



2021 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**

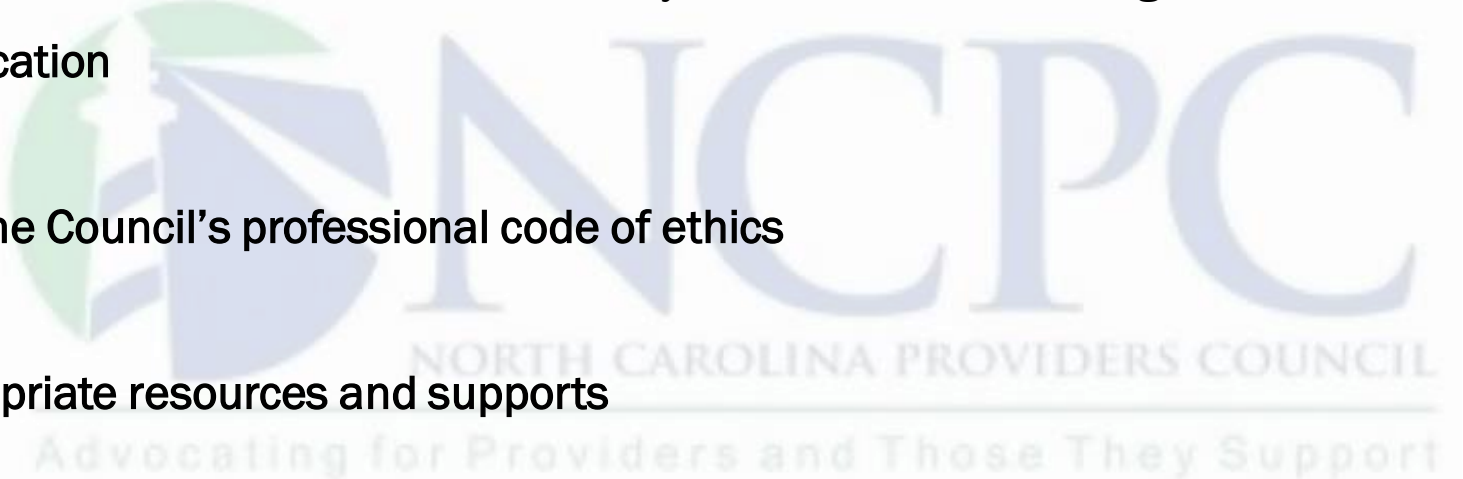
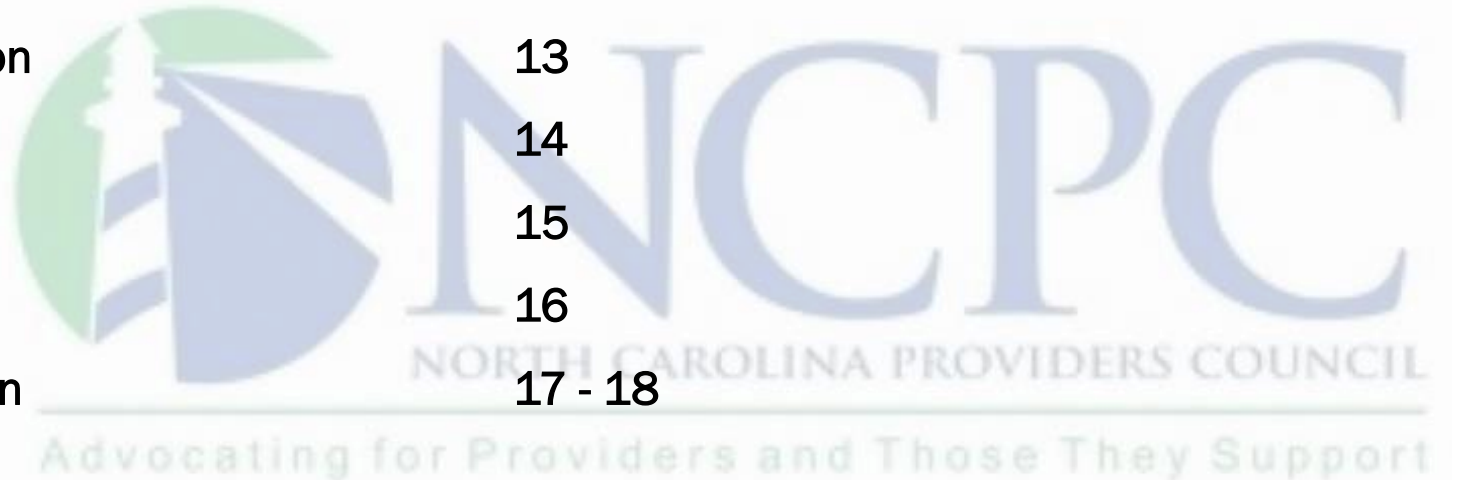


