



# 2025 CONFERENCE

March 31- April 2, 2025



North Carolina Training, Instruction, Development and Education (NC TIDE) is a non-profit training organization for the behavioral healthcare industry. With their first conference in 1975, established in 1992 as a non-profit agency, and renamed NC TIDE in 2011, NC TIDE successfully has completed over 85 conferences and trained thousands of individuals in the behavioral healthcare industry.

NC TIDE has many partners contributing to their success including the Division of Health Benefits (NC Medicaid), Division of Mental Health Developmental Disabilities and Substance Use Services in North Carolina (DMH), as well representatives from the Local Management Entities/Managed Care Organizations and behavioral health providers from across NC. These partners ensure NC TIDE has the most up to date and pertinent training to the behavioral health community. NC TIDE sponsors one training conference in the spring annually with national, state and local experts in behavioral healthcare.

NC TIDE Focuses Training in the areas of:

- Business/Information Technology/Network
- Clinical Operations for MH/IDD/SU
- Consumer Affairs
- Integrated Care
- Quality Management/Program Integrity
- CFAC

NC TIDE officers and committee members are all professionals in the behavioral health care industry who volunteer their time to carry forward the mission of the organization. Our organization is dedicated to improvement and provides information, training, and education to all in our field of work.

## CONTINUING EDUCATION CREDIT HOURS

**CE Hours:** NC TIDE 2025 Conference has been approved by NBCC for NBCC credit. Sessions approved for NBCC credit are clearly identified. NC Training, Instruction, Development and Education (NC TIDE) is solely responsible for all aspects of the program. NBCC Approval No. SP-4802.

**Contact Hours:** NC TIDE will be offering 15 contact hours for this conference. Full attendance is required to receive credit.



All information below regarding sessions is a **“quick reference” guide** and is not intended to replace the electronic registration process.  
To see all information regarding sessions, objectives, and biographies, please see our electronic registration process.

[REGISTER HERE](#)  
Early Bird ends 3/7/2025



Register by **3/7/2025** for the Early Bird cut off to take advantage of the discount prices and Promotional Volume Discount of **5<sup>th</sup> registration free with every 4 FULL registrations paid**. See “Group Registrations” on the last page for 5<sup>th</sup> person free registration instructions. **Registrations after 3/7/2025 will not be eligible for the 5<sup>th</sup> one free promotion!**

NCTIDE Business Meeting Monday – 3/31/2025 8:30 AM- 9:00 AM		
PLENARY 1 Monday – 3/31/2025 - 9:00 AM - 10:30 AM		
<b>P1</b>	<p>Exploration of Human Trafficking Risk Factors to Better Support Children with Intellectual Disabilities</p> <p><u>Presenter:</u> <i>Dr. Uzama Price, EdD., NADD-DSS, BCBA</i></p>	<p>Children and young people with intellectual disabilities (ID) are particularly vulnerable to human trafficking due to various reasons, such as their desire to have relationships with others, a history of past abuse, and a lack of prevention education (Hetherington, 2022). This session will delve into the prevalence rates of human trafficking within the ID population and stress the importance of assessing the various barriers that can create further hardships. The session will also share a case example of a person who is currently living in a supportive residential setting and is thriving after being trafficked, thanks to the use of Applied Behavior Analysis (ABA) and positive behavior strategies.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Discuss risk factors and the current prevalence of human trafficking within the ID population.</li> <li>2. Discuss individual, social, and environmental barriers.</li> <li>3. Recognize basic ABA principles and positive behavior support strategies in a case example.</li> </ol> <p>NBCC Credit Hours: 1.5 Program Integrity Credits: 1.5 Contact Hours: 1.5</p>

<b>Group Session A</b> <b>Monday – 3/31/2025 - 10:45 AM - 12:15 PM</b>		
<b>A1</b>	<p>Leveraging Wearable Technology for Enhanced Clinical Decision Support in Substance use Disorder Treatment</p> <p><u>Presenter(s):</u>  <i>David Reeser</i>  <i>Ryan Estes, MBA, LCSW, LCAS, CCS</i></p>	<p>The treatment of Substance Use Disorder (SUD) has traditionally been hindered by a lack of timely and actionable data, crucial for informed clinical decision-making and in today's treatment environment the lack of clinical data can mean life and death for members. This session explores the transformative potential of wearable technology in addressing this gap and discusses lessons learned by OpiAID and Coastal Horizons. By capturing and analyzing patient biometrics in near real-time, wearables can detect acute substance use and other biomarkers, offering critical insights to healthcare professionals. These insights enable timely interventions and a more personalized approach to care, significantly improving client outcomes. OpiAID and Coastal Horizons lessons learned will demonstrate how one of the state's largest Medication Assisted Treatment providers is advancing patient care, accelerating outcomes, and equipping medical professionals differently to serve some of the most vulnerable members in our mental health and substance use system. We will delve into the technological opportunities that wearable devices present, such as continuous monitoring and data-driven decision-making, as well as the challenges, including data accuracy, integration into clinical workflows, and ensuring client privacy. Attendees will gain a comprehensive understanding of how wearable technology can be harnessed to enhance clinical decision support and improve treatment efficacy in SUD care.</p> <p><u>Learning Objectives</u>  In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Be able to describe how biometric wearable devices can be leveraged and integrated in the treatment of opioid use disorders.</li> <li>2. Be able to describe how wearable devices can empower clients to be more active participants in their own treatment.</li> <li>3. Payers will be able to identify new strategies to move SUD MAT treatment to different value-based strategies historically unavailable</li> </ol> <p><u>Presenters</u></p> <p>David Reeser-Mr. Reeser will discuss QpiAIDs role with wearable technology and its involvement with Coastal Horizons regarding wearable technology.</p> <p>Ryan Estes-Mr. Estes will discuss Coastal Horizons involvement with QpiAIDs and its use of wearable technology.</p> <p>Mr. Reeser and Mr. Estes will both discuss lessons learned</p> <p>NBCC Credit Hours: 1.5  Program Integrity Credits: 0  Contact Hours: 1.5</p>

