



## 2023 CONFERENCE

April 24-26, 2023



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**

**NBCC:** NC TIDE 2023 Conference has been approved by NBCC for NBCC credit. Sessions approved for NBCC credit are clearly identified. North Carolina Training, Instruction, Development and Education (NC TIDE) is solely responsible for all aspects of the program. NBCC Approval No. SP-4188.

**NCSAPPB:** NC TIDE is seeking to offer NC SAPPB hours. Please check our website for updates.

**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 4/1/23



Register by **4/1/23** 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 4/1/23 will not be eligible for the 5<sup>th</sup> one free promotion!**

<b>PLENARY 1</b> <b>Monday- 4/24/23- 9:00 AM - 10:30 AM</b>		
<b>P1</b>	Leveraging Technology to Address Social Drivers of Health (SDOH)  <u>Presenters:</u> <i>Brandon Wilson</i> <i>Cory Jackson, B.S.</i>	In this session, participants will learn how to leverage North Carolina's existing statewide Social Determinants of Health (SDOH) technology platform. Participants will also apply innovative use cases to the platform to include the integration of the Healthy Opportunities pilot project, which aims to improve health outcomes for people who experience health inequities due to social drivers of health. Participants will learn how predictive analytics is leading to earlier interventions and improved wellness and health outcomes.  <u>Learning Objectives</u> In this session, attendees will: <ol style="list-style-type: none"> <li>1. Gain a better understanding of the State-wide initiative of NCARE360.</li> <li>2. Be able to discuss how the integration of technology is supporting the Healthy Opportunities Pilot.</li> <li>3. Discover how an innovative pilot utilizing predictive analytics is leading to earlier interventions in North Carolina.</li> </ol> NBCC Credit Hours:1.5 NCSAPPB General Skills: TBD NCSAPPB SA Specific: TBD Program Integrity Credits:1.5 Contact Hours: 1.5

**Group Session A**  
**Monday- 4/24/23- 10:45 AM - 12:15 PM**

<b>A1</b>	<p>Intro to Wellness in Challenging Times</p> <p><u>Presenters:</u>  <i>Stacey Harward, BSW</i>  <i>Ann Marie Webb, B.S.</i>  <i>Badia Henderson, B.S.</i></p>	<p>For this presentation participants will learn about SAMHSA’s 8 Dimensions of Wellness and how wellness supports overall health and self-care strategies. Resources that participants may access to enhance their own wellness efforts are provided.</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 Dimensions of Wellness.</li> <li>2. Understand how wellness supports overall health.</li> <li>3. Have the tools to manage your wellness.</li> </ol> <p>NBCC Credit Hours: 0          NCSAPPB General Skills: TBD          NCSAPPB SA Specific: TBD          Program Integrity Credits: 1.5          Contact Hours: 1.5</p>
<b>A2</b>	<p>Role of Medication in Crisis Care</p> <p><u>Presenter:</u>  <i>Dr. Charles Browning</i></p>	<p>The nationwide rollout of 988, a new three-digit number to call when individuals are in a mental health crisis, has the potential to dramatically improve access to crisis care. Crisis care includes components such as a 24/7 call center, mobile crisis response teams, and crisis receiving and stabilizing services. For some individuals in crisis, medication can be a helpful part of the treatment plan. In this presentation, we will discuss the current state and future directions of medication in crisis care. We will address the why, what, and how we can use medications as an aid in crisis care. We will explore it from multiple perspectives, topics like how a clinician may optimally discuss the potential risks and benefits of medication while recognizing there are two experts in the room, where psychiatric advanced directives fit into crisis care, and how organizations may utilize the Self Modification of Anti-Racism Tool (SMART) to become intentionally anti-racist.</p> <p><u>Learning Objectives</u>          In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Describe why certain principles related to medications can be important in crisis systems effectiveness overall.</li> <li>2. List what types of medication in crisis are necessary to create access and decrease barriers for care in crisis.</li> <li>3. List ways medication use in crisis care can be informed by the perspective of lived experience and explain how the Self Modification of Ant-Racism Tool (SMART) may be applied in crisis settings to address disparities in care.</li> </ol> <p>NBCC Credit Hours:1.5          NCSAPPB General Skills: TBD          NCSAPPB SA Specific: TBD</p>

