



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Mental Health,
Developmental Disabilities and
Substance Use Services

NC I/DD Initiatives: Inclusion Connects!

Kelly Crosbie, MSW, LCSW

Director, DMHDDSUS

June 2025



**SIDE BY SIDE
WITH DMH/DD/SUS**

Improving our system together.



Kelly Crosbie, MSW, LCSW, DMH/DD/SUS Director



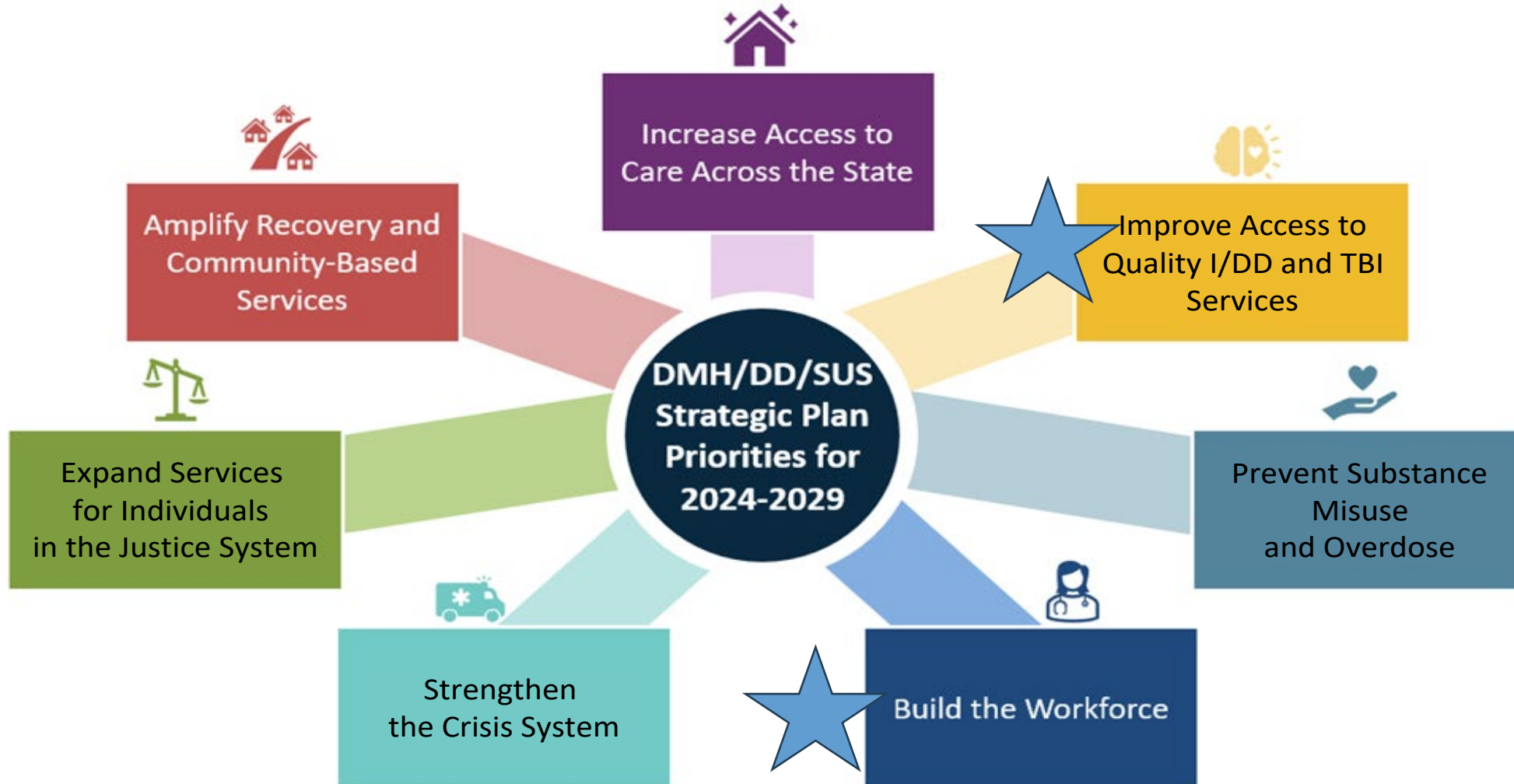
- 30 years in MH/SU/IDD Field
- 13 years in DHHS
- DMHDDDSUS since Dec 2022
- Licensed Clinical Social Worker (LCSW)
- Person with lived experience

