

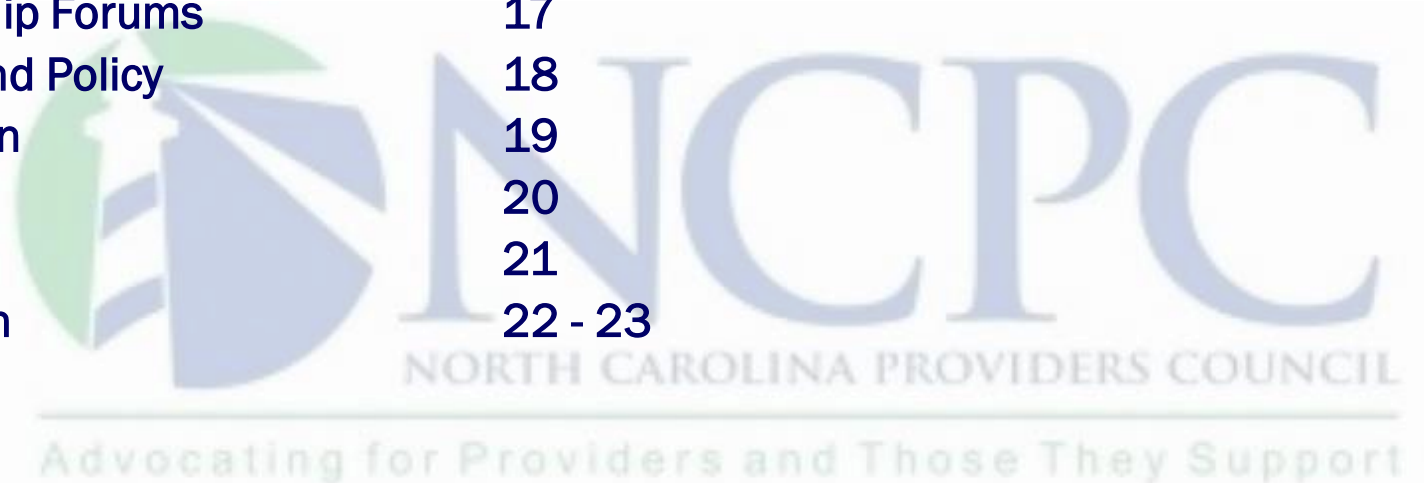


2022 Annual Report



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About the North Carolina Providers Council

The North Carolina Community Support Providers Council [doing business as The North Carolina Providers Council] was incorporated as a 501(C)(6) in 1997 in an effort to coordinate providers of mental health, intellectual/developmental disability, and substance use disorder services (MH/IDD/SUD). We recognize and believe that for ordered services to be effective in meeting people's needs, those services must be sufficient in amount, duration and scope, and that the rates paid to providers must also be sufficient to assure quality and continuity of care. Only by analyzing proposed legislative and regulatory changes can providers know how to advocate and inform General Assembly Members and administrative branch leaders.

The North Carolina Providers Council promotes the overall improvement of both the quantity and quality of community support necessary for individuals to remain in the community. The mission of this organization is:

1. Promoting openness and communication
2. Encouraging professional growth
3. Assuring that members adhere to the Council's professional code of ethics
4. Supporting members
5. Fostering the development of appropriate resources and supports
6. Advocacy



Message from the Board President

This past year, like so many others, providers across the state have stepped up to meet a series of challenges and changes in our industry. Providers have had to work through the pandemic, the anticipated Tailored Plan launch, and many other issues to ensure our industry's future success and ensure the best possible services for the people we serve. North Carolina Providers Council members have led the charge.

You are the backbone of our association. Providers large and small gave their time, resources, and passion to meet the needs of the NCPC and the individuals we serve. With obstacles including the workforce crisis, the ongoing COVID-19 pandemic, and increasing operating costs, I am proud that the NCPC has been able to convene so many knowledgeable providers virtually across the state for focused conversations in committee meetings and Membership Leadership Forums this year. There is no question that our collective voice is being heard by State officials and legislators.

