



# 2023 Annual Report



# Table of Contents

<b>About the NC Providers Council</b>	<b>3</b>
<b>Association Leadership</b>	<b>4 – 8</b>
<b>Membership and Engagement</b>	<b>9 – 13</b>
<b>NCPC “Shining Beacons”</b>	<b>14 – 17</b>
<b>Legislative Advocacy</b>	<b>18 – 20</b>
<b>Conference Highlights</b>	<b>21 – 25</b>
<b>Operations and Management</b>	<b>26 – 28</b>
<b>Membership and Contact Information</b>	<b>29 – 30</b>

# 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 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



# Association Leadership



# Message from the Board President

It has been a great honor to serve two years as the Board President for the North Carolina Providers Council. It has been a great experience for me to be able to learn and share ideas with other providers across the state of North Carolina, and to build a collective vision and path forward in our advocacy.

It is a very exciting time to be a provider in North Carolina. With the gaining momentum of Medicaid Expansion implementation and LME/MCO consolidation, providers must be proactive in communication with state officials for a smooth transition. NCPC membership and participation in standing committees are the best ways to ensure that a collective voice is heard.

Through our committees we will continue to explore emerging and innovative topics. We will continue to share ideas and foster unity for collective action. I ask every provider agency to become more involved in standing committee meetings and make sure that your knowledge, ideas, and issues are heard.

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 2024!



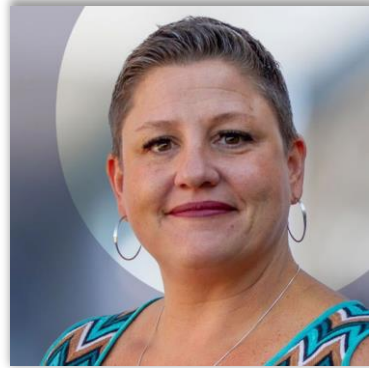
Wilson Raynor, NCPC Board President

# 2023 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**  
Vice President of Network Support,  
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**

"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."

# 2023 Board Members



**Kelly Husn**  
Division Director,  
Bayada Home Health Care

"My organization's membership with the NCPC has been invaluable in allowing us to team up with other providers to advocate for our individuals and employees and stay connected with what is happening across the state. I am honored to be representing all I/DD providers as a board member and to collaborate with my fellow teammates to push for change and support as we navigate through the system. These things are most crucial as we all work together to take care of our state's most valuable individuals and ensure they are living their safest, best lives."



**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."



**Christopher White**  
COO,  
LifeSpan Services

"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."



# 2023 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.”



**Bridget Cain**  
Executive Director,  
October Road, Inc.

“I serve on the Board because I believe in the work that NCPC does not only supporting providers but helping to support individuals throughout North Carolina.”



**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 join forces with other like-minded and passionate providers to ensure our members receive the best possible care.”



# Membership and Engagement



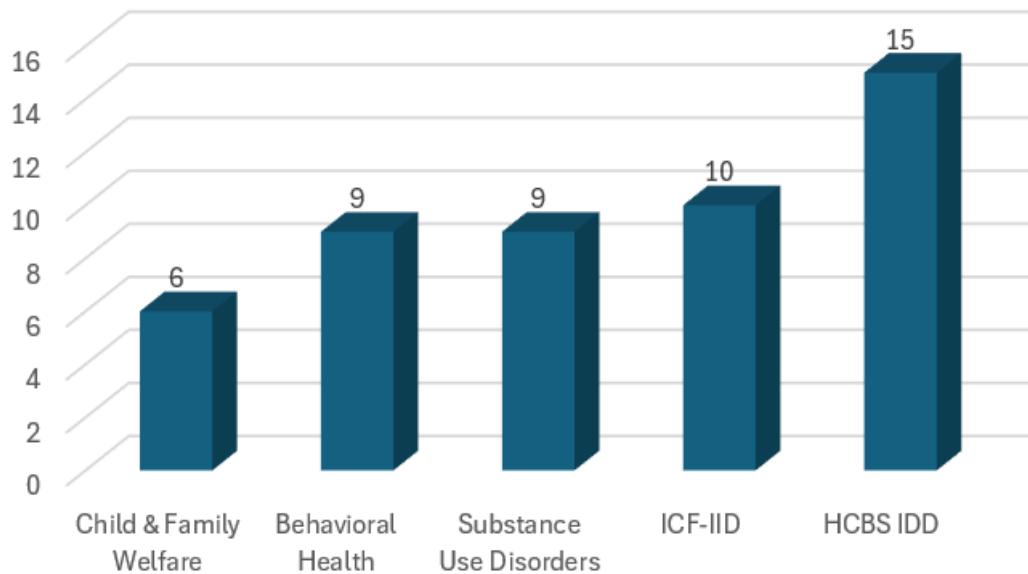
# 2023 Provider and Provider Support Members



