Conference Registration Brochure
December 7 - 9, 2016
Pre-Conference - December 6, 2016
Pinehurst Resort • Pinehurst, NC
Public / Private - Destination Performance Program at A Glance

TUESDAY, DECEMBER 6

1:00 p.m. — 4:15 p.m. Pre-Conference Sessions

• How NC’s New HIE Can Close Care Gaps
• Meeting the LME/MCO Governance Challenge in 2017

WEDNESDAY, DECEMBER 7

6:30 a.m. — 9:30 a.m. Breakfast - Hotel Dining Room  Sponsored by ResCare, Children’s Hope Alliance, Alexander Youth Network, Brynn Marr Hospital & Community Choices, Inc.

7:30 a.m. Registration Opens
8:30 a.m. — 5:00 p.m. Exhibit Hall Open
9:30 a.m. — 10:30 a.m. Opening Plenary Session  Balancing Public Pay with Private Practices  Sponsored by CMT/Relias

10:30 a.m. — 11:00 a.m. Session Break  Sponsored by Aym Technologies/On Target, Children’s Hope Alliance, Citizens Insurance Agency, Elsevier-Direct Support, Holly Hill Hospital, ICAN Solutions, Ingenuity Health, InnerVision, Lutheran Services Carolinas, ResCare, Thompson Child and Family Focus, Vidant Behavioral Health, United Youth Care Services

11:00 a.m. — 12:00 p.m. Sparking Innovation

• WPI-Care™: A Research and Practice-Based Comprehensive Care Model
• Trauma to Healing: How North Carolina is Launching Child First
• Taking Control of Your Life with a Push of a Button—Smart Homes
• Workforce Development Collaborative to Boost Quality Care and Outcomes

12:00 p.m. — 1:30 p.m. Lunch  Sponsored by Children’s Hope Alliance, Thompson Child and Family Focus, Holly Hill Hospital, InnerVision and, Therap Services, LLC

1:30 p.m. — 4:45 p.m. Concurrent Sessions

• Learning from the Commercial Plan Experience - Pay for Performance
• Using Outcomes to Assess Your Performance
• Want Managed Care Outcomes? Engage Individuals and Families
• Solving Child Psychiatric Boarding, A Collective Effort
• Principles of Integrated Care Navigation in a Changing System

2:30 p.m. — 3:30 p.m. Rotating Session Breaks  Sponsored by Aym Technologies/On Target, Children’s Hope Alliance, Citizens Insurance Agency, Elsevier-Direct Support, Holly Hill Hospital, ICAN Solutions, Ingenuity Health, InnerVision, Lutheran Services Carolinas, ResCare, Thompson Child and Family Focus, Vidant Behavioral Health, United Youth Care Services

6:00 p.m. — 7:00 p.m. Consumer Caucus
8:30 — midnight Dance Party

THANK YOU TO OUR CONFERENCE SPONSORS

Platinum Sponsors

Gold Sponsors

Register online at www.nc-council.org
THURSDAY, DECEMBER 8

6:30 a.m. — 9:30 a.m. Breakfast - Hotel Dining Room  Sponsored by DDR, Inc., Monarch, Holly Hill Hospital, HomeCare Management Corporation, LIFESPAN Incorporated and Frye Regional Medical Center

7:30 a.m. Registration Opens

9:00 a.m. — 5:00 p.m. Exhibits Open

9:00 a.m. — 12:15 p.m. Concurrent Sessions

• It's a New Dollar: Paying for Value
• Health Integration — Moving Toward Vertical Integration
• Emerging Trends in Our Industry: Rethinking Mergers & Acquisitions
• Make Life Easier - Build Mediation and Conflict Resolution Capacity in Your Agency
• Next Steps on Home and Community-Based Services

10:30 a.m. — 11:30 a.m. Rotating Session Breaks  Sponsored by Aym Technologies/On Target, Children’s Hope Alliance, Citizens Insurance Agency, Elsevier-Direct Support, Holly Hill Hospital, ICAN Solutions, Ingenuity Health, InnerVision, Lutheran Services Carolinas, ResCare, Thompson Child and Family Focus, Vidant Behavioral Health, United Youth Care Services

