**NCACDSS Adult Services Committee Meeting 1/10/2024**

In person: Patrick Betancourt, Melanie Corprew, Angela Ellis, David Richmond, Trish Baker, Christine Dowdell, Kathy Ford, Ashley Lantz, Catherine Lytch, and Chuck Lycett.

Virtual Attendees:

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| --- | --- |
| Korey | Fisher-Wellman |
| Karen | Harrington |
| Emily | Parker |
| Tracy  | Pearce |
| Monica | Smith |
| tyeshia | phelps |
| Joi  | Bailey  |
| Karen | Crowder |
| Gayla | Jones |
| LeAnn | McKoy |
| Beth | Bradley |
| Lesa | Price |
| Teresa | Hargett |
| ELIZABETH | CHILDRES |
| Candice | Gobble |
| Trish | Baker |
| Debbie | McGuire |
| Carye | Dickerson |
| Laurie | Jones |
| Marcy | Mays |
| Kristin | Bonoyer |
| Nancy | Conner |
| Adrian | Black |
| KIM | BROWN |
| Lynette | Byrd |
| Lori | Leggett |
| Tamara  | Talbot |
| amanda | mcgee |
| Joni | Perry |
| Crystal | Jackson |
| Meredith | Eller |
| Freda | Hilton |
| Kenneth | Hitchcock |
| Jessica | Adams |
| Wendy | Collier |
| Alexandra | Kearney |
| LV  | Mckillion |
| Klarissa  | Albritton |
| antoinette | white |
| christy | edwards |
| Heather | Ball |
| LaPorscha | McCullough |
| Annie | Murrell |
| Katina | Simmons |
| dwella | hall |
| Hal | Wilson |
| Daunita | Maennle |
| Traci | Corn |
| Dolly | Clayton |
| Janny | Mealor |
| Kristina  | Lee  |
| NCACDSS | NCACDSS |
| Aysia | James |
| Samantha | Hurd |
| Jennifer | Sigmon |
| Micah | Ennis |
| Jill  | Sampson  |
| Shamari | Spencer |
| Karen | Charles-Miller |
| Jerricke | Fontenette |
| Beverly | Ruppard |
| Brandy | Briza |
| renee | dutcher |
| Kelley | Miles |
| Sonya | English |
| Bobbie  | Sigmon |
| Chaka | Dixon |
| Kama  | Chase |
| Valerie | Phelps |
| Matthew | Hillman |
| Alisha | Cowan |
| anne | cooper |
|  Becky  | Surles |
| Diane | Sauvageau |
| Nicole | Lewis |
| Sharon  | Barlow |
| Mary Beth | Rubright |
| Nichole | Atkinson |
| Rebecca | Johnson |
| Debra | Oxendine |
| Robert | Lee |
| Brittany | Borders |
| Cruz | Ygnacio |
| Vanessa | Durrett |
| Janaye | Clark |
| Crissy | Schmieder |
| Angi | Karchmer  |
| Emily  | Sorrell |
| Jennifer | Lee |
| Angela  | Jordan |
| Melody  | Cummings  |
| Renae | Minor |
| Teresa | Gardner |
| Tamica | Lyons |
| Kimberly  | McGuire  |
| Georgianna  | Howard |
| Sarah | Richardson |
| Yolanda | White |
| Theresa | Lanier |
| Lara | Gurganus |
| Patrice | Corpening |
| Keniko  | Andrews |
| Pamela  | Bailey |
| Greg | Tanner |
| Michelle | Jones-Williams |
| Laurie  | Dotson  |
| Brooke | Blanton |
| Shannon  | Russell |
| Lula  | Jackson |
| Crista | Ramroop |
| Michelle | Waddell |
| Tanisa | Whitehurst |
| sherika | wall |
| Ryan | Garcia |
| Takishia  | McMiller |
| Michelle | Miller |
| felicia | wooten |
| karen | young-shaver |
| Tonia | Branch |
| Rick | Hall |
| Yvette | Smith |
| Heike | Hammer |
| Willie R.  | Smith III |
| Cim | Brailer |
| Debbie  | Green |
| Viviana  | Hernandez |
| Carolyn | Perry |
| Wendy | Boone |
| Glenn | Osborne |
| Kirsten  | Poythress  |
| Rich | Ohmer |
| melissa | hill |
| John  | Young |
| Laurie | Potter |
| Gayla | Jones |
| Kevin | Brown |
| Erica  | Vinson |
| Robert | Lester |
| Ruth | Foss-Rivera |
| Serita | Southerland |
| Joshua  | Stutts |
| CARLTON | PAYLOR |
| Donna  | Graves  |
| Urshla  | Harris |
| Stacey | Presnell |
| lori | langley |
| Jennifer | Trapnell |
| Cheyenne | Paylor |
| Kathy  | Smith |
| Aerieal | Highsmith |
| Ruth | Lockman |
| Jennie | Kristiansen |
| Dena | Patrick |
| Heather | Owens |
| Roxie  | Cashwell |
| Kimberly | Irvine |
| WRenia | Bratts-Brown |
| Tracie | McMillan |
| Stephanie | Wyche |
| Lynn | Fields |
| Stephanie  | Thompson |
| Katina | Coston |
| Daphine | Little |
| Megan | Lamphere |
| Sharnese | Ransome |
| Wes | Stewart |
| Karey | Perez |
| Casey | White |
| angela | brown |
| Cassandra | Jobes |
| Jennifer | Moser |
| Maria | Ordaz |

