PEARLS ANGEL CARE INC
PEOPLE OF POTENTIAL INC
PERSON CENTERED PARTNERSHIPS INC
PERSON COUNTY GROUP HOMES INC
PHOENIX COUNSELING CENTER
PHP OF NC INC
PHYSICIAN ALLIANCE FOR MENTAL HEALT
PINNACLE HOME CARE INC
PRAISING HANDS LLC
PRIDE IN NORTH CAROLINA LLC
PRIMARY HEALTH CHOICE INC
PROFESSIONAL FAMILY CARE SERVICES I
PROFESSIONAL REHABILITATION CONSULT
QUALITY FAMILY SERVICES INC
QUALITY LIFE SERVICES INC
QUEST PROVIDER SERVICES LLC
R BYRD COMMUNITY CARE SERVICES
RAES PLAYZE ADULT DAY CENTER
RAINBOW 66 STOREHOUSE INC
RAINBOW OF SUNSHINE
RALPH SCOTT LIFESERVICES INC
RENEWED SERVICES INC
RENU LIFE LLC
RESIDENTIAL SERVICES INC
RESOURCES FOR HUMAN DEVELOPMENT INC
RESOURCES FOR SENIORS INC
RHA BEHAVIORAL HEALTH NC LLC
RHA HEALTH SERVICES NC LLC
RIVERBEND SERVICES INC
ROANOKE DEVELOPMENTAL CENTER INC
RONALD BENJAMIN QUALITY CARE III
ROUSES GROUP HOME INC
ROWAN VOCATIONAL OPPORTINITIES INC
ROYAL CHILD ACADEMY COMPANY
RUSMED CONSULTANTS LLC
RUTHERFORD LIFE SERVICES INC
S&L HOME CARE SERVICES INC
SANDHILLS CENTER FOR MH DD SA
SECURING RESOURCES FOR CONSUMERS IN
SERENITY THERAPEUTIC SERVICES INC
SHFP INC
SHINELIGHT INC

SKILL CREATIONS INC
SOLID FOUNDATION FACILITIES INC
SOMEONE DOES CARE
SOPHIA B PIERCE AND ASSOCIATES INC
SOUTHEASTERN INTEGRATED CARE
SPECIALIZED SERVICES AND PERSONNEL
SPIGNER MANAGEMENT SYSTEMS INC
STEPS DEVELOPMENTAL ACADEMY INC
STEVENS CENTER
STILL BLESSED INC
STILL FAMILY LLC
STRUCTURED FAMILY INTERVENTIONSLLC
SUCCESSFUL SOLUTIONS MHS INC
SUMMERLAND HOMES INC
SUMMIT SUPPORT SERVICES OF ASHE INC
SUPREME CHOICE HEALTH CARE
SYLVANGLADE HOME INC
SYLVANGLADE SERVICES INC
SYNERGY IN ACTION INC
THE ARC OF GREENSBORO INC
THE ARC OF NORTH CAROLINA INC
THE ASBURY HOMES INC
THE CENTER FOR CREATING OPPORTUNITI
THE ENOLA GROUP INC
THE ENRICHMENT CTR AN AFFL CHPT
THE HOPE CENTER OF HENDERSONVILLE
THE KIDS WORKSHOP
THE LOVING HOME INC
THE MENTAL HEALTH FUND INC
THE RUBY PARDUE BLACKBURN ADULT DAY
THE TRINITY HOME
THE WORKSHOP OF DAVIDSON INC
THURSHER GOODMAN WINSTEAD CAREHOME
THYLLIS SMITH
TLC ADULT GROUP HOME
TLC OPERATIONS INC
TOP PRIORITY CARE SERVICES LLC
TOUCHSTONE RESIDENTIAL SERVICES
TRANSYLVANIA ASSOCIATION FOR DISABL
TRANSYLVANIA VOCATIONAL SERVICES IN
TRG HEALTH CARE SYSTEMS LLC
TRI SUPPORT SYSTEMS INC
TRIAD ADULT DAY CARE CENTER INC
TRIAD COORDINATED SERVICES INC

