

# ***NC TIDE***



## **2015 FALL CONFERENCE**

**SUCCESS**



**Working Together:  
Partners in Success**

**November 1-4, 2015**

**Embassy Suites by Hilton Greensboro-Airport  
204 Centreport Drive  
Greensboro, NC 27409**

**Phone: 336-668-4535**



**NC TIDE Fall 2015  
Conference  
November 1, 2015 -  
November 4, 2015  
Greensboro, NC**

**CONFERENCE INFORMATION**

**REGISTRATION**

This is the third conference for which NC TIDE is offering on-line registration with the ability to pay on-line. For on-line registrations, the following procedures **MUST** be followed:

- On-line registration is available on the NC TIDE website at [www.nctide.org](http://www.nctide.org).
- Follow the on-line instructions to register and pay for the conference. Online registration payments can be made using E-Checks, American Express, Discover Card, Visa, or MasterCard. See below for convenience fee charges.
- Payments made with credit cards will incur a 2.25% convenience fee charged in addition to the registration cost at the time of payment. **NOTE:** Once on-line payment transaction has occurred, the convenience fee is **non-refundable** should you decide to cancel your registration within the allotted timelines.
- To take advantage of the savings by registering 4 individuals for the full conference and receiving the 5<sup>th</sup> registration free or registering 3 CFAC individuals and receive one staff member registration free (Please see below "Additional Registration Information" for more details), once you finish registering one person, you click "keep shopping" and add another person. Unfortunately if you chose to take advantage of this offer, you will not be able to pay with a credit card. You should then print the registration forms and send the forms with the appropriate payment to Marilyn Brothers (see below for address).
- Additional forms of payment accepted include: personal/business check or cashier's check and should be mailed to: Marilyn Brothers, NC TIDE, P.O. Box 2001, Cary, NC 27512-2001.

**REMEMBER:** When mailing payment, **you must** include a copy of the on-line registration with your check to ensure accurate posting and confirmation of registration.

As in previous years, you may continue to register in the traditional manner by mailing the below registration form with payment to:

Marilyn Brothers  
NC TIDE  
P.O. Box 2001  
Cary, NC 27512-2001

**ADDITIONAL REGISTRATION INFORMATION**

- **SAVINGS!!!!!!** – Register 4 individuals for the FULL conference from your agency only and get the 5th registration from your agency **FREE**. (Note – one day registrations do not count.) **SEE BELOW**
- **ADDITIONAL SAVINGS!!!!**-Register 3 CFAC individuals for the FULL conference from your agency only and get **one** staff member from your agency registration **FREE**. (Note-one day registrations do not count.) **SEE BELOW**

**In order to receive your FREE registration:**

- Correct payment (based on membership status) must be submitted with registration forms.
- **ALL** forms must be received TOGETHER and “received” by **October 26, 2015**. Discount does not apply to walk-ins at the conference. No refunds for a cancellation.
- In order to be considered registered for the conference, correct payment must be received with completed registration form. Individuals will not be registered for the conference until accurate full payment (based on membership status) is made.
- For paper registration, please be sure to include (please print clearly) your email address on the registration form so that a confirmation can be sent to you.
- If you have mailed your registration but have not received a confirmation, contact Marilyn Brothers at marilynbrothers@earthlink.net or by phone at 919-740-9435. Otherwise, if payment has not been received (regardless that you think it is in the mail), you will be required to pay registration fee upon arrival at the conference.
- Mailed registrations along with payment must be “received” by **October 26, 2015** (be sure to mail your registration and payment in advance to ensure receipt by this date). To receive Early Registration rates, payment must be postmarked by **October 14, 2015**.
- On-site registration will be available at the conference – payment by check or cash (see rates below for on-site registration).
- There will be a \$25 returned check fee.

**NOTE:** A full conference registration cannot be shared among multiple individuals. One-day registrations are designed to accommodate one-day attendees. Each individual attending conference must be registered either as a one day or for the full conference.

**ATTENTION:** Each person registered for conference must individually pick up his or her registration packet at NC TIDE check-in.

**REGISTRATION FEES:**

	Postmarked Early Registration by October 14, 2015	Postmarked October 15, 2015-October 26, 2015
NC TIDE Member (LME-MCO, Provider, DHHS) – <b>be sure you are a “2015” member*</b>	\$ 170.00	\$ 195.00
Non-Members (LME-MCO, Provider, DHHS, Others)	\$ 200.00	\$ 225.00
One Day (LME-MCO, Provider, DHHS, Others)	\$ 115.00	\$ 140.00
On-site “Full” Registration (member or non-member) – Payment in hand only.	On-Site Rates \$245.00	

\*If you are unsure of your “2015” membership status, please contact Marilyn Brothers at 919-740-9435 or [marilynbrothers@earthlink.net](mailto:marilynbrothers@earthlink.net). Remember your membership is current for only the calendar year. In addition, membership is per individual and not per agency.

#### **CANCELLATION POLICY:**

- Registration fees, less a \$15 administrative fee, will be refunded if request is received by 5 pm October 14, 2015.
- October 15, 2015-October 21, 2015 refunds less a 50% cancellation fee will be honored at your request. No requests for refunds will be accepted after 5 pm October 21, 2015. Substitutions will be allowed upon request.

To discuss a substitution or cancellation, call Marilyn Brothers at 919-740-9435 (phone) or by e-mail at [marilynbrothers@earthlink.net](mailto:marilynbrothers@earthlink.net).

#### **HOTEL INFORMATION:**

- The NC TIDE Fall 2015 Conference will be held at the Embassy Suites Greensboro-Airport (204 Centreport Drive, Greensboro, NC 27409).
- Reduced room rates are available until the **cut-off date of October 3, 2015**: Room rate is \$109.00 plus taxes per night. ALL ROOMS ARE NONSMOKING. All room rates are quoted on a net non-commissionable basis and do not include applicable taxes.
- **TO MAKE RESERVATIONS:**
  - Don't forget to say you are with NC TIDE. The conference group code for the Embassy Suites and Homewood Suites is **NTD**
  - To call for reservations, use this in-house reservation number: **336-668-4535**. Reservation staff will take reservations for both the Embassy Suites and Homewood Suites Monday-Friday during the hours of 7 a.m. – 3 p.m. They will take reservations for both the Embassy Suites and Homewood Suites (**Note:** Please do not call the Hilton Reservation Toll-Free Reservation number)
  - Must reserve with a credit card or pay in full
  - Be prepared to provide reservation name, home/business address and a current email address
  - If you will be using a company credit card, remember to obtain a pre-authorization form which will need to be completed for each person whose reservation will be paid with the company credit card

**NOTE: If you are unable to reserve a room on Sunday night at the Embassy Suites, let them know you want a split reservation for Sunday night at the Homewood Suites and Monday and Tuesday nights at the Embassy Suites.**

- To utilize the personalized on-line group reservation page, please use the links directly below. Remember that if there is no availability to reserve a room on Sunday night, November 1st at the Embassy Suites, you can either book Sunday night only at the Homewood Suites and book November 2nd & 3rd at the Embassy Suites or you can choose to stay all 3 nights at the Homewood Suites. The choice is yours; however, the staff at the Embassy Suites has expressed their desire to have you join them Monday and Tuesday nights at the Embassy Suites facility.