		<p>Program Integrity Credits: 1.5 Contact Hours: 1.5</p>
<b>A3</b>	<p>Lessons Learned from Epidemic to Pandemic</p> <p><u>Presenter:</u> <i>Kenny House, LCAS, CSS</i></p>	<p>In this session, participants will explore the history, research and trends surrounding the opioid epidemic. We will look at lessons learned from everything from Epidemic to Pandemic to the ever-present overdose rates that we continue to wrestle with. Strategies for destigmatizing addiction and implementing proven treatment strategies will be explored, including the role of medications. There will also be discussion of the key reframes necessary for the field to move forward successfully - especially when it comes to finding the best utilization for opioid settlement and other related funding opportunities.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Review the Research and Trends of the Opioid Epidemic.</li> <li>2. Look at key "reframing" needed for pain, harm reduction, "MAT", treatment and recovery.</li> <li>3. Take what we are learning and find ways to maximize the opioid settlement and other related funding.</li> </ol> <p>NBCC Credit Hours: 1.5 NCSAPPB General Skills: TBD NCSAPPB SA Specific: TBD Program Integrity Credits:0 Contact Hours: 1.5</p>
<b>A4</b>	<p>Medicaid Investigations Division – Overview, Case Studies, and Data Analysis</p> <p><u>Presenter:</u> <i>Eddie Kirby, J.D.</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. Mr. Kirby will also 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. Familiarize themselves with 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. Provide examples of recent MID investigations that resulted in criminal convictions and/or civil False Claims Act settlements.</li> <li>3. Describe how MID makes use of Medicaid claims data in its work.</li> </ol> <p>NBCC Credit Hours:0 NCSAPPB General Skills: TBD NCSAPPB SA Specific: TBD Program Integrity Credits:1.5 Contact Hours: 1.5</p>
<b>A5</b>	<p>Using Data Visualizations to Improve Quality Management</p> <p><u>Presenter:</u> <i>Kelly Septura LMSW, PhD</i></p>	<p>In North Carolina, the way reimbursements are made is changing. As in other States, this change represents a shift from a traditional fee-for-service to a value-based payment model, compelling North Carolina organizations to demonstrate the value of their work through quality measures. While some organizations may focus solely on reporting the measures accurately and meeting reporting deadlines, there is an opportunity to use this data intentionally to demonstrate and facilitate meaningful organizational improvements. Using specific examples, this presentation will examine how incorporating results of quality measures can lead to insights that can improve efficiency and quality in behavioral health care.</p>

		<p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Examine relevant quality measures at an organization level for insights that will improve their work.</li> <li>2. Examine actors at a client level that affect their overall performance on quality measures so that they can incorporate changes that will improve performance.</li> <li>3. Incorporate quality measurement results into their decision-making processes, involving staff at every level to ensure their knowledge and expertise is incorporated throughout the organization.</li> </ol> <p>NBCC Credit Hours:1.5 NCSAPPB General Skills: TBD NCSAPPB SA Specific: TBD Program Integrity Credits:1.5 Contact Hours: 1.5</p>
<p><b>Group Session B</b> <b>Monday- 4/24/23- 1:30 PM - 3:00 PM</b></p>		
<p><b>B1</b></p>	<p>Mission Possible: Advancing Whole-Person Care by Employing People with I/DD &amp; Family Members in Care Management Agencies</p> <p><u>Presenters:</u> <i>Karen Luken, MSRA</i> <i>Kelly Friedlander MSW, MPA</i></p>	<p>Care Management is a central element of Managed Long-Term Supports and Services. In North Carolina, the new “Care Extender” service definition offers the opportunity to employ people with I/DD and family members as valued team members who can offer a unique and critical perspective on whole-person care. Identifying strategies that can enhance success and minimize potential challenges can increase the likelihood of success for the member, care extender, team, and Tailored Plan.</p> <p>This session will share perspectives and recommendations compiled from over 50 interviews with individuals with I/DD who will receive services, family members, LME-MCOs, I/DD providers, healthcare providers, and policymakers. Lessons learned from behavioral health services and other states will be shared as we choose to accept this mission and commit to success.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Identify a minimum of four outcomes that care extenders with lived experience can address on an individual and population level.</li> <li>2. Identify a minimum of three challenges that could interfere with the success of this opportunity for people with lived experience.</li> <li>3. Describe a minimum of 4 core training topics recommended for care extenders.</li> </ol> <p>NBCC Credit Hours: 1.5 NCSAPPB General Skills: TBD NCSAPPB SA Specific: TBD Program Integrity Credits:0 Contact Hours: 1.5</p>