Looking ahead to 2023, we must continue to work as a group to face challenges in our industry. The NCPC must continue to be a strong voice for all providers across the state. We must continue to advocate for our workforce and ensure that current and future employees view our industry as a 'career and calling;' not just a job. We must continue to advocate for the families and individuals we serve and ensure that the services they choose are accessible.

Lastly, I would like to thank each provider, the Board, CCR Consulting, and G. Peyton Maynard and Associates for their efforts over the past year. Carson Stanley, Sarah Pfau, Joel Maynard, and Peyton Maynard have been great resources and leaders for the NCPC, and I look forward to working with everyone in 2023!



Wilson Raynor, NCPC Board President

2022 Board Officers



Wilson Raynor
CEO,
Life, Incorporated
Board President

"I serve on the NCPC Board to represent the collective voice of our member organizations throughout the state of North Carolina. I believe in the work of this organization which is at the forefront of innovative, provider focused, policy and clinical change in this state. We are able to collaborate with providers across the state regarding issues and best practices and help grow our voice to better the lives of the individuals we serve."



Devon Cornett
Director of Government Relations,
Abound Health
Board Vice-President

"By serving on the NCPC Board, I look forward to continued collaboration with partners on providing optimal services, and I know that working as a team with other providers, MCOs, and DHB is critical during the constant changes to the services and system that North Carolina is experiencing."



Vanessa Ervin
CEO, Carobell
Board Treasurer
June - December

"When collaborative voices are singular in thought and deed, change is possible. That's why I serve as a board member on the North Carolina Providers Council. Transformation starts with us individually, then brings us together through NCPC influence, to advocate and create positive changes in quality supports for the citizens of our state."



Sara Huffman
Central NC Regional Director,
RHA Health Services
Board Secretary

"I am proud to be a member of the NC Providers Council's Board of Directors because of NCPC's long standing history of advocacy for the MH/SU/IDD provider community and quality services for the residents of North Carolina."

2022 Board Members



Richard Anderson
CEO,
Horizons Residential Care

"I am honored to have completed a very successful year with the NCPC Board. I served on this Board many years ago and had not forgotten how important our work is. This year was no exception, and I am looking forward to the coming year, with all we are facing. I encourage all Providers to join the Council as the coming year will set the stage for our future. Together we will work toward our goal of a provider network that ensures meaningful days are the standard for all those we pledge to support."



Lori Gougeon
CEO,
InReach

"Being a member of the North Carolina Providers Council has awarded me and my agency the opportunity to join forces with other providers and have a stronger, united voice to impact system change and legislation affecting our constituents. I'm honored to serve on the Board and work together strategically to truly make a difference in the lives of those we advocate for each day."



Teri Herrmann
CEO,
Sparc Services & Programs

"I serve on the NCPC Board and co-chair several of the committees to help further the important work that the NC providers are doing. We offer life saving services to our members and it's important to be able to advocate for and educate ourselves, our members, our stakeholders, and policy makers on what is needed to serve the most vulnerable of North Carolinians. It's an honor and privilege to be join forces with other like-minded and passionate providers to ensure our members receive the best possible care."



Kerri Massey
CEO,
Holy Angels

"The NCPC membership is invaluable to my organization. It keeps us connected to all that is going on at the State and federal level. It gives us a voice to advocate for those who cannot advocate for themselves, and it allows us to collaborate and build relationships with other individuals and organizations in the field. We are fortunate to be associated with such a stellar group of people and organizations."

2022 Board Members



DeVault Clevenger

Director of Clinical Operations,
Pinnacle Family Services

Board Treasurer

January - June

“I chose to serve on the NCPC board so I could lend my voice (and the voice of our company) to advocate for our consumers and the important work that our companies do—and my voice and the voice of NCPC does make an impact. I could keep myself and our company abreast of the implementation of Medicaid Transformation, expand my network, and learn from the “best” in the field. Serving on the board enabled me to do my job better.”