Who we are: DMHDDSUS' Mission, Vision, and Principles



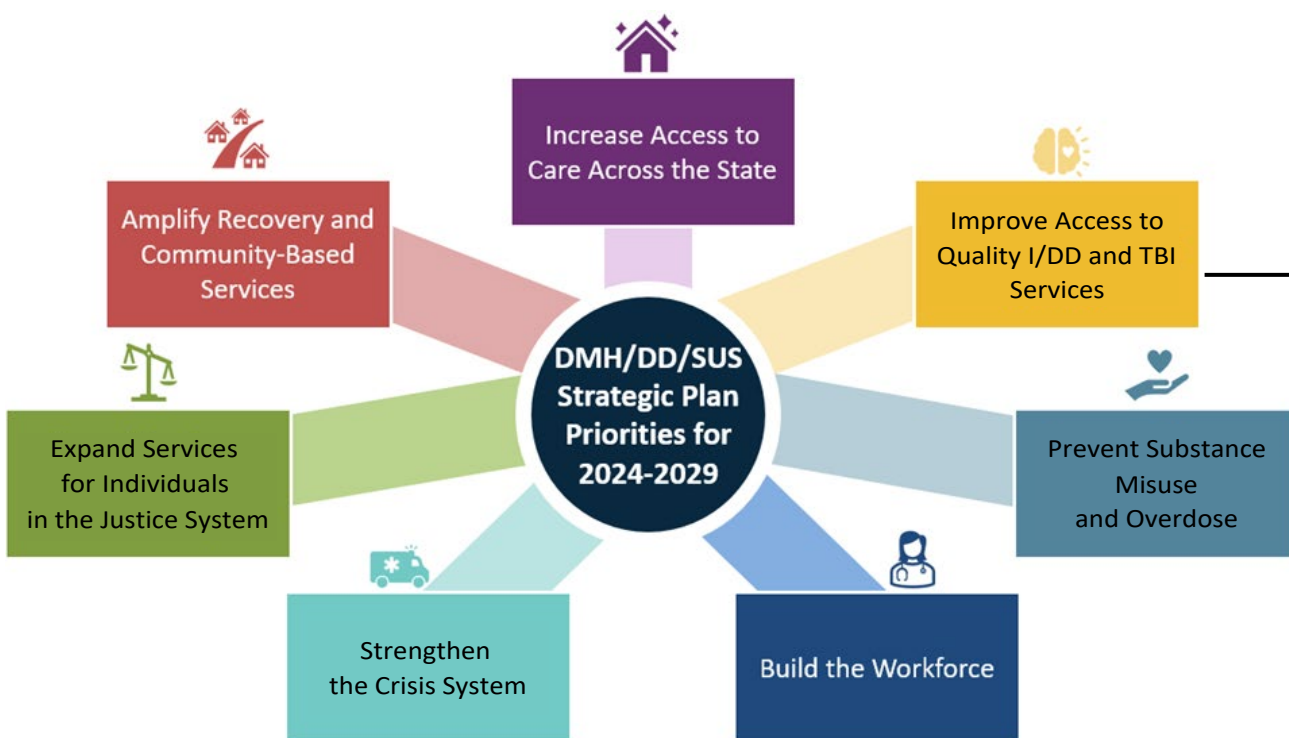
Our Principles	
	Lived Experience. We value lived experience by listening to and advocating for individuals and families, championing the expertise of peers, promoting natural and community supports, and creating opportunities for meaningful partnership.
	Equity. We create policy that helps everyone get what they need to live healthy lives in their communities, with particular focus on improving access to services for historically marginalized populations.
	Inclusivity. We commit to ensuring that everyone who uses our systems feels welcomed, and our policies support the health and well-being of all North Carolinians, regardless of race, ethnicity, sex, gender identity and expression, sexual orientation, age, national origin, socioeconomic status, religion, ability, culture and experience.
	Quality. We promote the provision of high-quality, evidence-based services and supports that leverage the expertise and best-practices of our clinical partners.
	Trauma-Informed. We recognize the reality of trauma and promote a culture of kindness, understanding, and respect for every person.

DMHDDSUS Strategic Priorities 2024-2029





Priority 2: Increase Access to Quality I/DD and TBI Services



Goals

- **Increase I/DD Services.** Increase the number of people with I/DD receiving high-quality services in their homes and communities.
- **Increase TBI Services.** Increase the number of people with TBI receiving high-quality.
- **Increase Community Living Supports.** Increase the number of people with an I/DD or TBI who access and maintain independent housing and supported employment.



Focused Interventions

Inclusion Connects

Link individuals with I/DD and caregivers to essential services and supports.

Waitlist Monitoring & Outreach

Conduct outreach to support individuals on the Innovations Waiver waitlist, understanding their needs and directing them to available services.

Home- and Community-Based Service (HCBS) Access

Assist individuals on the Innovations Waiver waitlist and enroll eligible individuals in the 1915(i) state plan amendment for home and community-based services.

Housing Plan

Create a framework to transition individuals with I/DD from institutions to community living, ensuring accessible housing options and a coordinated transition process.

Inclusion Works

Enhance the Competitive Integrated Employment (CIE) program to help individuals with I/DD secure and maintain competitive community jobs.

Tailored Care Management (TCM) Engagement

Launch an educational campaign with DHB and LME/MCOs to enroll individuals with I/DD and TBI in comprehensive care management.

I/DD Peers

Define a peer navigator curriculum for individuals with I/DD to enhance support networks through lived experience.

Interpersonal Violence (IPV)