<p><b>B2</b></p>	<p>The Future of Health and Human Services: AI-Powered Integrated Delivery Systems</p> <p><u>Presenter:</u>  <i>Nick Behrends, MBA, PMP</i></p>	<p>Health and Human Services organizations are challenged with issues facing their communities such as: homelessness, substance abuse, food insecurity, recidivism, poverty, child abuse and an aging population. Many of these organizations have a wealth of programs and resources to help address these issues. And, yet, significant improvement in health and social outcomes remains elusive.</p> <p>Challenges integrating cross-agency care coordination, fragmented service delivery, and member confusion persist, inhibiting progress on equity, quality, and efficiency goals. Delivery models, technology, and data often serve specific healthcare and social service programs. This program specific approach creates complications:</p> <ul style="list-style-type: none"> <li>• various agencies operate across systems using separate funding channels;</li> <li>• each system must comply with channel-specific funding and regulatory requirements;</li> <li>• data exists in multiple relational databases and reporting occurs in incompatible formats; and</li> <li>• operations and technologies vary in size, complexity, tools, operational flexibility, obsolescence, and architecture.</li> </ul> <p>The right solution to address these challenges requires the right platform. It requires a platform that delivers a secure, modular and interoperable architecture that promotes cross-program collaboration and informs next best actions. Choosing the right solution accomplishes five key goals:</p> <ul style="list-style-type: none"> <li>• enable collaboration by creating an electronic information exchange system;</li> <li>• improve customer access to services and resources through shared information;</li> <li>• empower customer by permitting active participation in service decisions and delivery;</li> <li>• strengthen decision-making ability through data integration and business analytics; and</li> <li>• increase the region’s connection to community data through interoperability.</li> </ul> <p>Achieving these goals requires building on a foundation of data interoperability with:</p> <ul style="list-style-type: none"> <li>• <b>Master Data Management (MDM)</b> –combines data from multiple source systems to create a distinct “golden record” for a member;</li> <li>• <b>Access Control Framework</b> – the framework to manage protected data as governed by state and/or federal legislation;</li> <li>• <b>Collaboration</b> – provides tools to promote engagement across all individuals working with a client or family;</li> <li>• <b>Coordination</b> – enables management of services across multiple programs and organizations through shared care plans and transparent referrals;</li> <li>• <b>Artificial Intelligence</b> –AI-powered workflows to speed insights to providers at the point of care and interactive AI to engage members and providers;</li> <li>• <b>Analytics</b> – transforms data to support analysis of trends, manage performance, and address disparities;</li> <li>• <b>Client Engagement</b> – supports online access for clients to access services and information; and</li> <li>• <b>Outcome-based Care Plans</b> – shifts the construct from providing the traditional fee for service model to planning, monitoring and measuring success based on the outcomes achieved.</li> </ul> <p>IBM understands well how to navigate the many business and technical challenges with integrated care delivery. We help large health and human services organizations around the world overcome these challenges. We provide end-to-end solutions comprising services, expertise, analytics, Artificial Intelligence and technology. We use human-centered design to collect diverse perspectives and to design solutions that serve people first. It’s an approach proven to help health and human services organizations more effectively improve the well-being of vulnerable populations.</p>
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<b>B3</b>	<p>PDM/CVO: Journey to Modernization and Other Important Updates</p> <p><u>Presenters:</u>  <i>LaRhonda Cain, B.S.</i>  <i>Michael Harrera</i></p>	<p>This session will provide a high-level overview of NC Medicaid's new Provider Data Management and Credentialing Verification Organization Initiative (PDM/CVO). Information will be shared about this exciting new innovative modular solution that will align with the goals of NC Medicaid and better support providers, along with other updates for providers and stakeholders' awareness.</p> <p><u>Learning Objectives</u>  In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Learn the PDM/CVO module and how it has become a core part of Medicaid Transformation.</li> <li>2. List key features of PDM/CVO.</li> <li>3. Receive a timeline as to when PDM/CVO will become operational.</li> </ol> <p>NBCC Credit Hours:0  NCSAPPB General Skills: TBD  NCSAPPB SA Specific: TBD  Program Integrity Credits: 1.5  Contact Hours: 1.5</p>
<b>B4</b>	<p>Collaborating in Health Care Fraud Investigations and Prevention</p> <p><u>Presenter:</u>  <i>David Picard, Ph.D.</i></p>	<p>In this session, participants will discuss the current state of health care fraud in North Carolina and how health plans, the North Carolina Division of Health Benefits, state, federal and local law enforcement and state contractors can collaborate and enhance working relationships to advance the investigation and prosecution of health care fraud in North Carolina.</p> <p><u>Learning Objectives</u>  In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Discuss the MID referral process.</li> <li>2. Discuss interaction between OCPI, MID and health plans.</li> <li>3. Discuss changes with Tailored Plans.</li> </ol> <p>NBCC Credit Hours:0  NCSAPPB General Skills: TBD  NCSAPPB SA Specific: TBD  Program Integrity Credits:1.5</p>