1. Welcome
2. Approval of minutes for December 2023; Melanie Corprew moved to approve, Patrick Betancourt seconded.
3. NC BAM Let’s stop the Hurting Elder Abuse: Dr. Anita Davie, Amy Burns, Charity Johnson, Dr. Sandy Gregory
* 15 years old as an organization
* Bobby Boyd, Dept. Social Services in Catawba County, helped establish NC BAM
* 15 outreaches we have participated in
* We have the worlds record of the number of wheel chair ramps; record in one day- 321. have a Call Center; you don’t have be of the Baptist faith to get our services.
* We don’t duplicate the services; because there is such a great need.
* There is a brochure of information has their contact information; 877 50 NCBAM is their contact number. (Adult Services will send information out via email).
* We work with many different faith groups.
* It is based on income? No, income is not considered.
* If there is a grandparent raising a grandchild, we will help them.
* 1 Hope Line Ministry- We started working on the isolation and loneness; we started working on it prior to COVID 19 shutdown. This is like a warm line. We also work with those who frequently call the police. Some folks just need someone to talk to. We have a training program for our volunteers. We also have the ability to utilize different languages and we can also schedule calls and call the older adult. Anybody can call and talk to someone.
* New Ministry-Charity Johnson-has helped to start our Village Program. Beacon Villages in Boston-they live in their homes and the services are provided for them. We started our first village in Kingston. We do care plans for these village members; we make sure that they have transportation, nutrition; no medical. They help with some IADLS. We work with the churches to get volunteers to work on getting the needs met. We have one in Cary that just started. Community Care Village is a component of these programs that allows anyone within 50 miles to be apart of the Village programs. Churches want to help aging adults but may lack knowledge on how to help older adults. We offer 40 different trainings, such as training on care plans with members who will be in their villages. We are looking at trying to establish Respite care; this is in the planning process currently.
* Program: “Avoiding a Train Wreck” this is to help adult children begin to plan on how to help their vulnerable/frail parents.
* We work with other groups, such as giving support to caregivers. You can get all 15 different outreaches.
* Those in person will get a red bag. The red bag had everything about that older adult when EMS arrived. We provide these for free; and we can provide them at cost. A director shared how this helped her mother. There is a list inside the bag to help families
* We also do smoke alarms; it is recommended between 7-10 years. We only put in the ones that don’t require a battery.
* We are in all 100 counties in NC. Call the call-center; they’ll come out and talk to you and see how they can support you.
* Anita presented on Elder Abuse; she is a regional director. We get a lot done by working with churches. She has worked for NC BAM for 10 years and Anita states she loves working with DSS.
* Elder Abuse is recognized by folks who are not familiar with APS or with the concepts of Abuse, Neglect or Exploitation. When we say ministry; think of this as the program.
* We had a work group to talk and get a better understanding about Elder Abuse; utilizing staff from local DSS and DAAS. Our mission is to help older adults to age well and with dignity. We talk with Senior leaders.
* Recognition to Rick Hall; Thanks for your work with NC BAM, Rick!
* The role of the Church-they are the gatekeeper for individuals who are abused, neglect or exploited in your community. We provide information about DSS APS and then try to help build a partnership.
* The churches can raise awareness, identify and then an action plan, particularly around prevention. We focus on folks who live alone and then those with a care giver. Some churches may only want to be involved only to raise awareness but some may decide to train volunteers.
* Identifying needs and learning resources.
* See individuals who are isolated or homebound. Possibly assist with helping provide a service to client after DSS APS screened out the report (outreach). We will try to respond to a DSS request.
* What can Churches do? Help prepare meals or deliver meals; check on someone who lives alone. Help them get to the grocery store, get them to an activity or activity center, etc. They like playing Bingo; maybe a $5 gift card, etc. If we think globally, there are many things churches and community groups could do.
* IF your DSS wishes to help you; please contact us.
* Challenges for DSS-we have to work around the confidentiality piece. NC BAM may consider developing some information to leave with the older adult.