<b>A2</b>	<p>SIS- A 2nd Edition &amp; Implementation within North Carolina</p> <p><u>Presenter:</u> <i>Elizabeth Jordan, MA, HS-BCP</i></p>	<p>In this session, attendees will learn about the implementation of the SIS-A 2nd Edition within North Carolina</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Discuss the SIS-A 2nd Edition</li> <li>2. Discuss information on the implementation within North Carolina of the SIS-A 2nd Addition</li> <li>3. Be able to explain the updates to CCP 8P &amp; Resource Allocation Methodology related to SIS-A 2nd Edition</li> </ol> <p>CE Hours: 0 Program Integrity Credits: 0 Contact Hours: 1.5</p>
<b>A3</b>	<p>How to Identify and Support a Burnt Out Team</p> <p><u>Presenter(s):</u> <i>Avery Scales Demarcus Scales</i></p>	<p>As someone in a Manager/Supervisor or a "Support role," it is crucial to address burnout, which can lead to decreased productivity and higher employee turnover rates. Various internal and external factors contribute to burnout, underscoring the need for your supportive leadership and management. This issue affects the workplace and spills over into employees' personal lives.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Recognize the signs of existing burnout. Get actionable strategies for managing burnout in the workplace.</li> <li>2. Discover top workplace burnout statistics.</li> <li>3. Evaluate how your current mental health partner measures up.</li> </ol> <p>CE Hours: 0 Program Integrity Credits: 0 Contact Hours: 1.5</p>
<b>A4</b>	<p>Dental Fraud Programs: Taking a Bite Out of Crime</p> <p><u>Presenter:</u> <i>Dr. Rae L. Elliott, DHSc., MDH, RDH</i></p>	<p>In the landscape of dentistry and money, Dental Fraud has been labeled “one of the most lucrative business models” plaguing the dental market (Davis, 2020). Victims of unethical dental practices include beneficiaries, the state and federal government, Medicare, Medicaid and Tricare programs, private health insurance companies and the dental profession. According to the National Health Care Anti-Fraud Association “an emerging issue is fraud in the dental practice. Of the \$250 billion spent on dental care procedures annually, an estimated \$12.5 billion, 5%, is lost to dental fraud and abuse.” Dental fraud includes the usual health care fraud schemes such as billing for services not rendered, billing for unnecessary services, upcoding, patient churning, unbundling and kickbacks but with a uniqueness due to the nature of dentistry. Corrupt practices of fraudulent dental providers negatively impact financial resources available for private and government insurance programs, the quality of care for beneficiaries, and the confidence in and reputation of the dental profession. State Medicaid Fraud Control Units (MFCU), Managed Care companies, private health insurance Special Investigative Units (SIUI), federal, state, and local government health care investigative and prosecutive agencies should be aware of dental fraud as an emerging and growing area of health care fraud.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Identify real-world instances, photos, and methods of Dental Medicaid Fraud.</li> <li>2. Examine the financial and ethical impacts from Dental Medicaid Fraud, Waste, and Abuse.</li> </ol>

