



2020 Annual Report

About the NC 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**

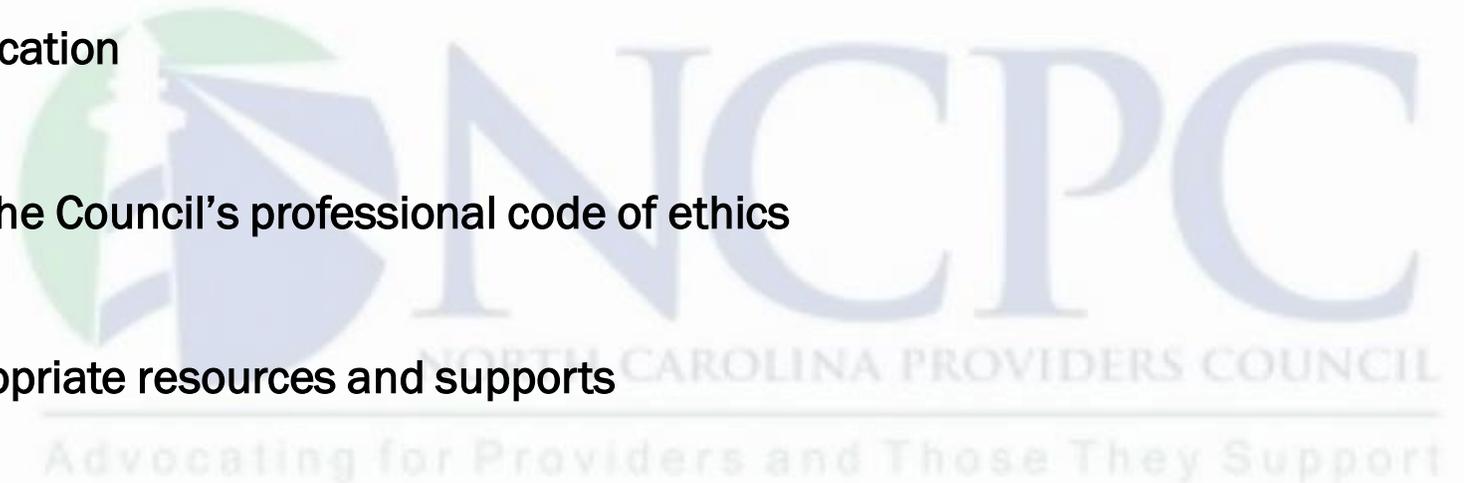
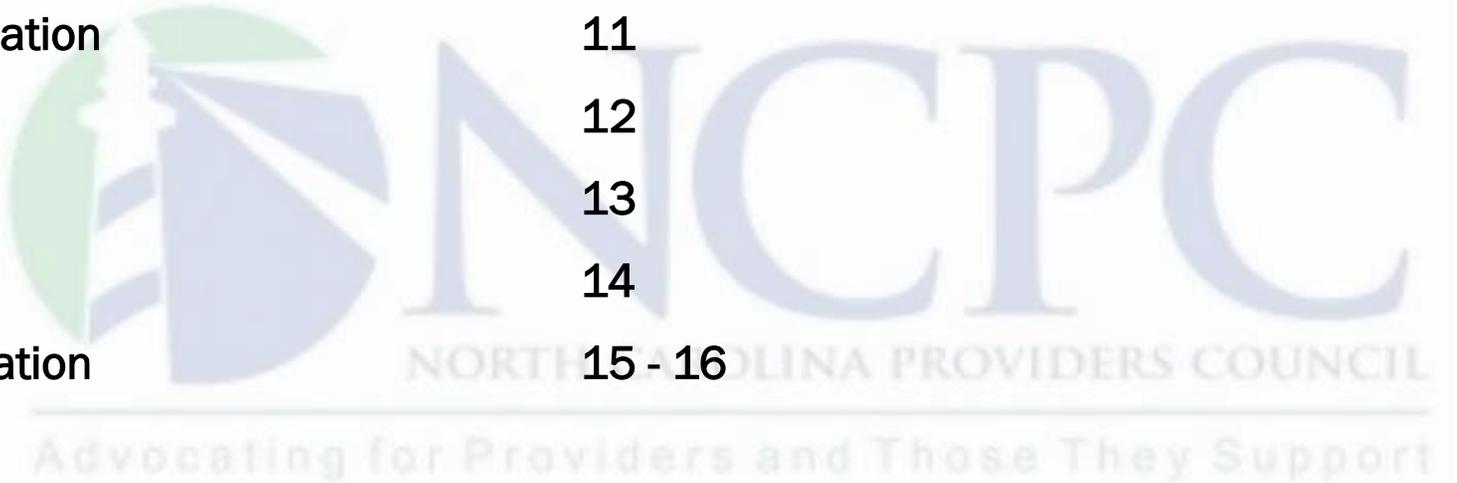


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Message from the President

Greetings, All.