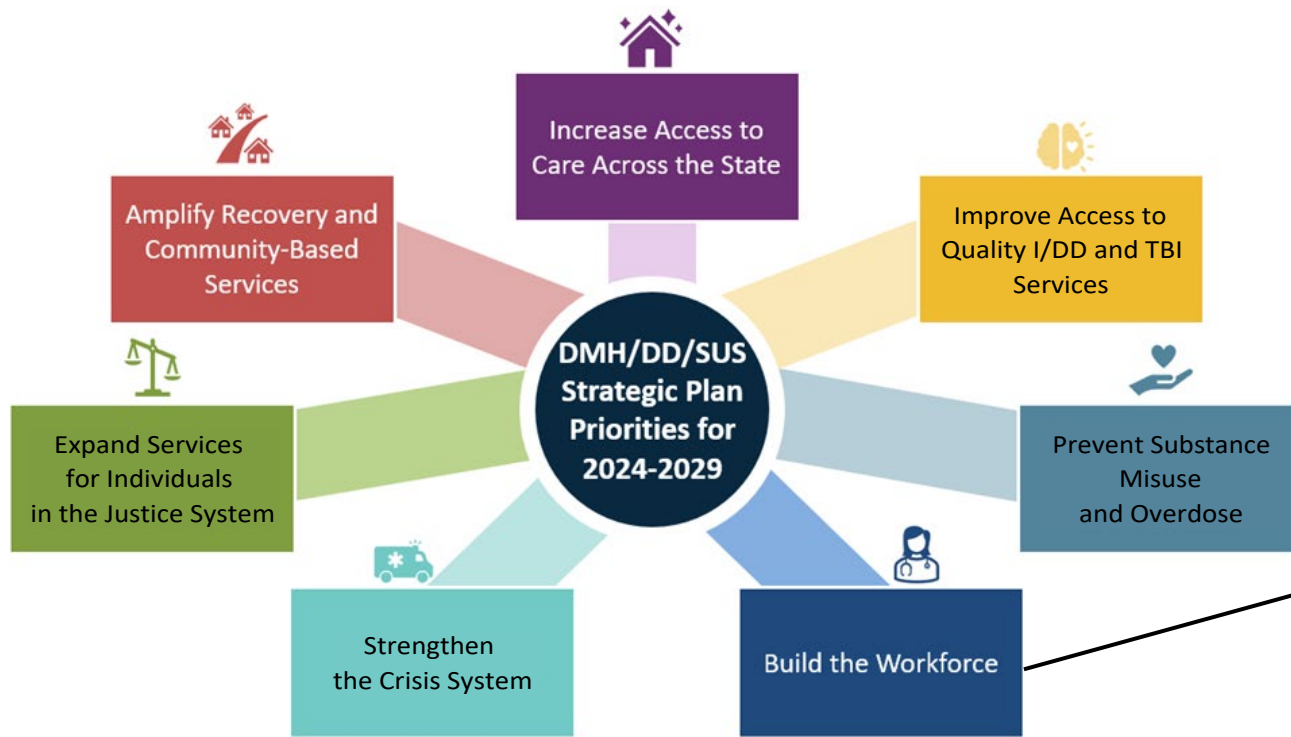
Mandate annual IPV prevention training for I/DD providers and develop accessible curricula on IPV, healthy relationships, and sexual health.

Individual and Family Service Direction

Revitalize consumer-directed care management approaches and policies for individuals and families.



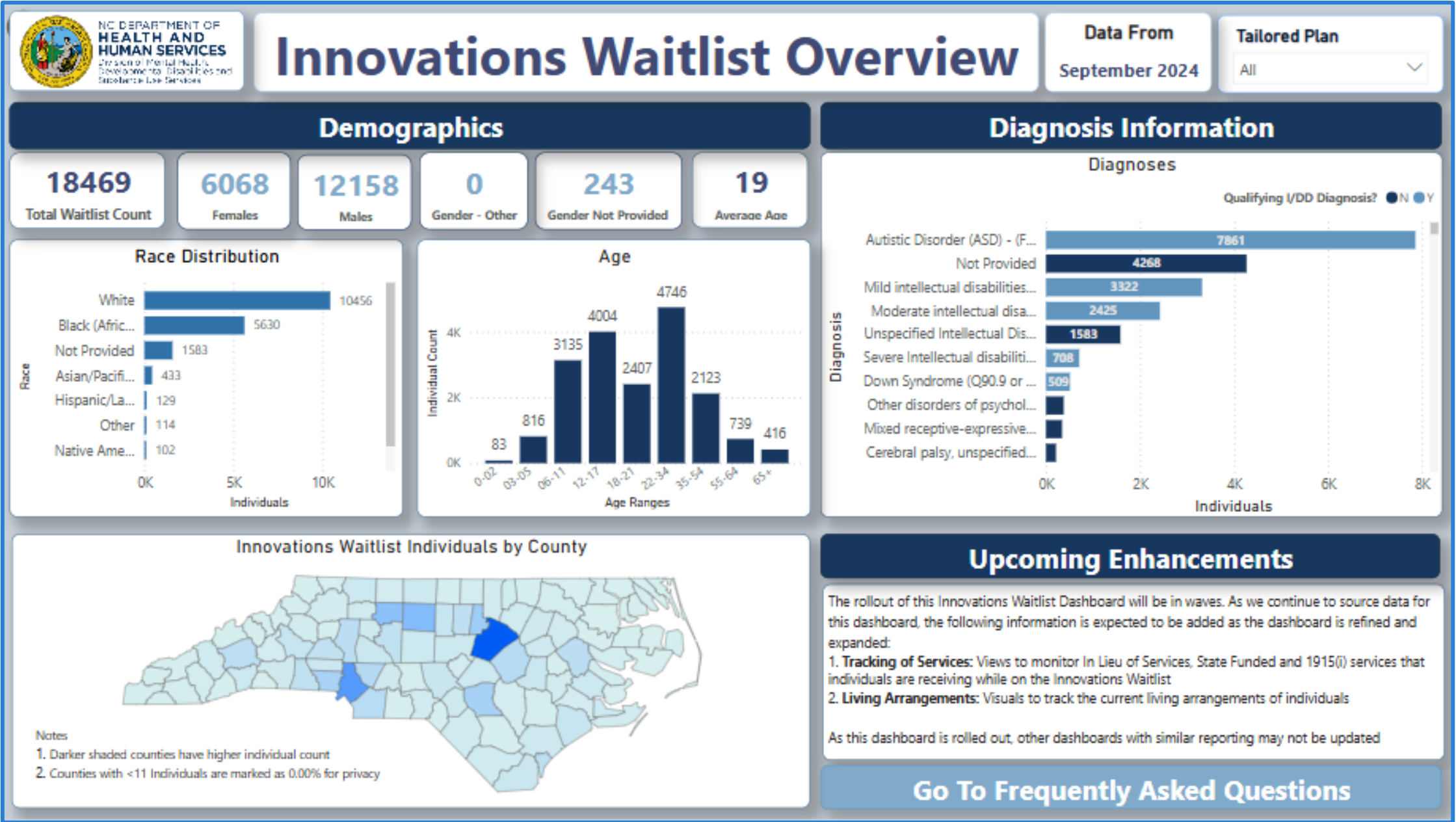
Priority 4: Build the Workforce



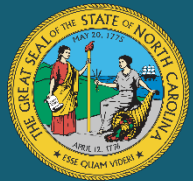
Goals

- **Strengthen the Peer Workforce.** Build a well-trained and well-utilized peer workforce whose work leverages lived experience.
- **Strengthen the DSP Workforce.** Build a well-trained and supported DSP workforce.
- **Increase Licensed Providers.** Increase the number of licensed providers entering the public workforce.
- **Increase Supports for Unlicensed Providers.** Increase training and support for unlicensed professionals providing services to people using the public system.

