



# COMMUNITY ENGAGEMENT & EMPOWERMENT TEAM

Community Updates | December 2021

## **NCDHHS Announces Updated Launch for Behavioral Health I/DD Tailored Plans**

The North Carolina Department of Health and Human Services announced that Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plans will launch **Dec. 1, 2022**, instead of July 1, 2022.

Individuals who need certain services to address a serious mental illness, serious emotional disturbance, severe substance use disorder, intellectual or developmental disability or traumatic brain injury, may be eligible to enroll in a Behavioral Health I/DD Tailored Plan. The updated implementation schedule recognizes community concerns that the COVID-19 pandemic has contributed to an increased need for behavioral health and intellectual/developmental disabilities services, which has placed added pressures at the state, Local Management Entity/Managed Care Organization ([LME/MCO](#)) and provider levels. The updated implementation schedule will help balance the need to ensure a successful [Tailored Plan launch](#) with the imperative to provide current beneficiaries in the system with high quality care.

NCDHHS' goal remains to ensure a seamless and successful experience for LME/MCO beneficiaries, their families and advocates, providers and other stakeholders committed to improving the health of North Carolinians. Beneficiaries who are in NC Medicaid Direct or the Eastern Band of Cherokee Indians (EBCI) Tribal Option and receive enhanced behavioral health, intellectual or developmental disabilities or traumatic brain injury services from a current LME/MCO will continue to receive care in the same way until the Tailored Plans launch on Dec. 1, 2022. Providers will continue to prepare for the transition to Tailored Plans.

For more information about Tailored Plans, see [Behavioral Health I/DD Tailored Plans](#) on the NC Medicaid website. Visit [NC Medicaid Transformation to Managed Care](#) for more North Carolina managed care activities.

### **Division of Child and Family Well-Being North Carolina Department of Health and Human Services**

NCDHHS's Established Vision for Children and Families—  
Children are healthy and thrive in safe, stable and nurturing families, schools and Communities.

### **Continued: Division of Child and Family Well-Being**

#### **Division of Child and Family Well-Being Basics**

**What:** The Division of Child and Family Well-Being will bring together complementary programs from within NCDHHS that primarily serve children and youth to improve their health & well-being outcomes. This program includes:

Nutrition programs for children, families, and seniors - Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), Food and Nutrition Services (FNS)/Supplemental Nutrition Assistance Program (SNAP), and the Child & Adult Care Food Program (CACFP)

- Health-related programs and services for children and youth that enable health in their schools and communities, such as school health promotion, home visiting programs, supports for children and youth with special health care needs, genetics and newborn screening.

- School and community mental health services for children and youth, including supporting children with complex needs, coordination with schools, systems of care work for families supported by multiple child service agencies, and supports for DSS involved youth.

- Early Intervention/Infant-Toddler Program, which provides supports and services to young children with developmental delays or established conditions.

**Why:** Across NCDHHS, we aim to make a positive impact on the lives of the people we serve and to ensure that programs and services reach those who need them the most. We are proud of how we transformed how we work as a team to serve children and families during an unprecedented global crisis. The Division of Child and Family Well-Being will build upon these lessons learned to further prioritize and coordinate whole child and family well-being by:

- **Enhancing how children and families access programs that support their well-being:** Coordination across programs serving children and families allows more families to access programs across mental, social, and health services. An early area of work will be making it easier for families to enroll in the nutrition programs in the division (e.g., WIC and FNS/SNAP).

- **Coordinating increased investments to improve child health and well-being:** The investments will be informed by data with a focus on closing equity gaps in child well-being. An early focus will be maximizing the impact of the federal American Rescue Plan funds.

- **Elevating the value of our teams supporting child and family well-being:** We are inspired by our team members who passionately work to improve the lives of children and families in North Carolina. Our commitment is to create a thriving culture where we celebrate our positive impact on child and family well-being.

**When:** The launch of the Division will be a phased process that will start in January 2022.

**Who:** Yvonne Copeland is the Division's first Director and is working closely with Dr. Charlene Wong (Assistant Secretary for Children and Families), Susan Gale Perry (Chief Deputy Secretary for Opportunity and Well-Being) and other senior leaders across the Department to establish the new Division.

## Monthly Meetings

### PROVIDER & CONSUMER CALLS

#### Joint DMHDDSAS & DHB Update call:

**Providers** During this call, panelists will present policy updates from DMHDDSAS and DHB representatives followed by an

open Q&A session.

Thursday, December 2, from 3 - 4 pm

**Committee (SCFAC)** meeting is on the 2nd Wednesday of every month and is open to the public. September,

Register at: <https://tinyurl.com/yuavfsdd>

After registering, you will receive a confirmation email containing information about joining the webinar.