As we all experienced, 2020 was a year like no other. In the face of a global pandemic and amid renewed calls for a racially just society, each of us was asked to step into our best selves. As agencies and institutions, we were tasked with the hard work of strengthening our infrastructure and tightening our safety nets so that we could continue to support, serve, and foster health in our communities – in a time when the very fabric of our behavioral health system was being stretched and frayed.

I want to extend a personal note of thanks to each of our member agencies and your staff for the incredible work you have done and continue to do throughout North Carolina! Like true superheroes, each of you pivoted on a dime in 2020 – moving at lightning speed to make internal and external adjustments in order to support the people you serve, your staff, and to keep our communities safe. NCPC is honored to be able to advocate for and carry forward your collective voices as we build an ever-stronger behavioral health system together.

Heading into this new year, we know that the challenges we are facing continue to mount. Not only have we experienced an increase in the spread of the pandemic in recent months (and the ripple effects of that spread), but we are also gearing up as a system for Medicaid Transformation and the implementation of Electronic Visit Verification (EVV). We will continue to rely on the intelligence, passion, ingenuity, and determination of our member agencies to help us identify key issues & solutions. We encourage all of you to become active participants in our various committees and help guide the conversation and process.

Finally, I would like to thank the NCPC Board and the NCPC Leadership Team for your tireless commitment and ongoing work. As each member agency shifted to meet the demands of 2020, so did NCPC. In addition to the keen knowledge, relationships, and leadership of Cansler Collaborative Resources, we brought on the expertise of G. Peyton Maynard & Associates. NCPC membership and the people we all serve are deftly represented by some of the most tenured and experienced professionals in the state. Our collective goal, in addition to our ongoing advocacy, is to provide the resources, education, and support our members need to successfully navigate the challenges and changes on the horizon.

The Leadership Team and Board have stayed in constant communication – balancing and addressing the existing and new priorities with the professionalism and passion that you count on...and we will continue to do so throughout this new year!

Blessings & Peace.



Safi Martin
NCPC Board
President

2020 Board Officers



Safi Martin

CEO, Pinnacle Family Services
Board President

“Serving on the Board of NCPC has allowed me not only to strengthen my advocacy for our members but to join with and learn from the other executives in our field. It is a pleasure to work side-by-side with such passionate leaders on behalf of all the people we serve.”



Laurie Urland

CEO, Skill Creations
Board Vice-President

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



Devon Cornett

Community Relations Director/Contracts,
Developmental Disability Resources
Board Secretary

“NCPC has a history of positive impacts, giving well-intentioned providers across the state an opportunity to work together to eliminate systemic barriers and focusing on providing optimal services - for the people we support. As a provider, DDR is proud to be involved with NCPC, and as a Board member, I am appreciative of the strengths that the Board brings to the organization, and of the progress for which we continue to strive.”



Christopher White

CEO, LifeSpan Services
Board Treasurer

“Being a part of the NC 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.”

2020 Board Members



Vanessa Ervin
CEO, Carobell

“When collaborative voices are singular in thought and deed, change is possible. As a member of the Board, NCPC allows me that personal interaction between our provider membership and our government officials to drive change and advocate for a better delivery system.”



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 effecting 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.”



Kerri Massey
COO, Holy Angels

“The membership with the North Carolina Providers Council 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.”

2020 Board Members



Carmela Phillips

Executive Director of Compliance and Quality Assurance, RHA Health Services

“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.”



Wilson Raynor

CEO, Life, Incorporated

“I serve on the board to openly discuss issues that providers across North Carolina face, and to help create better lives for the individuals we serve.”



Sheryl Zerbe

CEO, ResCare, and NCPC Past-President Ex-Officio

“It’s been a pleasure to serve on NCPC’s Board and represent the collective voice of our member organizations. While my term has come to an end, I believe in the work of the organization and will continue to be involved in the association’s various committees. NCPC is a strong organization representing the strengths of NC’s best behavioral health providers and the issues they face in targeted ways.”