TRIANGLE COMPREHENSIVE HEALTH SERVI
TRILLIUM HEALTH RESOURCES
TT&T SERVICES INC
ULTIMATE FAMILY CARE HOME INC
UMAR SERVICES INC
UNION DIVERSIFIED INDUSTRIES INC
UNIQUE CARING NETWORK INC
UNIQUE HOME CARE INC
UNITED LIVING LLC
UNITED RESIDENTIAL SERVICES OF NORT
UNITED SUPPORT SERVICES INC
UNITY HOME CARE INC
UNIVERSAL MENTAL HEALTH SERVICES I
UNIVERSITY OF NORTH CAROLINA AT CHA
UPRISING HOMES INC
VICTOR & ASSOCIATES INC
VISIONS IN VIEW INC
VOCA CORPORATION OF NORTH CAROLINA
WAKE ENTERPRISES INC
WATAUGA OPPORTUNITIES INC
WAYNE OPPORTUNITY CENTER INC
WB HEALTH CARE
WELL CARE HOME CARE INC
WESCARE PROFESSIONAL SERVICES LLC
WHAT MATTERS MOST INC
WILKES VOCATIONAL SERVICES INC
WILSONS HOME CARE AGENCY INC
WNC MADISON COUNTY HOUSING CORP
WOLFE AND JACKSON GROUP HOME INC
YELVERTONS ENRICHMENT SERVICES INC
ZOE BEHAVIOR HEALTH SERVICES INC

2021 IDD MEDICAID PROVIDER NAME

A CARING ALTERNATIVE LLC
ABS UT PC
ABUNDANT LIFE INC
AMARA WELLNESS SERVICES INC
ASHE SERVICES FOR AGING INC
BEHAVIORAL HEALTHCARE SERVICES INC
BETTER DAYS AHEAD OF ROCKY MOUNT
COASTAL SOUTHEASTERN UNITED CARE
CREATIVE MANAGEMENT SOURCE INC
DREAM PROVIDER CARE SERVICES
EMPOWERMENT QUALITY CARE SERVICES

FAMILIES FIRST OF NC LLC
FREEDOM HOUSE RECOVERY CENTER INC
FRIENDLY PEOPLE THAT CARE DAY PROGR
GASTON SKILLS INC
HANDS LLC OF ROWAN
HINDS FEET FARM INC
INDEPENDENT OPPORTUNITIES INC
LECHRIS ADULT DAY CARE OF ROCKY MOUNT
LIVING WITH AUTISM INC
MORGAN SUPPORT SERVICES
MULTI THERAPEUTIC SERVICES INC
NEUSE ENTERPRISES INC
NEVINS CENTER INC
ONASS PLACE
P & W GROUP LLC
POLK VOCATIONAL SERVICES
POSITIVE CONNECTION CARE INC
PQA HEALTHCARE INC
PREMIER SERVICE OF CAROLINA INC
PRIMARY CARE SOLUTIONS INC
PSYCHOLOGICAL MOBILE SERVICES PA
REACH FOR INDEPENDENCE INC
RESIDENTIAL SUPPORT SERVICES OF WAK
RHA HEALTH SERVICES INC
ROANOKE VALLEY ADULT DAY CARE CENTER
ROBIN A WILLIAMS
ROUSES GROUP HOME II INC
RYANS PLACE LLC
SPIRIT OF EXCELLENCE COMMUNITY OUTR
ST GERARD HOUSE
STANDARDS-BASED BEHAVIORAL CONSULTING
STEP BY STEP CARE INC
SUNRISE CLINICAL ASSOCIATES PLLC
SUPREME COMPASSIONATE CARE INC
THE ARC OF DAVIDSON COUNTY
THE ARC OF HIGHPOINT -
THE SPARC NETWORK LLC
THERAPEUTIC ALTERNATIVES INC
THOMPSON PSYCHOLOGICAL SERVICES INC
VAUGHTERS SPECIALIZED CONSULTATIVE
VOCATIONAL SOLUTIONS OF HENDERSON C
WESTBRIDGE VOCATIONAL INC