		Contact Hours: 1.5
<b>B5</b>	<p>What is Expected: Outlining NC DHHS Standards for the Tailored Plan</p> <p>Presenters:  <i>Sam Thompson</i>  <i>Sarah Gregosky</i></p>	<p>In this session, attendees will receive an overview of BH I/DD Tailored Plan network adequacy standards and access to care metrics.</p> <p><u>Learning Objectives</u>  In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Improve understanding of BH I/DD Tailored Plan network adequacy standards.</li> <li>2. Improve understanding of BH I/DD Tailored Plan access to care metrics.</li> <li>3. Improve understanding of process by which access to care will be ensured for BH I/DD Tailored Plan members.</li> </ol> <p>NBCC Credit Hours:0  NCSAPPB General Skills: TBD  NCSAPPB SA Specific: TBD  Program Integrity Credits: 0  Contact Hours: 1.5</p>
<b>PLENARY 2</b> <b>Monday- 4/24/23- 3:15 PM – 4:45 PM</b>		
<b>P2</b>	<p>Ethical and Social Issues Affecting the Lives of People with I/DD</p> <p>Presenter:  <i>Uzama Price, Ed.D., NADD-DDS, BCBA</i></p>	<p>The world came to a grinding halt in February of 2020. Things have not been the same since the emergence of COVID-19. People with disabilities were never immune to crisis, being told what to do, where to go and how to live. For the first time in America, we were all equal. We were equal because we had to listen to authority about where we went, who we engaged with and how we protected ourselves. The global pandemic showed the vulnerabilities in our healthcare system and how we provide services and supports for people with disabilities. Medical humanism is necessary to address the bioethical issues affecting people with disabilities. This session will address how best to meet the needs of this population while exploring legal, ethical, and social issues.</p> <p><u>Learning Objectives</u>  In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Examine legal, ethical and social issues that currently affect people with disabilities.</li> <li>2. Examine Nussbaum’s Capabilities Theory.</li> <li>3. Describe the various attitudinal and structural barriers that impact people with disabilities.</li> </ol> <p>NBCC Credit Hours:1.5  NCSAPPB General Skills: TBD  NCSAPPB SA Specific: TBD  Program Integrity Credits:0  Contact Hours: 1.5</p>
<b>PLENARY 3</b> <b>Tuesday- 4/25/23- 8:30 AM - 10:00 AM</b>		
<b>P3</b>	<p>Grieving Freedom: The Legacy of Race-Based Trauma</p>	<p>Cultural humility is an ongoing and evolving process for diverse behavioral health professionals. During a period of heightened racial tensions due to forms of systemic oppression, it is critical to strengthen awareness of the effects on the multiple dimensions of the individual. This presentation focuses on the impact of</p>