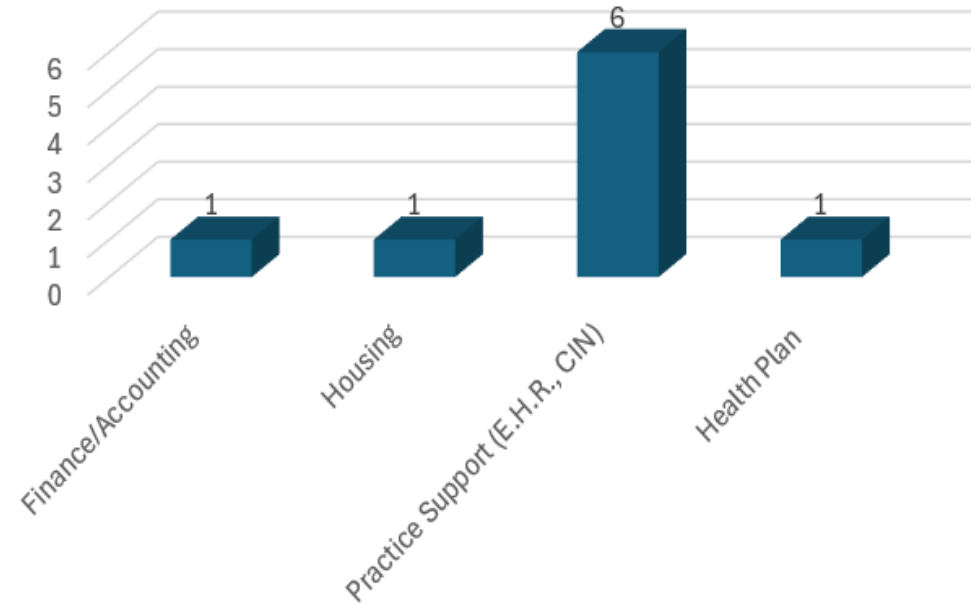
# 2023 Membership Composition by Specialty

*NCPC's 30 Provider Member agencies render one or more MH/IDD/SUD services (the graph below may therefore include an agency in more than one category). Members have local, regional, statewide, and national footprints.*

### Provider Member Specialties



### Provider Support Member Specialties



*NCPC's nine Provider Support Members are finance, housing, and E.H.R. companies; Clinically Integrated Networks; health plans; or individuals who provide services or products to MH/IDD/SUD provider agencies.*

# 2023 NCPC 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

*Board members Chair year-round member standing committees to inform the policy agenda and foster strategic alliances.*

## 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 LME/MCOs and State officials
- Included regular participation by DHB officials

## 2023 Statewide Committee and Coalition Participation

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 and DHHS Stakeholder Advisory Groups*

## 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. Provider members are 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 the value Christian's employment brings  
to himself and to Sharon Towers in Charlotte.

*InReach,  
NCPC member since 2003*

# NCPC Shining Beacons...A Day in the Life of a DSP

Follow Jerry and her client to learn how working directly with people who have intellectual or developmental disabilities can be a fulfilling job.



*Abound Health, NCPC member since 2002*

# NCPC Shining Beacons...The Backbone of Our Family



Horizons Residential Care Center DSPs are the backbone of our mission. [See what makes them so special...](#)

*Horizons Residential Care Center, NCPC Member since 2017*

# Legislative Advocacy



# Policy and Legislative Priorities

## 2023 Short Session Legislative Priorities:

- Direct Support Professional wage increases
- Innovations Waiver slot expansion
- 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

## 2023 Legislative Outcomes:

The North Carolina General Assembly and Governor Cooper enacted the biennium budget [S.L. 2023-134] in October of 2023. Several NCPC priorities listed above were included in the Appropriations Act provisions.

- Direct Support Professional wage increases (Section 9E.15.)
- Innovations Waiver slot expansion (Section 9E.10.)
- Childcare (Sections 9D.1., 9D.4., 9D.5., 9M.1.)



# Legislative Special Project: Innovations Waiver DSP Wage Increase

In collaboration with the NCPC Board and members, the contract lobbyists approach policy and governmental affairs by proactively identifying issues and developing solution-oriented approaches to present to General Assembly Members.