Embassy Suites Location:

Your POG Link is: <http://embassysuites.hilton.com/en/es/groups/personalized/G/GSOGBES-NTD-20151031/index.jhtml>

Homewood Suites Location:

Your POG Link is:

<http://homewoodsuites.hilton.com/en/hw/groups/personalized/G/GSOHWHW-NTD-20151101/index.jhtml>

- Guest room check-in/check-out time is as follows:  
Check-in Time: 3:00 PM                      Check-out Time: 12:00 PM

**CONTACT INFORMATION:**

If you need further information on the conference, please contact the following:

Hotel/reservation questions contact:	Cathy Macemore	<a href="mailto:Cathy.Macemore@dhhs.nc.gov">Cathy.Macemore@dhhs.nc.gov</a>	919-218-7284
Exhibitor questions contact:	Brenda Pittman	<a href="mailto:bpittman@eastpointe.net">bpittman@eastpointe.net</a>	910-298-7158
Membership questions contact:	Marilyn Brothers	<a href="mailto:marilynbrothers@earthlink.net">marilynbrothers@earthlink.net</a>	919-740-9435
Conference registration questions contact:	Marilyn Brothers	<a href="mailto:marilynbrothers@earthlink.net">marilynbrothers@earthlink.net</a>	919-740-9435
Provider questions contact:	Gayle Mahl	<a href="mailto:gayle@phoenixcc.us">gayle@phoenixcc.us</a>	704-476-4136
NC TIDE 2015 President:	Jill Queen	<a href="mailto:Jill.Queen@Cardinalinnovations.org">Jill.Queen@Cardinalinnovations.org</a>	704-721-7015

**IMPORTANT NOTE TO ALL IN ATTENDANCE:**

- NO AUDIO or VIDEORECORDING of sessions without written permission from the speaker and prior approval of the NC TIDE Executive Committee.
- NO SOLICITATION verbally or distribution of company materials in sessions or at other sponsored NC TIDE events unless you are a registered exhibitor. Failure to adhere to this request could result in your being asked to leave the conference.

**CONFERENCE ETIQUETTE**

- It is difficult to maintain room temperatures that are comfortable for all participants. Conference attendees should be aware that room temperatures will vary throughout the conference center. A light sweater or jacket is helpful when room temperatures become too cool.
- Participants are asked to turn off cell phones and beepers when attending a workshop, or to change them to a silent signal, if necessary.
- Please step outside of the room when responding to a page or a call.

**PLEASE SHARE THE REGISTRATION AGENDA WITH OTHER INTERESTED PARTIES.**

\*\*Visit the NC TIDE website at [www.nctide.org](http://www.nctide.org) for conference updates and/or changes\*\*

**TRAINING, INSTRUCTION, DEVELOPMENT, AND EDUCATION  
(NC TIDE)  
FALL 2015 CONFERENCE**

**NOTE:** Remember “Target Audience” should be used to give one a general idea who may gain the greatest value from the session. In the event your position/title is not listed in the “Target Audience” but your interest is peaked by the session description and session objectives, **please attend the session.** We believe that all the sessions presented at the Spring Conference will be beneficial to anyone who attends.

**SUNDAY, November 1, 2015**

5:00 – 7:00 P.M.      **EARLY REGISTRATION**

8:30 – 11:00 P.M.      **HOSPITALITY SUITE** –Room 730-Exhibitor Sponsored Event  
*“Come and visit with friends and meet new NC TIDE participants”*

**MONDAY, November 2, 2015**

7:45 – 8:45 A.M.      **CONTINENTAL BREAKFAST-**  
**(A small continental breakfast will be available for those driving in for the conference. For those staying at the hotel, a full made to order breakfast is included in your room rate.)**

Exhibitor Sponsor Event

7:45 – 8:30 A.M.      **Come meet and mingle with the NC TIDE Exhibitors. See what their services and products can do for you! Make sure to be there as door prizes will be given!!**

7:15 – 3:00 P.M.      **REGISTRATION**

8:30 – 8:45A.M.      **WELCOME and BUSINESS MEETING**  
Jill Queen, Quality Monitoring Manager, Cardinal Innovations  
2015 NC TIDE President

**8:45 A.M. – 10:00 A.M. – JOINT SESSION**

**KEYNOTE ADDRESS**

**SESSION:**              **The Journey To Integrated Care**

**SPEAKER:**            Dale Armstrong, DHHS Deputy Secretary for Behavioral Health and Developmental Disability Services

**DESCRIPTION:** Evolution continues in the world of Mental Health, Intellectual/Developmental Disabilities, Substance Use/Abuse Services and Integrated Care. In this session, you will be provided an update regarding what is happening at the state level and provide perspective on the plan for moving forward in the areas of Mental Health, Developmental Disabilities, Substance Use/Abuse Services and Integrated Care. Mr. Armstrong will cover recent policy issues, legislative issues, budget issues, and discuss how these will affect the future direction of the behavioral health system of North Carolina. Time will be allowed for questions from participants.

**TARGET AUDIENCE:** All conference attendees

10:00 – 10:15 A.M.      **BREAK: EXHIBITOR VISITATION**

**10:15 A.M. – 11:45 A.M. – BREAKOUT SESSIONS**  
**(Choice of 5 Breakout Sessions)**

**Track 1**

**SESSION:**            **Excel Shortcuts-Increasing Productivity**

**SPEAKER:**        Tommy Harrington, President, CompuHELP

**DESCRIPTION:** Learn features and techniques that increase the productivity of all Excel users. Shortcuts, shortcuts and more shortcuts? Become an expert on the most useful Data Commands-Sort, Eliminate Duplicates, and Filter. Create a unique list when it's needed. Use conditional formatting to help you visually explore and analyze data, detect critical issues, and identify patterns and trends. Learn to center report titles without Merge Cells. Create custom formats and column headings. After this session you'll be able to get more done in less time. By becoming familiar with Excel's Basic Rules you'll learn techniques to make Excel "work for you". Learn to write formulas the easy way. Help eliminate entry errors with Data validation. You will be amazed at Excel's features for summarizing accounting and management information. You'll learn secrets for doing more with the AutoFill command. Learn tips and shortcuts to save hours each week.

**SESSION OBJECTIVE:** Participants will learn Excel shortcuts which will increase staff's productivity.

**TARGET AUDIENCE:** Any person who uses Excel with their work responsibilities or those who are interested in learning about Excel.

**Track 2**

**SESSION:**            **Part 1-Investigator And Auditor Interviewing Techniques**

**SPEAKER:**        David A. Botsko, Director, Program Integrity, Partners Behavioral Health Management

**DESCRIPTION:** Introduction to interviewing techniques

**SESSION OBJECTIVES:** Participants will be able to:

1. understand the differences and similarities between interviews and interrogation;
2. identify the steps in preparing for an interview;
3. identify the interviewing processes and associated techniques;
4. understand the methods and importance of documenting an interview;
5. understand the importance of listening during an interview;
6. identify signs of stress;
7. identify non-verbal signs of deception; and
8. establish a 'baseline' during an interview

**TARGET AUDIENCE:** PI auditors, investigators, other provider staff, and LME-MCO staff

### Track 3

**SESSION:** **Children's Behavioral Health Initiatives And Opportunities**

**SPEAKERS:** Catharine Goldsmith, Children's Behavioral Health Services Manager, Division of Medical Assistance  
Eric Harbour, Community Mental Health Section Child Lead, Division of MH/DD/SAS

**DESCRIPTION:** Discussion of current initiatives in child behavioral health services including: clinician training in trauma treatments through the Child Treatment Program, First Episode Psychosis treatment, education services in PRTFs, alternative service definitions, and System of Care Implementation Grant activities. At the policy level this presentation will include a discussion of the home/community based services waiver study and system level efforts to enhance care for children involved with DSS.