Innovations (CAP-IDD (c) Waiver) Waitlist Dashboard



Inclusion Connects



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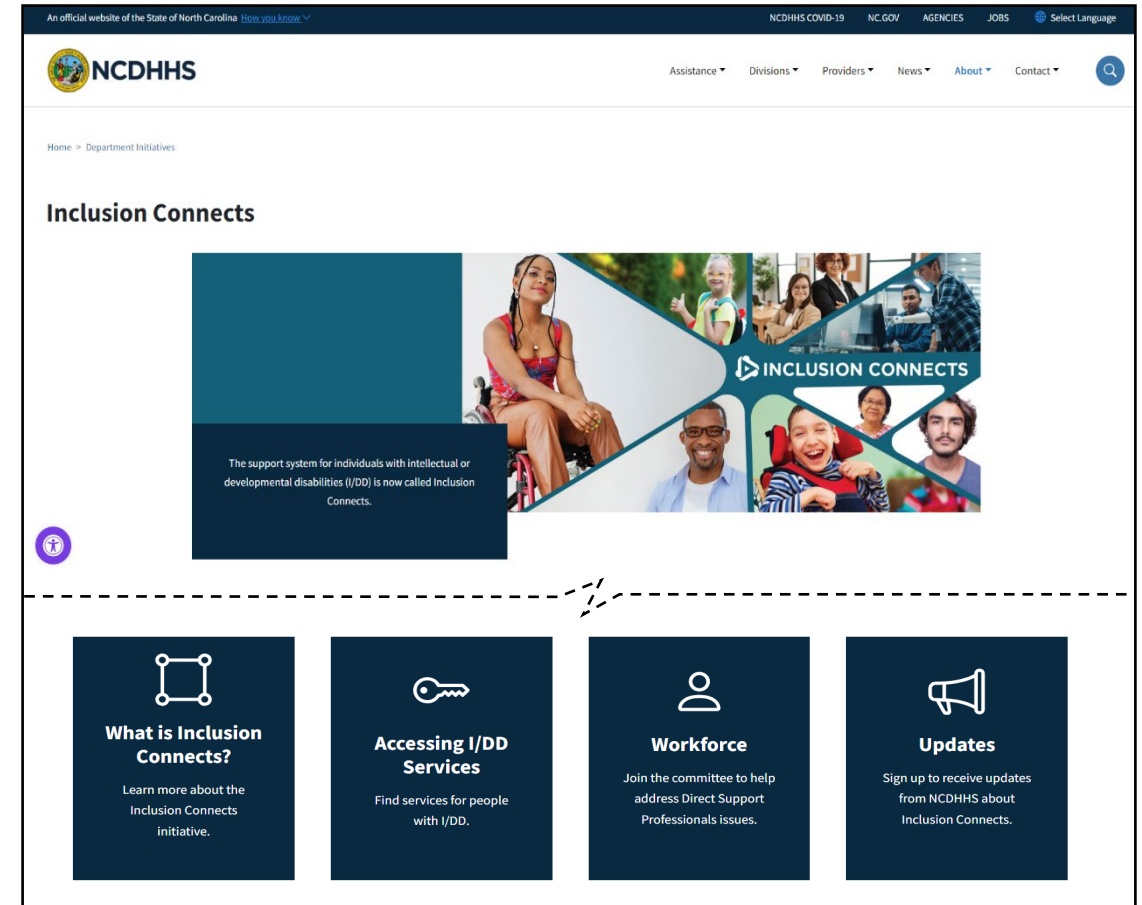


Inclusion Connects Background

Inclusion Connects is designed to help individuals with I/DD in North Carolina, regardless of age or ability level, and their families navigate the complex system of services from birth to the end of life.

Inclusion Connects was created to enhance the I/DD connection to their community, focusing on:

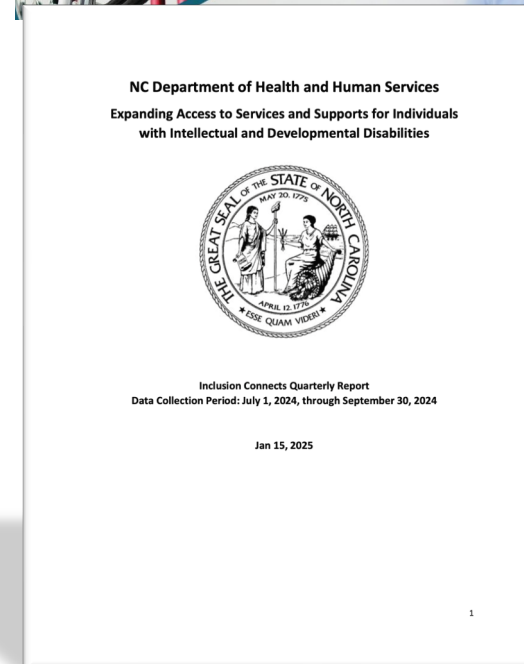
- Promoting access to services for all individuals in need of services, including those on the Innovations Waiver Waitlist.
- Addressing the Direct Support Professional (DSP) Workforce Shortage, including connecting DSPs with providers and individuals with I/DD.
- Improving access and enhancing the housing array for individuals with I/DD.