Laurie Urland

CEO,
Skill Creations

Past – President

“I serve on the Board of the North Carolina Providers Council because of the important and effective work that is accomplished by NCPC on behalf of the agencies and individuals we serve across North Carolina.”



Christopher White

COO,
LifeSpan Services

Ex-Officio

“Being a part of the North Carolina Providers Council Board is exciting to me because I am given an opportunity to be a part of workgroups that affect change at a policy level within our state.”

2022 Annual Conference Highlights

198 registrants and exhibitors attended our Asheville conference and our first in-person conference since October 2019.

The pre-conference “6,000 Waiting” film screening and discussion with NCCDD Executive Director Talley Wells was an engaging addition.

Opening Keynote speaker Dr. Al Condeluci made an impactful and thought-provoking presentation on Macro-change and Social Capital.

Luncheon Keynote speaker Dr. Susan Mims of Dogwood Health Trust spoke about North Carolinians’ health status.

Storyteller, Trauma-Informed Advocate, and Director of “*Cracked Up: The Darrell Hammond Story*” Michelle Esrick joined us via Zoom from California for an interactive Q&A with participants.

IDD breakout sessions included:

- 2022 Congressional and NC Legislative Initiatives for IDD Advocacy
- DSP Workforce Crisis
- I/DD Peer Mentoring
- NC Council on Developmental Disabilities Initiatives
- Supported Employment and ABLE Accounts

MH/SUD breakout sessions included:

- Best Practices for Serving Dual Diagnosed Individuals
- Care Management Staff Skills for Effective MH-SUD Services
- Community Solutions and Responses to MH-SUD Needs
- First Episode Psychosis Treatment
- Peer Support
- Trauma Informed Care





**Breaks
with
Exhibitors**



**“The Vanishing Wheelchair”
Magic Show**



**NC Labor Commissioner Josh Dobson,
Lighthouse Award Recipient**



Dr. Susan Mims, Luncheon Keynote

**[Click here to
view the full
2022 photo
gallery!](#)**



Dr. Al Condeluci, Keynote



Health Plan Panel



Reception with Exhibitors

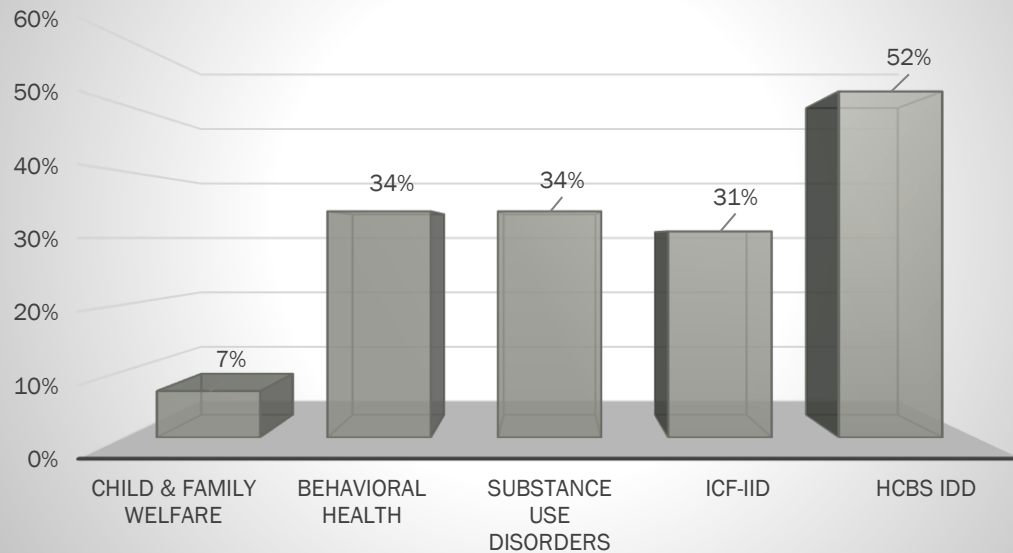
2022 Provider and Provider Support Members