Table of Contents

Message from The Board President	4
2021 Board Officers and Members	5 - 6
2021 Membership	7 - 8
NC Providers Council Shining Beacons	9 - 10
2021 Membership and Executive Leadership Forums	11
By the Numbers: News, Advocacy, and Policy	12
Committee and Coalition Participation	13
Statewide Visibility	14
Policy & Legislative Priorities	15
2021 Financials	16
Membership and Contact Information	17 - 18



Message from the President

The year 2021 has proven to be another challenging one for our industry. NC Providers Council member organizations have been shining beacons throughout this pandemic, and extraordinary models for others to follow. The changes that continue to surround us require a great deal of navigation through new and complex pathways. I am proud that NCPC has been able to help many providers engage in meaningful conversations that have led to change. NCPC member organizations continue to offer a wealth of knowledgeable professionals to serve individuals and families across the state. Our collective voice has grown, with Cansler Collaborative Resources, G. Peyton Maynard & Associates, and The Policy Group helping to lead us into the future. I thank you for the outstanding participation we have had on all of our standing committees and Membership Leadership Forums this year. Your enthusiasm, dedication, and input on everything from EVV to Care Management to programs and rate setting has been invaluable to the world of IDD/MH/SUD. NCPC is honored to have each Provider, Provider Support, and Licensed Independent Practitioner member as we move forward into 2022.

Sincerely,

Laurie



Laurie Urland
NCPC Board President

2021 Board Officers



Laurie Urland
CEO, Skill Creations
Board President

"I serve on the Board of 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."



Wilson Raynor
CEO, Life, Incorporated
Board Vice-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 Secretary

"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."



Christopher White
CEO, LifeSpan Services
Board Treasurer

"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."

2021 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 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.”



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.”



Sara Huffman
Central NC Regional
Director, 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.”



Devault Clevenger
ED of Business Development and
Clinical Operations, Pinnacle
Family Services