		<p>3. Recognize how to detect Dental Medicaid Fraud.</p> <p>CE Hours: 0 Program Integrity Credits: 1.5 Contact Hours: 1.5</p>
<b>A5</b>	<p>Introduction to HEDIS: Measuring and Improving Healthcare Quality</p> <p><u>Presenter:</u> <i>Gordon Wilson, LPN, BSHA/HM</i></p>	<p>This comprehensive session introduces healthcare professionals to HEDIS (Healthcare Effectiveness Data and Information Set), the healthcare industry's leading quality measurement tool. Participants will learn about HEDIS measures, their significance in healthcare quality assessment, and how these metrics drive improvements in patient care. The session covers the fundamental concepts of HEDIS reporting, its impact on healthcare organizations, and strategies for successful measure implementation.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Define HEDIS and explain its role as the healthcare industry's primary performance measurement tool, including its development by NCQA and its impact on quality improvement initiatives.</li> <li>2. Identify and categorize the major HEDIS measure domains (such as effectiveness of care, access/availability of care, experience of care) and understand how these measures are collected and reported.</li> <li>3. Analyze how HEDIS measures influence healthcare delivery, including their use in health plan accreditation, quality ratings, and value-based care programs, while recognizing key strategies for measure compliance and performance improvement.</li> </ol> <p>CE Hours: 0 Program Integrity Credits: 0 Contact Hours: 1.5</p>
<p style="text-align: center;"><b>Group Session B</b> <b>Monday- 3/31/2025- 1:30 PM - 3:00 PM</b></p>		
<b>B1</b>	<p>Trauma Tides: Riding the Waves of Emotional Overload</p> <p><u>Presenter(s):</u> <i>Katelyn Brook Medina, LCSW</i> <i>Sayonna Branch, LCSWA</i> <i>Steva Burnette, LCSW</i></p>	<p>Leadership in the mental health field comes with unique challenges, including managing complex problems while navigating personal experiences of trauma. This session is designed to help mental health leaders enhance their problem-solving skills while addressing their own trauma and maintaining personal well-being.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Be able to describe Family Centered Treatment (FCT) Model &amp; Leadership Structure               <ol style="list-style-type: none"> <li>(a). Service Definition: Explain intensity and fidelity utilized within the Family Centered Treatment (FCT) model.</li> <li>(b). Certification: Explain the certification process and the leadership structure that supports this</li> </ol> </li> </ol>

		<p>process.</p> <ol style="list-style-type: none"> <li>Discuss trauma and Its Impact           <ol style="list-style-type: none"> <li>Define Trauma: Explain what trauma is and the levels of trauma (primary, secondary, tertiary, etc.)</li> <li>Recognize symptoms: help leaders identify common signs and symptoms of trauma in employees and themselves.</li> <li>Impact on Performance: Discuss how trauma can affect workplace performance, behavior and overall well-being.</li> </ol> </li> <li>Develop Effective Support Systems to:           <ol style="list-style-type: none"> <li>Foster a Safe Space: guide leaders to create a supportive and non-judgmental work environment.</li> <li>Promote Self-Care Practices and Resilience: Emphasize the importance of self-care for both leaders and direct staff.</li> <li>Evaluate and Adapt: Encourage leaders and direct staff to seek feedback on the effectiveness of their trauma-informed practices.</li> </ol> </li> <li>Regularly review and adapt strategies to better support leaders and direct staff affected by trauma.</li> </ol> <p><u>Presenters</u> Each presenter will address the session topic and cover the learning objectives.</p> <p>NBCC Credit Hours: 1.5 Program Integrity Credits: 0 Contact Hours: 1.5</p>
<b>B2</b>	<p>Empowering Independence: Trillium Ultimate Living Assistant (TULA) Transforming Care with Engaging Devices and Remote Supports</p> <p><u>Presenter(s):</u> <i>Christie Edwards, LCMHC, LCAS</i> <i>Mike Lewis, CDPSE, PMI-ACP</i> <i>Megan Nelligan</i></p>	<p>Join us for an engaging panel discussion featuring Trillium Health Resources, as they unveil their innovative technology program, Trillium Ultimate Living Assistant (TULA). The effective and equitable integration of technology is vital for advancing digital literacy and service delivery to ensure inclusive access in today's digital world. This session will explore how TULA is transforming care through the integration of enabling devices and remote support. Discover how Trillium Health Resources, alongside community-based providers, is transforming traditional care approaches by addressing workforce challenges and enhancing support for individuals with intellectual and developmental disabilities, as well as behavioral health needs. The discussion will feature firsthand experiences and lessons learned from the integration of technology into service delivery, including strategies used, barriers faced, and solutions developed. This dialogue aims to offer valuable perspectives on leveraging technology to advance whole-person care, highlighting diverse programs designed to meet the unique needs of individuals, and emphasizing how innovative solutions contribute to greater independence, enhanced digital literacy, and improved health outcomes.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>Describe the concept of technology enabled supports and remote supports as it relates to serving vulnerable populations.</li> <li>Review the barriers and workforce challenges that drive the need for incorporating technology into service delivery.</li> <li>Gain insights from panelist on the integration of technology into service delivery through member stories and provider experiences.</li> </ol> <p>CE Hours: 0 Program Integrity Credits: 0</p>