#### Joint DMHDDSAS & DHB Update call:

**Consumers & Family Members**

**Due to the Holiday we will not hold this call in December.**

**Stay tuned for information for future calls.**

### Regional CFAC Meetings

**Due to the Holiday we will not hold these calls in December.**

**Stay tuned for information for future meetings.**



## In Person Training—CE&E Team

**As we start to Prepare for 2022— Remember to get with your CE&E Team member to set up Trainings for your community events, committee's, and CFAC meetings.**

The CE&E Team has started our Community Training's in person! Reach out to your CE&E Team members to set up any of our trainings from our Technical Assistance Program (TTAP). Our team will continue to follow all guidelines that are suggested by the State, the CDC or your organization/facility. The CE&E Team is here to help— contact us to begin planning for your next event!

Please reach out to our team at : [CEandE.staff@dhhs.nc.gov](mailto:CEandE.staff@dhhs.nc.gov)

Stacey Harward, BSW: [Stacey.Harward@dhhs.nc.gov](mailto:Stacey.Harward@dhhs.nc.gov)

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SCFAC meetings will be held as hybrid meetings – the in-person option at this time is only for committee members.

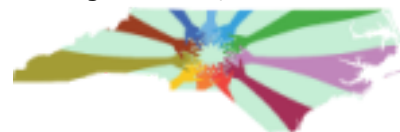
**Have a question about anything— send it to us!!**

The Division of Mental Health, Developmental Disabilities and Substance Abuse Services is working to centralize questions coming in so that we can ensure that questions are answered in a timely manner by the appropriate subject matter experts. In order to do this we have two portals for incoming questions, our email [Bhidd.helpcenter@dhhs.nc.gov](mailto:Bhidd.helpcenter@dhhs.nc.gov) or web

## State CFAC

### The State Consumer and Family Advisory

*Nothing About Us, Without Us.*



A virtual platform and teleconference options are provided for additional attendees.

Visit the State CFAC page for more information

[www.ncdhhs.gov/divisions/mhddsas/councils-commissions/state-consumer-and-family-advisory-committee](http://www.ncdhhs.gov/divisions/mhddsas/councils-commissions/state-consumer-and-family-advisory-committee). Next

Meeting: **Wednesday, December 1, 2021**

Time: **9:00 am to 3 pm**

Join by web browser:

<https://tinyurl.com/StateCFACMeeting>

Call-in: +1-415-655-0003

Access Code: 171 378 2076

## State to Local Collaboration Meeting

The State to Local Collaboration Call will resume the regular schedule of every **4th Wednesday** of the month. CFAC members can use the same Phone Number and Conference ID for each meeting. Links to participate by web will be sent out before each meeting.

The call-in number and conference ID will not change.

**Next Call: December 22, 2021 from 6:00 – 7:30 pm**

<https://tinyurl.com/S2L-CollaborationCall>

+1-415-655-0003

Conference ID: 171 710 7705

## Local CFAC Updates

Many local CFACs continue to meet virtually, some have started to have blended meetings . Make sure that you check with your LME/MCO to get the full calendar of events and meeting details, including how to connect with virtual meetings and/or in-person meetings.

Click on the directory link to find your LME/MCO: <https://www.ncdhhs.gov/providers/lme-mco-directory>

### NC Medicaid Managed Care Launched

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 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](#)

Learn More : <https://tinyurl.com/bpx5w7br>

## NC Medicaid Beneficiary Portal

portal <https://tinyurl.com/386hpk6h>

Please help us better our response time by using these avenues for submitting questions.

## Where you can find more information

### 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>

### NC Olmstead

Learn more about NC Olmstead

<https://www.ncdhhs.gov/divisions/mental-health/developmental-disabilities-and-substance-abuse/nc-olmstead>

<https://www.ncdhhs.gov/events>

### Grant Opportunities

<https://tinyurl.com/DMHDDSAS-Grants>

## NC Medicaid Managed Care Hot Topics Webinar Series

Every 3rd Thursday of the month from 5-30-6:30 PM  
Medicaid Hot Topics Tailored Plan and Behavioral Health

Jan 20, 2022 05:30 PM Feb 17, 2022 05:30 PM

[Register for 3rd Thursday webinars](#)

## IDD Supported Living Levels 2/3 Workgroup News

### Supported Living Levels 2 and 3 Workgroup Quarterly

**Meetings:** The NC Innovations Waiver has a Service called Supported Living which provides services and supports to individuals on the Innovations Waiver who choose to live in their own home or apartment. If you are an Innovations Waiver recipient and you would like more information on Supported Living please ask your Innovations Care Coordinator.