Inclusion Connects Releases Quarterly Report Enhancing I/DD Services in North Carolina

- Part of our commitment to serve people with intellectual and developmental disabilities (I/DD)
- Highlights our progress in enhancing service access and support for the I/DD community in North Carolina.
- We will also publish a comprehensive work plan outlining further steps to meet these individuals' needs in February.

[Learn More](#)



[Inclusion Connects Report](#)

Services Data Highlights



Individuals completed the 1915(i) Assessment and Eligibility Process



Individuals received 1915(i) services



Individuals on the Waitlist receiving I/DD-related services



Total Waiver Slots



Total Individuals Remaining on Waitlist as of 9/30/2024

Improving Outcomes

- 1 Established **multiple communication channels** to **maintain ongoing stakeholder engagement** about the implementation and results of 1915(i) services
- 2 Engage the public through hosting webinars that **focus on access to and eligibility for 1915(i) services**
- 3 The **Innovations Waitlist Dashboard** has been launched to offer insights into individuals on the waitlist and improve tracking of their service needs

Services & Support Activities

Goal: Improve access, service delivery and communications for individuals with I/DD.



Innovations Waiver Waitlist Dashboard

Continuously enhance data quality to improve dashboard tracking, ensuring effective monitoring and decision-making for individuals receiving services.



Waitlist Analysis

Understand the scope of need for individuals on the waitlist by analyzing demographic and service usage data while reviewing historical data to identify common characteristics of waitlisted individuals.



Waitlist Management

Standardize waitlist management processes across LME/MCOs to ensure consistency and prioritization of individuals in need of services.



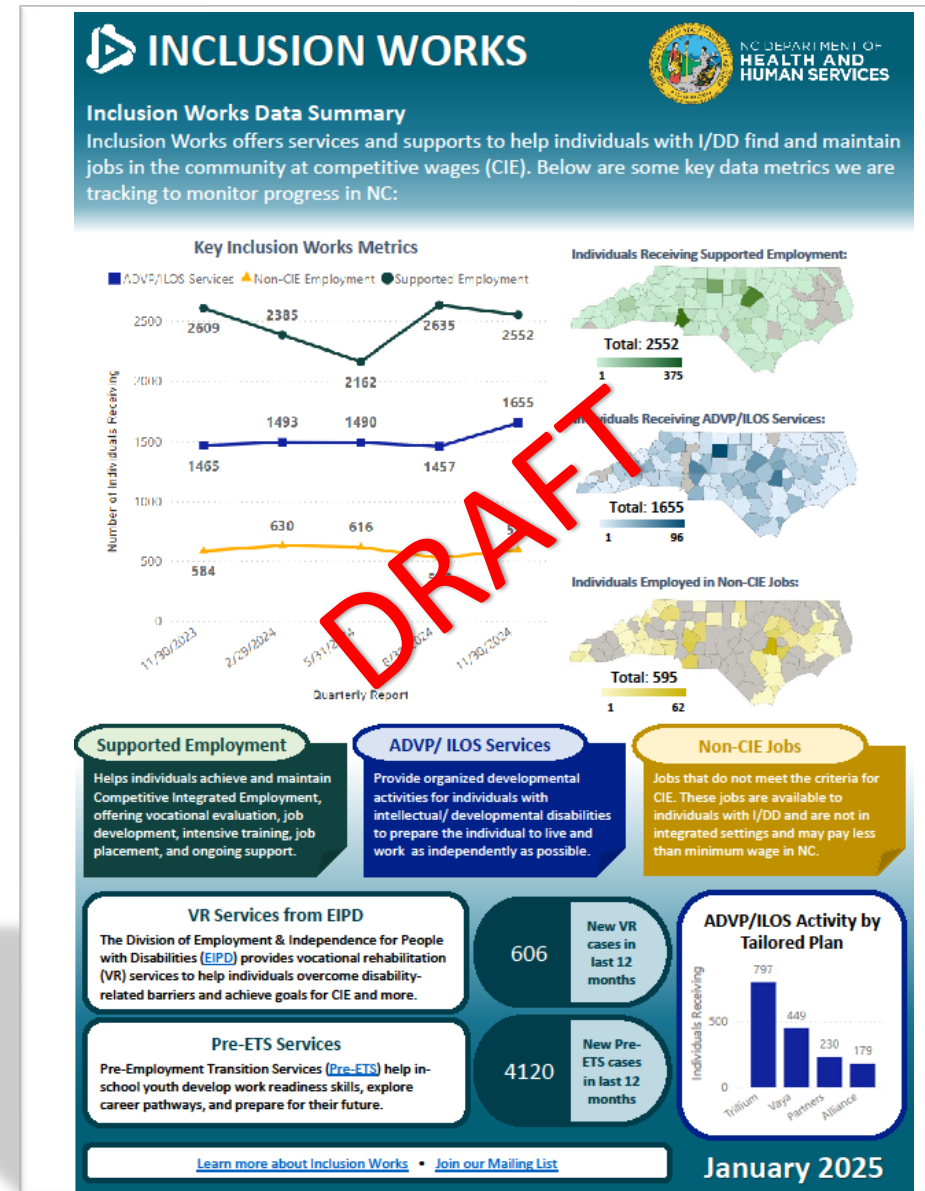
Services Expansion

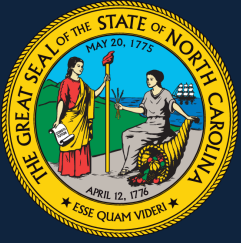
Enhance access to services for individuals on the waitlist through several offerings. **This objective also focuses on educating and coordinating with individuals about available services (Accessible Comms).**

Reporting Update: Monthly emails are sent to the LME/MCOs to summarize any data deficiencies and discuss steps for resolution.

