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Network Communication Bulletin #154

To: All Providers

From: Khristine Brewington, VP of Network Management, MS, LCMHC, LCAS, CCS, CCJP

Date: April 12, 2021

Subject: Basics of Community Inclusion-Stats and Recording, Update for the all Children-All Families Training, Electronic Visit Verification Implementation for Innovations and TBI Waivers Administered by LME-MCOs, Individual Placement Support Training, Attention CST Providers and ACT Tenancy Support: PSH Training Opportunity, Network Adequacy and Accessibility Assessment (otherwise known as the Gaps & Needs Assessment), 2021 Network Adequacy and Accessibility Assessment (NAAA) (formerly called the Gaps and Needs Assessment), Victory Junction Family Retreat Weekends, Valued Providers SEAL Program, Value Based Purchasing Learning Series, Disaster Planning, May 2021 Community Mental Health First Aid (MHFA) Trainings for NC Residents, Provider Training Needs Assessment

BASICS OF COMMUNITY INCLUSION - STATS AND RECORDING

Below is the webinar link to the webinar that occurred on March 18, 2021 on the Basics of Community Inclusion with Mark Salzer, Ph.D., Professor of Social and Behavioral Sciences, Director, Temple University Collaborative on Community Inclusion of Individuals with Psychiatric Disabilities:

 [Basics of Community Inclusion](#) (include a transcription)

ATTENTION: THERAPEUTIC FOSTER CARE (TFC) AGENCIES

UPDATE FOR THE ALL CHILDREN-ALL FAMILIES TRAINING:

We appreciate everyone's attendance at the "All Children-All Families" informational session on March 18 to learn more about the upcoming training opportunity to improve the mental health outcomes for LGBTQ youth in eastern North Carolina. For those who would like to apply to become a training facilitator, please visit the following link and complete the necessary information:

 [Application ACAF Facilitator Candidate TFC](#)

The deadline for training facilitator applications is Friday, April 30th. In terms of training dates, we are aiming for June 2021. For agencies who were not able to attend the informational session, you still have the opportunity to apply to be a facilitator and we encourage all TFC agencies to join us in this exciting training opportunity.

Please send any questions to Lauren Swain at Lauren.Swain@TrilliumNC.org.



24-Hour Access to Care Line - 877.685.2415
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ELECTRONIC VISIT VERIFICATION IMPLEMENTATION FOR INNOVATIONS AND TBI WAIVERS ADMINISTERED BY LME-MCOS

NC Medicaid implementation of Electronic Visit Verification (EVV) for the Innovations Waiver, TBI Waiver and (b)(3) services administered by the LME-MCOs has been moved to June 30, 2021. This new date is to allow for additional testing and provider training.

Providers should continue to work with the applicable LME-MCOs to prepare for the June 30, 2021, EVV implementation date for Innovations Waiver, TBI Waiver and (b)(3) services administered by the LME-MCOs.

Contact: Medicaid.EVV@dhhs.nc.gov

INDIVIDUAL PLACEMENT SUPPORT TRAINING

This training will provide information on the components of Individual Placement Support Service:

1. An overview of the evidence based Supported Employment model
2. An overview of Employment and Benefits
3. An overview of how Div. of Vocational Rehabilitation service integrate with IPS services
4. Enhancing motivational interviewing skills around employment

TARGET AUDIENCE: TCL In-Reach Staff, TCL Care Coordinators, CST Providers/Teams, ACT Vocational Specialists, Division of Vocational Rehabilitation Services IPS Liaisons/Staff, Behavioral Health Providers and Clinicians, Substance Use Counselors

WHEN: April 19, 2021, 9:00 am -1:00 pm

WHERE: Virtual (Registration Required)

[SEE MORE DETAILS AND REGISTER](#)

ATTENTION CST PROVIDERS AND ACT TENANCY SUPPORT: PSH TRAINING OPPORTUNITY

In partnership with Peer Voice NC, UNC Institute for Best Practices is offering a two-day training on PSH for CST teams, following an adaptation of the original curriculum developed by TAC.