	<p><u>Presenter:</u> <i>Dr. Veronica Hardy, LCSW</i></p>	<p>cumulative race-based trauma (or race-based traumatic injury), racial distress, and the role of professional ethics in responding to disenfranchised and traumatized communities.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Define race-based trauma and contributing factors.</li> <li>2. Identify forms of racism and the relationship to traumatic experiences.</li> <li>3. Discuss implications and ethical obligations across various health professions.</li> </ol> <p>NBCC Credit Hours:1.5 NCSAPPB General Skills: TBD NCSAPPB SA Specific: TBD Program Integrity Credits:1.5 Contact Hours: 1.5</p>
<p><b>Group Session C</b> <b>Tuesday- 4/25/23- 10:30 AM - 12:00 PM</b></p>		
<b>C1</b>	<p>Equity, Intersectionality, and Older Adults of Color</p> <p><u>Presenter:</u> <i>Victor Armstrong, MSW</i></p>	<p>The lens of equity in mental health is about the intersectionality of race, culture, ethnicity, age, sexuality, or any pre-determined social identifier, <i>in addition to</i> living with mental health and substance use challenges. In this presentation, Victor Armstrong will discuss the impact of stigma and provider bias as it pertains to mental health treatment and older adults of color.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Identify risk factors for mental health problems among older adults.</li> <li>2. Discuss discrimination that often impacts access to appropriate care for older adults of color.</li> <li>3. Explore the impact of provider perception in treatment of older adults of color.</li> <li>4. Explore tips for seniors of color seeking treatment.</li> </ol> <p>NBCC Credit Hours:1.5 NCSAPPB General Skills: TBD NCSAPPB SA Specific: TBD Program Integrity Credits:1.5 Contact Hours: 1.5</p>
<b>C2</b>	<p>Ketamine: Herald of a New Era in Psychiatric Treatment</p> <p><u>Presenter:</u> <i>Dr. Anthony Frasca</i></p>	<p>The history of therapeutic psychedelic drug use will be reviewed. Past and present off label and/or illicit therapeutic psychedelic drug use will be reviewed. The current era of FDA-sanctioned use of esketamine will be discussed with specific examples from one practitioner who has treated more than 100 separate patients with some form of ketamine. Prospects for the therapeutic use of other psychedelic drugs will be reviewed.</p>

		<p><u>Learning Objectives</u>  In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Examine the difference between ketamine and esketamine.</li> <li>2. Describe the indications for psychiatric treatment with esketamine.</li> <li>3. Examine other existing or pending non-traditional pharmacological treatments for depression and anxiety.</li> </ol> <p>NBCC Credit Hours:1.5  NCSAPPB General Skills: TBD  NCSAPPB SA Specific: TBD  Program Integrity Credits:1.5  Contact Hours: 1.5</p>
<b>C3</b>	<p>Recruitment and Retention</p> <p><u>Presenters:</u>  <i>Richard Anderson, BS</i>  <i>Kippi Stevenson, M.S.</i></p>	<p>In this session, Horizons Residential Care Center will review recent creative recruiting efforts, including discussion of successes and failures. Additionally, we will share a project underway at Horizons geared toward increasing longevity. This effort includes assignment of a “Mentor” to support the new employee during the first 90 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.</p> <p><u>Learning Objectives</u>  In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Discuss recruiting efforts: Successes and failures.</li> <li>2. Share project designed to address longevity; thus, reduce turnover.</li> <li>3. Share data collected during the project from implementation to current!</li> </ol> <p>NBCC Credit Hours:0  NCSAPPB General Skills: TBD  NCSAPPB SA Specific: TBD  Program Integrity Credits:0  Contact Hours: 1.5</p>
<b>C4</b>	<p>Combating Fraud, Waste, and Abuse (FWA) in Medicaid and Medicaid Managed Care</p> <p><u>Presenter:</u>  <i>Patrick Piggott, MSW, LCSW, DCSW, NCI, CPIP</i></p>	<p>Fraudulent and abusive use of public healthcare funds is costly to the NC Medicaid system and can be harmful to those who rely upon unethical Medicaid providers for their healthcare. Fraud, waste, and abuse (FWA) comes in many forms, such as fraudulent billing and reimbursement, unethical marketing of healthcare services, illegal referral structures, and poor quality services. This session will cover the latest fraud, waste, and abuse schemes and trends in the Medicaid and Medicaid managed care space and teach participants how to identify and combat FWA schemes in their communities.</p> <p><u>Learning Objectives</u>  In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. List 3 FWA trends in NC Medicaid.</li> <li>2. Identify at least 3 FWA schemes identified in NC.</li> <li>3. Identify 5 partners in the fight to combat FWA.</li> </ol> <p>NBCC Credit Hours:1.5  NCSAPPB General Skills: TBD  NCSAPPB SA Specific: TBD</p>