Anyone utilizing Innovations Supported Living Levels 2 or 3; providers or families/natural supports are invited to participate in quarterly meetings held regarding Innovations Supported Living. To receive more information on the meetings and be added to our listserv, please contact Christina Trova to at [christina.a.trovato@dhhs.nc.gov](mailto:christina.a.trovato@dhhs.nc.gov) and ask to be added to the SL 2/3 listserv.

Medicaid serves low-income parents, children, seniors, and people with disabilities. The Beneficiary Portal offers information on applying for Medicaid and more.

[Go to the Beneficiary Portal](#)

## Tailored Care Management 101

## Traumatic Brain Injury

## Educational Opportunities

The next Brain Injury Advisory Council (BIAC) meeting will be held on Wednesday, December 8th from 9am to 1pm. For meeting access information please send an email request with subject of "BIAC Meeting" to [TBIContact@dhhs.nc.gov](mailto:TBIContact@dhhs.nc.gov)

TBI grant activity is underway. We are recruiting for membership on the TBI Grant Steering Committee. This steering committee plays an important role in oversight of grant activity,

Tailored Care Management will be the predominant care management model for the Behavioral Health and Intellectual/Developmental Disability (I/DD) Tailored Plan population, which includes individuals with significant behavioral health conditions (including serious mental illness, serious emotional disturbances and severe substance use disorders), I/DD and traumatic brain injury (TBI). Tailored Plan members will obtain care management through one of three approaches: through an Advanced Medical Home Plus (AMH+) practice, Care Management Agency (CMA), or a care manager based at a Tailored Plan.

The Tailored Care Management 101 webinar series was designed to help develop a shared understanding of the model across the North Carolina provider community (including advanced medical homes and behavioral health, I/DD, and TBI providers) and any one interested.

The webinar series will run from October through mid-December, on Fridays from 12 to 1 p.m., and cover the following:

<https://tinyurl.com/s8mpvexn>

12-3-21	Billing
12-10-21	Oversight and Quality Measurement/Improvement

## Get the SCOOP on Managing Stress

It's important to make sure you are taking care of your mental health. Behavioral health is core to our overall health. With the Holidays and Covid-19 pandemic these are extraordinary times, individuals may be experiencing an increase in Stress. There are actions you can take, and resources that are available, to help maintain your mental health.

Follow the link below to find more information on **SCOOP of Managing Stress** and additional resources.

<https://tinyurl.com/2p866tb7>

## Emergency Rental Assistance Program

The HOPE Program serves 88 counties in North Carolina and the remaining 12 counties are served by local Emergency Rental Assistance Programs.

For helpful information on how to find housing and utility help, click on the following links: [Mortgage Assistance for Homeowners](#), [Rent Assistance for Landlords](#), [Rent/Utility Assistance for Tenants](#).

The Housing Opportunities and Prevention of Evictions Program (HOPE) provides rent and utility assistance to low-income renters that are experiencing financial hardship due to the economic impacts of COVID-19. If you have questions or need help applying, program representatives are available 8 a.m. – 5 p.m. Monday through Friday:

HOPE Call Center: [\(888\)927-5467](tel:8889275467)

monitoring project progress, making recommendations, problem solving challenges and other critical functions. Interested individuals should contact Sandy Pendergraft at [sandy.pendergraft@bianc.net](mailto:sandy.pendergraft@bianc.net) or Michael Brown at [michael.brown@dhhs.nc.gov](mailto: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 web site can be found at [www.bianc.net](http://www.bianc.net)

A diverse and growing library of free online TBI training modules can be found at [www.biancteach.net](http://www.biancteach.net)

A newly developed national toolkit is now available: [Toolkit: Traumatic Brain Injury and Substance Use Disorders: Making the Connections](#). The Toolkit was funded by SAMHSA Regions 7 and 8 Addiction Technology Transfer Centers and created by the National Association of State Head Injury Administrators (NASHA) in partnership with Dr. Carolyn Lemsky. Please distribute this free resource widely!

### Veterans, Servicemembers & Families

Our Next GWG Meeting will be held on Thursday, December 16, 2021 from 2-4pm. Topic for Agenda will be: Financial, Housing and Relationship Instabilities that Trauma and the MH/BH and EH Conditions cause.

Please sign up on the newsletter link as this will be a virtual meeting.

<https://ncgwg.org/>  
<https://ncgwg.org/newsletter/>

**Resource Guide for Veterans** can be viewed electronically at <https://helpncvets.org/resources/>

If you would like a hard copy of the Veterans Resource Guide or would like to partner with us to get these guides out into the community, please notify your CEE Team member.