		Contact Hours: 1.5
<b>B3</b>	<p>Technology Modernization for the Future of Health and Human Services</p> <p><u>Presenter(s):</u>  <i>Nick Behrends</i>  <i>Thomas Nisbet</i>  <i>Annie Widom</i>  <i>Susie Petryna</i>  <i>Elana Fine</i></p>	<p>Health and Human Services (HHS) organizations face the significant challenge of modernizing their systems and processes to keep pace with evolving technology. In a landscape where delivering quality services is the top priority, many organizations struggle to allocate sufficient resources for operational modernization. The traditional, labor-intensive approaches to managing large-scale programs are no longer sufficient to provide the efficiency and oversight required. To meet growing demands, organizations must embrace new, innovative ways of working and adopt technologies that enhance productivity and streamline operations. This transformation requires the right mix of practices, teams, and technology. Organizations need a robust framework that integrates: Human-centered design – to create technology solutions that meet users' real needs. Thought-leadership – to introduce best practices and cultivate a culture of continuous improvement. Fast, iterative delivery – to quickly test ideas, prove their value, and scale them across the organization. With this approach, HHS organizations can leverage cutting-edge technologies to drive modernization. Breakthroughs such as Generative AI and low-code/no-code platforms automate routine tasks and optimize data use, allowing teams to focus on higher-value work. Together, these advancements enable organizations to achieve more with fewer resources, accelerating their journey toward operational excellence. Join us to explore how continuous innovation frameworks and modern technologies like Generative AI and low-code/no-code platforms are transforming the way HHS organizations operate. Discover how these tools can drive meaningful change, streamline processes, and enable faster, more efficient service delivery.</p> <p><u>Learning Objectives</u>  In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Gain an understanding of emerging technology modernization frameworks and strategies.</li> <li>2. Be able to identify how continuous innovation can drive value through Generative AI and automation technologies.</li> <li>3. Explore how new technologies can empower organizations to modernize operations and improve efficiency. Innovators and people who want to drive outcomes. Anyone who uses, manages, or buys technology. Everyone who performs manual and repetitive tasks they wish could be easier.</li> </ol> <p>CE Hours: 0  Program Integrity Credits: 1.5  Contact Hours: 1.5</p>
<b>B4</b>	<p>Legal and Policy Changes and Strategies for Informing and Adapting to them</p> <p><u>Presenter(s):</u>  <i>Sarah Pfau, JD, MPH</i></p>	<p>In the wake of the 2024 general elections, 2025 will be a year of significant turnover in federal and State government. 2025 will also bring a new Third Party Administrator to the State Health Plan for Teachers and State Employees and a new statewide Medicaid managed care plan for children and families involved in the child welfare system. Providers will continue to contract in a multi-payor Medicaid managed care system with up to 10 plans. Some Medicaid service delivery policies and administrative requirements are dictated by the Centers for Medicare and Medicaid services; some by NC DHHS; and some by individual health</p>



	<p><i>Matt Wolfe, JD</i></p>	<p>plans. How should interested parties prepare for, navigate, influence, and adapt to this complex policy environment? At what level in publicly funded, government-run health insurance can you influence policy change? When should you time your advocacy intervention? Join us to learn about the legal and regulatory framework that affects provider agency operations and the pathways for strategic advocacy opportunities.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Discuss the federal and State regulatory contexts for policy issues that affect their agency operations.</li> <li>2. Recognize through scenario examples, the regulatory and legislative pathways for policy advocacy.</li> <li>3. Evaluate a policy issue that their organization is facing and strategize to influence favorable change.</li> </ol> <p>CE Hours: 0 Program Integrity Credits: 1.5 Contact Hours: 1.5</p>
<b>B5</b>	<p>Uncovering the Why: Leading Workgroups Through Root Cause Analysis for Improved Outcomes</p> <p><u>Presenter:</u> Mulamba Lunda, MPH, LMSW</p>	<p>Effective problem-solving in health settings requires a structured, data-driven approach to address complex challenges affecting patient outcomes and organizational systems. This session will explore the role of Root Cause Analysis (RCA) in leading a workgroup to identify underlying issues, implement targeted interventions, and drive meaningful quality improvements.</p> <p>RCA is a systematic method used to uncover the fundamental causes of adverse events, inefficiencies, and operational challenges. By engaging multidisciplinary teams in a structured RCA process, organizations can enhance patient safety, reduce preventable incidents, and improve overall service delivery. This presentation will provide a step-by-step framework for leading workgroups through the RCA process, from problem identification and data collection to cause analysis, action planning, and outcome measurement.</p> <p>Participants will gain insights into best practices for facilitating productive RCA discussions, fostering a culture of continuous improvement, and implementing sustainable solutions. Case studies will illustrate successful RCA initiatives that have led to measurable improvements in clinical outcomes, staff engagement, and patient satisfaction.</p> <p>By integrating RCA methodologies into quality improvement strategies, behavioral health leaders can proactively address systemic issues, enhance operational efficiency, and create a more effective, patient-centered care environment.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Gain an understanding of the RCA process and use of interdisciplinary team.</li> <li>2. Gain insights into best practices for facilitating productive RCA discussions, fostering a culture of continuous improvement, and implementing sustainable solutions.</li> <li>3. Illustrate successful RCA initiatives that have led to measurable improvements in clinical outcomes, staff engagement, and patient satisfaction through case study reviews.</li> </ol> <p>CE Hours: 0 Program Integrity Credits: 0</p>

