NC TIDE Spring 2015 Conference
April 26, 2015 –April 29, 2015
Wilmington, NC

CONFERENCE INFORMATION

REGISTRATION

This is the second 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.
- 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 5th 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 April 22, 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 April 22, 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 April 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 April 14, 2015	Postmarked April 15, 2015-April 20, 2015
NC TIDE Member (LME/MCO, Provider, DHHS) – be sure you are a "2015" member*	$ 160.00	$ 185.00
Non-Members (LME/MCO, Provider, DHHS, Others)	$ 190.00	$ 215.00
One Day (LME/MCO, Provider, DHHS, Others)	$ 105.00	$ 130.00
On-site "Full" Registration (member or non-member) – Payment in hand only.	On-Site Rates $235.00	

*If you are unsure of your "2015" membership status, please contact Marilyn Brothers at 919-740-9435 or marilynbrothers@earthlink.net. Remember you 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 April 7, 2015.
- April 8, 2015-April 13, 2015 refunds less a 50% cancellation fee will be honored at your request. No requests for refunds will be accepted after 5 pm April 14, 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

HOTEL INFORMATION:

- The NC TIDE Spring 2015 Conference will be held at the Hilton Wilmington Riverside (301 N. Water Street, Wilmington, NC 28401).
- Reduced room rates are available until the cut-off date of March 25, 2015: Rooms single/double rate is $129.00 per night for king or double beds. There is an additional $10.00 charge for each additional adult over two adults per room. ALL ROOMS ARE NONSMOKING. All room rates are quoted on a net non-commissionable basis and do not include applicable taxes.
- **TO MAKE RESERVATIONS:** The group code to book reservations is **TID.**

  In-House Reservations:
  Hilton and Riverview Suites Reservations office hours are Monday through Friday between 8:00 am and 5:00 pm. To book your reservation, call:

Hilton Wilmington Riverside	Riverview Suites
Local: (910) 763-5900	Local: (910) 772-9988
Toll Free: 1-888-324-8170	Toll Free: 1-888-324-8170

  On-Line Reservations:
  All online reservations can be made through our web site at www.wilmingtonhilton.com or by calling the Hilton Worldwide toll free number at 1-800 HILTONS (1-800-445-8667).
  Please be sure to use the group code TID.
- The Hilton Wilmington Riverside has reserved a block of 150. The rooms block at the NC TIDE rate is on a FIRST COME FIRST RESERVED basis until the block is full or the **cut-off date of March 25, 2015**. **PLEASE RESERVE YOUR ROOM NOW to ensure that you receive this special NC TIDE rate.**
- 72-Hour Cancellation Policy. The Hilton Wilmington Riverside has a 72-hour cancellation policy. Failure to cancel your reservation within 72 hours prior to your arrival or failure to show on your day of arrival will result in a charge that is equal to the first night's stay to your credit card for each room reserved. Failing to call or show before 2:00 a.m. after the first night of a reservation will result in cancellation of the remainder of your reservation.
- Early Departure Policy. In the event you check out prior to your reserved departure date, the Hotel will add an early departure fee of $50.00 to your account. To avoid an early departure fee, you should advise the Hotel at or before check-in of any change in your planned length of stay.
- All reservations must be accompanied by a first night room deposit or guaranteed with a check or major credit card. Hotel will not hold any reservations unless secured by one of the above methods.
- Guest room check-in/check-out time is as follows:
  Check-in Time After 3:00 PM Check-out Time: Before 12:00 PM

- Parking Information. The Hilton does not own the parking lots surrounding the Hilton. They are owned by the City of Wilmington.
  Current Parking Fees:
  Daily Parking: $5.00 per day
  Overnight Parking $9.00 per day
  Valet Parking $12.00 per day

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

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

NC TRAINING, INSTRUCTION, DEVELOPMENT, AND EDUCATION (NC TIDE) SPRING 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, April 26, 2015

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

8:30 – 11:00 P.M. **HOSPITALITY SUITE** –Room 331 North Tower -Exhibitor Sponsored Event
"Come and visit with friends and meet new NC TIDE participants"

MONDAY, April 27, 2015

7:45 – 8:45 A.M. **CONTINENTAL BREAKFAST** Azalea/Camellia
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** – Lower Lobby

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: **<u>The Shocking Truth - The State Of The State In Self-Advocacy</u>**

SPEAKER: Michael A Mayer, Senior Partner, Community Resource Alliance (CRA)

<u>DESCRIPTION:</u> The Advocacy Ambassador Initiative (funded by the NC DD Council) spent over a year investigating the status of self-advocacy in North Carolina and discovered some very surprising reasons why these efforts have continued to struggle in the state. They also discovered what self-advocates thought about many issues currently facing them and what they felt would be of most benefit to existing and new efforts.

This session will also share an overview of the core recommendations from the Advocacy Ambassadors to address the problems going forward - and how we can all help assure success in the future (and avoid becoming part of the problem going forward).

SESSION OBJECTIVES:

Participants will:

1. gain an understanding of what the problems associated with self-advocacy have been in the past and how those problems have manifested and affected virtually everyone involved with the system of supports in NC;
2. will gain an understanding of the primary solutions that have been proposed by the Advocacy Ambassadors; and
3. develop options for how they can personally and professionally help to prevent the perpetuation of the historical problems and why that matters to them and the people we are trying to support

10:00 – 10:15 A.M. **BREAK: EXHIBITOR VISITATION-** Azalea/Camellia

10:15 A.M. – 11:45 A.M. – BREAKOUT SESSIONS
(Choice of 6 Breakout Sessions)

Track 1

SESSION: **Collaborations Through Aligned Services - North Carolina Division Of Veterans Affairs And The Division Of Mental Health**

SPEAKER: Brandon Wilson, Regional Training Coordinator and State Veterans Service Officer, NC Division of Veterans Affairs

DESCRIPTION: Today when a veteran is in need of a particular service, finding the appropriate avenue to obtain this service can be difficult. With the red tape and lack of navigational tool this can be very frustrating and may eventually end in failure. The North Carolina Division of Veterans Affairs is attempting to collaborate and team with other State, Federal and local resources to fulfill this need and to make obtaining these services easier. With more than 21,000 veterans projected to leave active duty and call North Carolina their home in 2015, this will triple what our state has been accustomed to serving in the past. Due to the recent wars in Iraq and Afghanistan, mental health issues are on the rise. Post-Traumatic Stress Disorder, Depression and Anxiety are among these issues. Alcoholism and substance abuse seem to accompany these disabilities. Due to many factors to include characterization of discharges, some veterans are unable to utilize the VA Healthcare system. With these kind of barriers and challenges, this session will not only educate you on VA benefits as a whole and give a better understanding of these services, it will also give you the tools to better assist clients. This can provide solutions and opportunities that may enhance the care for this population that have provided the opportunity for all of us to live free. With the implementation of new VA programs such as the VA Choice Card Program and NCDVA's Resource guide these opportunities to utilize network providers and communication between agencies are becoming a standard practice, thus maximizing the investment. Being mindful of these services and networking with advocates in your respective region will make this initiative more successful.

SESSION OBJECTIVES:

1. to open lines of communication and streamline referrals between network providers and the North Carolina Division of Veterans Affairs, in order to better serve the veteran population;
2. to present certain VA programs regarding Non-VA care and VA Choice Cards; and
3. develop ways to enhance communication between the VA, LME/MCOs, NCDVA and network providers.

TARGET AUDIENCE: Persons interested in learning about the services offered by the Department of Veterans affairs and NCDVA and ways to utilize these services to the advantage of network providers. Persons concerned with the overall care of our veterans and looking for opportunities to better serve this population.