In 2023, NCPC partnered with the Developmental Disabilities Facilities Association and the North Carolina Council on Developmental Disabilities to fund an Innovations Waiver Direct Support Professionals (DSP) wage study. NCPC Provider Support member Davidson, Holland, Whitesell, & Co. executed the study that was necessary due to a lack of statewide, slot administration cost data. NCPC contract lobbyists presented to General Assembly Members provider-based employer data and a calculated appropriation needed to increase DSP wages to a goal of \$18.00/hour. The appropriation request of \$90M was based on data from 35 participating provider agencies. The General Assembly ultimately appropriated \$60M [recurring] in the 2023 biennium budget. This amount will yield an estimated, average DSP wage of \$16.50/hour. The funds will be added to the per member per month LME/MCO capitation rates and passed through to provider agencies, employers of record, and managing employers to use "to the benefit of [their] Innovations direct care workers, including in the form of an increase in hourly wage, benefits, or associated payroll costs."



# Conference Highlights



# 2023 Annual Conference Highlights

200 registrants and 34 exhibitors convened, learned, and networked at our Asheville conference at the Crowne Plaza.

The new 'Board of Directors Meet and Greet' reception provided an additional networking opportunity for members.

Opening Keynote Joseph Macbeth, CEO of the National Association of Direct Support Professionals, made an impactful presentation on rebuilding the DSP workforce in a post-pandemic environment.

Luncheon Keynote Dr. Leigh Steiner inspired the audience with her research and career-based insight into the culture of learning and identifying staff strengths and abilities.

Thomas Dismukes, from Stories That Tell, gave an amusing and heartfelt performance with a message of gratitude, about the human condition and the importance of intentionality.

## **IDD breakout session expert panels discussed:**

- IDD Policy Updates
- Competitive Integrated Employment
- ABLE Accounts and SSI
- NC Council on Developmental Disabilities Grant Initiatives

## **MH/SUD breakout session expert panels discussed:**

- Delivering MH-SUD Services in Marginalized Communities
- Juvenile Justice and MH Systems Coordination
- NC Opioid Settlement Funding Updates
- Recovery-friendly workplace initiatives & Peer Support best practices
- NC Shatterproof ATLAS Project

## **Miscellaneous breakout session expert panels discussed:**

- Federal and NC Legislative Updates
- Housing Options and Opportunities
- The Tribal Option
- Workforce Crisis Solutions
- Tailored Plan Network Provider Operations
- Who, What, and Why of State-Maintained Data Systems



**Dave Richard,  
Lighthouse Award Recipient**



**Joe Macbeth, CEO of NADSP**



**Thomas Dismukes,  
Stories That Tell**



**Dr. Leigh Steiner, Luncheon Keynote**

[Click here  
to view the  
full 2023  
photo  
gallery!](#)



# Thank You to Our 2023 Conference Sponsors!

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# Thank You to Our 2023 Conference Sponsors!

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## MEET & GREET SPONSOR



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# Operations and Management





# 2023 Member Communications and Engagement



- 24 member newsletters\* with federal and State policy updates★
- 88 NC DHHS alerts
- 46 State Webinar Opportunity Alerts
- 75 Standing Committee Meetings