**SESSION OBJECTIVES:** Participants will:

1. learn about DMH/DMA activities to improve the System of Care for children and families;
2. learn about DMH/DMA initiatives to enhance and improve child behavioral health services; and
3. learn about opportunities for partnership

**TARGET AUDIENCE:** Behavioral health providers and leadership

### Track 4

**SESSION:** **Supporting Individual Success-Resource Allocation-What You Need To Know**

**SPEAKERS:** Deb Goda, IDD Manager, Division of Medical Assistance  
Andrea Misenheimer, Director of Regulatory Affairs, Cardinal Innovations Healthcare Solutions

**DESCRIPTION:** This presentation will offer an overview of Resource Allocation and how it can be used to address the needs of individuals with IDD within the 1915(b)(c) waiver.



**SESSION OBJECTIVE:** Participants attending this session will understand the basic elements of resource allocation and will have an understanding of how North Carolina will be using resource allocation within the 1915 (b)(c) waiver.

**TARGET AUDIENCE:** IDD professionals

## Track 5

**SESSION:** Strategic Planning Success

**SPEAKER:** Joe-Paul Naughton-Travers, EdM, Senior Consultant, *OPEN MINDS*

**DESCRIPTION:** If you don't know where you're going, any road will get you there; but in an increasingly competitive health care environment, your organization can't afford to wander aimlessly. This session will provide you with a strategic planning "roadmap" that outlines the *OPEN MINDS* approach to successful strategic planning. We will review why organizations need an externally-focused, resource-based approach to strategic planning and the keys to success in strategic plan implementation.

**SESSION OBJECTIVE:** Participants will learn how to develop a strategic planning "roadmap" for their agency.

**TARGET AUDIENCE:** Providers and LME-MCO staff

**\*\*Special thanks to Premier Health Care Services, Inc. , Cornerstone Treatment Facility (<http://www.ncprtf.com/locations/cornerstone>) for sponsoring this *OPEN MINDS* session.**

11:45 A.M. – 1:15 P.M.                      LUNCH ON YOUR OWN

**1:15 P.M. – 2:45 P.M. – BREAKOUT SESSIONS  
(Choice of 5 Breakout Sessions)**

## Track 1

**SESSION:** Working With Imported Data

**SPEAKER:** Tommy Harrington, President, CompuHELP

**DESCRIPTION:** Many times we need to get data from a source other than Excel. To prevent time-consuming data entry, we also at times have to create data files for vendors or governmental agencies. In this advanced Excel session you will learn to manipulate Excel information to create header and data records used in text files that can be ready by other programs. This is one of Mr. Harrington's most popular sessions since it solves many problems encountered by advanced Excel users.

We'll use many of the TEXT functions to pad fields with the correct number of characters, remove decimals from data to be imported, and create import files needed to upload data to federal and state agencies. Learn tricks for removing unwanted spaces and characters from your data and for filling fields with the correct number of leading characters. Mr. Harrington is asked more questions by advanced users in this area than any other subject area of Excel.

**SESSION OBJECTIVE:** Participants will learn how to use many of the TEXT functions, manipulate Excel information to create header and data entry as well as other Excel functions.

**TARGET AUDIENCE:** Any person who uses Excel or is interested in learning more about Excel

## Track 2

**SESSION:** **Part 2-Investigator And Auditor Interviewing Techniques**

**SPEAKER:** David A. Botsko, Director, Program Integrity, Partners Behavioral Health Management

**DESCRIPTION:** Introduction to interviewing techniques

**SESSION OBJECTIVES:** Participants will be able to:

1. understand the differences and similarities between interviews and interrogation;
2. identify the steps in preparing for an interview;
3. identify the interviewing processes and associated techniques;
4. understand the methods and importance of documenting an interview;
5. understand the importance of listening during an interview;
6. identify signs of stress;
7. identify non-verbal signs of deception; and
8. establish a 'baseline' during an interview

**TARGET AUDIENCE:** PI auditors, investigators, other provider staff, and LME-MCO staff

## Track 3

**SESSION:** **Part 1-Ethical Standards For MH/SA Professionals**

**SPEAKER:** Robert Werstlein, Ph.D. Licensed Psychologist, Training Director, Daymark Recovery Services, Inc.

**DESCRIPTION:** Staff is confronted with ethical decisions in all aspects of what they do as a mental health or substance abuse professional. This training will review ethical standards of all professionals to include social work, counseling, psychology, marriage and family therapy, peer support specialists, and substance abuse and provide for consultation on clinical situations.

**SESSION OBJECTIVES:** Participants will be able to:

1. identify and articulate relevant ethical standards; and
2. apply standards to clinical situations in a systematic manner

**TARGET AUDIENCE:** Mental health and substance abuse professionals

**CEU Hours Offered:** When attended in conjunction with Ethics (Part 2) NCSAPPB has approved these combined sessions (Part 1 and Part 2) for 3 hours- Ethics. The session is also approved by the National Board of Certified Counselors. To be eligible to obtain these hours and receive your certificate for attendance, you **MUST** attend both Part 1 and Part 2. No credit will be given for partial attendance.

#### Track 4

**SESSION:** **Part-1 Supporting Individual Success-NC Innovations Service Definitions**

**SPEAKERS:** Kenneth Bausell, IDD Nurse Consultant, Division of Medical Assistance  
Jaime Marcum, IDD Care Coordination Manager, Trillium Health Resources  
Jesse Smathers, Innovations Technical Director, Smoky Mountain LME-MCO

**DESCRIPTION:** This session will be an in depth review of the service definitions included in the NC Innovations waiver that is projected to start on January 1, 2016. Come to this session to hear a review of the upcoming NC Innovations waiver service definitions.

**SESSION OBJECTIVE:** Participants will understand the desired outcomes, intent, coverable activities and exclusions, and staff qualifications of the NC Innovations Service Definitions.

**TARGET AUDIENCE:** IDD professionals and others who are interested in the new service definitions

#### Track 5

**SESSION:** **Managing With Metrics**

**SPEAKER:** Joe-Paul Naughton-Travers, EdM, Senior Consultant, *OPEN MINDS*

**DESCRIPTION:** In our current era of technology and metrics, it's likely that your management team has great performance data. Now the question is how do you use that data to improve your organization's performance? In this session, we'll review the cornerstones of data that organizations need to drive innovation, enhance care quality, and improve operational performance. We'll cover how to develop a best practice performance reporting system and utilize your data to make better decisions for your organizations.

**SESSION OBJECTIVES:** Participants will learn how to use data to improve your agency's performance.

**TARGET AUDIENCE:** LME-MCO staff and providers

**\*\*Special thanks to Therap Services ([www.therapservices.net](http://www.therapservices.net)) for sponsoring this *OPEN MINDS* session.**

**2:45 P.M. – 3:00 P.M.**

**BREAK: EXHIBITOR VISITATION**

**3:00 P.M. – 4:30 P.M. – BREAKOUT SESSIONS  
(Choice of 5 Breakout Sessions)**

**Track 1**

**SESSION:**        **Word Shortcuts And Tips**

**SPEAKER:**        Tommy Harrington, President, CompuHELP

**DESCRIPTION:** Create letters, memos, and documents for financial reporting. Learn to format characters, paragraphs, and documents. Use Quick Parts to save hours of work. Know when and how to save documents in the new file types. Learn tricks to save time when creating letters, envelopes, financial reports, manuals, and brochures. Insert Excel data in Word documents. Learn shortcuts for editing text and other advanced shortcuts. Work with tables, MailMerge manuals and brochures. Learn tips and shortcuts to save hours each week.