		<p>Program Integrity Credits:1.5 Contact Hours: 1.5</p>
<b>C5</b>	<p>Lean Six Sigma (LSS)</p> <p><u>Presenters:</u> <i>Andrew Schrag MA, MBA, LCMHCS</i> <i>Kristy McCoy, LCSW</i> <i>Tamikka Woods MBA/HCM</i></p>	<p>As Medicaid delivery systems in North Carolina continue to transform, quality improvement initiatives are at the forefront of this transformation. In this session, participants will learn about the 5 Phases of Lean Six Sigma (LSS)-Define, Measure, Analyze, Improve, and Control (DMAIC). Participants will learn how to use LSS to inform quality improvement initiatives and programs.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Explore the foundations of Lean Six Sigma and what it is.</li> <li>2. Discuss DMAIC Methodology.</li> <li>3. Learn how to select the right quality projects using Lean Six Sigma principles.</li> </ol> <p>NBCC Credit Hours:1.5 NCSAPPB General Skills: TBD NCSAPPB SA Specific: TBD Program Integrity Credits:0 Contact Hours: 1.5</p>
<p><b>Group Session D</b> <b>Tuesday- 4/25/23- 1:30 PM - 3:00 PM</b></p>		
<b>D1</b>	<p>Grief, Loss, and Self-Care Amongst Behavioral Health Professionals</p> <p><u>Presenter:</u> <i>Dr. Veronica Hardy, LCSW</i></p>	<p>April is National Stress Awareness Month, a time to highlight the impact of stress of daily life and methods of coping. The resulting losses from societal experiences including pandemics, public health emergencies, and natural disasters have resulted in immeasurable loss. As a result, many behavioral health professionals are experiencing grief and sadness due to loss in personal and professional spaces. This presentation is designed to discuss the various forms of loss, impact on the self, and possible methods of coping.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Define and describe the types of grief and loss.</li> <li>2. Identify the impact of grief and loss experiences on the dimensions of self and ways of coping.</li> <li>3. Identify methods of self-care in response to loss.</li> </ol> <p>NBCC Credit Hours:1.5 NCSAPPB General Skills: TBD NCSAPPB SA Specific: TBD Program Integrity Credits:1.5 Contact Hours: 1.5</p>