2020 Provider and Provider Support Members



2020 MEMBERSHIP / LEADERSHIP FORUMS

March MLF

- **NC Medicaid Update** - Dave Richard, Deputy Secretary, DHB, NC DHHS
- **BH & I/DD Tailored Plan Design and RFA Update** - Kelsi Knick, Senior Program Manager for Population Health, DHB, NC DHHS
- **NCCARE360 Update** - Amanda Van Vleet, Senior Program Analyst, Healthy Opportunities and Value-based Payment, NC DHHS and Georgina Dukes, State Project Manager, Unite Us
- **TBI Waiver Update** - Michelle Merritt, I/DD Clinical Consultant, DHB, NC DHHS and Cristina Phillips, Provider Network Development Specialist, Alliance Health
- **NC HealthConnex and NC*Notify Update** - Tim Taylor, NC*Notify Lead Analyst, NC Department of Information Technology, Eric Myers, SAS Senior HIE Technical Consultant, and Leandra Blevins, SAS HIE Technical Consultant
- **Legislative Update** - John Metcalf, The Policy Group
- **Workforce Crisis Policy Initiatives** - Ted Goins, President, Lutheran Services Carolinas and Chair of the NC Workforce Crisis Work Group and Kezia Scales, PhD, Director of Policy Research at PHI National

July MLF

- **NC Medicaid Tailored Plan Care Management Update - Presentation** by Kelly Crosbie, Director of Quality and Population Health, Division of Health Benefits, DHHS
- **Workforce Crisis National and State Policy Initiatives - Presentation** by Ted Goins, President and CEO, Lutheran Services Carolinas, **Presentation** by Kezia Scales, Director of Policy Research, PHI
- **NCPC 2020 Short Session Bills of Direct Interest - Presented** by Maynard and Associates

September MLF

- **NC Medicaid Update** – Deputy Secretary Dave Richard and Kelsi Knick, Deputy Director, BH & IDD Tailored Plans, Division of Health Benefits, DHHS
- **NC DMH/DD/SAS Update** – Deputy Secretary Kody Kinsley, Division of Mental Health, Developmental Disabilities, and Substance Abuse Services
- **Medicaid Transformation Quality Metrics for Value-Based Contracting** – Tara Larson, Vice President Healthcare Policy, and Ben Millsap, Senior MH/SU Clinical Specialist, Cansler Collaborative Resources, Inc.
- **Medicaid Managed Care Update** – LME/MCO and Standard Plan Panel
- **Medicaid Transformation Connectivity and Interoperability** – Denise Redfearn, Chief Information Officer, RHA and Barry Pollack, Regional Director, Therap Services

November Executive Leadership Provider Readiness Initiative

- **Tailored Plan RFA Requirements - What providers need to know** – Tara Larson, VP Healthcare Policy, Cansler Collaborative Resources, Inc.
- **Care Management Models / Provider Decisions** – Sean Schreiber, Executive VP, Network and Community Health, Alliance Health LME/MCO

2020 Member Representation and Engagement



- 35 member newsletters* with federal and State policy updates
- 55 NC DHHS alerts
- 82 COVID-19 newsletters with federal and State policy updates
- 30 Standing Committee Meetings



NCPC Open Rate 30%
Industry Average 16%

*constant contact reporting



- 60+ strategic alliance meetings with NC healthcare associations, LME/MCOs, and State officials
- Participation in #FacesofThe Frontlines Provider-LME media campaign
- 1 virtual NCGA Member meeting
- 1 ANCOR government relations letter of support to CMS and Congress



- 4 Membership Leadership Policy Forums
- 2 Medicaid Policy Paper and 7 clinical coverage policy review submissions
- Representation on 2 Medicaid Transformation Subcommittees
- Representation on the DHHS TBI Waiver Group