Track 2

SESSION: **<u>Breaking It Down: A Discussion on Implementing Next Steps for Improving Self- Advocacy</u>**

SPEAKER: Michael A Mayer, Senior Partner at Community Resource Alliance

<u>DESCRIPTION:</u> This session will engage the participants in a discussion about the potential next steps for improving self-advocacy engagement based on the recommendations of the Advocacy Ambassador Initiative, and how they, as individuals and organizations can participate, and why it matters.

SESSION OBJECTIVES: Participants will:

1. gain an understanding of why supporting specific "next steps" that have been proposed by the Advocacy Ambassadors can be of benefit to them personally and professionally;
2. develop potential options for how they can become personally engaged in the next steps;
3. develop potential options for strategic engagement for their organizations with corresponding rationales.

TARGET AUDIENCE: MCO staff, provider staff, and CFAC members

Track 3

SESSION: **<u>Update Of Program Integrity Trends</u>**

SPEAKER: Monique Loh, Program Integrity Behavioral Health Review Section, Division of Medical Assistance

<u>DESCRIPTION</u>: Come hear about identifying current provider schemes and PI trends in managed care.

SESSION OBJECTIVE: Understanding of PI trends since full MCO implementation

TARGET AUDIENCE: Clinicians, MCOs, mental health providers and any other interested participants

Track 4

SESSION: **Excel Shortcuts-Increasing Productivity**

SPEAKER: Tommy Harrington, President, CompuHELP

DESCRIPTION: Come hear the new features of Excel. This session will be very beneficial for financial professionals and others who use Excel. Learn features and techniques that increase the productivity of all Excel users. Shortcuts, shortcuts, and more shortcuts! Become an expert on the Data Commands-Sort, Eliminate Duplicates, Filter, Subtotals, Text to Columns, and the new Table command. You will learn techniques to automate repetitive reports, and create management and government reports, whenever new data is simply entered or imported. You will learn to use Excel 2007's new functions-SUMIFS, COUNTIFS, and IFERROR. You'll be amazed at all Excel's features for summarizing accounting, production, and management information. Learn tips and shortcuts to save hours each week.

SESSION OBJECTIVES: Upon completion of this course, participants will be able to:

1. navigate the ribbon easily;
2. get more done with Excel in less time;
3. create summary reports easier;
4. write more productive formulas;
5. use Excel data commands; and
6. correct problems when importing data

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

Track 5

SESSION: **Addressing The Needs Of Children And Adolescents Diagnosed With Mental Disorders And Intellectual Disabilities**

SPEAKERS: Leah McCallum, Vice-President of Clinical Services, Cornerstone Treatment Facility, CTFP, Inc, and Premier Health Care Services, Inc.
Rhonda Richardson, Exceptional Children's Director, Cornerstone Treatment Facility, CTFP, Inc, and Premier Health Care Services, Inc.

DESCRIPTION: Many youth enter residential placements with mental disorders and intellectual disabilities. How can we effectively address behavioral/emotional and developmental needs of these youth within a limited time frame? This session will offer strategies and interventions to utilize with children and adolescents who suffer from dual diagnoses.

SESSION OBJECTIVES: Participants will be able to:

1. identify frequent diagnoses encountered within residential treatment;
2. explore challenges associated with treating dual diagnoses in children and adolescents;
3. equip attendees with practical strategies and interventions to use within their treatment settings

TARGET AUDIENCE: Child and adolescent residential treatment providers and other mental health professionals

Track 6

SESSION: **Moving From The "OH NO!" To "OK" Essential Elements Of An Effective Corporate Compliance Program**

SPEAKER: Amanda Maultsby Willett, Regulatory Compliance Manager, East Carolina Behavioral Health

DESCRIPTION: Creating a culture of compliance in a healthcare organization can sometimes feel like a daunting task. Compliance officials are sometimes the person that staff members run to and sometimes they are the person that staff run from! Through understanding and utilizing the Federal Sentencing Guidelines 7 essential elements of a compliance program combined with performance measures set by your compliance department, compliance officials can create environments of "OK" instead of "OH NO". This session will assist individuals in ensuring the 7 elements of a compliance program are a part of their organization, identify ways to determine if their compliance program is effective, and discuss potential compliance risk areas within a healthcare organization.

SESSION OBJECTIVES: Participants will be able to:

1. explain the purpose of a compliance program;
2. identify elements of a compliance program;
3. measure effectiveness of a compliance program;
4. identify compliance risk areas; and
5. know resources related to compliance

TARGET AUDIENCE: Provider agencies, quality management staff, and compliance staff

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

1:15 P.M. – 2:45 P.M. – BREAKOUT SESSIONS
(Choice of 6 Breakout Sessions)

Track 1

SESSION: **Investment Policy Development**

SPEAKERS: Gary Porter, Vice President, Capital Management of the Carolina, LLC
Lee Carter, Vice President and Partner, Capital Management of the Carolina, LLC

DESCRIPTION: This session will describe how to develop cash management and investment policies.

SESSION OBJECTIVE: Describe processes and give examples for local government users

TARGET AUDIENCE: CFO, financial directors, investment officers, and finance staff

Track 2

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

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

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 Treatment- 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 3

SESSION: **Cultural Competence - Make it a Priority**

SPEAKER: Michelle J. Edelen, Policy Advisor for Community Affairs, Division of MH/DD/SAS

DESCRIPTION: Culture has a major impact on the world today. Its influence is felt in one's personal life as well as in one's professional life. Many strive to separate the impact of culture personally and professionally. This session will explore how one's views on culture impact all aspects of life, especially one's professional interactions. This highly interactive and participatory session is designed to help participants identify cultural beliefs versus facts, understand differences in cultural opinions, and create methods to improve communication related to culture.

SESSION OBJECTIVES: Participants will leave the session with:

1. a clear understanding of the impact culture has on their day-to-day decisions and interactions. This will be gained through discussion and role play;
2. basic knowledge of the Cultural Formulation found in the DSM-5; and
3. an understanding of the Georgetown University Center for Child and Human Development Self-Assessment Tool

TARGET AUDIENCE: LME-MCOs, providers, State CFAC members, and other stakeholders

Track 4

SESSION: **Part 1- Evidence Based Practices In Autism Intervention**

SPEAKERS: Louise Southern, Lead Behavior Analyst, Autism Society of North Carolina
Whitney Luffman, Lead Clinical LPA, Autism Society of North Carolina

DESCRIPTION: Evidence-Based Practices (EBPs) are those interventions that researchers have shown to be safe and effective, based on sound scientific research. Efficacy, according to the National Professional Development Center (NPDC) on Autism Spectrum Disorders, must be established through peer-reviewed research in scientific journals using accepted high standard methodologies. Given the overwhelming array of intervention approaches available (some with empirical support, some lacking empirical support), many family members and professionals express confusion as they try to navigate these treatment options. This presentation provides stakeholders with a framework for understanding and organizing EBPs, with emphasis on the integration of EBPs. The presentation offers practical examples of how these techniques can be implemented in home, school and community contexts to produce desired outcomes for individuals with ASD.

SESSION OBJECTIVES: Participants will be able to:

1. identify criteria for a practice to earn the label "Evidence Based Practice";
2. identify larger methodological umbrellas under which best practices in autism intervention fall; and
3. identify fundamental principles and strategies that are often applied within quality intervention programs in home, school and community-based contexts

TARGET AUDIENCE: Professionals and family members

Track 5

SESSION: **Word Shortcuts And Tips**

SPEAKER: Tommy Harrington, President, CompuHELP

DESCRIPTION: In this session, learn how to create letters, memos, and documents for financial reporting and other reporting needs. 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 OBJECTIVES: Upon completion of this course, participants will be able to:

1. increase your productivity with Word;
2. find your favorite commands;
3. create and edit documents in less time;
4. use MailMerge for mailings and labels; and
5. create index and table of contents for manuals

TARGET AUDIENCE: For those who use Word in their work or are interested in learning about Word

Track 6

SESSION: **Autism: Beyond Diagnosis**

SPEAKER: Ann Palmer, Faculty Member of the Carolina Institute for Developmental Disabilities at University of North Carolina

DESCRIPTION: As the parent of a 32 year old son diagnosed with autism at the age of 2, and a professional working in the field of autism supporting families for the last 20 years, Ms. Palmer provides a unique perspective on the autism experience. With humor and touching stories from her own experience, Ms. Palmer will discuss what a parent may experience when their child is first diagnosed with an autism spectrum disorder, describing the changes in day-to-day life as well as the emotions a parent must balance as they learn to be an advocate for their child in the schools and in the community.