**SESSION OBJECTIVE:** Participants will learn how to create letters, memos, and documents for financial reporting, how to format characters, paragraphs, documents and other Excel functions.

**TARGET AUDIENCE:** Staff who use Excel or are interested in learning how to use Excel

**Track 2**

**SESSION:**        **Part 2-Ethical Standards For MH/SA Professionals**

**SPEAKER:**        Robert Werstlein, Ph.D. Licensed Psychologist, Training Director, Daymark Recovery Services, Inc.

**DESCRIPTION:** Staff is confronted with ethical decisions in all aspects of what they do as a mental health or substance abuse professional. This training will review ethical standards of all professionals to include social work, counseling, psychology, marriage and family therapy, peer support specialists, and substance abuse and provide for consultation on clinical situations.

**SESSION OBJECTIVES:** Participants will be able to:

1. identify and articulate relevant ethical standards; and
2. apply standards to clinical situations in a systematic manner

**TARGET AUDIENCE:** Mental health and substance abuse professionals

**CEU Hours Offered:** When attended in conjunction with Ethics (Part 1) NCSAPPB has approved these combined sessions (Part 1 and Part 2) for 3 hours- Ethics. The session is also approved by the National Board of Certified Counselors. To be eligible to obtain these hours and receive your certificate for attendance, you **MUST** attend both Part 1 and Part 2. No credit will be given for partial attendance.

### Track 3

**SESSION:** Case Presentment: U.S. v. Tracie Clay

**SPEAKERS:** Michael Heavner, Assistant Attorney General, Medicaid Fraud Investigations, North Carolina Department of Justice  
Daniel Spillman, Assistant Attorney General, North Carolina Medicaid Fraud Investigations Division, State of North Carolina

**DESCRIPTION:** This session will discuss a Federal Court Case concerning Medicaid fraud (Tracie Yvette Clay, defendant).

**SESSION OBJECTIVE:** To explain a federal case concerning Medicaid fraud, specifically a mental health provider.

**TARGET AUDIENCE:** Medicaid providers, LME-MCOs, investigators, etc.

### Track 4

**SESSION:** Revenue Cycle Management-Improving Collections

**SPEAKER:** Joe-Paul Naughton-Travers, EdM, Senior Consultant, *OPEN MINDS*

**DESCRIPTION:** Improving collections: In a fee-for-service (FFS) arrangement, sustainability depends on high-volume and low costs. This means organizations need to have an established budget, an expert revenue cycle management system, and strong referral management. In this session, we'll explore best practices for revenue cycle management, and discuss how a focus on budgeting and billing can improve the performance of FFS contracts with payers. If your organization is in a traditional FFS relationship with a payer, this is one session you cannot afford to miss.

**SESSION OBJECTIVE:** Participants will learn about best practices for revenue cycle management and discuss how a focus on budgeting and billing can improve the performance of FFS contracts with payers.

**TARGET AUDIENCE:** LME-MCO staff and providers

**\*\*Special thanks to AlphaCM-A Medware Company ([www.medware.com](http://www.medware.com)) for sponsoring this OPEN MINDS session.**

### Track 5

**SESSION:** Part-2 Supporting Individual Success-NC Innovations Service Definitions

**SPEAKERS:** Kenneth Bausell, IDD Nurse Consultant, Division of Medical Assistance  
Jaime Marcum, IDD Care Coordination Manager, Trillium Health Resources  
Jesse Smathers, Innovations Technical Director, Smoky Mountain LME-MCO

**DESCRIPTION:** This session will be an in depth review of the service definitions included in the NC Innovations waiver that is projected to start on January 1, 2016. Come to this session to hear a review of the upcoming NC Innovations waiver service definitions.

**SESSION OBJECTIVE:** Participants will understand the desired outcomes, intent, coverable activities and exclusions, and staff qualifications of the NC Innovations Service Definitions.

**TARGET AUDIENCE:** IDD professionals and others who are interested in the new service definitions

**4:30 P.M. – 6:00 P.M. – BREAKOUT SESSION  
(Choice of 1 SESSION)**

**Track 1**

**SESSION:** Managing Case Rates P4P Contracts

**SPEAKER:** Joe-Paul Naughton-Travers, EdM, Senior Consultant, *OPEN MINDS*

**DESCRIPTION:** Across the health and human service field, we are seeing an end to fee-for-service (FFS) reimbursement. What comes next is yet to be defined – but there are a range of pay-for-performance and/or risk-based reimbursement models that are loosely referred to as “value-based purchasing.” Adopting a case rate payment system ensures that providers are incentivized to manage care within a recognized cost structure, while encouraging patient care and outcomes to remain the top priorities. In this important session, we'll discuss the benefits of accepting risk-based compensation, and how to develop a case rate model for your organization. The discussion will include an exploration into why the market is shifting and the advantages and challenges of value-based contracting, an overview of case rates as an emerging value-based contracting model, and a case study of an organization using case rate models for behavioral health.

**SESSION OBJECTIVE:** Participants will learn the benefits of accepting risk-based compensation and how to develop a case rate model for your agency.

**TARGET AUDIENCE:** LME-MCO staff and providers

**\*\*Special thanks to Monarch NC ([www.MonarchNC.org](http://www.MonarchNC.org)) for sponsoring this *OPEN MINDS* session.**

**4:30 P.M. – 5:30 P.M. – NETWORKING SESSIONS  
(Choice of 1 NETWORKING SESSION)**

**Track 1**

**SESSION:** CFAC Networking

**DESCRIPTION:** Come join others and discuss questions and issues you may have. This session will provide you with a good opportunity to network with other CFAC members or those interested in CFAC activities. During this networking session, you will be asked to help identify topics that would help meet your training needs for the Spring 2016 conference.

**MONDAY NIGHT ENTERTAINMENT**



**THERE WILL BE UPCOMING ANNOUNCEMENTS REGARDING EXCITING ACTIVITIES PLANNED BY THE ENTERTAINMENT COMMITTEE. WORD HAS IT THAT YOU SHOULD PRACTICE YOUR CORN HOLE BAG THROWING TECHNIQUES! STAY POSTED!!!**

***TUESDAY- November 3, 2015***

**7:30 – 8:30 A.M. CONTINENTAL BREAKFAST**  
(A small continental breakfast will be available for those driving in for the conference. For those staying at the hotel, a full made to order breakfast is included in your room rate.)

**7:45 – 3:00 P.M. REGISTRATION**

**8:30 A.M. – 10:00 A.M. – BREAKOUT SESSIONS**  
(Choice Of 5 Breakout Sessions)

**Track 1**

**SESSION:** **Part 1-Co-Occurring Disorders Treatment**

**SPEAKER:** Robert Werstlein PhD, Licensed Psychologist, Daymark Training Director

**DESCRIPTION:** The focus will be on teaching skills to intervene with both mental health and substance abuse problems in clients with co-occurring disorders. Manualized based treatments will be emphasized.