<p><b>D2</b></p>	<p>Increasing Cultural Competency with Transgender and Gender Non-Conforming (TGNC) Clients</p> <p><u>Presenter:</u> Michelle Stroebel MA, NCC, LCMHC, DBH-C</p>	<p>This session will explore cultural competency, myths about TGNC identity and mental health needs, terminology, pronouns, a brief overview of Transgender history, intersectionality, and the health issues and healthcare barriers of TGNC people.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Learn about minority stress and microaggressions, and how these impact the mental health and coping of TGNC clients.</li> <li>2. Identify issues affecting TGNC children, adolescents, and elders.</li> <li>3. Review of the changes in the WPATH Standard of Care (SoC8).</li> </ol> <p>NBCC Credit Hours:1.5 NCSAPPB General Skills: TBD NCSAPPB SA Specific: TBD Program Integrity Credits:0 Contact Hours: 1.5</p>
<p><b>D3</b></p>	<p>NC Medicaid: Access to Care for Children and Youth Served by the Child Welfare System</p> <p><u>Presenter:</u> Chameka Jackson, MSSA, LCSW</p>	<p>Children and youth within the child welfare system depend upon a robust and stable public healthcare system to support them during critical developmental years. A strong Medicaid program aims to reduce health disparities for children and youth in the child welfare system and to optimize health outcomes for this population. This session will educate participants on the impact Medicaid Transformation has on Medicaid coverage and supports available for children and youth served by the child welfare system.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Review background and timeline for latest Medicaid Managed Care transformation efforts.</li> <li>2. Discuss the Medicaid eligibility and care management landscape for children and youth served by the child welfare system as of April 1, 2023.</li> <li>3. Highlight DSS county child welfare worker and care manager responsibilities for the children and youth served by the child welfare system.</li> </ol> <p>NBCC Credit Hours:1.5 NCSAPPB General Skills: TBD NCSAPPB SA Specific: TBD Program Integrity Credits:1.5 Contact Hours: 1.5</p>
<p><b>D4</b></p>	<p>Program Integrity-Standard Plan</p> <p><u>Presenters:</u> John Gavin, B.A. Renee Strickland, B.S.</p>	<p>In this session, SIU case studies and data mining will be used to discuss Medicaid fraud, waste, and abuse from the Managed Care Organization perspective. Using case scenarios, the session will demonstrate how to collaborate with both internal and external partners to effectively identify and stop acts of fraud, waste, and abuse. The session will explore how utilizing artificial intelligence (AI) and rules-based algorithms can strengthen your fraud, waste, and abuse investigations.</p> <p><u>Learning Objectives</u> In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Study a case that resulted in collaboration with a law enforcement agency.</li> <li>2. Examine a case study that resulted in internal collaboration and action.</li> </ol>

		<p>3. Explore how artificial intelligence (AI) and rules-based algorithms can be used to strengthen investigations of fraud, waste, and abuse.</p> <p>NBCC Credit Hours:0  NCSAPPB General Skills: TBD  NCSAPPB SA Specific: TBD  Program Integrity Credits:1.5  Contact Hours: 1.5</p>
<b>D5</b>	<p>Quality Strategy Updates and Tailored Plan PIPs</p> <p><u>Presenters:</u>  <i>Beth McDermott, B.S.</i>  <i>Hannah Preston, MPH</i></p>	<p>The Quality Management Team at the Division of Health Benefits will be providing updates on the NC Medicaid Quality Strategy and Tailored Plan Performance Improvement Projects for Year 1-HbA1c.</p> <p><u>Learning Objectives</u>  In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Receive updates made to NC Medicaid Quality Strategy.</li> <li>2. Receive summary of Tailored Plan Performance Improvement Projects for Year 1- HbA1c, Follow up after Hospitalization for Mental Illness (7 and 30 day), and Transition to Community Living.</li> <li>3. Identify how data updates can be utilized to inform quality improvement.</li> </ol> <p>NBCC Credit Hours:0  NCSAPPB General Skills: TBD  NCSAPPB SA Specific: TBD  Program Integrity Credits:1.5  Contact Hours: 1.5</p>
<p><b>PLENARY 4</b>  <b>Tuesday- 4/25/23- 3:15 PM - 4:45 PM</b></p>		
<b>P4</b>	<p>Why Mental Health in Schools?</p> <p><u>Presenter:</u>  <i>Angela Griffith, M.Ed, M.Ed,</i>  <i>ELPS</i></p>	<p>In this session, the presenter will discuss the What, Why and How of Mental Health in Schools (MHIS). School leaders and mental health professionals continue to navigate their way through a complex collaborative effort in which student needs are being met while identifying the barriers in our mental health system. Children and youth spend the majority of their time in school; therefore schools play an increasingly serious role in supporting these students and providing a safe, non-stigmatizing, and supportive natural environment in which children, youth, and families have access to prevention, early intervention, and treatment through school-based mental health programs. The proclivity that mentally healthy students go to school ready to learn, actively engage in school activities, have supportive and caring connections with adults and young people, use appropriate problem-solving skills, have nonaggressive behaviors, and add to positive school culture is greater when compared to their peers with unmet mental illness. Participants in this session will attain real-world strategies grounded in both theory and practice.</p>