The presenter will discuss the surprising consolations that many parents discover in this experience. This includes the helpful connection to other parents and family members with similar experiences and the support these relationships can give, not only for the autism-related challenges in our lives but in the challenges that life presents that have nothing to do with autism. Ms. Palmer will also focus on the consolations that come from developing relationships with incredible professionals on our journey with our loved one with ASD and the qualities of the professionals that helped her family the most.

In preparing our children for their future adult lives, the presenter will emphasize the importance of teaching self-advocacy skills including the ability to make choices and to ask for help. She will also describe the importance of learning the functional skills that are necessary for individuals to have as they transition out of school to living and working in the community. Ms. Palmer will describe how individuals with ASD are life-long learners, and that the future will often bring unexpected accomplishments and successes, no matter where the individual may fall on the autism spectrum. She will use the example of her own son, who graduated from a large state university and another young man, who is non-verbal and lives in a residential farm program, to show that the future we fear is often not what we expect and all of our children can be successful and have a full and happy life. This presentation will be inspiring and helpful to parents and family members as well as professionals and self-advocates.

SESSION OBJECTIVES: Upon completion of this workshop, participants should be able to:
1. describe what a parent experiences when their child is diagnosed with an Autism Spectrum Diagnosis;
2. explain the importance of teaching functional skills in preparing the individual with autism for adulthood;
3. examine ways to support families who are living with autism;
4. recognize that individuals with ASD are lifelong learners and the future can hold many possibilities and opportunities; and
5. discuss the consolations and benefits of parenting a child with autism

TARGET AUDIENCE: Human service professionals, school personnel, parents or caregivers, and anyone interested in this topic

2:45 P.M.– 3:00 P.M. **BREAK: EXHIBITOR VISITATION- Azalea/Camellia**

3:00 P.M. – 4:30 P.M. – BREAKOUT SESSIONS
(Choice Of 6 Breakout Sessions)

Track 1

SESSION: **Strengthening Quality Where It Counts: Core Competencies And Competency-Based Training For Direct Support Professionals**

SPEAKERS: Melissa Hall, State Services Director, Monarch
Kimberly Knotts, HR Training Coordinator, Monarch
Holly Riddle**,** Policy Advisor, Office of the Director, Division of MH/DD/SAS

DESCRIPTION: The quality of services and supports is inextricably connected to the daily interactions between Direct Support Professionals and the people they serve. Yet, that quality is too often undermined for this workforce by high vacancy and turnover rates, low wages and an under emphasis on a unified base of skills and knowledge and a firm ethical foundation. CMS's National Direct Service Workforce Resource Center is marking a road map for change and North Carolina leaders are rising to the call. In 2014, CMS published shared, core competencies for the Direct Support Workforce in four sectors: aging and senior services; behavioral health; intellectual and developmental disabilities; and physical disabilities. In doing so, CMS affirmed that education and competency-based training programs have the potential to strengthen the quality of the Direct Support Workforce and improve service delivery. That same year, Monarch, Inc. received the nation's "Moving Mountains Award" for its use of best practices in Direct Support Workforce development. Join us to consider the research and practices critical to recruiting, training and retaining a workforce critical to achieving quality outcomes.

SESSION OBJECTIVES: Participants will be able to:

1. describe the national policy context for the increased focus on the Direct Support workforce;
2. identify the purpose for adopting core competencies for the frontline workforce and their relevance to North Carolina;
3. identify evidence-based and best practices in recruitment, retention and training; and
4. learn what North Carolinians are doing to advance the Direct Support workforce and improve outcomes for the people we serve

TARGET AUDIENCE: Human services professionals at all levels: LME-MCO, provider and direct support professionals, families and individuals receiving services.

Track 2

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

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

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 Treatment- 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 3

SESSION: **The Breach Notification Rule**

SPEAKER: Mark Botts, Associate Professor of Public Law and Government, UNC School of Government

DESCRIPTION: Federal law requires HIPAA covered entities (health care providers and health plans) to provide notification to affected individuals and the federal government following a "breach" of "unsecured protected health information". In some cases, the law requires notification to the media. In the case of a breach of information by or at a business associate of a covered entity, the business associate must notify the covered entity of the breach.

SESSION OBJECTIVES: At the completion of the program, participants will know:
1. what constitutes a "breach" and the three important exceptions to the breach definition;
2. the risk assessment that must be used if you want to rebut the presumption that an impermissible use or disclosure constitutes a breach; and
3. the notification requirements that must be made when a breach occurs.

TARGET AUDIENCE: LME-MCO staff and providers of MH/DD/SA services

Track 4

SESSION: **Part 2- Evidence Based Practices In Autism Intervention**

SPEAKERS: Louise Southern, Lead Behavior Analyst, Autism Society of North Carolina
Whitney Luffman, Lead Clinical LPA, Autism Society of North Carolina

DESCRIPTION: Evidence-Based Practices (EBPs) are those interventions that researchers have shown to be safe and effective, based on sound scientific research. Efficacy, according to the National Professional Development Center (NPDC) on Autism Spectrum Disorders, must be established through peer-reviewed research in scientific journals using accepted high standard methodologies. Given the overwhelming array of intervention approaches available (some with empirical support, some lacking empirical support), many family members and professionals express confusion as they try to navigate these treatment options. This presentation provides stakeholders with a framework for understanding and organizing EBPs, with emphasis on the integration of EBPs. The presentation offers practical examples of how these techniques can be implemented in home, school and community contexts to produce desired outcomes for individuals with ASD.

SESSION OBJECTIVES: Participants will be able to:

1. identify criteria for a practice to earn the label "Evidence Based Practice";
2. identify larger methodological umbrellas under which best practices in autism intervention fall;
3. identify fundamental principles and strategies that are often applied within quality intervention programs in home, school and community-based contexts.

TARGET AUDIENCE: Professionals and family members

Track 5

SESSION: **NC Tracks Billing Related Review (DMH)**

SPEAKERS: Kathie Barnett, Business Analyst , N.C. Department of Health and Human Services
Eric Johnson, Business Systems Analyst, Division of MH/DD/SAS

DESCRIPTION: This session will provide information on how to look at eligibility in NC Tracks and understand it. Presenters will cover the difference in enrollment and eligibility tabs, living arrangement codes, eligibility coverage codes, cross-reference/combine situations, status descriptions and what prompts a PMPM payment.

SESSION OBJECTIVE: Participants will be able to recognize eligibility and enrollment information and identify any variances that may need to be corrected.