		Contact Hours: 1.5
<b>PLENARY 2</b> <b>Monday- 3/31/2025- 3:15 PM – 4:45 PM</b>		
<b>P2</b>	<p>Customer Service and De-escalation Skills for Behavioral Health Professionals</p> <p><u>Presenter:</u> Kenny House, LCAS, CCS</p>	<p>This session will blend principles of excellent customer service in the business world with the necessary skills in the behavioral healthcare field to de-escalate anxious and agitated clients.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Be able to identify key principles of customer service.</li> <li>2. Be able to identify key principles of de-escalation and the accompanying skills necessary.</li> <li>3. Be able to utilize these principles in their own workplace to improve everything from staff morale to client satisfaction to the workplace environment.</li> </ol> <p>NBCC Credit Hours: 1.5 Program Integrity Credits: 0 Contact Hours: 1.5</p>
<b>PLENARY 3</b> <b>Tuesday- 4/1/2025- 8:30 AM - 10:00 AM</b>		
<b>P3</b>	<p>Tristan's Story: The Art of Compassionate Care</p> <p><u>Presenter(s):</u> Holly Ogundipe-Carolan Sonya Fearington</p>	<p>This session will explore how the Art of Compassionate Care can leverage multiple facets of an individual's life to address behavioral health concerns and issues. Reimagining how we improve quality of behavioral health services and moving beyond challenges of engagement to a person-centric holistic approach helps individuals thrive in any environment. A mindset change that realizes people are more beautiful and dynamic for having been broken, picked up, reassembled, and put back together. It's reimagining care and support for behavioral health concerns that plague us all. Hear how Art of Compassionate Care made a difference in Tristan's life.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Discuss the history of behavioral health and access to care, identifying strategies to dismantle current barriers.</li> <li>2. Identify high-risk populations by looking beyond surface-level indicators in communities, workplaces, and schools.</li> <li>3. Be able to explain the Art of Compassionate Care and how to implement this approach effectively.</li> </ol> <p><u>Presenters:</u> Both presenters will present on the session description and learning objectives.</p> <p>NBCC Credit Hours: 1.5</p>

		Program Integrity Credits: 1.5 Contact Hours: 1.5
<b>Group Session C</b> <b>Tuesday- 4/1/2025- 10:15 AM – 11:45 AM</b>		
<b>C1</b>	NA – Session moved to Plenary 2	NA – Session moved to Plenary 2
<b>C2</b>	<p>Rising the TIDE: Operationalizing Novel Data for Integrated Care</p> <p><u>Presenter:</u> <i>Trey Suttan</i></p>	<p>As North Carolina's healthcare system continues to shift, managed care operators face mounting challenges, including the administrative demands of Medicaid expansion and Tailored Plan transition. Join this session to hear how those at the forefront of these changes are adapting to meet this rising tide. We will explore how Tailored Plan leaders are leveraging novel datasets to inform integrated whole-person care, how they are navigating inertia and buy-versus-build decisions, and how they are driving the rapid implementation of new strategies across their organizations. In this complex, change-resistant industry, success requires a strong and consistent focus on serving our most vulnerable. Mr. Suttan will dive deep into the stops and starts of implementing member-focused transformative change, providing actionable advice on how to overcome obstacles, maintain their own organization's health, and achieve meaningful member outcomes.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Be able to identify how Tailored Plans are utilizing novel and comprehensive datasets to inform and enhance the delivery of whole-person, integrated care for vulnerable populations.</li> <li>2. Explore the operationalization of data-driven strategies, including the challenges and iterative processes involved in implementing these approaches.</li> <li>3. Apply the lessons learned from these real-world experiences to your own organization, identifying strategies to effectively navigate and implement data-driven healthcare innovations.</li> </ol> <p>CE Hours: 0 Program Integrity Credits: 0 Contact Hours: 1.5</p>
<b>C3</b>	<p>Olmstead and NC Housing Plan</p> <p><u>Presenter:</u> <i>Josh Walker, LCMHC</i></p>	<p>This session will provide a review of progress for the state of NC towards the NC Olmstead Plan and the NC Strategic Housing Plan.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Be able to describe the current Olmstead work in NC, both broadly and specifically with housing.</li> <li>2. Discuss the current NC Olmstead Plan.</li> <li>3. Discuss the current NC Strategic Housing Plan.</li> </ol> <p>CE Hours: 0 Program Integrity Credits: 0 Contact Hours: 1.5</p>

C4	<p>Accurate Documentation</p> <p><u>Presenter(s):</u>  <i>Danielle Coleman, LCSW</i></p>	<p>In this session, attendees will hear how proper mental health documentation is essential for ensuring continuity of care, legal compliance, and effective treatment. Here are key components of mental health documentation:</p> <ul style="list-style-type: none"> <li>• Confidentiality and compliance</li> <li>• Accuracy and clarity</li> <li>• Tracking client progress</li> </ul> <p><u>Learning Objectives</u>  In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Be able to identify the key components of documentation.</li> <li>2. Discuss why proper documentation is essential for continuity of care.</li> <li>3. Discuss documentation requirements.</li> </ol> <p>CE Hours: 0  Program Integrity Credits: 1.5  Contact Hours: 1.5</p>
C5	<p>Part 1: DHHS Employment Services and Zero Exclusion  Part 2: NC DHHS Inclusion Connects</p> <p><u>Presenter(s):</u>  <i>Kenneth Bausell, RN</i>  <i>Nicole Ness</i>  <i>Tina Barrett, MA, LPA HSP-PA</i></p>	<p>Part 1: Discuss the NCDHHS initiative called Inclusion Connects which is designed to connect people with I/DD to more choices and more access to services and supports.</p> <p>Part 2: Informative session regarding the programs of Competitive Integrated Employment and Individual Placement Supports, employment as a key to recovery, a powerful tool for community inclusion, and the practice of zero exclusions. This session will explore the critical role of employment in the recovery process. We will delve into the concept of employment as a powerful tool for individuals to rebuild their lives and achieve their full potential and the programs of IPS and CIE where we can help individuals achieve this. Additionally, we will discuss the principles of zero exclusion and how to create inclusive workplaces that accommodate the diverse needs of employees. Attendees will gain valuable insights into effective strategies for guiding conversations around supported employment programs and fostering a culture of inclusivity within their organizations and care processes.</p> <p>Key topics to be covered:</p> <ul style="list-style-type: none"> <li>• The benefits of supported employment for individuals in recovery</li> <li>• Strategies for implementing successful supported employment programs</li> <li>• Overcoming barriers to employment for individuals with disabilities or in recovery</li> <li>• Creating inclusive workplace cultures that embrace diversity</li> <li>• The importance of zero exclusion policies and practices</li> </ul> <p>Join us to learn how to make a positive impact on the lives of individuals in recovery through the power of employment.</p>