		<p><u>Learning Objectives</u>  In this session, attendees will:</p> <ol style="list-style-type: none"> <li>1. Identify what mental health in school's pedagogy is and what it is not.</li> <li>2. Make connections between district and state specific implementation and student outcome data subgroup disproportionalities/disparities.</li> <li>3. Identify factors and barriers for implementation. Explore options for content, processes, and products to maximize learning in marginalized populations with a focus on socio-economic factors, race, ability and gender.</li> </ol> <p>NBCC Credit Hours:1.5  NCSAPPB General Skills: TBD  NCSAPPB SA Specific: TBD  Program Integrity Credits:1.5  Contact Hours: 1.5</p>
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<p><b>PLENARY 5</b>  <b>Wednesday- 4/26/23- 8:45 AM - 10:15 AM</b></p>		
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<p><b>P5</b></p>	<p>The Role of Faith Based Community in Mental Health</p> <p><u>Presenter:</u>  <i>Victor Armstrong, MSW</i></p>	<p>Faith leaders have a critical role in increasing access to mental health services as they often have a strong connection with their community and are among the first contacted when someone is in mental distress (especially if that person is affiliated with their congregation). This session will begin by outlining the barriers and opportunities to forming collaborations between faith leaders and the multiple mental health disciplines. Then in closing, the presenter will explore practical ways of increasing equity access to mental health care by utilizing the faith-based community.</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 role of faith leaders and why they should be included in the mental health care conversation.</li> <li>2. Discuss how to successfully incorporate spirituality and faith into the treatment process.</li> <li>3. Identify statistics on the impact of suicide in the Black Community and the nuances of race and ethnicity in suicide prevention.</li> <li>4. Observe the use of interactive workshops designed to teach faith leaders how to talk about suicide among their congregants.</li> <li>5. Discuss tips on how to build partnerships with the faith-based community in suicide prevention and awareness.</li> </ol> <p>NBCC Credit Hours:1.5  NCSAPPB General Skills: TBD  NCSAPPB SA Specific: TBD  Program Integrity Credits:1.5  Contact Hours: 1.5</p>
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**PLENARY 6**  
**Wednesday- 4/26/23- 10:30 AM - 12:00 PM**

<b>P6</b>	<p>State of the State</p> <p><u>Presenter:</u> <i>Kelly Crosbie, MSW, LCSW</i></p>	<p>This session will focus on the 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. Identify current and future initiatives impacting the delivery of behavioral health services.</li><li>3. 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 NCSAPPB General Skills: TBD NCSAPPB SA Specific: TBD Program Integrity Credits:1.6 Contact Hours: 1.5</p>
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## REGISTRATION FEES 2023 (to be paid during electronic registration):

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

	Early Registration END DATE 4/1/2023	Registration 4/2/2023 - 4/23/2023	Onsite Registration as of 4/24/2023 and after
<b>Full Conference</b>			
General Attendee	\$240.00	\$265.00	\$285.00
Buy 4 Get 1 Free	\$240.00	Not Available	Not Available
<b>One Day Attendance</b>			
1 Day Only	Not Available	\$190.00	Not Available

### GROUP REGISTRATIONS (Note: Special ends 4/1/23):

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 4/1/23.**

**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 \$240.00 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 **3/23/2023**.
- Use these links for Hotel Registration: [Hotel Ballast Reservations](#), [Best Western Reservations](#), [Hampton Inn Reservations](#)

#### 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](#)