TARGET AUDIENCE: Claims, eligibility enrollment, and finance staff from MCOs and provider agencies

Track 6

SESSION: **The Impact Of An ASD Diagnosis On The Family Building Supportive Relationships With Extended Family, Friends, And Professionals**

SPEAKER : Ann Palmer, Faculty Member, Carolina Institute For Developmental Disabilities, University of North Carolina

DESCRIPTION: The presenter is a parent of a 32 year old son with autism and a professional who has worked with families for more than 20 years. This workshop is based on the presenter's books, A Friend's and Relative's Guide to Supporting the Family with Autism: How Can I Help? and Families of Children with Autism: What Educational Professionals Should Know, coauthored with Dr. Lee Marcus. After receiving a diagnosis for their child, the parents' everyday life can change dramatically. They often find themselves taking their child to numerous therapies and doctors and working with school supports they never thought they would need. The parent may also be struggling to balance all the emotions from this experience such as sadness, fear, confusion, frustration, and hope. Their extended family and friends may also be struggling following the diagnosis and may not know what to say or do to help the parents. Initial reactions to the diagnosis can vary and can put a strain on the relationship between the parents and their family members and friends. Using personal quotes from parents, extended family members, and friends, the presenter will discuss some of the obstacles that can get in the way of developing supportive relationships. The workshop will also cover some of the negative reactions to the diagnosis that can occur and what parents, family members, and friends can do to build more supportive relationships.

The parent/professional relationship is also important to providing the support a family needs, especially during the initial time following a diagnosis. The presenter will discuss the stressors that both the parents of children with ASD and the professionals who work with them may bring to a relationship and the importance of understanding the perspective of each party. She will describe the best qualities of parents and professionals and suggestions on how to prevent problems from occurring. The presentation also includes strategies for developing and maintaining a good working relationship between professionals and parents.

SESSION OBJECTIVES: Upon completion of this workshop, participants should be able to:

1. explain the changes that occur for the parents when they receive an ASD diagnosis for their child;
2. describe the emotions that a parent may be experiencing following a diagnosis;
3. examine the barriers that get in the way of developing supportive relationships between parents and the extended family members and friends;
4. describe the stressors that parents and professionals may bring with them into a relationship; and
5. discuss strategies for promoting supportive relationships with family members and with professionals serving the family.

TARGET AUDIENCE: Human service professionals, school personnel, parents or caregivers, and anyone interested in this topic

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

Track 1

SESSION: **Advancing Innovative Technology**

SPEAKER: Leesa Burrows, Project Management Team Leader, LME-MCO System Performance Section, Division of MH/DD/SAS

DESCRIPTION: As technology continues to advance, it offers new opportunities to assist people with mental health needs, intellectual-developmental disabilities and substance use disorders to achieve a better quality of life. The North Carolina Department of Health and Human Services strives to be a leader in the adoption of technologies that promote a whole-person, integrated approach to meeting the primary health, long-term and community living goals of those it serves. The Division of MH/DD/SAS has developed a foundational plan that details action steps and strategies to further advance Innovative Technologies to these ends. The Division recognizes that in order to further promote and support the action plan, research, education, funding and partnerships are key elements.

SESSION OBJECTIVES:

1. Develop an understanding of the DMH/DD/SAS Advancing Innovative Technology Action Plan;
2. Enhance knowledge of emerging innovative technologies, research, and "take aways";
3. Obtain information as to how funding has been utilized to support innovative and assistive technologies; and
4. Engage in discussion to identify opportunities, challenges and resources in advancing innovative technologies and to build future partnerships.

TARGET AUDIENCE: MCOs and providers

4:30 P.M. – 5:30 P.M. – NETWORKING SESSIONS
(Choice of 3 NETWORKING SESSIONS)

Track 1

SESSION: **MCO Networking**

DESCRIPTION: Come join other MCOs staff and discuss issues, questions and challenges you are facing as a MCO. Come network with other MCOs to share experiences or share questions you may have. In addition, help the Planning Committee identify topics that would meet your training needs for the Fall 2015 conference. Do you know of topics and speakers that you would like to see on the Fall 2015 agenda?

Track 2

SESSION: **Provider Networking**

DESCRIPTION: Come take advantage of this opportunity for an open forum discussion of the latest challenges and issues affecting Providers. Come network with other Providers to share your questions and experiences. In addition, help the Planning Committee identify topics that would meet your training needs for the Fall 2015 conference? Do you know of topics and speakers that you would like to see on the Fall agenda?

Track 3

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 Fall 2015 conference.

MONDAY NIGHT ENTERTAINMENT

NOTE: For this conference we have changed our entertainment line-up. Please see below our Monday night schedule. Please also note the entertainment we have scheduled for Tuesday night. We hope you will enjoy the changes we have made.

5:30 P.M.- 7:00 P.M. **HOSPITALITY SUITE** – Room 331 North Tower -Exhibitor Sponsored Event

"Visit with friends and meet new NC TIDE participants." "Come, relax and visit with other participants. Make new friendships and partnerships."

8:30 P. M. – 11:30 P.M.
CAPE FEAR BALLROOM

Come hear play the best dance music around! You will not only want to tap your foot but also get up and move to the music. So come and be prepared to hear a variety of fun music from **DJ Johnny T.**

TUESDAY- April 28, 2015

7:30 – 8:30 A.M. **CONTINENTAL BREAKFAST- Azalea/Camellia**

7:45 – 3:00 P.M. **REGISTRATION** –Lower Lobby

8:30 A.M. – 10:00 A.M. – BREAKOUT SESSIONS (Choice Of 6 Breakout Sessions)

Track 1

SESSION: **Self Auditing Protocols, Programs And Pit Falls**

SPEAKER: Selenna Moss, Chief Compliance and Quality Officer, Partners Behavioral Health Management

DESCRIPTION: The development and implementation of effective internal controls, including self-auditing, are essential to an organization's compliance program. Self-auditing assists organizations in identifying areas of risk, non-compliance, and opportunities for improvement. Self-audits may identify over or under-payments, training needs or may simply provide a level of comfort that compliance standards are being met. Learn what the Office of Inspector General (OIG) and other regulatory oversight organizations have to say about self-auditing, how you can effectively implement a self-auditing program within your organization and pitfalls of choosing not to.

SESSION OBJECTIVES: Increase participant understanding and awareness of the regulatory requirements, importance and benefits of self-auditing and disclosure. Provide tools and resource materials beneficial for implementing an effective self-auditing program.

TARGET AUDIENCE: Provider quality management, compliance, risk management, and others tasked with an organization compliance.

Track 2

SESSION: **Part 1- Introduction To Confidentiality Law, Treatment Related Disclosures, Legally Responsible Person, And Patient Authorization To Disclose**

SPEAKER: Mark Botts, Associate Professor of Public Law and Government, UNC School of Government

DESCRIPTION: This session will introduce the three primary confidentiality laws governing MH/IDD/SA services (HIPAA, GS 122C, and 42 CFR Part 2), who they apply to and what information they protect. We will discuss when information may be disclosed without client consent for treatment-related activities and the content requirements for consent for release of information forms that comply with state law, HIPAA, and 42 CFR Part 2. Finally, we will discuss who qualifies as a "legally responsible person" (personal representative) for purposes of consenting to treatment, accessing records, and authorizing disclosures for clients who are either minors or adults lacking decisional capacity.

SESSION OBJECTIVES: At the completion of the program, participants will know:

1. what providers and confidential information are covered by state confidentiality law (GS 122C), the HIPAA Privacy Rule, and the federal law governing substance abuse patient records (42 CFR Part 2);
2. the circumstances where providers may share client information without client consent for purposes of coordinating care and treatment;
3. who may act on behalf of a minor child, or an adult who has either been adjudicated incompetent or lost decisional capacity, for purposes of consenting to treatment, accessing client records, and authorizing disclosure of records; and
4. the requirements for client authorization to disclose forms.

TARGET AUDIENCE: LME-MCO staff and providers of MH/DD/SA services

Track 3

SESSION: **Part 1-Anger Management And Treatment**

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

DESCRIPTION: This training will review symptoms of anger and criteria for Intermittent Explosive Disorder, typical thinking errors, existing evidence based treatments (EBT) and review in depth one specific EBT for Anger Management with MH/SA adults.