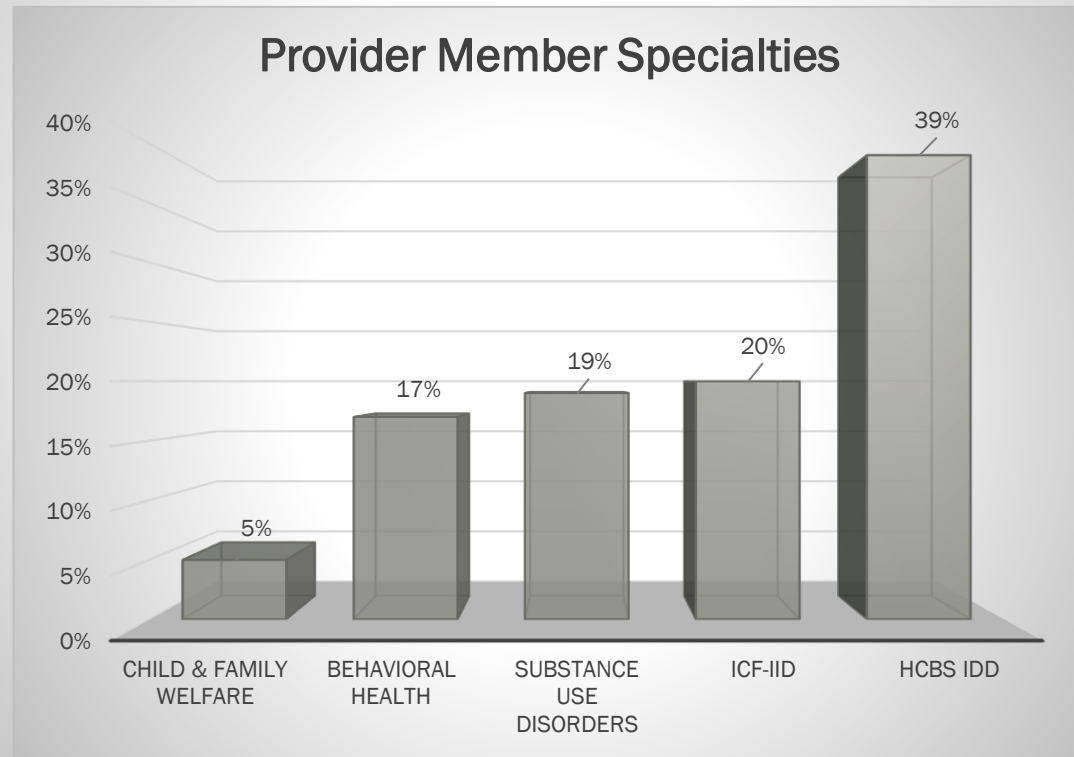
“I choose to serve on the NCPC board so I can lend my voice (and the voice of our company) to advocate for our consumers and the important work that our companies do—and my voice and the voice of NCPC does make an impact. I can keep myself, and our company, abreast of the implementation of Medicaid Transformation.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

2021 Independent Practitioner, Provider, and Provider Support Members

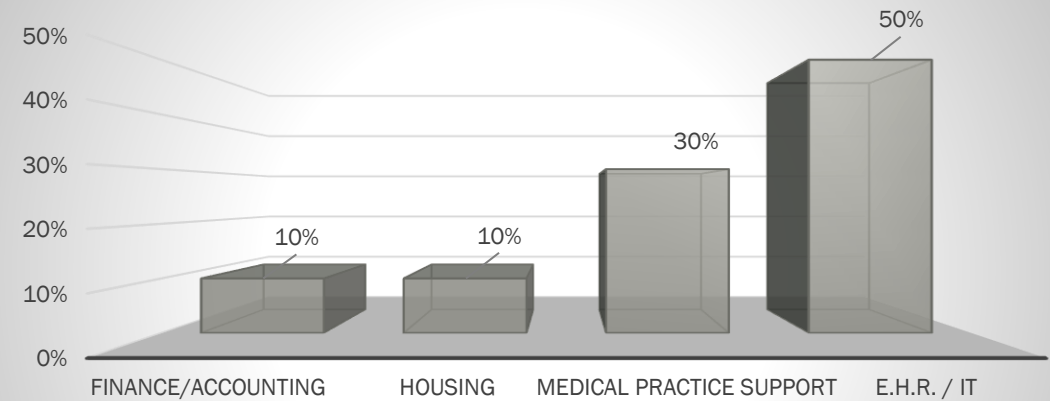


2021 Membership Composition by Specialty

NOTE: *Some provider agencies render services across more than one specialty area.*



Provider Support Member Specialties



A Provider Support Member is a company, agency or individual who provides services or products to agencies/companies who serve adults and children requiring MH/DD/SA services.

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.

NC Providers Council Shining Beacons



Hear Tammy describe the benefits of independent living at InReach's Mother Teresa Villas.