2020 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

Provider-LME Leadership Forum

DHHS/LME/Provider Steering Committee Member

DHHS TBI Waiver Work Group

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

2020 Statewide Visibility

North Carolina Legislative Breakfast on Mental Health Exhibitor

Southern Regional AHEC Conference Exhibitor

i2i Center for Integrative Health Digital Partner

Statewide Direct Support Workforce Crisis Work Group Member

Policy and Legislative Priorities

2020 Short Session legislative budget priorities:

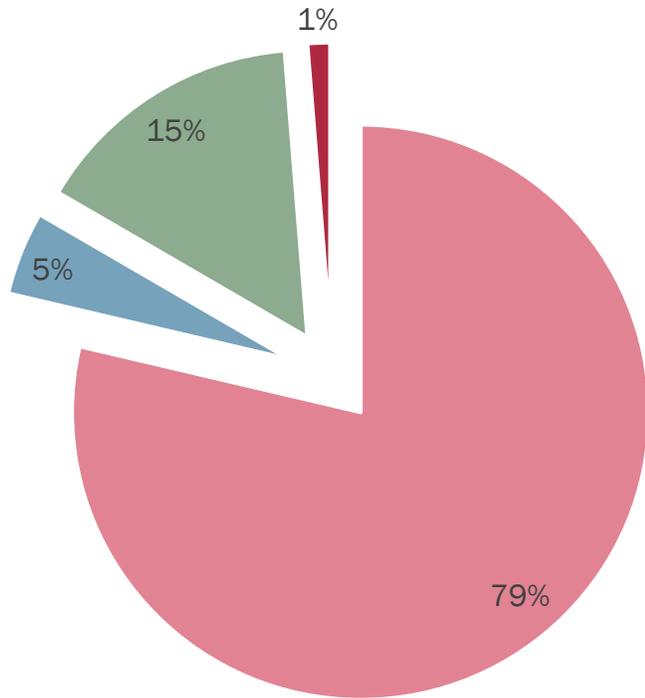
- ✓ Single Stream Funding to sustain services to uninsured and underinsured NC residents
- ✓ Group Home Sustainable Funding
- ✓ Direct Support Professional Wage Increases
- ✓ Increase Innovations Waiver Reimbursement Rates
- ✓ Increase Innovations Waiver Slots
- ✓ Developmental Day Center Funding for 0-3 and 0-5 pre-K special instruction
- ✓ Actuarially Sound Reimbursement Rates to the LME/MCOs after Standard Benefit Plan go-live and for Tailored Plan contracts

2020 Legislative Outcomes:

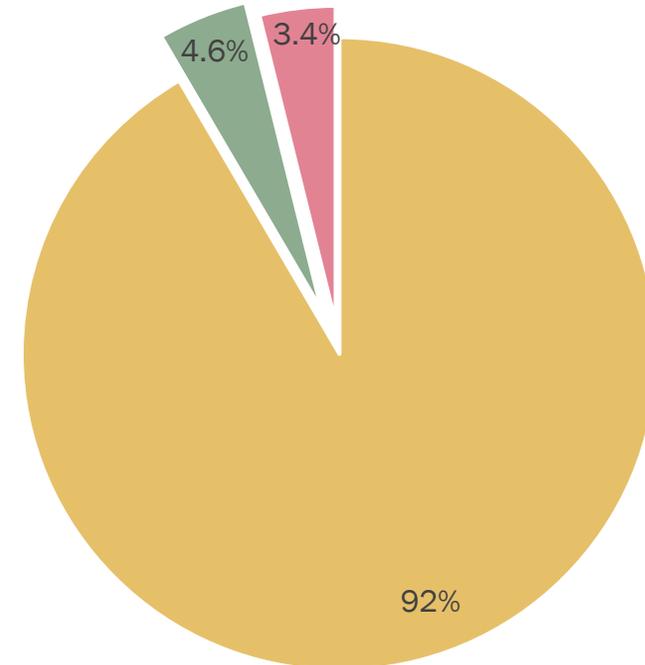
The NCGA did not enact a biennium budget bill in 2019. Although several NCPC priorities were included in 2020 Appropriations Act provisions, that bill was ratified but then Vetoed. Instead, we saw mini-budget bills and COVID Relief bills during the 2020 session. However, while those bills did not directly include the NCPC priorities, many of the COVID-related issues that are important to NCPC were included in broader funding initiatives.

2020 Financials

EXPENSES



REVENUE



■ Admin ■ Meetings ■ Lobbying ■ National Memberships

■ Membership ■ Shared Resources ■ Conference

**NCPC cancelled the 2020 conference during the pandemic. The conference revenue depicted will be applied to the 2021 conference.*



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 and other Medicaid- and State-funded 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 providers of IDD/MH/SUD, learn more about the benefits of being a Provider Support Member.

[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 and other DHHS and County 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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