* Question around Care Village-This is free service, that they are trying to expand. We fund raise, etc. to help support this service, which is for 65 and older.
* We have a data base, with around 40,000 resources. Some of them with specific skills (plumbing, carpentry). They generally respond better to someone that is closer to their age.
* Internal conflict in churches on whether they do the program or not; this is not uncommon.
1. CAP DA Discussion with Wrenia Bratts-Brown
* Historical overview of CAP DA 1990
* Home and Community Based Services; set by CMS. The Waiver application was submitted in 1990. These services were intended to provide medical services and case management in the community.
* When the CAP DA waiver was implemented; we had CAP Lead Agencies. Aging agencies, DSS agencies and hospitals were some of these lead agencies. Slots were originally assigned to lead agencies.
* There were CAP DA slots frozen for a period of time.
* Conflict free Case Management requirement-lead agencies became basic CM agencies. Then it required NC to start to transition in 2018, and in 2019, slots were moved to statewide system. This was to address the waiting period, around 2-3 years, the wait time for getting a slot.
* 2019-2022, NC Medicaid began to transition those people from waiting list to a slot in 2022. We were near capacity of having all slots filled. Then NC Medicaid had an independent vendor to complete the assessments to meet the conflict free requirement from CMS. In 2023, Acentura health was awarded the contract to complete the assessments.
* 11,648 slots available across the state for individuals to receive CAPDA services. 334 are specifically for Alzheimer’s. A little over 10,000 getting services. 11,287 currently getting services.
* Waiver beneficiaries manage their services.
* The work started to transition in July. The first part of this was the mail in requirement; sending about their decision, etc. When we started this process, there were some unattended glitches that we were not aware of, which then we then did a grouped mailing and some of those in July are just getting their information; because we didn’t have their packet back to continue their engagement. So those July referrals forward are being worked on. We are in the process of scheduling 800 assessments. Due to the number of assessments Acentura has to do plus staffing issues; we have an aggressive plan to have those assessments completed by March. January 8, 2024-Ascentra will start completing telephonic assessments on those individuals. And then also have hired traveling nurses to travel around the state so they can conduct assessments and get them completed face to face.
* Acentura has contracted with CAP DA agencies, about 5, and plan to contact 5 more, so they can get 200 assessments completed.
* It is anticipated that by the end of March that those 800 people will get those assessment.
* Questions: For individuals who need the assessments-how will the counties know the status of those applicants? DHB 2193-used to ask about the status of a beneficiary. Send to DSS to assist them with applying for Medicaid, etc. Once approved, the CM reaches out to DSS to make sure the information is entered into NC FAST. Question: With this process-if SW did this, where was the notification that this case was out there pending? You can see those assessments that are in the portal? Once the LOC is determined, we auto send that notice to DSS. When the person is approved, DSS gets the DHB 2193 form. DSS would get the alert, but there has been a gap, which is why they are waiting on the assessment.
* President Ellis noted that previous conversation was 600, today it is 800. The increase is due to new applications per Ms. Bratts-Brown. She stated we assisted Acentura with strategies of getting to these assessments as quickly as possible.
* Issues with LTSS-staff are reporting that when they call, they are getting hung up on.
* What is the expectation of getting to those cases? Ms. Bratts-Brown doesn’t have the schedule of when those who have been waiting will get their assessments?
* Several months ago, from DHB, that DHB that they may transfer CAP DA to the TPs? The CAP DA will expire on October31, 2024. We will be informing our stakeholders of the CAP DA and is scheduled for January 23. NC Medicaid had to do an evaluation and make a recommendation of the potentially to tailored plans. NC DHB is making a recommendation.
* Ms. Bratts-Brown states that DSS can refer them to other resources.
1. Discussion MDT team process- Tracie McMillan SOG is assisting with providing support for counties who need to develop or start an MDT. Information was sent out with the agenda and minutes; please check with your directors as they can forward that to you.