SESSION OBJECTIVES: Participants will be able to:

1. identify symptoms of anger and intermittent explosive disorder;
2. recognize typical cognitive thinking errors;
3. identify numerous evidence-based treatments(EBT); and
4. be able to implement a specific EBT for MH/SA adults

TARGET AUDIENCE: LME/MCO and provider professionals

*CEU Hours Offered: When attended in conjunction with Anger Management And Treatment- Part 2, NCSAPPB has approved these combined sessions (Part 1 and Part 2) for 3 hours-Specific Skills Evidenced 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 4

SESSION: **Crisis Intervention For Individuals With I/DD And Behavioral Health Needs**

SPEAKER: Anne LaForce, Central Clinical Director, NC START

DESCRIPTION: As many as one-third of all individuals with an intellectual disability has mental health or behavioral challenges requiring specialized support services. Many individuals need effective crisis planning which addresses both prevention and intervention in order to live successfully in the community. This presentation will focus on recognizing effective intervention and assessment strategies necessary to intervene during a crisis as well as to prevent further crisis.

SESSION OBJECTIVES: Participants will be able to:

1. understand how IDD impacts crisis intervention strategies for individuals with mental health and/or behavioral challenges;
2. recognize how to identify precipitating factors that can lead to crisis for individuals with IDD; and
3. learn how to plan for future crisis prevention using the BioPsychoSocial approach.

TARGET AUDIENCE: Mental health and developmental disabilities professionals who work with children, adolescents, and adults, as well as family members, natural supports, direct support professionals, and other healthcare professionals interested in this subject.

Track 5

SESSION: **Part 1-Moving From Programs To Supports**

SPEAKER: Lynne Seagle, Executive Director, Hope House Foundation

DESCRIPTION: In this presentation Lynne Seagle, Executive Director of Hope House Foundation shares her agency's journey of closing their group homes and moving from providing programs to supporting people to live truly individualized lives. Lynne's session is delivered with humor and learning that is transferable to all populations within the human services industry. Lynne connects her stories to basic principals that have guided Hope House Foundation and the staff they employ. This agency has received a number of national awards for their work, specifically in the areas of inclusion, creativity in fundraising and safe and affordable housing.

SESSION OBJECTIVES: Upon completion of this session, participants should be able to:

1. describe how a service delivery agency can adapt to the needs of the people they support;
2. explain ways that people can get supports they need where they live, regardless of changes in behavior, health, or other circumstances;
3. discuss how services can be flexible, therapeutic, creative, and innovative;
4. explain ways to value individual choice through service delivery;

5. discuss ways that service providers can help persons create thriving community lives that include satisfying relationships with friends and family; and
6. discuss ways that services and living environments can be designed and modified to fit unique needs of individuals

TARGET AUDIENCE: Human service professionals

Track 6

SESSION: **<u>Technology-Enabled Care Integration</u>**

SPEAKER: Jerold Greer, Director of Information Systems, Daymark Recovery Services

<u>DESCRIPTION:</u> This session will explore specific examples of point-of-care integration of "whole person" medical data that is nationally unique in the behavioral healthcare arena, while exploring the tools that make it possible for those seeking similar functionality.

SESSION OBJECTIVES: Demonstrate point-of-care primary care integration, explore data sources permitting the functionality, and explore concepts of healthcare data integration.

TARGET AUDIENCE: Executive, medical, clinical, CIO, IT, and finance staff

10:00 A.M. – 10:30 A.M. BREAK: EXHIBITOR VISITATION- Azalea/Camellia

10:30 A.M. – 12:00 P.M. - BREAKOUT SESSIONS
(Choice of 6 Breakout Sessions)

Track 1

SESSION: **<u>Understanding And Working Denials</u>**

SPEAKERS: Rhonda Colvard, Claims Quality Review Analyst, Partners Behavioral Health Management
Tammie Cribb, Hospitals Claims Quality Review Analyst, Partners Behavioral Health Management
Cheryl McQueen, President and CEO, JE(MC)2, Inc.
Patricia Woolf, IT Business Analyst for Finance, Claims, and Human Resources, Partners Behavioral Health Management

<u>DESCRIPTION:</u> This session will identify issues, questions, and misconceptions in working claim denials. Come hear suggestions that will be discussed that will help resolve denial issues.

SESSION OBJECTIVES: Identifying denial issues with a focus on provider remittance advice and NC Tracks remittance advice.

TARGET AUDIENCE: Providers and MCOs

Track 2

SESSION: **CFAC's Increased Involvement During A Time Of Change**

SPEAKERS: Eric Fox, Mental Health Program Coordinator, Division of MH/DD/SAS
Wes Rider, Consumer Employment Team, Division of MH/DD/SAS
Suzanne Thompson, Team Leader For Consumer Empowerment, Division of MH/DD/SAS

DESCRIPTION: Now more than ever consumer and family voice needs to be heard. With the changes in the Behavioral Health system, consumers and family members are taking a more active role within their respective LME/MCOs. As CFACs prepare to go through mergers it is emphasized that the earlier talks begin the more beneficial it is for all parties involved. During this session attendees will learn about how CFACs are meeting their statutory requirements, how CFAC members are involved within internal committees in LME/MCOs, and how CFAC members contribute on respective Governing Boards.

SESSION OBJECTIVES: Participates will:
1. hear a discussion of CFAC mergers across the state;
2. learn about how CFAC members are becoming more involved within the LME/MCOs; and
3. have an opportunity to participate in an open discussion about CFACs and outreach efforts

TARGET AUDIENCE: This session is intended for CFAC members as well as LME/MCO staff who are interested in learning about how their respective CFAC can contribute to their organization as well as the community as a whole. This session would also appeal to general members of the public.

Track 3

SESSION: **Part 2- Introduction To Confidentiality Law, Treatment Related Disclosures, Legally Responsible Person, And Patient Authorization To Disclose**

SPEAKER: Mark Botts, Associate Professor of Public Law and Government, UNC School of Government

DESCRIPTION: This session will introduce the three primary confidentiality laws governing MH/IDD/SA services (HIPAA, GS 122C, and 42 CFR 2), who they apply to and what information they protect. We will discuss when information may be disclosed without client consent for treatment-related activities and the content requirements for consent for release of information forms that comply with state law, HIPAA, and 42 CFR 2. Finally, we will discuss who qualifies as a "legally responsible person" (personal representative) for purposes of consenting to treatment, accessing records, and authorizing disclosures for clients who are either minors or adults lacking decisional capacity.

SESSION OBJECTIVES: At the completion of the program, participants will know:
1. what providers and confidential information are covered by state confidentiality law (GS 122C), the HIPAA Privacy Rule, and the federal law governing substance abuse patient records (42 CFR Part 2);
2. the circumstances where providers may share client information without client consent for purposes of coordinating care and treatment;

3. who may act on behalf of a minor child, or an adult who has either been adjudicated incompetent or lost decisional capacity, for purposes of consenting to treatment, accessing client records, and authorizing disclosure of records; and
4. the requirements for client authorization to disclose forms.

TARGET AUDIENCE: LME-MCO staff and providers of MH/DD/SA services

Track 4

SESSION: **Part 2-Anger Management And Treatment**

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

DESCRIPTION: This training will review symptoms of anger and criteria for Intermittent Explosive Disorder, typical thinking errors, existing evidence based treatments (EBT) and review in depth one specific EBT for Anger Management with MH/SA adults.