InReach,
NCPC member since 2003

Pinnacle Family Services
Needs REAL HEROES to
Foster!



Pinnacle Family Services,
NCPC member since 2002



Kristina and DSP Brandi
Skill Creations,
NCPC member since 2002

2021 MEMBERSHIP / LEADERSHIP FORUMS

March 15

EVV Presentation - Doug Finley, CEO, A Small Miracle

Medicaid Transformation and Division Update - Dave Richard, Deputy Secretary of NC Medicaid

Provider Support Member Presentations

Care Management - Kelly Crosbie, Director, Quality and Population Health, NC Medicaid

COVID-19 Vaccines Update and Discussion - Doug Urland, Director, North Carolina Institute for Public Health

Legislative Session Preview and General Discussion - Nelson Dollar, Senior Policy Advisor to the Speaker of the House

Legislative Update—Joel Maynard, Peyton Maynard, John Metcalf

July 19

Conversation with Nelson Dollar - Senior Advisor to the Speaker of the House

Medicaid Transformation and Division Update - Dave Richard, Deputy Secretary of NC Medicaid

EVV Presentation - Doug Finley, CEO, A Small Miracle

New Member Introductions

- eNotes
- Broadstep

2021 NCGA Session Legislative Update - Maynard and Associates

September 21

Congressional Legislative and Funding Initiatives for IDD and NCGA Legislative Updates - ANCOR Director of Policy, Regulatory, and Legal Analysis Lydia Dawson and Maynard & Associates

NC DHHS Updates - Secretary Mandy Cohen

LME/MCO and Health Plan Panel:

- Dr. Charles Dunham, Behavioral Health Medical Director, Carolina Complete Health
- Dr. Therese Garrett, Medical Director, Behavioral Health, WellCare
- Brian Ingraham, CEO, Vaya Health LME/MCO
- Seth Morris, Medicaid Provider Network Lead, Healthy Blue
- Rob Robinson, CEO, Alliance Health LME/MCO
- Leza Wainwright, CEO, Trillium Health Resources LME/MCO

2021 Member Representation and Engagement



- 24 member newsletters* with federal and State policy updates
- 46 NC DHHS alerts
- 23 COVID-19 newsletters with federal and State policy updates
- 30 Standing Committee Meetings



NCPC Open Rate 27%
Industry Average 23%

*constant contact reporting



- Representation at strategic alliance meetings with NC healthcare associations, LME/MCOs, and State officials
- Developed and fostered critical relationships with influential members of the NC General Assembly
- Ongoing collaboration with the [ANCOR](#) government relations team



- Convened 3 Membership Leadership Policy Forums
- Provided timely policy updates and analyses to inform member operations and compliance
- Anticipated and proposed regulatory and legislative solutions to problematic policy issues
- Used a collective, influential voice to achieve policy goals

2021 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

DHB – DMH/DD/SAS - Provider Association Forum

DHHS Waiver Workgroups

DHHS *Olmstead* Plan Stakeholder Advisory Workgroup

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

2021 Statewide Visibility

i2i Center for Integrative Health Conference Exhibitor

Essential Jobs, Essential Care Collaborative Workgroup Member



**The ongoing COVID-19 pandemic in 2021 led to a decrease in conference participation and regular work group meetings among State officials and associations.*