		<p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Be able to describe the IPS &amp; CIE services and how employment is key to recovery and a meaningful life.</li> <li>2. Recognize what zero exclusion means and how it should impact the services and service referrals.</li> <li>3. Discuss access and information about housing options for individuals with I/DD.</li> <li>4. Be able to promote access to services for all individuals in need of services, including those on the Innovations Waiver Waitlist.</li> <li>5. Discuss the current state of the Direct Support Professional (DSP) Workforce Shortage, including connecting DSPs with providers and individuals with I/DD.</li> </ol> <p>CE Hours: 0 Program Integrity Credits: 0 Contact Hours: 1.5</p>
<p style="text-align: center;"><b>Group Session D</b> <b>Tuesday- 4/1/2025 1:00 PM – 2:30 PM</b></p>		
<b>D1</b>	<p>First Episode Psychosis: An Exciting Pilot Taking in NC</p> <p><u>Presenter:</u> <i>Jimmy Treires, LCMHC</i></p>	<p>In this session, attendees will receive an overview of early psychosis treatment in North Carolina. The information shared will include highlighting and sharing aspects of the service, outcomes and teams in the State.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Discuss an overview of early psychosis and coordinated specialty care.</li> <li>2. Discuss the FEP/CSC teams in NC and core projects happening within these teams and population.</li> <li>3. Share outcomes for this service in the State.</li> </ol> <p>NBCC Credit Hours: 1.5 Program Integrity Credits: 0 Contact Hours: 1.5</p>
<b>D2</b>	<p>Noggin Knowledge: Recognize, Report, and Recover.</p> <p><u>Presenter(s):</u> <i>Aftan Freeman-Winters, MA, QP, CBIS</i> <i>Lee Cicero</i></p>	<ul style="list-style-type: none"> <li>• Do you know or love a military veteran?</li> <li>• Do you have a family member that's an athlete?</li> <li>• Do you take care of an elderly parent or friend?</li> <li>• Is there a teenager in your life?</li> </ul> <p>If you answered YES to any of these questions, we need you to come, learn, and help spread the word about concussions- an often ignored, taboo, and scary diagnosis. Over half of people who think they have a concussion never even get checked? Why is that and what can we do to change the stigma around concussions when it affects so many of our lives? Let's start the conversation by learning some facts, dispelling myths, identifying symptoms of concussions, and reviewing available resources. Come as a novice leave as a champion for the cause!</p> <p><u>Learning Objectives</u> In this session, attendees will be able to:</p> <ol style="list-style-type: none"> <li>1. Describe factual information about concussions</li> </ol>

		<ol style="list-style-type: none"> <li>2. Dispel myths concerning concussions</li> <li>3. Identify symptoms of concussions</li> <li>4. Identify resources for individuals who have concussions or are caring for someone with a concussion.</li> </ol> <p>CE Hours: 0 Program Integrity Credits: 0 Contact Hours: 1.5</p>
<b>D3</b>	<p>NC HealthConnex: What It Is and How It Works for You</p> <p><u>Presenter(s):</u> <i>Jessica Kuhn, MPH</i> <i>Tim Taylor, MHA</i></p>	<p>This session will provide the audience with an overview of the North Carolina Health Information Exchange Authority (NC HIEA) and its services. Along with that, attendees will gain a better understanding of NC HealthConnex, including who's using it today, and the impact it's having within their day-to-day operations. This session will also cover the partnership between NC HIEA and NC Medicaid, describing the work being done for Medicaid providers and those they serve. This will include information on three priority use cases related to the use of digital quality measures (dQMs), exchange of information to improve care management, and exchange of beneficiary health-related social needs (HRSN) screening information.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Discuss the role of the North Carolina Health Information Exchange Authority (NC HIEA) and the purpose and main functions of NC HealthConnex.</li> <li>2. Describe how NC HealthConnex can be useful for you and your organization.</li> <li>3. Discuss how NC HIEA is partnering with NC Medicaid to leverage NC HealthConnex for digital quality measures (dQMs) and the exchange of data for care management and health-related social needs (HRSN).</li> </ol> <p>CE Hours: 0 Program Integrity Credits: 0 Contact Hours: 1.5</p>
<b>D4</b>	<p>MID Case Presentation</p> <p><u>Presenter:</u> <i>Eddie Kirby, JD</i></p>	<p>The Medicaid Investigations Division (MID) is North Carolina's Medicaid Fraud Control Unit. In this session, MID Director Eddie Kirby will give an overview of MID's jurisdiction, common fact patterns investigated by MID, and examples of recent MID criminal prosecution and civil enforcement of health care fraud schemes. Director Kirby also will highlight the important role of data analysis in MID's work.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Discuss MID's role and how it works with other agencies (e.g., the DHB Office of Compliance and Program Integrity, Standard and Tailored Plans' SIUs).</li> <li>2. Discuss examples of recent MID investigations that resulted in criminal convictions and/or civil False Claims Act settlements.</li> </ol>