**SESSION OBJECTIVES:** Participants will be able to:

1. identify prevalence of numerous co-occurring disorders;
2. identify assessment and engagement strategies; and
3. identify numerous treatment strategies and evidenced based treatments

**TARGET AUDIENCE:** LME-MCO and provider professionals

**CEU Hours Offered:** When attended in conjunction with Co-Occurring Disorders (Part 2) NCSAPPB has approved these combined sessions (Part 1 and Part 2) for 3 hours-Specific Skills Evidence Based Treatment (SS EBT). The session is also approved by the National Board of Certified Counselors. To be eligible to obtain these hours and receive your certificate for attendance, you MUST attend both Part 1 and Part 2. No credit will be given for partial attendance.

## Track 2

**SESSION:** What Did You Say? Effective Listening-An Integral Part Of Communication

**SPEAKERS:** Kim Newsom, Human Resources Consultant  
Mel Crocker, Retiree - N.C. Department of Health and Human Services

**DESCRIPTION:** This session will explore the art of communication and some of the challenges it presents. The focus will be primarily on oral communication and will explore in detail the elements of effective listening. Participants will HEAR discussion of barriers to effective listening as well as tips to improve listening skills. There will be opportunity for audience discussion of the role effective listening has in the accomplishment of work goals.

**SESSION OBJECTIVES:** Participates will:

1. learn about the big "Listening Dilemma";
2. review the different levels of listening;
3. identify bad habits that interfere with effective listening;
4. explore tips for improving effective listening skills; and
5. correlate listening skills to successful goal attainment

**TARGET AUDIENCE:** Staff of State Division MH/DD/SAS, LMEs, and providers, especially supervisors and employees charged with successfully communicating and implementing goals, objectives and expectations within their organizations

## Track 3

**SESSION:** What's In The Cloud?

**SPEAKER:** Maurice Ferrell, Assistance Director, Center for Public Technology, UNC School of Government

**DESCRIPTION:** This session will focus on how cloud technology has allowed organizations to think differently about how systems are integrated and how information can be shared throughout the enterprise. This session will outline some best practices about cloud computing and how to ensure you have the appropriate system and process in place.

**SESSION OBJECTIVE:** To better understand cloud computing

**TARGET AUDIENCE:** Staff interested in learning about cloud technology

## Track 4

**NOTE:** There are two parts to this session. Please see below the description for each part.

### **PART 1**

**SESSION:** Homeless Continuum Of Care- Why It Matters



**SPEAKER:** Kenny Gehrig, Housing Coordinator, Partners Behavioral Health Management

**DESCRIPTION:** Housing can be a catalyst for positive change in the lives of those we serve. But, the work we do is quickly compromised when the person we serve does not have a decent, safe and affordable place to live. In this course we will discuss the challenges of housing, who is taking on these challenges and how your organization can make a direct impact.

**SESSION OBJECTIVE:** To emphasize the importance for MH/SA/I-DD providers to partner with their local homeless continuum of cares.

**TARGET AUDIENCE:** MH/SA/I-DD providers, LME-MCO staff

## **PART 2**

**SESSION:** **SOAR (SSI/SSDI Outreach, Access And Recovery)**

**SPEAKER:** Emily Carmody, Project Specialist/ SOAR State Lead

**DESCRIPTION:** In order to transition people out of homelessness, we know that they will need affordable housing, access to appropriate services, and an adequate income. For many North Carolinians who are homeless, working a full-time job is not an option because of some type of disability. Disability benefits, which include a monthly check and health insurance, can help individuals and families access affordable housing, needed healthcare, and mental health services, as well as provide some income to help pay for living expenses. The truth is, applying for disability benefits can be a tough process. For people experiencing homelessness, it can prove even more difficult. The NC SOAR program trains caseworkers across the state on how to apply for disability benefits in a more efficient and effective way. Currently, the NC SOAR outcomes show an 80% approval rate with decisions being made within 102 days. This presentation will review explain the SOAR program and how it addresses the challenges of helping homeless applicants apply for benefits.

**SESSION OBJECTIVE:** Participants will gain a knowledge of the NC SOAR program and an understanding of the challenges in applying for Social Security disability benefits.

**TARGET AUDIENCE:** MH/SA/IDD providers, LME-MCO staff

## **Track 5**

**SESSION:** **Supporting Individual Success-HCBS Final Rule. Where Do We Go From Here?**

**SPEAKERS:** Deb Goda, IDD Manager, Division of Medical Assistance  
Mya Williams, IDD Program Director, Division of MH/DD/SAS

**DESCRIPTION:** This presentation will provide an overview of the HCBS Final Rule as well as where North Carolina is in the process of ensuring compliance with the rule.

**SESSION OBJECTIVE:** At the end of the session, participants will have a general knowledge of the rule and the assessment process that North Carolina has implemented to ensure that all providers are fully in compliance by 2018.

**TARGET AUDIENCE:** IDD professionals and others interested in the HCBS final rule

**10:00 A.M. – 10:30 A.M.      BREAK: EXHIBITOR VISITATION**

**10:30 A.M. – 12:00 P.M. - BREAKOUT SESSIONS  
(Choice of 5 Breakout Sessions)**

### Track 1

**SESSION:**      **Part 2-Co-Occurring Disorders Treatment**

**SPEAKER:**      Robert Werstlein PhD, Licensed Psychologist, Daymark Training Director

**DESCRIPTION:** The focus will be on teaching skills to intervene with both mental health and substance abuse problems in clients with co-occurring disorders. Manualized based treatments will be emphasized.

**SESSION OBJECTIVES:** Participants will be able to:

1. identify prevalence of numerous co-occurring disorders;
2. identify assessment and engagement strategies; and
3. identify numerous treatment strategies and evidenced based treatments

**TARGET AUDIENCE:** LME-MCO and provider professionals

**CEU Hours Offered:** When attended in conjunction with Co-Occurring Disorders (Part 1) NCSAPPB has approved these combined sessions (Part 1 and Part 2) for 3 hours-Specific Skills Evidence Based Treatment (SS EBT). The session is also approved by the National Board of Certified Counselors. To be eligible to obtain these hours and receive your certificate for attendance, you MUST attend both Part 1 and Part 2. No credit will be given for partial attendance.

### Track 2

**SESSION:**      **SOAR: Engaging The Whole System In Strategic Planning**

**SPEAKER:**      Jeanne Pritt, CEO, People Outcomes and COO, InReach

**DESCRIPTION:** Leading an organization successfully is a challenge under all circumstances and even more so in our constantly changing behavioral health environment. There is a Strategic planning is critical to business performance and creating a planned approach. However, performance imperative that demands *more, better, faster* and a good strategic plan is your map. many leaders and business struggle with creating a plan that is flexible and responsive to the changing external environment. Great organizations will *'skate to where the puck is going to be'*! Each organization has untapped potential that can translate into growth, workforce development, better care and greater agility. Learn a new approach to strategic planning that creates momentum and agility. Research shows that building on the positive core of your organization can help it to SOAR!

**SESSION OBJECTIVES:** Participants will:

1. learn about building on the positive core and the impact on the bottom line;
2. understand the role of culture in implementing whole system planning;
3. gain insight into the SOAR model of strategic planning;
4. tips for managing the planning process;
5. identify ways to assess progress;
6. hear case studies involving outcomes achieved; and
7. understand why this approach is so important now

**TARGET AUDIENCE:** Providers and LME-MCO staff

### Track 3

**SESSION:** Post-It Problem Solving

**SPEAKER:** Dale Roenigk, UNC School of Government Benchmarking Director

**DESCRIPTION:** In this session learn a few simple methods for using Post-Its to help with problem solving particularly with groups.