Inclusion Works is releasing new one-pager on CIE in NC.

- Everyone has a right to work in an integrated setting for fair pay if that is their choice.
- **Inclusion Works** offers services and support to help individuals with I/DD find and maintain jobs in the community at competitive wages.





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Accessible Communications Campaign

2024-2025



Making Health Information Clear, Accessible and Actionable

The Accessible Communications campaign, a joint effort between DMH/DD/SUS and NC Medicaid, shows NCDHHS' commitment to help North Carolinians understand the health benefits and services available to them.

The campaign focused on creating accessible resources to help people with serious mental health needs, traumatic brain injury, intellectual/developmental disabilities or substance use issues better understand:

- ✓ Tailored Plans
- ✓ Tailored Care Management
- ✓ 1915(i) and NEMT services
- ✓ TBI and the NC Innovations waiver
- ✓ Content for insured individuals
- ✓ Other projects as needed

Developing Clear, Informative Resources



Tailored Plans
Launched
June 13, 2024



Tailored Care Management
Launched
Aug. 9, 2024



1915(i) Services
Launched
April 3, 2025



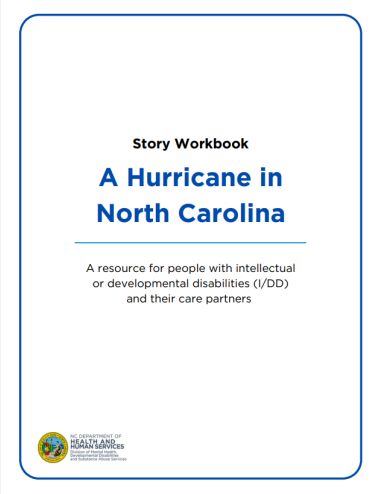
NC Innovations Waiver
Launched
April 24, 2025

Special Projects

Two additional projects were completed to meet NCDHHS and community needs.



SCFAC Annual Report:
Translating the FY 23-24 Report



Story Workbook: A Hurricane
in North Carolina

Campaign Highlights



Hosting research sessions, interviews and focus groups with **more than 160 people**.



Learning from more than 23 subject matter experts, health care providers and partners.



Using a website strategy with plain language that has toolkits in English and Spanish.



Writing at a 6th-8th grade reading level.



Delivering free, printed materials to 390+ community organizations across all 100 counties.

1915(i) Example



Toolkit: 1915(i) Resources

The 1915(i) resources page was updated with materials to share information with people who may be eligible for services, as well as caregivers.

The toolkit is available in **English** and **Spanish**. It includes:

- **1915(i) CLS Flyer**: How to get help with life skills and daily activities
- **1915(i) Overview Flyer**: How to get support at home or in your community
- **Social Content**: Social media posts on 1915(i) services that you can share on your social and digital channels.
- **1915(i) Web Pages**: What to know about 1915(i) services, example of available supports and how to get help understanding your options.
- **And more!**

Bilingual Toolkit Materials Available for Download:

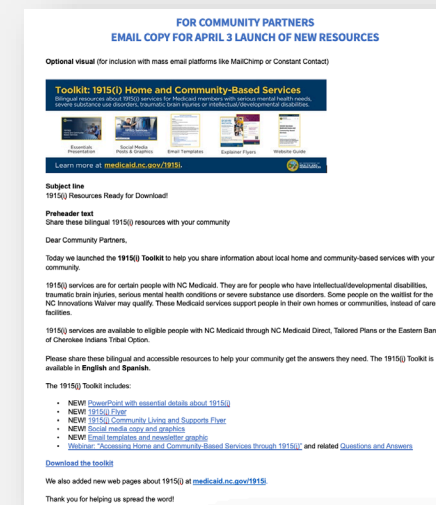
Essentials Presentation on available services



Social Media Posts & Graphics



Email templates for members and partners to download the toolkit



Flyers to share information about home-based services and supports.



English and Spanish Overview Flyers Available for Download

NC Medicaid 1915(i) Services

Get support at home or in your community



NC Medicaid 1915(i) services are for people with mental health conditions, substance use disorders, intellectual or developmental disabilities or traumatic brain injuries.

1915(i) services include:

-  **Help with daily activities**, like bathing or eating
-  **Job coaching** to find a job that is right for you
-  **Breaks** for you and your caregivers
-  **Help with costs** for moving to your own home
-  **Support for building skills**, like self-help and problem solving skills

Ask your NC Medicaid health plan about “1915(i) services.”

Call the number listed on your health plan ID card.

Or call the NC Medicaid Ombudsman at 1-877-201-3750.



Learn more at medicaid.nc.gov/1915i

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Servicios 1915(i) de NC Medicaid

Obtén apoyo en tu hogar o comunidad



Los servicios 1915(i) son para personas con condiciones de salud mental, trastorno por uso de sustancias, discapacidad intelectual o del desarrollo o lesiones cerebrales traumáticas.


Los servicios 1915(i) incluyen:

-  **Ayuda con actividades diarias** como bañarte y comer
-  **Coaching laboral** para encontrar el empleo correcto para ti
-  **Descansos** para ti y tus cuidadores
-  **Ayuda con costos** de mudanza a tu propio hogar
-  **Apoyo para que desarrolles habilidades** como autoayuda y solucionar problemas

Llama a tu plan de salud de NC Medicaid y pregunta sobre los “servicios 1915(i).”


Llama al teléfono que aparece en tu tarjeta de seguro médico.

O llama al Defensor del Pueblo al 1-877-201-3750.



Más información en medicaid.nc.gov/1915i-es.