		<p>3. Be able to describe how MID makes use of Medicaid claims data in its work.</p> <p>CE Hours: 0 Program Integrity Credits: 1.5 Contact Hours: 1.5</p>
<b>D5</b>	<p>Examining the Complexities of our Multigenerational Direct Support Professional Workforce</p> <p><u>Presenter(s):</u> <i>Richard Anderson</i> <i>Paula Atkins</i></p>	<p>In this session Holy Angles and Horizons Residential Care Center will join forces to review a multigenerational workforce in the United States. This is an issue that is present in more significant numbers for the first time in history. Five generations are now working together, and organizations are attempting to navigate these challenges to ensure a healthy, positive, productive, and sustainable workforce. We will describe creative retention efforts for the DSP workforce, including discussion of successes and failures. Specifically, we will share a project underway at Horizons geared toward increasing longevity while paying close attention to solutions to build a unified multigenerational workforce. These efforts include assignment of a "Mentor" to support the new employee during the first 120 days of employment. The effort is "kicked off" during new employee orientation, led by the CEO, and geared toward sharing what the Horizons' mission is about and what the new employee can expect as they transition into Horizons. Additionally, we will explore the similarities and differences between each generation, the impact of the Baby Boomers delaying retirement, the positive and negative impact of Generation Z entering the workforce, and lastly examine viable workplace solutions to build a unified multigenerational workforce, specifically focusing on cross generational mentoring.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Be able to explain how a multigenerational workforce can present challenges to ensure sustainability and success for organizations but can also bring numerous advantages to provide a competitive edge over competition.</li> <li>2. Be able to describe a project designed to address longevity; thus, reduce turnover.</li> <li>3. Discuss two years of successful history (reducing turnover rates)</li> </ol> <p>CE Hours: 0 Program Integrity Credits: 0 Contact Hours: 1.5</p>
<p style="text-align: center;"><b>PLENARY 4</b> <b>Tuesday- 4/1/2025- 2:45 PM - 4:15 PM</b></p>		
<b>P4</b>	<p>Re-Entry Tailored Care Management for Incarcerated Individuals with Severe Mental Illness</p> <p><u>Presenter(s):</u> <i>Erin Kinsel, MSW, LCSWA</i> <i>Jackie Beck, MS, LCMHCS, LCAS</i> <i>Donna Salgado</i></p>	<p>Explore the benefits of Tailored Care Management (TCM) for individuals with Serious Mental Illness (SMI) reentering the community after incarceration and the justice system partnerships needed for success. Learn about a new pilot reentry program providing a "hands on" Care Management approach with all matters related to reentry, from obtaining vital documents, transportation, peer support, community resources, and enrolling in appropriate community-based mental health/substance use services. This new initiative serves individuals with SMI coming out of prisons and county detention, provides TCM beginning 90 days pre-release and continuous ongoing care management. The program aims to reduce recidivism, address housing, increase stability, increase employment and community integration, reinstate benefits lost while incarcerated, and ensure appropriate BH/medical services.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p>



		<ol style="list-style-type: none"> <li>1. Be able to identify individuals coming out of incarceration that are the most vulnerable to reoffend or likely to experience negative outcomes, and identify effective methods to serve these individuals within existing evidence-based Care Management models.</li> <li>2. Discuss the power of Peer Support and having team members with lived experience and how this benefits a Care Management Reentry Program in diverting individuals from incarceration or having their length of incarceration reduced.</li> <li>3. Discuss real examples, case studies, and results of this program initiative as well as program success rate after 1 and ½ years of implementation</li> </ol> <p>NBCC Credit Hours: 1.5 Program Integrity Credits: 1.5 Contact Hours: 1.5</p>
<p style="text-align: center;"><b>Re-Entry Simulation Activity</b> <b>Tuesday – 4/1/2025 – 4:15 PM - 5:45 PM</b></p> <p><u>Presenter(s):</u> <i>Erin Kinsel, MSW, LCSWA</i> <i>Jackie Beck, MS, LCMHCS, LCAS</i> <i>Donna Salgado</i></p> <p>This event provides a hands-on experience of the very real-life barriers facing those individuals released from incarceration, to include those with serious substance use, mental illness and intellectual/developmental disabilities. Through assigned profiles, participants are tasked with adjusting to the world outside of the prison gates, securing employment, consistently attending treatment, maintaining stable housing, and complying with conditions of their release. Your participation will help to address how to facilitate access to services and resources that are often challenging and difficult to navigate.</p> <p><u>Learning Objectives</u> In this simulation, attendees will:</p> <ol style="list-style-type: none"> <li>1. Be able to describe barriers facing those individuals released from incarceration, to include those with serious substance use, mental illness and intellectual/developmental disabilities</li> <li>2. Discuss the adjustment to the world outside of the prison gates, securing employment, consistently attending treatment, maintaining stable housing, and complying with conditions of their release.</li> <li>3. Be able to describe how to facilitate access to services and resources that are often challenging and difficult to navigate.</li> </ol> <p>NBCC Credit Hours: 1.5 Program Integrity Credits: 1.5 Contact Hours: 1.5</p>		