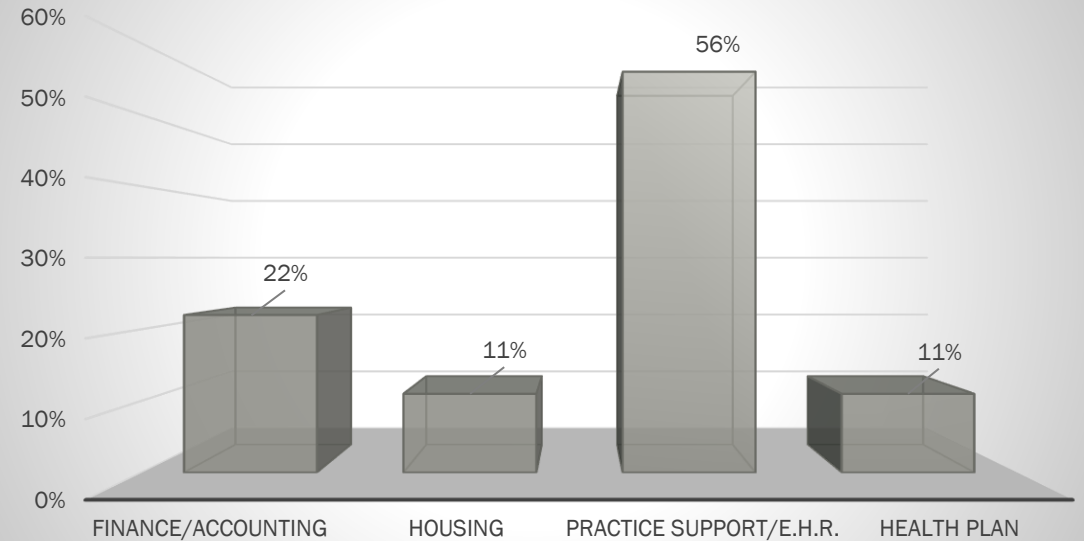
2022 Membership Composition by Specialty

NCPC's 29 Provider Member agencies render one or more specialty services. Members network and collaborate in regular standing Committee meetings throughout the year.

Provider Member Specialties



Provider Support Member Specialties



NCPC's nine Provider Support Members are companies, agencies, or individuals who provide services or products to agencies/companies who serve adults and children requiring MH/IDD/SUD services.

2022 Standing Committees and Workgroups

Specialty Committees

- **I/DD:** 53 active members
- **MH-SUD:** 25 active members
- **Operational Data Strategies:** 35 active members
- Met bi-monthly to identify policy issues for Regulatory and Business Practices Committee discussion and Board and Policy Director consideration
- Included regular participation by DHB and DMH State officials

Regulatory and Business Practices Committee

- Met monthly to identify policy issues for Board and Policy Director consideration
- 76 active members representing all Provider and Provider Support specialties

Tailored Plan / Tailored Care Management Workgroup

- Met weekly to prepare members applying for CMA certification, problem solve, and identify issues to take to State officials
- Included regular participation by DHB officials

NC Providers Council Shining Beacons



North Carolina Providers Council provider members support clients across the State with facility-based and Home- and Community-Based services for individuals with IDD; behavioral health services; substance use disorder services; and child and family welfare services. Particularly during the pandemic, the provider agencies and their support staff have been shining beacons to the populations who they serve. Read on to learn more about some of the clients served and the meaningful programs that our members operate.

NCPC Shining Beacons

Hear Ryan describe the benefits of independent living.



*InReach,
NCPC member since 2003*

Making The Right Connections for Success – read Cheyenne’s personal growth story



*Carobell,
NCPC member since 2008*

Positive relationships that go the distance – see Mertle & Tina’s Story



*About Health,
NCPC member since 2020*

NCPC Shining Beacons...32 years of support for Shawn

Shawn has been living in the same ICF home with Skill Creations, Inc. since April 3rd, 1991. She loves her home and her peers. She enjoys many different activities daily. Shawn has been an active member of Skill Creations' Client Rights Committee for many years. She is always encouraged to express her wants and needs. Most recently, she expressed that she is tired of her bedroom being white and would like it painted green. She is very excited to see the outcome!