El Departamento de Salud y Servicios Humanos de Carolina del Norte (NCDHHS) es un proveedor y empleador que ofrece igualdad de oportunidades • 4/2025



English and Spanish Community Living and Supports Flyers Available for Download

1915(i) Community Living and Supports

Get help with life skills and daily activities

Extra support for people with intellectual/developmental disabilities or traumatic brain injuries:

- Have a trained worker come help you with the day
- Get help with personal care (like bathing and eating)
- Learn skills for living at home or in the community (like cooking, shopping and staying safe)

Ask your NC Medicaid health plan about “1915(i) services”

Call the number listed on your health plan ID card.

Or call the NC Medicaid Ombudsman at 1-877-201-3750.



Learn more at medicaid.nc.gov/1915i

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Vida en comunidad y apoyos 1915(i)

Obtén apoyo con habilidades para la vida y actividades diarias

Apoyo adicional para personas con discapacidad intelectual o del desarrollo o lesiones cerebrales traumáticas:

- Recibe a un trabajador capacitado que ayude con tu día
- Ayuda con cuidado personal (como bañarte y comer)
- Aprende habilidades para el hogar o para la vida en comunidad (cocinar, ir de compras, mantenerte a salvo)

Llama a tu plan de salud de NC Medicaid y pregunta sobre los “servicios 1915(i).”

Llama al teléfono que aparece en tu tarjeta de seguro médico.

O llama al Defensor del Pueblo al 1-877-201-3750.



Más información en medicaid.nc.gov/1915i-es.

El Departamento de Salud y Servicios Humanos de Carolina del Norte (NCDHHS) es un proveedor y empleador que ofrece igualdad de oportunidades • 4/2025
Foto de archivo. Retrato de modelo. Para fines ilustrativos únicamente.



Social Media Posts & Graphics

A photograph of a man in a wheelchair, wearing a blue t-shirt, looking at and touching a light blue shirt hanging in a closet. The closet is filled with various shirts. The background shows a window with curtains and a potted plant. A blue semi-transparent banner is overlaid on the bottom half of the image, containing text and a logo.

Stock photo. Posed by model. For illustrative purposes only.

1915(i) Services

Supporting you in your own home or community

get help with daily activities · learn skills for living in the community
get job coaching · move to your own place · be independent

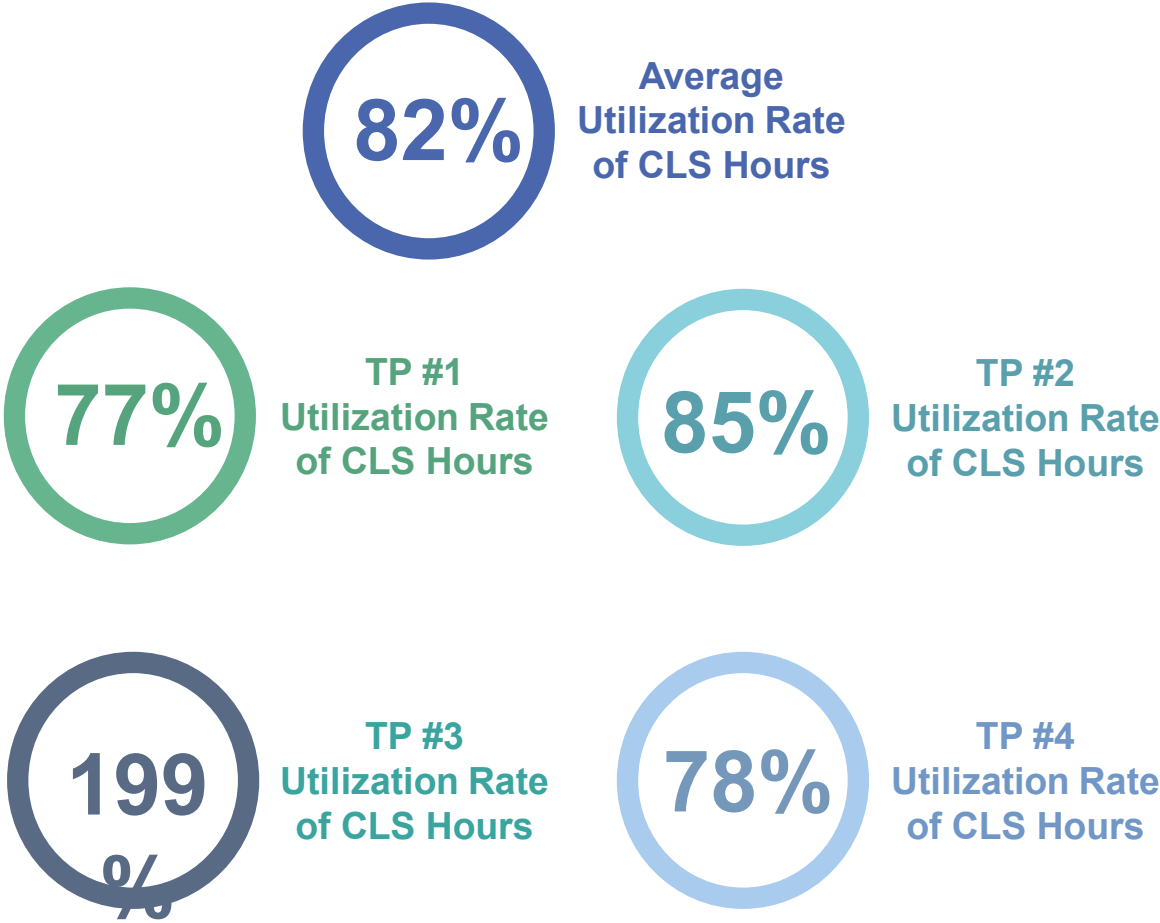
Learn more:
medicaid.nc.gov/1915i



NCDHHS

DSP Workforce Data Reporting

DSP Workforce Data Highlights



Improving Outcomes

- 1 On June 14, 2024, DHHS launched a **multi-year DSP Workforce Plan** to build a skilled workforce to support North Carolina's I/DD population
- 2 DHHS is working to implement the Educate, Employ, Elevate framework to **mitigate NC's shortage of DSP's**
- 3 **Medicaid Funding Rate increase** for Innovations Waiver will benefit DSPs directly and **aims to improve utilization of CLS hours**

DSP Workforce Plan

A comprehensive, multi-year strategy to address the critical shortage of DSPs in North Carolina, enhancing service quality, and availability for individuals with Intellectual/Developmental Disabilities (I/DD).