<b>PLENARY 5</b> <b>Wednesday- 4/2/2025- 8:30 AM - 10:00 AM</b>		
<b>P5</b>	Partnering With Communities to Drive Health Outcomes  <u>Presenter:</u> <i>Victor Armstrong, MSW</i>	<p>We often talk about partnering and/or collaborating with communities from a systems perspective. The reality is that partnership and collaboration look very different from the community's lens. In this presentation, the presenter will share tips on how to partner with communities and community-based organizations, how to measure for impact, and how to address the traditional barriers to improved health outcomes in the communities we serve.</p> <p><u>Learning Objectives</u>  In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Be able to explain how to create access that communities are willing to engage in.</li> <li>2. Be able to describe the operationalization of strategies, including the challenges and iterative processes involved in implementing these approaches.</li> <li>3. Be able to apply the lessons learned from real-world experiences to your own organization, identifying strategies to effectively navigate and implement data-driven healthcare innovations.</li> </ol> <p>NBCC Credit Hours: 1.5  Program Integrity Credits: 1.5  Contact Hours: 1.5</p>
<b>PLENARY 6</b> <b>Wednesday- 4/24/2025- 10:15 AM – 11:45 AM</b>		
<b>P6</b>	State of the State  <u>Presenter:</u> <i>Kelly Crosbie, MSW, LCSW</i>	<p>This session will focus on the current status of Mental Health, Intellectual and Developmental Disabilities, and Substance Use Services along with the vision for behavioral health service delivery in the future. The session will address the ongoing changes in the larger health delivery system in North Carolina and its impact on behavioral health services. Specific DMH/DD/SUS programs and initiatives will be discussed with an opportunity for questions and answers.</p> <p><u>Learning Objectives</u>  In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Discuss the mission of DMH/DD/SUS within the context of the North Carolina health delivery system.</li> <li>2. Be able to identify current and future initiatives impacting the delivery of behavioral health services.</li> <li>3. Be able to contextualize the impact of changes in healthcare delivery and its effect on people receiving behavioral health services.</li> </ol> <p>NBCC Credit Hours: 1.5  Program Integrity Credits: 1.5  Contact Hours: 1.5</p>

**NCTIDE Closing**  
**Wednesday – 4/2/2025 11:45 AM- 12:00 PM**



## REGISTRATION FEES 2025 (to be paid during electronic registration):

*Registration fees include CE Hours and contact hours earned during conference.*

	Early Registration END DATE 3/7/2025	Registration 3/8/2025-3/30/2025	Onsite Registration as of 3/31/2025 and after
Full Conference			
General Attendee	\$265.00	\$295.00	\$325.00
Buy 4 Get 1 Free	\$265.00	Not Available	Not Available
One Day Attendance			
1 Day Only	Not Available	\$190.00	Not Available

## **GROUP REGISTRATIONS (Note: Special ends 3/7/2025):**

Individuals registering from the same company and registering at the same time for FULL CONFERENCE may take advantage of the Buy 4 Get 1 Free Group Special.

**Note: Special ends 3/7/2025.**

**IMPORTANT: You MUST choose the Buy 4 Get 5<sup>th</sup> registration for each of the 5 participants to get the 5<sup>th</sup> free. To do this....**

1. Go to the registration page: [REGISTER HERE](#)
2. Enter each of the first 4 participants for the FULL Conference, choosing sessions, etc., each person would like to attend.
3. Enter your 5<sup>th</sup> person as you did the first four - choosing the Buy 4 Get 5<sup>th</sup> Free Registration
4. Once you move to the payment section, if you have chosen the correct item for each person as indicated above, the first 4 attendees will be \$265.00 each and the 5<sup>th</sup> person will be \$0.00.
5. **All registrations must be entered and paid for together to get the 5<sup>th</sup> one free.**

## **OTHER HELPFUL LINKS:**

### HOTEL:

- The Hotel Ballast has set up a special room rate for NC TIDE.
- This special room rate ends on **2/21/2025 or when room block is full.**
- To book your hotel room:
  - Click [BALLAST HOTEL REGISTRATION](#) or
  - Call: (1-800-HILTONS), mention group code: IDE

### EMPOWERING HOPE AWARD:

- We are now accepting referrals for the Empowering Hope Award.
- Find the application here: [www.nctide.org](http://www.nctide.org)

### THINGS TO DO IN WILMINGTON: [Things to Do](#)