Skill Creations, NCPC member since 2002



NCPC Shining Beacons: “A Guy and his Dog...”



Davis has enjoyed having a K9 companion for years. His current 4-legged friend is Mina. He really enjoys providing care for her and takes pride in feeding, brushing, bathing, and walking her.



Davis and Mina go to the Patton Avenue Pet Supply once a month, a “do it yourself” place where Davis bathes, dries and brushes Mina. He also makes an appointment for the next visit.



Then it’s off on a walk. Mina enhances Davis’ life through companionship and an opportunity to increase his responsibilities, skills, and autonomy.

Davis is served by Skill Creations, Inc. via the Innovations Waiver Program. He has received Residential and Community-Based Services with SCI for more than 10 years.

2022 MEMBERSHIP / LEADERSHIP FORUMS

April 4

Dr. Al Condeluci, Keynote
In-conference MLF workshop

Inclusive Leadership

Often when an organization makes a commitment to shift its approach from focus on individual to focus on the community, unique challenges unfold for leaders and supervisors. We are often so used to management from a micro perspective that clear mistakes are made in leading the shift. This session looked closely at supervisory challenges and suggested ways to be more of a "coach" in organizational transformation.

August 15

Nelson Dollar,
Executive Director,
Child and Adolescent
Psychiatry Policy,
UNC Health

Sarah Gregosky,
Chief of Managed Care,
NC Medicaid
NC Medicaid Update

Sean Schreiber,
Chief Operating Officer,
Alliance Behavioral Health
Medicaid Managed Care

October 17

Herb Whitesell,
Managing Partner,
Davidson, Holland & Whitesell
***Pay Rate Analysis for
Innovations Providers***

Kenneth Bausell,
IDD Manager,
NC Medicaid
Innovations Waiver Q & A

Dave Richard,
Secretary, NC DHHS
Tailored Plan Readiness

2022 Member Representation and Engagement



- 24 member newsletters* with federal and State policy updates★
- 57 NC DHHS alerts
- 22 State Webinar Opportunity Alerts
- 80 Standing Committee Meetings

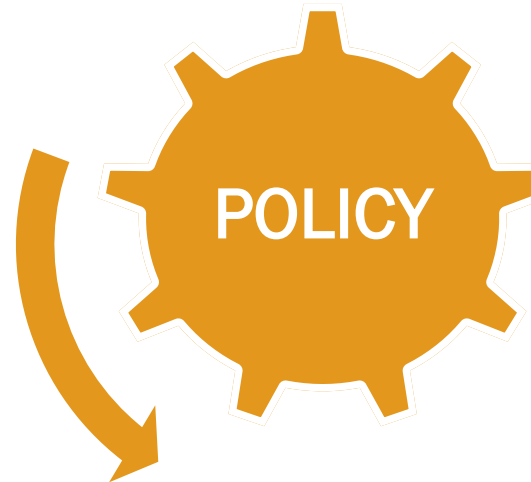


NCPC Open Rate 34%
Industry Average 31%

*constant contact reporting



- Representation on statewide coalitions
- Developed and fostered critical relationships with influential NCGA Members
- Ongoing collaboration with the [ANCOR](#) government relations team
- Standing member committee meetings to identify policy issues and discuss questions with State officials in a small forum



- Convened 3 Membership Leadership Policy Forums
- Published regular policy updates to inform member operations and compliance
- Proposed legislative solutions for provider issues
- Used a collective, influential voice to achieve policy goals
- Continually engaged State officials and strategic alliances

2022 Statewide Committee and Coalition Participation

Leadership meets year-round on standing committees to inform the policy agenda and foster strategic alliances.