**Division Updates:**

***ACLS-Tamara Talbot:***

* We are doing a complaint investigation workshop in New Hanover County Feb1 and 2 for AHS and SWS; please register in NC TERMS; registration open until January 29, 2024. We are sending emails to DSS agencies on who needs this training; please make sure staff have this information. They must complete basic training first.
* 910-305-4816-contact Tamara if needed or if you have questions.
* We sent out some correspondence on the 2024 License renewal system (Enterprise). Providers did it at the very end of the year and therefore, we can’t get those processed by Dec 31; we are still working to get those processed. Counties will receive a letter when there is a denial or non-renewal for facilities. We don’t have a hard date at this time. Megan stated we may have only around 5 or so that may not renew. No risk of sudden closure. Please include DSS directors as well.
* DSS Quarterly monitoring-if the AHS is conducting a monitoring visit in the specified area or in another area; they need to go ahead and cite that non-compliance in that report. This then allows the facility to submit their plan of correction; then AHS can go back out to the facility to make sure the facility complies.
* Email to ACLS when you have a new staff member: DHSR.Adultcare.Training@dhhs.nc.gov

***DAAS-Sarah Richardson***

* Adult Services monthly survey for December; it is due January 10, 2024 at 5 pm
* The next SA and Adult Services Consultation meeting is January 25-links are on the Sharepoint site; and will be sent on the supervisors listserv
* MAC report for November 2023 will be sent out later today. APS/MAC-$637,904.84; MAC Standard-%530,101.16. Total is $1,168,006.02.
* Adult Services Training: Foundations of SW Practice January 24; Service planning Jan 25, And Guardianship training (basic) Jan 17. Those trainings are still being offered virtually as well. Please have staff check the training catalog on the Sharepoint site.
* We are in int eh final stages in the annual bond reconciliation for calendar year 2023. Send to 7016DAASFORMS@dhhs.nc.gov by January 12, 2024 by 5 pm. DCDL was sent out November 7; it includes the information on how to complete it. DSS Security officer is the only one who can grant access for supervisors to pull this data from CDW. Make sure to submit 7016s timely.

***NC DMHDDSUS-Lisa Jackson***

Ms. Jackson was unable to attend today, but her notes are included in the minutes:

* + **Provider Data Management/Credentialing Verification Organization (PDM/CVO**): The projected 2024 start date for the new centralized provider enrollment/credentialing system has not been determined yet. The PDM/CVO will be shared by DHB, DMHDDSUS, Office of Rural Health, and DPH. DHB has asked that we watch their website for any updates. The PDM/CVO is a timesaving, cost-effective and scalable solution that consolidates provider data management and furnishes a centralized solution to coordinate enrollment, credentialing and ongoing data maintenance among the payers of a multi-payer system.
	+ **BH Roadmap Kick-Off!** This event happened last Thursday from 3:00-5:00 pm at the McKimmon Center in Raleigh! All in attendance celebrated Governor Cooper’s Behavioral Health roadmap and the historic $835 million investment we have received to deliver on that vision. Senator Jim Burgin and Representative Carla Cunningham spoke, as well as Secretary Kinsley and an advocate with lived experience.
	+ **Medicaid Expansion Dashboard**: The North Carolina Department of Health and Human Services launched a [dashboard](https://r20.rs6.net/tn.jsp?f=0015WR6IXb3PLdZNKDAx1g2Au9GaQxVqK16C-TBm4p29_dvcQWv_4TOpbKRvQzylEqH_fksPRViPY8rrV4Ss9adQjJ86PaviPB2T4jwQVTw2OUkQZLcYr8kzgOpQNdwpIMSClPRGpKSGlMw-UAlzFveEau13tJy5dhBODpNKL79bJPpXr3-O5WLeJ8qZ6m_WrIB8-TKJi5wKmgkaMWhYi7m4pV3RcJeP4oV&c=nti7aVevhuDWelapBkoMbut2JVKP3GqVhWFlMOLjzq_laKwU2je7cw==&ch=JkTNyHpdLuJGAG4cjMiPYMqaDGckkHmyWM_U9jo7DufKNeOW6AKgmw==) to track monthly enrollment in Medicaid for people eligible through expansion.
		- **Link to the dashboard**: <https://medicaid.ncdhhs.gov/reports/medicaid-expansion-dashboard>

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| * + - More than 600,000 North Carolinians are newly eligible for health coverage through the historic expansion of NC Medicaid. The NC Medicaid Expansion Enrollment Dashboard offers a detailed overview of enrollment trends in newly eligible adults ages 19-64 who can now [apply](https://r20.rs6.net/tn.jsp?f=0015WR6IXb3PLdZNKDAx1g2Au9GaQxVqK16C-TBm4p29_dvcQWv_4TOpbKRvQzylEqHGeIPZH6KjQo46zoqsyP1ugB8I3iacqFsMIyKoYkW_jjheu4uQACfrtg97IFDpx-ElwtNr0L_65j0HFzkPC4KEu59WMitB_bk&c=nti7aVevhuDWelapBkoMbut2JVKP3GqVhWFlMOLjzq_laKwU2je7cw==&ch=JkTNyHpdLuJGAG4cjMiPYMqaDGckkHmyWM_U9jo7DufKNeOW6AKgmw==) for full health care coverage.
		- The dashboard shows the highest percentages of adults 19-64 now covered by Medicaid are in North Carolina’s rural communities. The four counties with the highest portion of adults enrolled are Anson, Edgecombe, Richmond and Robeson counties. The dashboard represents a snapshot of enrollments known at the beginning of each month and does not capture enrollments processed after the start of the month.
* **New LME/MCO Dashboard:** Improving Behavioral Health is a top priority at NCDHHS. We’ve created a Department-wide monthly dashboard of key outcomes of the Behavioral Health System. Our goal is a tool that highlights our shared priorities and opportunities for improvement. If we can better define the problem, we can better work together to solve it.
* **Link to the Dashboard:** <https://dashboards.ncdhhs.gov/t/DMHDDSAS/views/JenniferBowman/LMEMCODashboard?%3Aembed=y&%3AisGuestRedirectFromVizportal=y>
* **State CFAC Meeting**: The SCFAC Meeting was held last Wednesday at Alliance Health and the four CEOs: Joy Futrell from Trillium Health Resources, Rhett Melton from Partners Health Management, Tracy Hayes from Vaya Health, and Rob Robinson from Alliance Health were present for a very informative panel discussion. The meeting was recorded. I will forward the link to the meeting once I receive it.
* Trillium Health Resources is the remaining entity after the dissolution of Sandhills and Eastpointe’s merging with Trillium. Trillium began managing operations effective January 1st. Consolidation with providers and members/recipients will be on 2/1/2024.
* Sarah Stroud, CEO of Eastpointe, resigned effective 12/31/2023 and will not be going to Trillium.
* For those of you in the Trillium catchment area, I wanted to let you know that Ron Lowe, Board Member and Chair of the Northern Region Consumer and Family Advisory Committee (CFAC) passed away last week after some lengthy health problems.
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Meeting Adjourned.