SESSION OBJECTIVES: Attendees will be able to:
1. identify symptoms of anger and intermittent explosive disorder;
2. recognize typical cognitive thinking errors;
3. identify numerous evidence-based treatments(EBT); and
4. be able to implement a specific EBT for MH/SA adults

TARGET AUDIENCE: LME/MCO and provider professionals

*CEU Hours Offered: When attended in conjunction with Anger Management And Treatment- Part 1, NCSAPPB has approved these combined sessions (Part 1 and Part 2) for 3 hours-Specific Skills Evidenced 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 5

SESSION: **Random Variation Or Meaningful Change Graphing Data With Excel To Determine Trends Or Patterns For Quality Improvement**

SPEAKER: Dale Roenigk, Benchmarking Director and Faculty Member, UNC School of Government

DESCRIPTION: Almost all processes have variation. One period the numbers are up, the next they are down. How do you detect meaningful changes? How do you know when you have a problem versus the random noise present in most processes? Learn a few tools you can implement in Excel to create trend charts and control charts to get a handle on whether your changing data is random or is telling you have a problem.

SESSION OBJECTIVE: Participants will learn:
1. how to create trend and forecasting charts in Excel; and
2. how to create control charts for examining process variation in Excel

TARGET AUDIENCE: People who want to analyze numerical data to help them discover trends or patterns in the data for supporting quality improvement efforts.

Track 6

SESSION: **Part 2-Moving From Programs To Supports**

SPEAKER: Lynne Seagle, Executive Director, Hope House Foundation

DESCRIPTION: In this presentation Lynne Seagle, Executive Director of Hope House Foundation shares her agency's journey of closing their group homes and moving from providing programs to supporting people to live truly individualized lives. Lynne's session is delivered with humor and learning that is transferable to all populations within the human services industry. Lynne connects her stories to basic principals that have guided Hope House Foundation and the staff they employ. This agency has received a number of national awards for their work, specifically in the areas of inclusion, creativity in fundraising and safe and affordable housing.

SESSION OBJECTIVES: Upon completion of this session, participants should be able to:

1. describe how a service delivery agency can adapt to the needs of the people they support;
2. explain ways that people can get supports they need where they live, regardless of changes in behavior, health, or other circumstances;
3. discuss how services can be flexible, therapeutic, creative, and innovative;
4. explain ways to value individual choice through service delivery;
5. discuss ways that service providers can help persons create thriving community lives that include satisfying relationships with friends and family; and
6. discuss ways that services and living environments can be designed and modified to fit unique needs of individuals

TARGET AUDIENCE: Human service professionals

12:00 – 1:30 P.M. LUNCH ON YOUR OWN

1:30 P.M. – 3:00 P.M. – BREAKOUT SESSIONS
(Choice of 6 Breakout Sessions)

Track 1

SESSION: **The Crisis Solutions Initiative: Building A Crisis Services Continuum To Match A Continuum Of Crisis Intervention Needs**

SPEAKER: Crystal Farrow, Project Manager, Crisis Solutions Initiative, Division of MH/DD/SAS

DESCRIPTION: The Crisis Solutions Initiative focuses on identifying and implementing the best known strategies for crisis care while reducing avoidable visits to emergency departments and involvement with the criminal justice system for individuals in behavioral health crises. Participants will be introduced to the objectives, strategies, and progress of the initiative. Opportunities for meaningful involvement in the development and implementation of solutions will be discussed.

SESSION OBJECTIVE: Participants will be able to use a simple tool to understand a crisis continuum; be able to describe some of the services currently in development across the state that will enhance the continuum; and describe the positive impacts created for the individual served, the family, and the community when system resources are properly aligned with the needed level of intervention.

TARGET AUDIENCE: LME-MCOs, providers, community stakeholders, and CFAC representative

Track 2

SESSION: **Part 1- Investigating Allegations of Fraud, Waste and Abuse**

SPEAKERS: Douglas Thoren, Special Deputy Attorney General - Chief Criminal Section MID, Department of Justice;
James Bryan; Financial Investigator Supervisor, Department of Justice

DESCRIPTION: The presentation will cover the investigative process, interviewing techniques, including interviewing clients with a variety of issues and report writing.

SESSION OBJECTIVE: To help individuals involved in preventing or uncovering fraud, waste and abuse be more effective in getting the information necessary to proceed.

TARGET AUDIENCE: Individuals interested or involved in Program Integrity

Track 3

SESSION: **Rules For Notice Of Privacy Practices And Business Associate Agreements**

SPEAKER: Mark Botts, Associate Professor of Public Law and Government, UNC School of Government

DESCRIPTION: This session will provide an overview of the rules that apply to your Notice of Privacy Practices (NPP) and Business Associate Agreements (BAAs). With NPPs, we will focus on selected issues of particular relevance to MH/IDD/SA providers (for example, how to address "psychotherapy notes"). With BAAs we will review some of changes that you should have implemented in 2013 and 2014 in response to the most recent rule changes.

SESSION OBJECTIVES: At the completion of the program, participants will know:

1. basic content requirements for a Notice of Privacy Practices (NPP);
2. how an NPP for MH/DD/SA providers should be different from a standard HIPAA NPP to account for state law governing MH/DD/SA records and federal law governing SA records;
3. who is and who is not considered a business associate requiring a business associate agreement; and
4. the new provisions for business associate agreements as of 2013 and 2014.

TARGET AUDIENCE: LME-MCO staff and providers of MH/DD/SA services

Track 4

SESSION: Part 1-**Ethical Standards: Dual Relationships-Maintaining Professional Boundaries**

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

DESCRIPTION: This training will allow staff to fully understand ethical standards as they relate to dual relationships, risk factors for boundary violations or boundary crossings, and effective strategies to maintain professional relationships

SESSION OBJECTIVES: Participants will be able to:

1. identify ethical standards from multiple disciplines regarding dual relationships;
2. identify signs of boundary violations/crossings; and
3. identify numerous strategies to maintain healthy professional relationships

TARGET AUDIENCE: LME/MCO and provider professionals

*CEU Hours Offered: When attended in conjunction with Ethical Standards: Dual Relationships-Maintaining Professional Boundaries- Part 2, NCSAPPB has been approved these combined sessions (Part 1 and Part 2) for 3 hours-Specific Skills Evidenced Based Treatment (SS 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 5

SESSION: **Employment Policy In North Carolina-Current Practice And The Future Plans**

SPEAKERS: Stacy Smith, Interim Adult Mental Health Team Lead, Division of MH/DD/SAS;
Joshua Strasburg, I/DD Team Program Manager, Division of MH/DD/SAS
Grant Revell, Research Associate, Virginia Commonwealth University's Rehabilitation Research and Training Center

DESCRIPTION: This session will focus on the current landscape of employment policy and practice in North Carolina, and the work the Division of MH/DD/SAS is doing to improve employment outcomes for people with mental illness, intellectual and other developmental disabilities, and substance use disorders. This session will highlight one particular initiative that the Division of MH/DD/SAS is engaged in through the Office of Disability Employment Policy (ODEP). Session attendees will get an idea of the direction the State is moving in relative to promoting inclusive, meaningful employment opportunities. This session will focus on the current landscape of employment policy and practice in North Carolina, and the work the Division of MH/DD/SAS is doing to improve employment outcomes for people with mental illness, intellectual and other developmental disabilities, and substance use disorders. This session will highlight one particular initiative that the Division of MH/DD/SAS is engaged in through the Office of Disability Employment Policy (ODEP). Session attendees will get an idea of the direction the State is moving in relative to promoting inclusive, meaningful employment opportunities.

SESSION OBJECTIVES: Participants will:

1. understand the current landscape of employment policy and practice in North Carolina;
2. describe the current work that the NC Division of MH/DD/SAS is engaged in through ODEP; and
3. obtain a clear picture of where the State is going in terms of employment for people with mental illness, developmental disabilities, and substance use disorders.