### Child and Adolescent Mental Health Amid COVID-19: Reflection, Response, and Resiliency

January 20, 2022 9:00AM– 12:15PM

Without question, the global pandemic of 2020-2021 has had a significant impact on children, adolescents, and families



### Press Releases from the State

To find out the newest information from the State please check our web site at:

across North Carolina. In this presentation, we will review what we know about the current state of child and adolescent mental health in North Carolina and will link this to policy and practice applications for our everyday work. We will explore how the pandemic highlighted existing health disparities for children and families with marginalized identities and link this to a need for advocacy work with in North Carolina.

<https://tinyurl.com/2p9bc9tr>



### Compassionate Approaches to Crisis Webinar Series

Over the next several months, the National Empowerment Center will be offering several webinars on peer-run services serving individuals experiencing an emotional crisis. Topics covered will include peer-staffed warmlines, peer respites, and the living room model.

Our next webinar in the series is scheduled for **Thursday, December 9th, from 4-5:30pm ET.**

### Art-making as an Alternative Philosophy of Care During Emotional Crisis

[Registration \(gotowebinar.com\)](https://gotowebinar.com)



### Life at the corner of disability and justice involvement

7:00PM December 2, 2021

Join via Facebook Live or register to participate on Zoom:

[https://zoom.us/webinar/register/WN\\_RyOx5JVTkqIT8Unp\\_YiQ](https://zoom.us/webinar/register/WN_RyOx5JVTkqIT8Unp_YiQ)

[World AIDS Day \(Dec. 1\)](#)

[National Handwashing Awareness Week \(Dec. 1-7\)](#)

[National Influenza Vaccination Week \(Dec. 5-11\)](#)

[A Community Toolkit for Addressing Health Misinformation](#)

<https://www.ncdhhs.gov/press-releases>

### Seeking A Co-Chair! Could It be you?

Youth/Young Adult Co-Chair Role Fostering Health NC

## Transition Age Youth Workgroup.

### PLAN FOR AND CO-LEAD MEETINGS

The co-chairs ( one young adult and one professional work group member) create agendas and run meetings together.

### TRACK GROUP DEADLINES

Help the group reach goals by setting action items and following up with group members

### SPEAK OUT FOR YOUTH

Share your ideas on how foster care services can be improved and invite other youth to volunteer to share their ideas as well!

### HELP WITH SPECIAL PROJECTS

Sometimes the work group assists the state division of social services with special projects, for example participating and assisting with focus groups as needed.

This is a great opportunity to expand your resume while making a change in the foster care system, helping to educate youth and young people, and developing resources to help youth in care. This position has a small stipend made possible with the support of Strong Able Youth Speaking Out ( SAYSO).

The Transition Age Youth workgroup focuses on needs and issues of health and well-being for youth in foster care and those previously in care.

The group meets for an hour and a half every other month. Currently, meetings are at 11:30am –1:30pm on the first Thursday of the month, but the time can be changed to better accommodate the schedule of the selected co-chair.

For more information or to receive an application, please contact Fostering Health NC at [FHNC@ncpeds.org](mailto:FHNC@ncpeds.org) Applications will be accepted until **December 10, 2021**

## Conferences

### Save the Date for Spring 2022 13th Annual NC

#### “One Community in Recovery” Conference:

#### Healing Together After Being Apart April 27-29, 2022

The Conference Center at GTCC, Colfax, NC  
Attend in person or via live webinar

#### Share Your Experience and Expertise - Submit a Presentation Proposal

We are actively seeking proposals that will explore diverse topics and disseminate new concepts about recovery and resiliency throughout our state. Learn more on our [Call for Proposals webpage](#) and apply! To apply, please [complete this application](#) and return by **December 30, 2021**.

### Peer Support Job Board

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

### 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.

## Upcoming PSS Trainings

- [New 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 <https://pss.unc.edu/contact-us> or by calling 919-843-3018.

## PSS Employment Information

- 3858 Certified Peer Support Specialists as of Nov 12, 2021
- 1594 Certified Peers are employed as PSS
- 811 PSS are seeking employment

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

## Latest NC Certified Peer

## Support Specialist News

**Holiday Closure:** The NC Certified Peer Support Specialist (NCCPSS) Program will break for the holidays from December 20, 2021 – January 2, 2022. We will resume processing applications for certification and recertification when we return in the new year. If you need to reach the NCCPSS Program during the break, please email [pssregistry@unc.edu](mailto:pssregistry@unc.edu). Thank you and happy holidays.

Your feedback on this page is much appreciated! Please feel free to email us at [CEandE.Staff@dhhs.nc.gov](mailto:CEandE.Staff@dhhs.nc.gov) with any tips.

## Community Engagement & Empowerment Team

The Division of MH/DD/SAS, Community Engagement and 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 HHS policy making, program development, and service delivery systems. Learn more at: <https://www.ncdhhs.gov/assistance/mental-health-substance-abuse/>