



NORTH CAROLINA  
COUNCIL OF  
COMMUNITY  
PROGRAMS

**Being a Successful Provider:  
Keys for Success**

April 7, 2010  
or  
May 13, 2010

The Royal Conference Center  
3801 Hillsborough Street  
Raleigh, NC  
9:00 until 4:00

***New up-to-date content for providers on CABHA implementation!***

***If you are adding a new service, expanding your service capacity or just getting started this session is a great value! Being a Successful Provider: Keys for Success is a one-day training session designed to provide access to practical administrative information that is presented by successful providers. This session will be of particular interest to providers who are implementing CABHA requirements or are adding new services, e.g. Intensive In-home, Mobile Crisis, Day Treatment, ACTT or other services.***

**Who Should Attend?**

The training is relevant for agency owners, directors, administrative or supervisory staff, and finance officers who are interested in a high quality training program that focuses on administrative and regulatory considerations as a behavioral health provider.

**What Will I Learn?**

This session will provide general content that is relevant for any MH/SA agency. Content also will address ways to ensure proper documentation, supervision structures, HR requirements and how to meet them, how to work with your LME, and much more. Participants will learn up-to-date information and get questions answered on topics, such as; CABHA implementation, endorsement, Medicaid enrollment, national accreditation, internal audit and QI practices. The training will include practical case studies and realistic simulations to demonstrate how providers can collaborate to address common problems.

**Faculty**

**Dan Zorn, MPA**

Dan is the Founder and CEO of Families Together, Inc. based in Asheville, NC. FTI is a successful provider of Intensive In-home Services and currently has nine teams of professionals providing the service across eight counties. Dan is an Endorsed Trainer with the Division, and he recently served on a committee that gave advice to the Division of MH/DD/SA regarding revisions to the original service definition. Families Together, Inc. is an Affiliate Member of the NC Council of Community Programs

**WHEN:** 04/07/10 or 05/13/10  
**WHERE:** The Royal Conf. Center Driving  
3801 Hillsborough St.  
Raleigh, NC

**Directions are attached.**

**COST: \$100.00**

# Making the Right Changes: Key for Successful Providers

The Royal Conference Center  
3801 Hillsborough Street, Raleigh, NC

- \_\_\_ I am registering for Making the Right Changes: Keys for Successful Provider  
April 7, 2010- in Raleigh – \$100.00  
9 AM – 4 PM
- \_\_\_ I am registering for Making the Right Changes: Keys for Successful Provider  
May 13, 2010- in Raleigh – \$100.00  
9 AM – 4 PM

**Mail Payment To:** Fill out the form below and mail along with a check made payable to “NC Council of Community Programs” to 505 Oberlin Road, Suite 100, Raleigh, NC 27605. **DO NOT MAIL** to training location. OR go to [www.nc-council.org](http://www.nc-council.org) and register online to pay by credit card.

**Cancellation Policy:** You must cancel 3 business days (before 5:00 p.m.) prior to the training event in order to receive refund on your registration. If cancellation is not made at this time, no refund will be given. A \$15 administrative processing fee will be charged for any cancellations.

**Driving Directions:** Directions are attached.

For more information go to [www.nc-council.org](http://www.nc-council.org) or contact Michael Owen at (919) 327-1500.

NAME \_\_\_\_\_

ORGANIZATION \_\_\_\_\_

TITLE \_\_\_\_\_

BILLING ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_

EMAIL (must complete) \_\_\_\_\_

## Driving Directions to the Royal on Hillsborough

3801 Hillsborough Street - Suite 109  
Raleigh, NC 27607

Take exit 3 from I-440 Beltline. Go east 1/3 mile towards downtown. We are on the right, across from Meredith College. Turn right on Royal Street to enter parking lot. Use stairs or parking garage elevator to main level of the Royal.