TARGET AUDIENCE: MH/DD/SA providers, consumers, and employment stakeholders

Track 6

SESSION: **Part 1-The Nuts And Bolts Of Making It Happen**

SPEAKER: Lynne Seagle, Executive Director, Hope House Foundation

DESCRIPTION: This session will cover the step by step tools used to create change on a major level. Use of creative resources, fundraising events and becoming a vital part of the community will be covered along with the nuts and bolts of the change process. Lynne will explain how to create a management system that builds on person-centered approaches while at the same time holds the same level of efficiency and effectiveness found within successful corporations.

SESSION OBJECTIVES: Upon completion of this session, participants should be able to:

1. describe how a service delivery agency can adapt to the needs of the people they support;
2. explain ways that people can get supports they need where they live, regardless of changes in behavior, health, or other circumstances;
3. discuss how services can be flexible, therapeutic, creative, and innovative;
4. explain ways to value individual choice through service delivery;
5. discuss ways that service providers can help persons create thriving community lives that include satisfying relationships with friends and family; and
6. discuss ways that services and living environments can be designed and modified to fit unique needs of individuals

TARGET AUDIENCE: Human service professionals

3:00 P.M. – 3:15 P.M. **BREAK: EXHIBITOR -** Azalea/Camellia-Exhibitor Sponsored Event

3:15 P.M. – 4:45 P.M. – BREAKOUT SESSIONS
(Choice of 6 Breakout Sessions)

Track 1

SESSION: **Sexting, Social Media, And Bullying**

SPEAKER: Dr. Venkata Jonnalagadda, Medical Director, Eastpointe LME

DESCRIPTION: Overview and evidenced based research. Tips and resources for each: cyberbullying, sexting, and social media. Dr. Jonnalagadda will cover this and many other questions during this session. Get your practice ready!

SESSION OBJECTIVES: Overview of cyberbullying, sexting, and social media, what is cyberbullying, sexting, and social media?

TARGET AUDIENCE: Clinicians, mental health providers and any other interested participant

Track 2

SESSION: **Part 2- Investigating Allegations Of Fraud, Waste And Abuse**

SPEAKERS: Douglas Thoren, Special Deputy Attorney General - Chief Criminal Section MID, Department of Justice;
James Bryan, Financial Investigator Supervisor, Department of Justice

DESCRIPTION: The presentation will cover the investigative process, interviewing techniques, including interviewing clients with a variety of issues and report writing.

SESSION OBJECTIVE: To help individuals involved in preventing or uncovering fraud, waste and abuse be more effective in getting the information necessary to proceed.

TARGET AUDIENCE: Individuals interested or involved in Program Integrity

Track 3

SESSION: **Mapping The Way Basics Of Processing Mapping For Quality Improvement**

SPEAKER: Dale Roegnik, Benchmarking Director and Faculty Member, UNC School of Government

DESCRIPTION: Our work everywhere is filled with processes for how to do our jobs. But these processes are not always explicitly laid out and not always designed to be as efficient and effective as possible. Learn the basics of process mapping as a tool for rethinking and improving how you do what you do.

SESSION OBJECTIVE: Participants will learn:
1. the basics of processing mapping; and
2 .practice applying the learning to problems

TARGET AUDIENCE: People who want to think about how to design and layout processes both for identifying steps but also improving processes.

Track 4

SESSION: **Part 2-Ethical Standards: Dual Relationships-Maintaining Professional Boundaries**

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

DESCRIPTION: This training will allow staff to fully understand ethical standards as they relate to dual relationships, risk factors for boundary violations or boundary crossings, and effective strategies to maintain professional relationships

SESSION OBJECTIVES: Participants will be able to:

1. identify ethical standards from multiple disciplines regarding dual relationships;
2. identify signs of boundary violations/crossings; and
3. identify numerous strategies to maintain healthy professional relationships

TARGET AUDIENCE: LME/MCO and provider professionals

*CEU Hours Offered: When attended in conjunction with Ethical Standards: Dual Relationships-Maintaining Professional Boundaries- Part 1, NCSAPPB has been approved these combined sessions (Part 1 and Part 2) for 3 hours-Specific Skills Evidenced Based Treatment (SS 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 5

SESSION: **Employment: Key To Unlocking Employment For Persons With Disabilities**

SPEAKERS: Stacy Smith, Interim Adult Mental Health Team Lead, Division of MH/DD/SAS
Joshua Strasburg, I/DD Team Program Manager, Division of MH/DD/SAS

DESCRIPTION: Employment is a vital part of our wellness and self-esteem, yet achieving and maintaining employment continues to be difficult for individuals with disabilities. The current unemployment rate in the United States is roughly 5.7%, but the unemployment rate for individuals with disabilities is a staggering 70-80%. In this session, we will explore barriers individuals with disabilities encounter when seeking employment, current programs in the state that support individuals with disabilities find employment, Employment First in North Carolina and what next steps we could take to improve employment supports for individuals with disabilities.

SESSION OBJECTIVES: Participants will:

1. be able to identify the systemic barriers individuals with disabilities encounter when seeking employment;
2. have an increase knowledge about current services offered in NC to individuals with disabilities; and
3. understand the focus of Employment First and how it impacts the way employment services are delivered.

TARGET AUDIENCE: I/DD providers, MH/SU providers, and MCO Network Management staff

Track 6

SESSION: **Part 2-The Nuts and Bolts of Making it Happen**

SPEAKER: Lynne Seagle, Executive Director, Hope House Foundation

DESCRIPTION: This session will cover the step by step tools used to create change on a major level. Use of creative resources, fundraising events and becoming a vital part of the community will be covered along with the nuts and bolts of the change process. Lynne will explain how to create a management system that builds on person-centered approaches while at the same time holds the same level of efficiency and effectiveness found within successful corporations.

SESSION OBJECTIVES: Upon completion of this session, participants should be able to:

1. describe how a service delivery agency can adapt to the needs of the people they support;
2. explain ways that people can get supports they need where they live, regardless of changes in behavior, health, or other circumstances;
3. discuss how services can be flexible, therapeutic, creative, and innovative;
4. explain ways to value individual choice through service delivery;
5. discuss ways that service providers can help persons create thriving community lives that include satisfying relationships with friends and family; and
6. discuss ways that services and living environments can be designed and modified to fit unique needs of individuals

TARGET AUDIENCE: Human service professionals

TUESDAY NIGHT ENTERTAINMENT

4:45 – 6:55 P.M. **HOSPITALITY SUITE-Room 331 North Tower-Exhibitor Sponsored Event**
"Visit with friends"

7:00 – 8:30 P.M. **CASUAL RECEPTION**
Come and join us to visit with friends and associates. Heavy hors d'oeuvres will be served.

8:30 – 9:30 P.M. **ENTERTAINMENT – Sponsored by NC TIDE Exhibitors**

Come one….come all to hear **John Felts-Comedian.** You will enjoy a humor-filled hour hearing his real, funny, one-of-a kind perspectives on dating, marriage, parenting, American culture and struggling to do the right thing. Be prepared to laugh and have a good time!!

WEDNESDAY – April 29, 2015

7:45 – 8:45 A.M. **CONTINENTAL BREAKFAST-** Grand Ballroom Concourse

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

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

Track 1

SESSION: **Leadersharp? Productivity? Are You On Top Of Your Game?**

SPEAKERS: Mel Crocker, Retiree-State of NC
Kim Newsom, Human Resources Consultant

DESCRIPTION: We will explore in this session the characteristics, qualities and competencies that are found in great leaders. What are the essential components that make leaders "leadersharp". How does this relate to strong efficient organizations? We will explore how leadership along with productivity models and new approaches can be used to impact the productivity in your unit and the organizations' operations.