**SESSION OBJECTIVES:**

1. introduce several different problem solving tools using Post-It notes as the basic building block; and
2. practice using the tools with some actual problems

**TARGET AUDIENCE:** People needing some simple but powerful tools for problem solving

### Track 4

**SESSION:** Government Budget And Fiscal Control Act Provisions That Apply To LMEs

**SPEAKER:** Kara Millonzi, Associate Professor of Public Law and Government, UNC School of Government

**DESCRIPTION:** This session will review the provisions of the Local Government Budget and Fiscal Control Act, and identify some unique challenges faced by LME-MCOs in complying with the law's requirements.

**SESSION OBJECTIVE:** To review the provisions of the Local Government Budget and Fiscal Control Act and identify unique challenges faced by LME-MCOs with complying with these requirements.

**TARGET AUDIENCE:** LME-MCO staff

## Track 5

**SESSION:** **Supporting Individual Success-Empowering The Direct Support Professional Workforce**

**SPEAKER:** Joseph M. Macbeth, Executive Director, National Alliance for Direct Support Professionals (NADSP)

**DESCRIPTION:** "The Emerging Roles and Expectations of the Direct Support Workforce": This session offers a chance to reflect on the evolving role and expectations of Direct Support Professionals. Many of these changes are driven by the Centers for Medicare & Medicaid Services (CMS) and its Federal Home and Community-Based Services Community Rule. This is a radical departure from which we are accustomed and will ultimately create an emphasis on 'personal autonomy', greater access to 'integrated settings' and helping people to make 'informed choices'. The focus of this session addresses one important piece of the CMS Rule; how do we support people with disabilities to make informed decisions? What are the direct support professional's role in this process? What are the workforce demographics and projections to fulfill these expectations? Do direct support professionals currently possess the tools, resources and skills to uphold this responsibility?

**SESSION OBJECTIVES:**

1. Identify how the 2014 CMS Community Regulations will affect the work of direct support professionals;
2. Identify the emerging roles and expectations of the direct support workforce;
3. Understand the effect that turnover, inadequate training and lack of career paths has on quality; and
4. Informed Decision Making and Direct Support Professionals: What are the connections?

**TARGET AUDIENCE:** IDD professionals

**\*\*Special thanks to the North Carolina Council on Developmental Disabilities (NCCDD) and their grantee, Benchmarks, Inc., for sponsoring Joseph M. Macbeth, Executive Director, the National Alliance for Direct Support Professionals.**

**12:00 – 1:30 P.M. LUNCH ON YOUR OWN**

**1:30 P.M. – 3:00 P.M. – BREAKOUT SESSIONS  
(Choice of 5 Breakout Sessions)**

**Track 1**

**SESSION:**            **Operating In The Digital Age: A Review Of The Legal And Practical “E-Issues” Facing Local Governments**

**SPEAKER:**           Kara Millonzi, Associate Professor of Public Law and Government, UNC  
School of Government

**DESCRIPTION:** This session will review common issues in complying with public records and open meetings laws in the digital age. The session will provide an overview of the applicable law and then give participants an opportunity to apply the law to various scenarios that are likely to arise when conducting public business electronically.

**SESSION OBJECTIVE:** Participants will learn about applicable laws when conducting businesses electronically.

**TARGET AUDIENCE:** Providers, LME-MCO staff and others interested in E-Issues

**Track 2**

**SESSION:**            **Accurate Documentation For Mental Health Providers**

**SPEAKER:**           Danielle Coleman, Senior Trainer/CEO, Choice Communications

**DESCRIPTION:** This training is designed to improve strategies and techniques of service note writing for North Carolina licensed and non-licensed mental health providers.

**SESSION OBJECTIVES:** Participants will:

1. learn core concepts of accurate documentation to enhance current skills;
2. learn the components to writing a detailed and accurate service note using the PIE format; and
3. learn techniques to ensure that daily service notes are aligned with and support client PCP goals

**TARGET AUDIENCE:** Providers, LME-MCO staff

### Track 3

**SESSION:** Creating Excel Dashboards

**SPEAKER:** Dale Roenigk, UNC School of Government Benchmarking Director

**DESCRIPTION:** In this session you will learn some techniques to create management dashboards in Excel without needing special tools.

**SESSION OBJECTIVES:** To demonstrate how users can use Excel to create management dashboards which focus on key measures or objectives. Learn how to set up these spreadsheets so they can be easily updated over time and dynamically changed to focus on different groups, different time periods, or different measures.

**TARGET AUDIENCE:** People wanting to use Excel to help them create management dashboards that can easily be updated or changed.

### Track 4

**SESSION:** Problem Gambling Outreach And Treatment In North Carolina

**SPEAKER:** Ashley Trantham, Prevention Coordinator, NC Problem Gambling Program

**DESCRIPTION:** Problem gambling is a major issue in mental health and substance abuse treatment. People dealing with substance abuse issues are at a significantly higher risk for developing a gambling problem and problem gamblers often suffer from co-occurring disorders. Learn about ways to identify problem gambling and resources available in North Carolina.

**SESSION OBJECTIVES:** Participants will:

1. develop an understanding of problem gambling in North Carolina;
2. learn to screen for problem gambling;
3. understand treatment options available for problem gamblers in North Carolina; and
4. be familiarized with problem gambling prevention and outreach efforts in North Carolina

**TARGET AUDIENCE:** Providers, LME-MCOs, clinicians, community stakeholders

### Track 5

**SESSION:** Part 1-Supporting Individual Success-The Community Resiliency Model

**SPEAKER:** Ann DuPre Rogers, Community Outreach Director, Smoky Mountain LME-MCO

**DESCRIPTION:** The Community Resiliency Model (CRM) is a public health model that provides a biological, non-stigmatizing perspective on normal human reactions to stress and trauma. The primary focus of this nervous system stabilization program is to re-set the natural balance of the nervous system. CRM skills help people understand their nervous system and learn to track sensations connected to their own wellbeing, which CRM calls Resilience. With practice, the nervous systems begins to return to its normal balance or rhythm (referred to as the Resilient Zone). CRM is both reparative and preventive. Using the wisdom of their own bodies, people experience rapid relief from symptoms accompanied by increased sense of control over future wellness.

**SESSION OBJECTIVES:** Participants will:

1. gain an understanding of the biological impact of stress and trauma on the nervous system; and
2. learn practical, effective skills for nervous system regulations

**TARGET AUDIENCE:** IDD professionals

3:00 P.M. – 3:15 P.M.

**BREAK: EXHIBITOR**

**3:15 P.M. – 4:45 P.M. – BREAKOUT SESSIONS  
(Choice of 5 Breakout Sessions)**

### Track 1

**SESSION:** Buprenorphine In The Treatment Of Opioid Use Disorders

**SPEAKER:** Bert Bennett, Behavioral Health Section, Division of Medical Assistance

**DESCRIPTION:** This presentation will outline a proposed Medicaid policy pertaining to physicians prescribing buprenorphine products in the treatment of opioid use disorders. In addition, a representative from Dominion Diagnostics will present.

**SESSION OBJECTIVES:** The goal of this session is to familiarize participants with Medication Assisted Treatment of opioid use disorders specifically the use of buprenorphine. An outline of a proposed Medicaid policy pertaining to buprenorphine will be reviewed and participants will learn.

**TARGET AUDIENCE:** Current or future prescribers of buprenorphine, professionals working with substance use disorders, Certified Substance Abuse Counselors, Licensed Clinical Addiction Specialists, and other individuals interested in Medication Assisted Treatment.