Key Components:

1. **Plan Development:** Guided by the DSP Advisory Committee as part of our Behavioral Health Investments funded by the General Assembly.
2. **Focus Areas:** Improved DSP retention, strategic recruitment, and enhanced training programs.
3. **Stakeholder Engagement:** Incorporates feedback from individuals with disabilities, family members, community partners, and DSPs.



North Carolina Department of Health and Human Services:
DMH/DD/SUS Direct Support Professional (DSP) Workforce Plan¹

6/14/2024

¹ Last Updated: Jun 14, 2024

DSP Round 1 Recruitment and Retention Incentives



Total number of applications:
577

282 Provider Applications
295 EOR Applications



Number of awards given: 142

56 Provider Awards
86 EOR Awards
5 Pilots



Approximately \$3 Million awarded



Administrative funds are available



We look forward to sharing more details!

Provider recipients will be posted once confirmed.
More details about round two forthcoming.

DSP Round 2 Recruitment and Retention Incentive Requirements

- Allowable uses for the incentives will be limited to:
 - **Recruitment**
 - **Retention**
 - **Training**
- Funding will be made available on a one-time basis; and needs to be spent within 12-months (1 year).
- Providers will be responsible for reporting for 36-months (3 years)
- Eligible provider agencies deliver Medicaid and/or state-funded I/DD services, including providers that operate an Agency with Choice (AWC) model.
- Providers will describe their initiative's impact and budget to help inform design of long-term recruitment, retention and training strategies.
- Applicants may submit only **one** application for Round 2 (it can contain multiple incentives, i.e. recruitment, retention and training)



Round 2 will be opening in Spring 2025!

Questions?

Email DMHIDDCONTACT@dhhs.nc.gov

Direct Support Professionals Education Programs

Core Competency Curriculum

Currently in development...

- Will provide **high quality, consistent, no cost training** to individuals that are entering the field.
- Will cover topics currently **outlined in statute** and incorporate additional learnings to prepare individuals for work in the field.
- Provides lessons in a **virtual format**.
- Will be **available state-wide** to all learners.
- Relieve some of the burden of training from provider.
- Provide a **portable completion certificate**

DSP Advanced Training

In collaboration with the NC Community College System...

- Is planned to launch in **Fall 2025** at:
 - Asheville Buncombe Technical Community College
 - Forsyth Technical Community College and
 - Stanly Community College
- Will provide **specialized training** to **increase the skillsets** of DSPs, create **advancement opportunities** in the field and **increase retention** and recruitment in the DSP workforce.

Transition and Housing Data Highlights



Individuals Began Transition Planning Following In-Reach

Percentage of People Who Began Transition Following In-Reach



Individuals Transitioned From Institutional Settings

A "successful" transition is defined as living in the community one year after discharge.



Individuals Are Eligible and Engaged for In-Reach Activities

Percentage of Eligible Individuals Engaged in In-Reach

Improving Outcomes

1

Improving in-reach by:

- Expanding eligibility
- Standardizing requirements

2

Ensuring individuals with I/DD:

- Receive Services and support for transition
- Are fully educated on all living options
- Are supported in making an informed choice

3

Engaging with LME/MCOs' housing staff, providers, advocates, and people with lived experience **to understand barriers to transitions** and find gaps in supports.

Transition / Housing Activities

Goal: Increase access to the full continuum of community housing options for individuals with I/DD.



Community Living Guide

Created the Community Living Guide, available on the [Inclusion Connects](#) website, which provides housing, funding, and support resources in one centralized location for individuals with I/DD.



Transition Barriers and Supports Exploration

Engaging with LME/MCOs to understand barriers to community transitions and identify needed supports and motivators to aid successful transitions.



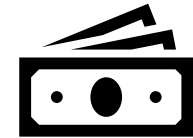
Informed Decision-Making Tool

Collaborating across teams to create an I/DD-specific tool that supports individuals in making a fully informed housing decision.



Success Stories

Collecting success stories from individuals with I/DD who have moved into non-institutional settings and the providers who aided their transitions to celebrate their progress and guide others who want to live in a community setting.



Housing Vouchers

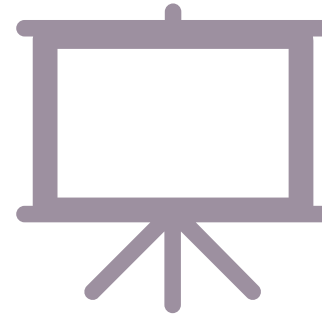
Pursuing HUD housing vouchers for the I/DD population. A remedial preference letter was recently sent to HUD that would prioritize individuals with I/DD in federal housing programs and the Housing Choice Voucher if approved.

Reporting Update: The Department is working with the LME/MCOs and departmental SMEs to refine the current report template to enhance data collection and analysis

Q&A



Questions and feedback are welcome at
BHIDD.HelpCenter@dhhs.nc.gov.



The recording and presentation slides for this
webinar will be posted to the [Community
Engagement & Training](#) webpage.