Policy and Legislative Priorities

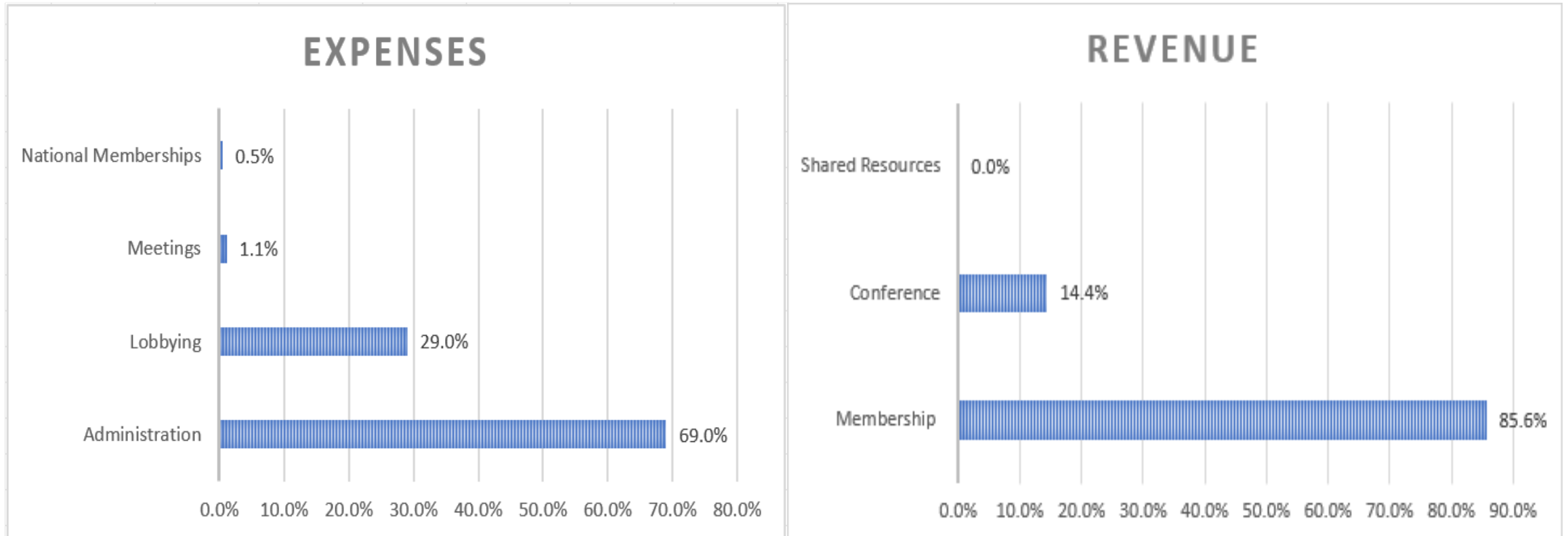
2021 Long Session legislative budget priorities:

- Innovations Waiver rate adjustments for Direct Support Professional wage increases
- Innovations Waiver rate study implementation
- ICF-IID Direct Support Professional workforce wage support
- Single Stream Funding
- Actuarially sound reimbursement rates to the LME/MCOs – Protect LME fund balances
- Developmental Day Center Funding
- LME/MCO stability during consolidation and county disengagements
- Mental Health Parity
- Extended rate enhancements
- Group Home stabilization funding

2021 Legislative Outcomes:

The North Carolina General Assembly and Governor Cooper enacted a biennium budget in November of 2021 and several NCPD priorities were addressed in the Appropriations Act provisions! Key provisions included Innovations Waiver and CAP/C and CAP/DA slot expansions; Group Home funding; enhanced HCBS, ICF-IID, and ICF Group Home provider reimbursement rates for Direct Support Professional wage increases; and one-time bonuses for Direct Support Professionals. Unfortunately, we saw State-funded services appropriations for LME/MCOs authorized at only 90% of 2015 levels.

2021 Financials



NCPC postponed the 2021 conference during the pandemic. The conference revenue depicted will be applied to the 2022 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 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!

9660 Falls of Neuse Road, Suite 138 #124, Raleigh, NC 27615 (919) 784 - 0230

www.ncproviderscouncil.org



**Sarah Pfau, JD, MPH
CCR Consultant**

sarah.pfau@ncproviderscouncil.org



**Joel Maynard
Policy Director**

joel.maynard@gmail.com



**Carson Stanley
Office Administrator**

carson.stanley@ncproviderscouncil.org