 [Here is the link for registration](#)

NOTE: Once you register (pay) for the training, you will receive an email for the GoToWebinar link (the Webinar platform we will use). You must register at the GoToWebinar site in addition to this registration to attend the training.

This 15 hour **web-based training** is on the evidence-based model for Permanent Supportive Housing (PSH).

Training days will be held April 26, 27, 28, 2021 (Monday, Tuesday, Wednesday). The webinar will start at 9am and end by 4pm. There will be two substantial breaks each day - from 11-11:30am and then again 12:30-2pm each day.

With the policy change, CST providers are to provide ongoing, tenancy support services. **This is also the NCDHHS approved housing/tenancy support training for ACT staff.** This training will support CST providers by improving their understanding and practice of the PSH model. The training will include:

- 🌱 Psychiatric Rehabilitation and Recovery
- 🌱 PSH core principles
- 🌱 Foundation Skills of evidence-based practices
- 🌱 Benefits that individuals experience using PSH
- 🌱 The three phases of tenancy (including key activities, assessments, goal development, barriers, and challenges)
- 🌱 Intersection of PSH and Assessment and Person-centered Planning

Registration is \$200 per attendee. We have a "buy 4 registrations get 1 free" offer to agencies. Each registration needs to be separate entry. With the 5th person, select the "free" option during payment step.

Any question? Please email stacy_smith@med.unc.edu

NETWORK ADEQUACY AND ACCESSIBILITY ASSESSMENT (ALSO KNOWN AS THE GAPS & NEEDS SURVEY)

Please help us spread the word about our Network Adequacy and Accessibility Assessment (also known as the Gaps and Needs Survey)! The [flyer of the Network Adequacy and Accessibility Assessment](#) can be printed and displayed in public areas such as waiting rooms at provider locations. The included QR codes let respondents scan with the camera on their mobile phones and complete the questions in just a few minutes. They can also call Trillium to ask for a printed copy to be mailed to them. Thank you for helping us to meet the health needs in our communities.

2021 NETWORK ADEQUACY AND ACCESSIBILITY ASSESSMENT (NAAA) (FORMERLY CALLED THE GAPS & NEEDS ASSESSMENT)

The Network Adequacy and Accessibility Assessment (NAAA) is an annual study of the Trillium catchment area and the people who live here. It also looks at where services are available and how people use them. Ultimately, the assessment serves as a roadmap for determining future growth based on current capacity and identified needs.

The NAAA surveys are a vital part of how we collect data in an effort to complete the annual assessment and make improvements. The survey administration period has begun and will go through May 1st 2021. Surveys are simple to complete; most people can finish in about 10 minutes or less.

Two surveys are available: one for members/families and one for stakeholders (i.e., staff, providers, board members, and the public).

When completing the survey online, be sure to select the correct survey that matches your relationship with Trillium. Surveys are available in Spanish as well.

Below are the links for each survey and the corresponding QR codes

[Member/Family survey, English version](#)



[Member/Family survey, Spanish version](#)



[Stakeholder survey](#)



Thank you in advance for your participation in this important survey!

Paper copies are available as well; if you need to complete a paper copy, or if you have any additional questions, please contact QMInfo@TrilliumNC.org.

TRILLIUM SUMMER FAMILY RETREATS AT VICTORY JUNCTION

- 🌱 Trillium is excited to partner with Victory Junction to sponsor Trillium members and their families to attend Summer Family Retreats. Family Retreats at Victory Junction are back this summer! Victory Junction is an inclusive camp in Randleman, NC who specializes in serving individuals with disabilities and serious illnesses.
- 🌱 We encourage all families who have never experienced Victory Junction to apply and returning families are also welcome to apply. Retreats are open to any Trillium member, regardless of diagnosis, between the ages or developmental ages of 6-16; and their family/natural supports.
- 🌱 Current programming is designed to provide a unique experience for families to bond together and for member's to feel empowered and build self-confidence in their abilities while using amenities at camp. Programming and amenities are inclusive and adaptive to differing needs and diagnoses.