## Track 2

**SESSION:** **Clinical Supervision For NC Mental Health Providers**

**SPEAKER:** Danielle Coleman, Senior Trainer/CEO, Choice Communications

**DESCRIPTION:** Clinical supervision is the documented time a clinical supervisor and supervisee spend together to discuss the supervisee's work, to review individual recipient cases, and for the supervisee's professional development. It includes the documented oversight and supervision responsibility for planning, implementation, and evaluation of services for a recipient's mental health treatment.

**SESSION OBJECTIVE:** Participants will:

1. discuss the importance of promoting professional knowledge, skills, and values development for supervisees;
2. discuss the necessity of modeling an ethical standard of practice for supervisees; and
3. learn effective techniques to engage difficult and hard to reach supervisees

**TARGET AUDIENCE:** Providers and LME-MCO staff

## Track 3

**SESSION:** **Using Excel's What-If Tools To Answer Questions**

**SPEAKER:** Dale Roenigk, UNC School of Government Benchmarking Director

**DESCRIPTION:** In this session come learn three basic tools in Excel for "What-If" analysis.

**SESSION OBJECTIVE:** To demonstrate how users can take advantage of three different "What -If" tools in Excel to answer questions such as what value would produce the desired answer, what happens to your results if you change one or two variables at a time, and how do I save different sets of assumptions or scenarios to allow comparison.

**TARGET AUDIENCE:** People using Excel to analyze data problems where multiple values need to be tested for uncertainty or different assumptions.

## Track 4

**SESSION:** **EPSDT: The Medicaid Benefit For Children**

**SPEAKER:** Frank Skwara, EPSDT / Due Process Consultant, NC Division of Medical Assistance



**DESCRIPTION:** The presentation will review the EPSDT guarantee within the Social Security Act and its implementation in North Carolina's Medicaid benefit plan for children. A discussion of the place of the EPSDT benefit in state waiver programs will follow, with time devoted to Q and A. Attendees will have an opportunity to review the history, intent and current status of Early Periodic Screening, Diagnosis and Treatment as the Medicaid benefit for children defined within the Social Security Act. The challenges in understanding the benefit and its relationship with state waiver programs will be addressed, with time devoted to questions and answers.

**SESSION OBJECTIVES:** Participants will:

1. learn about the EPSDT guarantee within the Social Security Act and its implementation in the NC Medicaid benefit plan for children; and
2. learn about the history, intent and current status of EPSDT as the Medicaid benefit for children defined within the Social Security Act

**TARGET AUDIENCE:** Providers, program managers, advocates and others interested in the EPSDT benefit in North Carolina's Medicaid Program.

## Track 5

**SESSION:** **Part 2: Supporting Individual Success: The Community Resiliency Model**

**SPEAKER:** Ann DuPre Rogers, Community Outreach Director, Smoky Mountain LME-MCO

**DESCRIPTION:** The Community Resiliency Model (CRM) is a public health model that provides a biological, non-stigmatizing perspective on normal human reactions to stress and trauma. The primary focus of this nervous system stabilization program is to re-set the natural balance of the nervous system. CRM skills help people understand their nervous system and learn to track sensations connected to their own wellbeing, which CRM calls Resilience. With practice, the nervous system begins to return to its normal balance or rhythm (referred to as the Resilient Zone). CRM is both reparative and preventive. Using the wisdom of their own bodies, people experience rapid relief from symptoms accompanied by increased sense of control over future wellness.

**SESSION OBJECTIVES:** Participants will:

1. gain an understanding of the biological impact of stress and trauma on the nervous system; and
2. learn practical, effective skills for nervous system regulations

**TARGET AUDIENCE:** IDD professionals

**TUESDAY NIGHT ENTERTAINMENT**

**4:45 – 6:55 P.M.      HOSPITALITY SUITE-Room 730-Exhibitor Sponsored Event**  
*“Visit with friends”*



**THERE WILL BE UPCOMING ANNOUNCEMENTS REGARDING EXCITING  
ACTIVITIES PLANNED BY THE ENTERTAINMENT COMMITTEE. WORD HAS IT THAT  
YOU SHOULD PRACTICE YOUR CORN HOLE BAG THROWING TECHNIQUES! STAY  
POSTED!!!**

**WEDNESDAY – November 4, 2015**

**7:45 – 8:45 A.M.                      CONTINENTAL BREAKFAST-**  
(A small continental breakfast will be available for those driving in for the conference. For those staying at the hotel, a full made to order breakfast is included in your room rate.)

**7:45 – 10:30 A.M.              REGISTRATION**

**8:45 A.M. – 10:15 A.M.- BREAKOUT SESSION**  
**(Choice of 4 Breakout Sessions)**

**Track 1**

**SESSION:              Social Media: To Tweet Or Not To Tweet?**

**SPEAKER:**              Shannon Howle Tufts, Assistant Professor of Law and Government, UNC  
School of Government

**DESCRIPTION:** This session will focus on understanding social media, determining the most appropriate social media applications for use in behavioral health, and avoiding legal pitfalls, including retention of social media postings and employee rights related to social media.

**SESSION OBJECTIVES:**

1. To understand the basics of social media;
2. To appropriately select proper social media tools for use by entities and organizations; and
3. To comply with legal requirements related to governmental use of social media

**TARGET AUDIENCE:** Providers, LME-MCO staff, and other participants

**Track 2**

**SESSION:** **Digging Deeper: Claims Analysis In Your MCO**

**SPEAKER:** Andrew D’Onofrio, Investigation Data Specialist, Smoky Mountain LME-MCO

**DESCRIPTION:** Provider claims analysis is increasingly becoming an invaluable tool in fraud, waste and abuse detection in the healthcare payer industry. With an emphasis on NC MCO/LMEs, this session will focus on how to set up a claims analysis program in your LME-MCO.

**SESSION OBJECTIVE:** Participants will be able to bring back to their LME-MCO an understanding of how to begin a claims analysis program.

**TARGET AUDIENCE:** LME-MCO staff interested in learning how to start a claims analysis program.

**Track 3**

**SESSION:** **Engaging With Individuals With Disabilities On Employment**

**SPEAKERS:** Joshua Strasburg, IDD Team, MH Program Manager, Division of MH/DD/SAS  
Stacy A. Smith, AMH Team Lead- Community Mental Health Section, Division of MH/DD/SAS  
Melissa DeHaven, Evidence Based Practice Specialist- Community Mental Health Section, Division of MH/DD/SAS

**DESCRIPTION:** The National Core Indicators Project found in NC that roughly 88% of individuals with a disability currently do not have a job. Of those 88%, 57% would like to have a job (4% are 'in between') Of those 57%, 81% don't have an employment goal in their plan. What does that mean??? We have an untapped resource of workers with unique skill sets and experiences to bring to the work place, and our best person centered planning efforts are still not getting people what they want- work. The solution is twofold: how to you increase your own internal motivation to regularly talk about work with people with disabilities, and how to can you increase motivation for people with disabilities to consider competitive, community based employment.

**SESSION OBJECTIVES:** Participants will be able to:

1. identify how readiness impacts professionals' comfort level when exploring work with individuals with disabilities;
2. identify how to assess an individual's stage of change readiness when considering employment, and appropriate supports and interventions to provide;
3. describe the impact employment can have on wellness and recovery; and
4. create a list of next steps to both increase professionals' skills in exploring work with individuals with disabilities and tools professionals can use to support individuals in considering employment based on stage of change readiness.