Mental Health Coalition

Developmental Disabilities Consortium

Substance Use Disorder Federation

The Coalition and Policy Subcommittee

DHB – DMH Provider Association Forum

Leadership Alliance for Neurodevelopmental Disabilities Meet The Need NC

NC Advisory Committee for the Shatterproof ATLAS Project

**Some members also serve on LME/MCO Provider Councils and Boards*

Policy and Legislative Priorities

2022 Short Session Legislative Priorities:

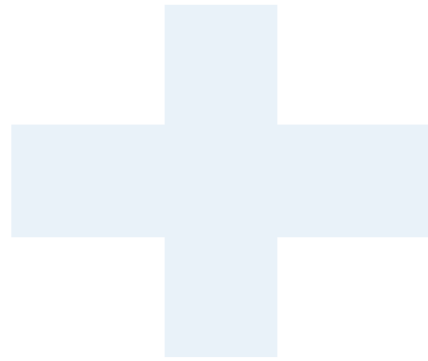
- Direct Support Professional wage increases
- Innovations Waiver rate study authorization
- Single Stream Funding for State-funded services administered by the LME/MCOs
- Actuarially sound reimbursement rates to the LME/MCOs – Protect LME fund balances
- Developmental Day Center Funding
- Mental Health Parity

2022 Legislative Outcomes:

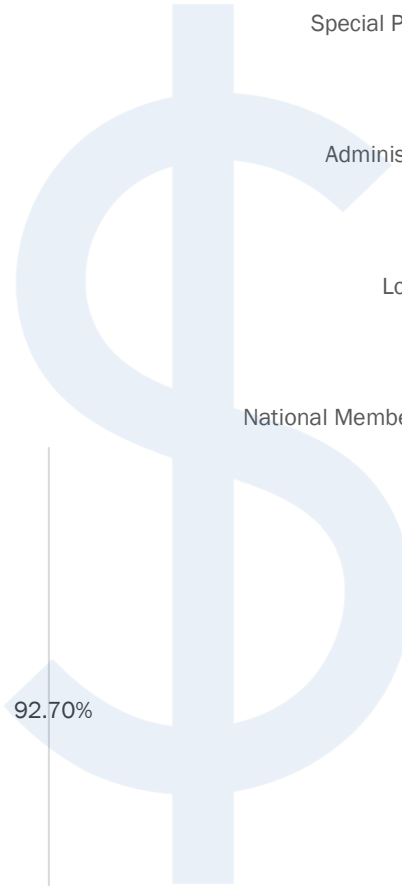
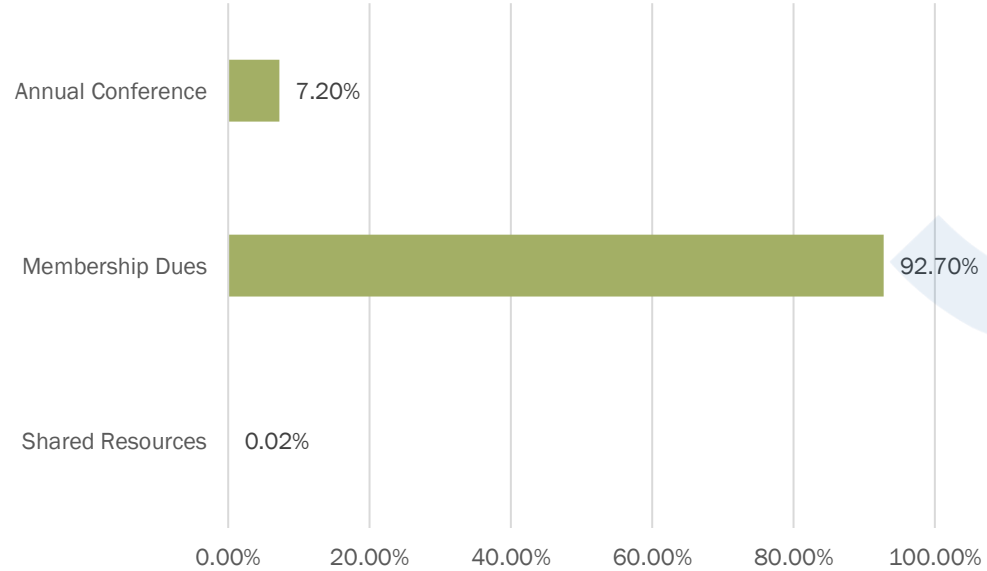
The North Carolina General Assembly and Governor Cooper amended the biennium budget [S.L. 2022-74] in July of 2022. Several NCPC priorities were addressed in the Appropriations Act provisions:

- 9D.12: Authorization for a DSP wage study for both institutional and HCBS I/DD services;
- 9D.7. and 9D.13. modified Tailored Plan implementation contract requirements and implementation details.
- 9D.15 authorized the merging of NC Health Choice with Medicaid in 2023.
- 9K.3. Temporarily authorized Behavior Analysts (e.g., for RB-BHT for ASD services) to practice without supervision of a licensed psychologist.

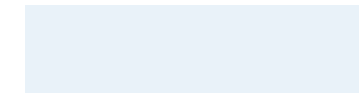
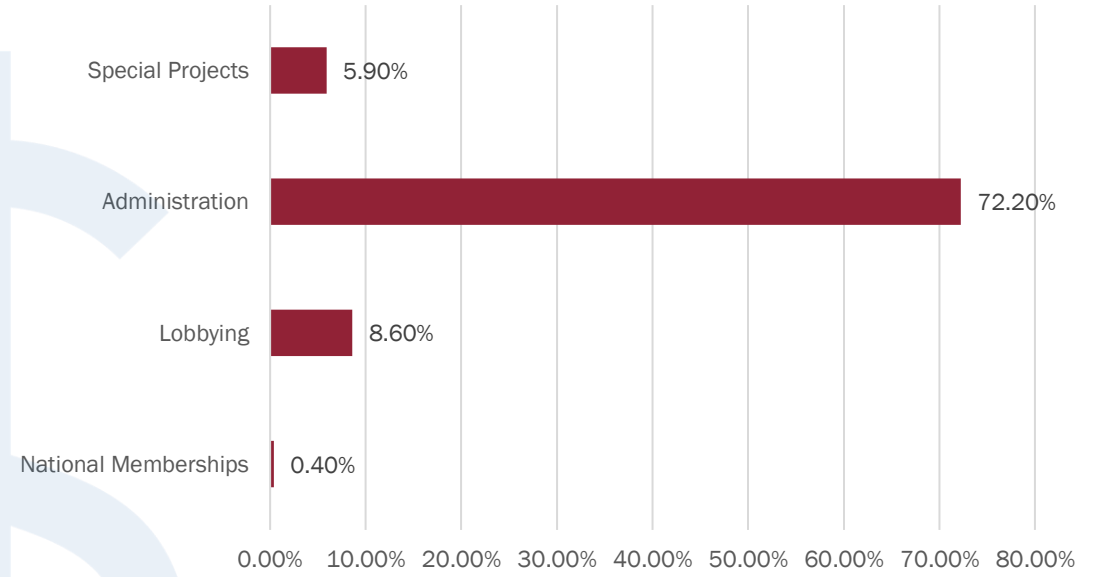
2022 Financials



Revenue



Expenses





**We invite you to add your voice to ours.
Become a Member of the North Carolina Providers Council!**

If you are a provider agency of IDD/MH/SUD services, you can learn more about the value of membership with us and begin the application process by clicking on an option below.

[View Letter of Invitation](#)
[Download a Full Membership Application](#)
[See Provider Member Benefits](#)

If you are a vendor offering services or products to IDD/MH/SUD providers, learn more about the benefits of being a Provider Support Member and apply below!

[Download A Provider Support Member/Vendor Application](#)
[See Provider Support Member/Vendor Benefits](#)

If you are a Licensed Independent Practitioner provider of IDD/MH/SUD services, you can learn more about the value of membership with us and begin the application process by clicking on an option below.

[Download a Membership Application](#)
[See Associate Member Benefits](#)



Please Contact Us with Any Inquiries!

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