- ♻️ Summer activities will be open in addition to traditional summer and fall weekend activities! Cool off in the zero-entry accessible swimming pool, splash around at the water park, soar on the zip line, or conquer the Alpine Adventure Tower in the summer sun. Adaptive activities for every need. On site-medical center, food service including special dietary accommodations, and cabins sleep up to 8.
- ♻️ Due to Covid-19, CDC guidelines will be followed. There will be limited Victory Junction staff on site in order to provide families with the safest experience possible.
- ♻️ Applications are processed on a first-come, first-served basis. While we would love to accommodate each and every family, there is a multi-step application process so completing an application does not necessarily guarantee a spot and spots are limited--see the flier for details. Deadlines are quickly approaching so we encourage families to sign up on the "Interest Form" now and complete applications as quickly as possible!

If you are interested in attending a Summer Session click the links below:

- ♻️ [Victory Junction Flyer](#)
- ♻️ [Victory Junction Interest Form](#)

SESSION DATES AND APPLICATION DEADLINES:

- ♻️ June 18-20—deadline **May 10**
- ♻️ July 12-14—deadline **June 3**
- ♻️ July 2-4—deadline **May 25**
- ♻️ July 19-21—deadline **June 11**

Be on the lookout for future Family Retreat Dates and announcements for Fall 2021 on the Trillium Health Resources and Trillium Direct Connect Facebook pages, and also at the [Trillium Victory Junction](#) webpage.

VALUED PROVIDERS SEAL PROGRAM



Visit the [Valued Providers Seal Program](#) web page for more information about the Contracted, Comprehensive Behavioral Health, Large Agency, Evidenced-Based Treatment, Comprehensive I/DD and Integrated Care Provider Seals.

After receiving this recognition, sharing such dedication and innovative care should be as easy as possible. The [Valued Providers Seal Program Tool Kit](#) is designed for just that. This resource provides tips for sharing news of provider seals on websites, social media, newsletters, and emails, along with pre-written posts and messages. Trillium can see the impact providers make on our members and communities. We hope the tool kit serves to ensure those members and communities can see it as well.

Contact us at SealProgram@TrilliumNC.org for questions about the Valued Providers Seal Program. Providers can apply for one or multiple seals!

VALUE BASED PURCHASING LEARNING SERIES

Trillium Health Resources Practice Management Department has partnered with Mr. Ken Carr, OPEN MINDS Senior Associate to bring providers a four-part virtual learning series on Value-Based Purchasing. Mr. Carr is an industry expert with over 30 years of finance, technology, data analysis, and reporting experience in the health and human service field. This virtual learning series has been tailored to meet the unique provider composition within our region. Providers will gain knowledge of what Value-Based Purchasing is, and how it's applicable to their organization and the future of North Carolina Medicaid.

Registration Is Now Open

The sessions are limited to the first 1,000 enrollees. It is preferred that providers attend all four sessions consecutively, however it is not required. A recording will be available at a later date if you missed a session.

 Wednesday Apr. 21, 2021 (10AM – 11:15AM):

Bridging the Gap From Data to Data-Driven Performance

 [Register Here](#)

 Wednesday May 26, 2021 (10AM – 11:15AM):

Developing New VBP Services that Increase Quality & *Decrease Service Costs*

 [Register Here](#)

About joining the webinar

 [Closed Caption HERE](#)

During this call, panelists will present policy updates from DMHDDSAS and DHB representatives followed by an open Q&A session. In addition to DMHDDSAS and DHB subject matter experts we will also have a representative from DHSR on the call to answer questions you might have.