**NCPC Open Rate 43%**

**Industry Average 41%**

\*constant contact reporting



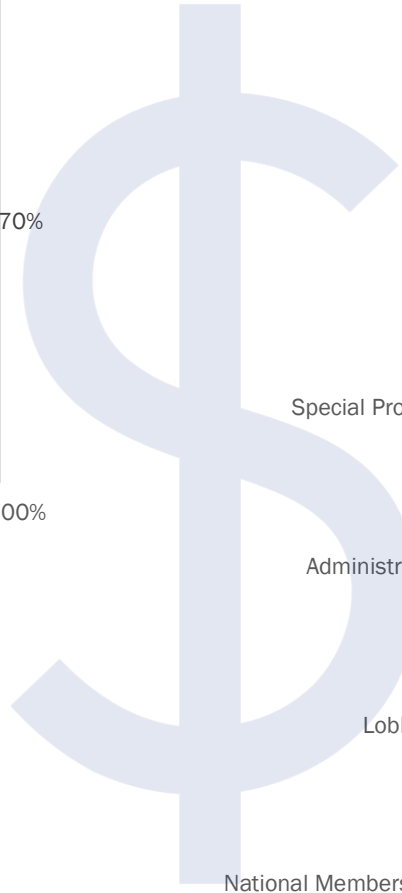
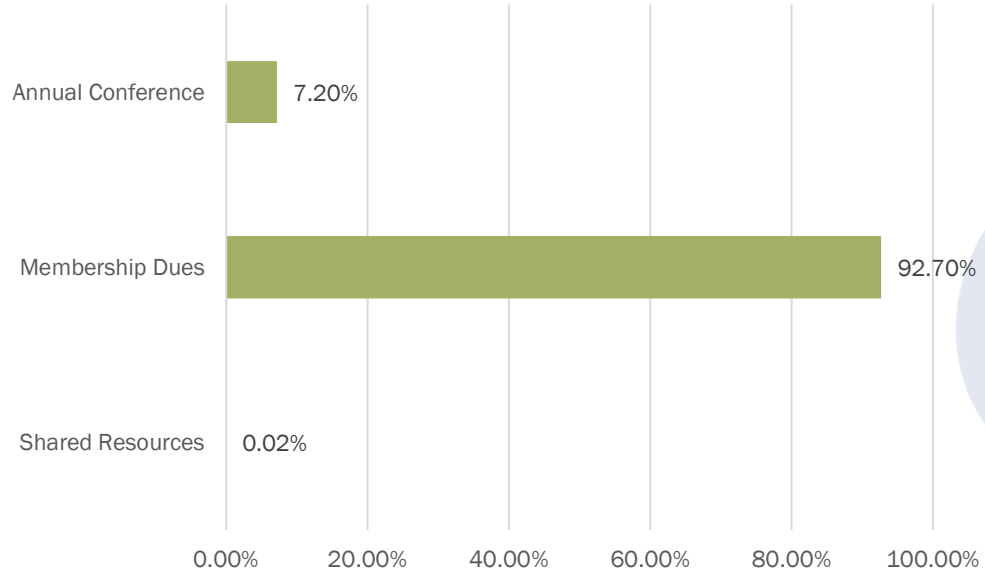
- Representation on statewide coalitions
- Developed and fostered critical relationships with influential NCGA Members
- Ongoing collaboration with the [ANCOR](#) government relations team
- Standing member committee meetings to identify policy issues and discuss questions with State officials in a small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



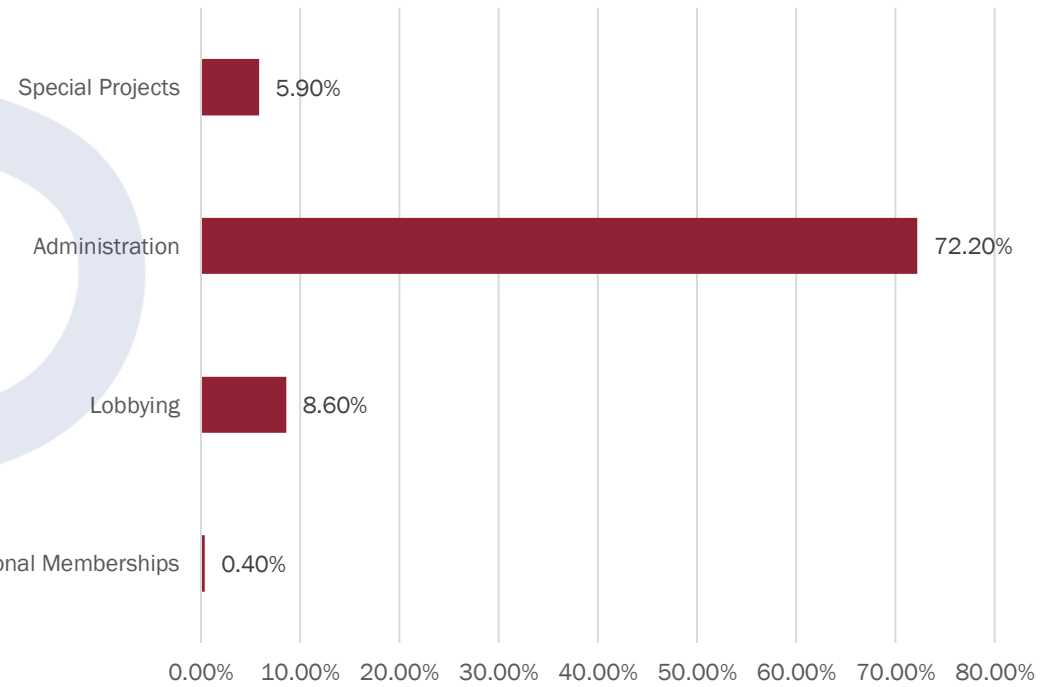
- Published regular policy updates to inform member operations and compliance
- Proposed legislative solutions for provider issues
- Used a collective, influential voice to achieve policy goals
- Continually engaged State officials and strategic alliances

# 2023 Financials – YOUR MEMBERSHIP DUES AT WORK

## 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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