**TARGET AUDIENCE:** LME-MCO care coordinators, LME-MCO UM staff, MH/DD/SU providers

#### Track 4

**SESSION:** Managing Stress And Preventing Burnout In Public Sector MH/SA Service Provision

**SPEAKER:** Robert Werstlein PhD, Licensed Psychologist, Daymark Training Director

**DESCRIPTION:** This training will focus on assisting attendees in the identification of individual specific and general factors leading to their job stress in the public sector. Numerous strategies will be reviewed and discussed to support staff to implement in their own lives so as to effectively manage stress and prevent job burnout.

**SESSION OBJECTIVES:** Participants will be able to:

1. define signs of burn out;
2. explain the 4 stages of burnout;
3. explain the causes of burnout;
4. assess their risk for burnout; and
5. be able to identify and use numerous strategies to prevent or respond to burnout

**TARGET AUDIENCE:** Providers, LME-MCO staff

**CEU Hours Offered:** Participants are eligible for 1.5 hour CEUs when the participant attends the full 1.5 hours. NCSAPPB has approved this 1.5 hours- General Skill Building (GSB). The session is also approved by the National Board of Certified Counselors. As a reminder, to be eligible to obtain these hours and receive your certificate for attendance, you **MUST** attend the full 1.5 hours. No credit will be given for partial attendance.

10:15 – 10:30 BREAK

10:30 A.M. – 11:45 A.M.- JOINT SESSION

**CLOSING SESSION**

**SESSION:** State Of The State

**SPEAKER:** Dr. Courtney Cantrell, Director, Division of MH/DD/SAS

**DESCRIPTION:** North Carolina continues on a path of change and reform in behavioral healthcare by focusing on refinement, partnership, and collaboration to achieve quality outcomes and cost efficiency. In this session, Dr. Cantrell will discuss the importance of collaboration, efficiency, effectiveness, and outcomes that yield better access, quality and services, as well as provide updates from each of their respective divisions.

11:45 – 12:00 P.M. **CLOSING REMARKS / DOOR PRIZES**

*We appreciate all of you who so generously donate door prizes from your agency.*

*Thanks for participating in our closing activities!*

**NOTE: Daymark Recovery Services has been approved by NBCC as an Approved Continuing Education Provider (#6466). Programs that do not qualify for NBCC credits are clearly identified. Daymark is solely responsible for all aspects of the programs.**

**NC TIDE  
2016 SPRING CONFERENCE  
HILTON WILMINGTON RIVERSIDE  
WILMINGTON, NC**

**APRIL 24, 2016-APRIL 27, 2016**

**CONFERENCE REGISTRATION:** Payment must be **postmarked no later than October 14, 2015 to receive the early registration rate.** The completed registration form must accompany payment. A confirmation by email will be sent on receipt of registration and payment. Please call or email if you do not receive your confirmation to ensure you are registered.

**REGISTRATION FEE:**

	Postmarked Early Registration by 10/14/15	Postmarked 10/15/15 –10/26/15
NC TIDE Members (LME-MCO, Provider, DHHS) – <b>be sure you are a “2015” member</b>	\$ 170.00	\$ 195.00
Non-Members (LME-MCO, Provider, DHHS)	\$ 200.00	\$ 225.00
One Day (LME-MCO, Provider, DHHS)	\$ 115.00	\$ 140.00
	<b>On-site Rates</b>	
On-site “Full” Registration (members/non-members) – Payment in hand only.	\$ 245.00	
On-site “One Day” Registration (members/non-members) – Payment in hand only.	\$ 145.00	

**MAKE CHECK PAYABLE TO ‘NC TIDE’** Mail to: **Marilyn Brothers** **Amount to be Paid \$ \_\_\_\_\_**  
**NC TIDE**  
**P O Box 2001**  
**Cary, NC 27512-2001**

Please help with handouts and seat planning. Place a check mark in the space to indicate sessions you plan to attend.

**Monday 8:45 – 10:00**

Keynote Address

**Monday 10:15-11:45**

- Excel Shortcuts-Increasing Productivity
- Part 1-Investigator And Auditor Interviewing Techniques
- Children’s Behavioral Health Initiatives And Opportunities
- Supporting Individual Success-Resource Allocation
- Strategic Planning Success

**Monday 1:15– 2:45**

- Working With Imported Data
- Part 2-Investigator And Auditor Interviewing Techniques
- Part 1-Ethical Standards For MH/SA Professionals
- Part 1-Supporting Individual Success-NC Innovations Service Definitions
- Managing With Metrics

**Monday 3:00-4:30**

- Word Shortcuts And Tips
- Part 2-Ethical Standards For MH/SA Professionals
- Case Presentment: U.S. v. Tracie Clay
- Revenue Cycle Management-Improving Collections
- Part 2-Supporting Individual Success-NC Innovations

**Monday 4:30-6:00**

- Managing Case Rates P4P Contracts

**Monday 4:30-5:30**

- CFAC Networking

**Tuesday 8:30-10:00**

- Part 1-Co-Occurring Disorders Treatment
- What Did You Say? Effective Listening
- What’s In The Cloud?
- Homeless Continuum Of Care-Why It Matters/SOAR
- Supporting Individual Success-HCBS Final Rule

**Tuesday 10:30-12:00**

- Part 2-Co-Occurring Disorders Treatment
- SOAR: Engaging The Whole System In Strategic Planning
- Post-It Problem Solving
- Government Budget And Fiscal Control
- Supporting Individual Success-Empowering Direct Support Workforce

**Tuesday 1:30-3:00**

- Operating In the Digital Age
- Accurate Documentation For Mental Health Providers
- Creating Excel Dashboards
- Problem Gambling Outreach And Treatment
- Part 1-Supporting Individual Success-The Community Resiliency Model

**Tuesday 3:15-4:45**

- Buprenorphine In the Treatment Of Opiod Use Disorders
- Clinical Supervision
- Using Excel’s What-If Tools
- EPSDT: The Medicaid Benefit For Children
- Part 2-Supporting Individual Success-The Community Resiliency Model

**Wednesday 8:45-10:15**

- Social Media: To Tweet Or Not To Tweet?
- Digging Deeper: Claims Analysis In Your MCO
- Engaging With Individual With Disabilities On Employment
- Managing Stress And Preventing Burnout

**Wednesday 10:30-11:45**

- State Of The State

**(PLEASE PRINT ALL INFORMATION CLEARLY)**

**NAME** \_\_\_\_\_

**TITLE** \_\_\_\_\_

**AGENCY** \_\_\_\_\_

**MAILING ADDRESS** \_\_\_\_\_

**PHONE** \_\_\_\_\_

**E-MAIL** \_\_\_\_\_

**CONFERENCE ATTENDANCE:**  FULL CONFERENCE (cannot split w/others)  
 FREE 5<sup>th</sup> Registration (include with 4 full paid registrations-all registrations must arrive as a packet)

FREE Staff Registration (include 3 CFAC full paid registrations-all registrations must arrive as a packet)  
 ONE DAY (  Mon  Tue  Wed) (check day) (not included in count for free registration)

**MEMBERSHIP STATUS:**  **NC TIDE MEMBER** (MCO/LME / PROVIDER / DHHS)

(Note: check your “2015 membership status” )  **NON-MEMBER** (MCO/LME / PROVIDER / DHHS)

**OTHER NON-MEMBER**