SESSION OBJECTIVES: Participants will:

1. use group discussion to identify successful leaders, their styles, and competencies;
2. assess the data that contributes to their effectiveness and leads to the intrinsic factors for outstanding "leadersharp" qualities;
3. explore "best practice" models and approaches to today's productivity issues and the use of the "leadersharp" styles and competencies to get the optimal results; and
4. solicit participants' ideas, suggestions, and approaches concerning the key leadership and productivity issues of today.

TARGET AUDIENCE: All supervisors of LME-MCOs, providers, private contractors, and State Divisions as well as any employee who is interested in leadership skills and competencies and improving productivity in their workplace.

Track 2

SESSION: **Getting To The Root: Basics Of Root Cause And Failure Analysis For Quality Improvement**

SPEAKER: Dale Roenigk, Benchmarking Director and Faculty Member, UNC School of Government

DESCRIPTION: Root Cause and Failure analysis are two methods for trying to understand problems that arise with processes and devise appropriate fixes. This session will introduce the attendees to these techniques and provide an opportunity to practice their use.

SESSION OBJECTIVES: Participates will:

1. learn the basics of root cause and failure mode analysis; and
2. practice applying the learning to problem

TARGET AUDIENCE: People who want to fix existing processes where problems have developed or prevent future problems from developing.

Track 3

SESSION: **<u>My Future, My Plan - CMS - Medicaid's Final Rule For Home And Community Based Setting Requirements - March 17, 2014</u>**

SPEAKERS: Janet Breeding, LME-MCO Liaison/System Performance Section DMH/DD/SAS
Deb Goda, IDD Manager, Division of Medical Assistance
Jessica Keith, DOJ Independent Reviewer, DHHS

<u>DESCRIPTION</u>: CMS published the Home and Community Based Services Rule effective March 17, 2014. The rule outlines CMS's expectation for services provided under 1915(c) waivers. It outlines protections for individuals served as well as enhances the quality of services. This session will provide an overview of the rule as well as the State's transition plan and how it was developed.

SESSION OBJECTIVES: To provide participants with:

1. brief overview of the entire rule;
2. key provisions relating to HCBS setting rules; and
3. North Carolina's Transition Plan – how will NC implement and comply with the HCB Setting requirements.

.**TARGET AUDIENCE:** LME-MCO staff, providers, stakeholders

Track 4

SESSION: **<u>How To Tell The Right Story With Charts Graphs And Numbers. Building Your dashboard.</u>**

SPEAKER: Niels Eskelsen, Chief Business Officer, Partners Behavioral Health Management

<u>DESCRIPTION</u>: This will be a working session on building dashboards using charts graphs and numbers in EXCEL. Participants are encouraged to bring their laptops for interactive learning.

SESSION OBJECTIVES: To provide participants with an overview of what to include on your dashboard for monitoring the success of your business.

TARGET AUDIENCE: MCOs and Provider finance and business analyst staff

10:15 – 10:30 BREAK

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

CLOSING SESSION

SESSION: **State of the State**

SPEAKER: Dave Richard, Deputy Secretary of Behavioral Health and Developmental Disabilities 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. Richard will cover recent policy issues, legislative issues, budget issues, and discuss how these will affect the future direction of the behavioral health system in North Carolina. Time will be allowed for questions from participants.

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 is a NBCC-Approved Continuing Education Provider (ACEPTM) and a cosponsor of this event/program. Daymark Recovery Services may award NBCC-approved clock hours for events or programs that meet NBCC requirements. Sessions for which NBCC-approved clock hours will be awarded are identified in the conference program. The ACEP maintains responsibility for the content of this event.

NC TIDE
2015 FALL CONFERENCE
RENAISSANCE
ASHEVILLE, NC

NOVEMBER 8, 2015-NOVEMBER 11, 2015

CONFERENCE REGISTRATION: Payment must be postmarked no later than April 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 04/14/15	Postmarked 04/15/15 –04/20/15
NC TIDE Members (LME/MCO, Provider, DHHS) – **be sure you are a "2015" member**	$ 160.00	$ 185.00
Non-Members (LME/MCO, Provider, DHHS)	$ 190.00	$ 215.00
One Day (LME/MCO, Provider, DHHS)	$ 105.00	$ 130.00
	On-site Rates	
On-site "Full" Registration (members/non-members) – Payment in hand only.	$ 235.00	
On-site "One Day" Registration (members/non-members) – Payment in hand only.	$ 135.00	

MAKE CHECK PAYABLE TO 'NC TIDE' Mail to: **Marilyn Brothers**
NC TIDE
P O Box 2001
Cary, NC 27512-2001

Amount to be Paid $ _______

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

Monday 8:45 – 10:10
__Keynote Address
Monday 10:15-11:45
__ Collaborations Through Aligned Services
__ Breaking It Down: A Discussion On Implementing Next Steps
__ Update Of Program Integrity Trends
__ Excel Shortcuts-Increasing Productivity
__Addressing The Needs Of Children And Adolescents
__Moving From The "OH NO" To "OK"
Monday 1:15– 2:45
__ Investment Policy Development
__ Part 1-Co-Occurring Disorders Treatment
__ Cultural Competence-Make It A Priority
__ Part 1-Evidence Based Practices In Autism Intervention
__ Word Shortcuts And Tips
__ Autism: Beyond Diagnosis
Monday 3:00-4:30
__ Strengthening Quality Where It Counts
__ Part 2-Co-Occurring Disorders Treatment
__The Breach Notification Rule
__ Part 2-Evidence Based Practices In Autism Intervention
__ NC Tracks Billing Related Review
__ The Impact Of An ASD Diagnosis
Monday 4:30-6:00
___Advancing Innovative Technology
Monday 4:30-5:30
__ MCO Networking
__ Provider Networking
__ CFAC Networking
Tuesday 8:30-10:00
__ Self Auditing Protocols
__ Part 1-Introduction To Confidentiality Law
__ Part 1-Anger Management And Treatment
__ Crisis Intervention For Individuals With I/DD
__ Part 1-Moving From Programs To Support
___Technology-Enabled Care Integration

Tuesday 10:30-12:00
__ Understanding And Working Denials
__ CFAC's Increased Involvement During A Time Of Change
__ Part 2-Introducation To Confidentiality
__ Part 2-Anger Management And Treatment
__ Random Variation Or Meaningful Change
__ Part 2-Moving From Programs To Supports

Tuesday 1:30-3:00
__ The Crisis Solutions Initiative
__ Part 1-Investigating Allegations Of Fraud, Waste And Abuse
__ Rules For Notice Of Privacy Practices
__ Part 1-Ethical Standards: Dual Relationships
__ Employment Policy In North Carolina
__ Part 1-The Nuts And Bolts Of Making It Happen

Tuesday 3:15-4:45
__ Sexting, Social Media, And Bullying
__ Part 2-Investigating Allegations Of Fraud, Waste And Abuse
__ Mapping The Way Basics of Processing Mapping
__ Part 2-Ethical Standards: Dual Relationships
__ Employment: Key To Unlocking Employment
__ Part 2-The Nuts And Bolts Of Making It Happen

Wednesday 8:45-10:15
__ Leadersharp?
__ Getting To The Root
__ My Future, My Plan
__ How To Tell The Right Story With Charts, Graphs

Wednesday 10:30-11:45
__ State Of The State

(PLEASE PRINT ALL INFORMATION CLEARLY)

NAME ____

TITLE ____

AGENCY ____

MAILING ADDRESS ____

PHONE ______________________ **E-MAIL**______________________

MEMBERSHIP STATUS:
(Note: check your "**2015** membership status)

___ **NC TIDE MEMBER** (MCO/LME / PROVIDER / DHHS)
___ **NON-MEMBER** (MCO/LME / PROVIDER / DHHS)
___ OTHER **NON-MEMBER**

CONFERENCE ATTENDANCE: ___FULL CONFERENCE (cannot split w/others)
___ FREE 5th 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)