In consideration of the limited time we have on the call, we ask that you review the guidance links (below) on the DHHS website and FAQs on the NC Medicaid site to see if an answer to your question has already been provided. These calls will be held monthly on the first Thursday of each month.

As things continue to change and move quickly during the COVID-19 pandemic, please continue to stay abreast of emerging issues, guidance, and policies by visiting:

 [Broad information and updates](#)

 [COVID19 Executive Orders](#)




 [Policy and Guidance updates](#)

 [Vaccine information and updates](#)

DISASTER PLANNING

We are fast approaching the prime season for hurricanes and flooding disasters. To prepare, we are sending out this reminder that disaster plans need to be reviewed and updated, staff trained/re-trained, and contingency and communication plans developed.

This year you will go to a link to share your 2021 Disaster Plan and important contact information. This requested information includes:

-  Contact information for your designated “Disaster Point of Contact”
-  Corporate site address and facility phone number
-  Any residential sites currently in your contract (address, phone numbers)

Please note, you will need to enter each site as a separate submission. Disaster plans must be submitted through the following link: [2021 Disaster Plan Submission](#)

Disaster Plans are due ***no later than May 1, 2021***. If no updates are needed to your 2021 Disaster Plan, you ***MUST*** still resubmit the plan with a new cover page displaying the current year and disaster contact info. Failure to submit your Disaster Plan for 2021 by the deadline (May 1, 2021), may result in an audit and/or plan of correction.

As many of you are aware, the Federal Center for Medicare and Medicaid Services (CMS) have posted guideline requirements for all entities that receive Medicaid funds and this applies to all of our Medicaid providers. For your reference, we have attached the Final Rule that will assist you in locating the requirements to the federal rules that apply to each of your situations.

Our contract with providers requires that you have an adequate disaster planning and training process in place within your organization. While it is our desire that no one has to contend with all that a hurricane or flood brings, the reality is that eastern North Carolina has dealt with its fair share of these kinds of disasters in the past. Living in this part of North Carolina, we know that the best way to cope when a disaster strikes is preparation. Please connect with your local emergency management services, know your local resources, and stay connected with Trillium in the event of an emergency.

 [Final Rule](#)

MAY 2021 COMMUNITY MENTAL HEALTH FIRST AID (MHFA) TRAININGS FOR NC RESIDENTS

Mental Health First Aid teaches you how to identify, understand and respond to signs of mental illnesses and substance use disorders. These trainings will give you the skills you need to reach out and provide initial support to someone who may be developing a mental health or substance use challenge and help connect them to appropriate care.

Youth Mental health First Aid (YMHFA) and Adult Mental Health First Aid (AMHFA) will be held virtually and participants are required to complete a 2-hour self-pace study prior to attending the instructor-led training.

Adult MHFA May 21, 2021

(8:30am-2:30pm)

Adult MHFA May 25, 2021

8:30am-2:30pm)

Youth MHFA May 27, 2021

(8:30am-2:30pm)

***Registration Deadline is April 15, 2021**

Although there is no cost to you, this course is valued at \$25 per person. If you must cancel your registration, please do so within 48 hours of the instructor led course. Failure to cancel within the recommended timeframe may result in a 30-day waiting period to reschedule the training.

Please contact Wylanda Jones via email at Wylanda.Jones@TrilliumNC.org or Carlos Mirodipini at Carlos.Mirodipini@TrilliumNC.org. You may also contact them via phone at 1-866-998-2597.

 [Here more information and registration](#)

PROVIDER TRAINING NEEDS ASSESSMENT

We need your input!

Please take a few minutes to complete our Provider Training Needs Assessment so that we know how we can best help you. Assessment is open until **April 16th**.

Complete the assessment by clicking here!

Any questions about this Communication Bulletin that does not already have an email listed for questions from that specific section, may be sent to the following email: NetworkManagement@TrilliumNC.org. These questions will be answered in a Q&A format and published on Trillium's website.