12:15 p.m. — 1:30 p.m. Lunch  Sponsored by Universal Mental Health Services, GHA Autism Supports, Perkins+Will, Southern Pharmacy Services and Recovery Innovations

1:30 p.m. — 2:30 p.m. Sparking Innovation

• Innovation in Network Development through Collaboration
• C3356-Creating a Comprehensive Care Center
• Using SAMHSA's SOAR Program to Address TCLI Consumers
• Outcomes that Matter for Adults with Autism Spectrum Disorder

2:30 p.m. — 3:00 p.m. Session Break  Sponsored by Aym Technologies/On Target, Children’s Hope Alliance, Citizens Insurance Agency, Elsevier-Direct Support, Holly Hill Hospital, ICAN Solutions, Ingenuity Health, InnerVision, Lutheran Services Carolinas, ResCare, Thompson Child and Family Focus, Vidant Behavioral Health, United Youth Care Services

3:00 p.m. — 4:30 p.m. General Session

• Understanding New Federal Medicaid Managed Care Mega Rules & More

5:00 p.m. — 6:30 p.m. Programs of Excellence Awards Reception  Sponsored by Alexander Youth Network, Brynn Marr Hospital, Children’s Hope Alliance, Community Choices, Inc.,DDR, Inc., Frye Regional Medical Center, GHA Autism Supports, Holly Hill Hospital, HomeCare Management Corporation, LIFESPAN Incorporated, Monarch, Netsmart, Old Vineyard Behavioral Services, Perkins+Will, Southern Pharmacy Services, The Echo Group, Therap Services, LLC, Universal Mental Health Services, Recovery Innovations and ResCare

FRIDAY, DECEMBER 9

6:30 a.m. — 9:30 a.m. Breakfast - Hotel Dining Room  Sponsored by Old Vineyard Behavioral Services, The Echo Group, Children’s Hope Alliance, Netsmart

9:30 a.m. — 11:30 a.m. Closing Plenary Session  Behavioral Health and the Beltway: Politics, Policy, and Practice  Sponsored by Children’s Hope Alliance, Holly Hill Hospital and ResCare

11:30 a.m. Door Prize Drawing

12:00 p.m. Adjourn

THANK YOU TO OUR CONFERENCE SPONSORS

Silver Sponsors
Public / Private - Destination Performance
NC Council Conference & Exhibition — December 7 - 9, 2016
Pre-Conference Sessions — December 6, 2016

Why You Should Attend!
In the next phase of Medicaid transformation, North Carolina will open its doors to commercial management for Medicaid healthcare services. In addition, the federal government is currently in the process of implementing numerous Medicaid managed care “mega rules” that will affect public and privately managed programs alike. All segments of the Medicaid service system are expected to move toward whole person care, become performance based, demonstrate positive outcomes, and offer collaborative care. Now is the time to prepare to meet the requirements and challenges that this next series of changes will bring. Public managed care in behavioral health and I-DD has given us a good start, and in order to thrive in the future, we need to develop more and better practices that demonstrate success in the evolving paradigm. The Destination for Public and Private care is Performance, and this conference will help you prepare to meet these demands.

Who Should Attend?
Anyone who wants preparation for a future system that relies on pay for performance, outcomes and innovation. This includes: LME/MCO CEOs, directors, management staff, board members, Provider CEOs, managers, medical directors, clinical directors, quality management staff, service coordinators, medical professionals, qualified professionals, state agency leaders, state and private hospital leaders, psychologists, psychiatrists, counselors, licensed clinicians, social workers, CFACs members, consumers, family members, advocates, peer support staff, county commissioners, members of the General Assembly, and others interested in our system.

Download the Conference App
The ConfPlus App gives attendees easy, portable access to session handouts, evaluations, agendas, information on speakers and more. An email will go out to all attendees with instructions on download when the app is ready in November.

Continuing Education
This Conference is being Co-Sponsored by the Southern Regional AHEC

Earn up to 12.5 Hours of Continuing Education Credits
Substance Abuse — 12.5 hours of NAADAC Credit will be awarded to participants who attend 100% of the program. Southern Regional AHEC adheres to NAADAC Education Provider Guidelines Provider #843
Social Workers and others — 12.5 contact hours. 12.5 Contact hours for social workers are included in this program.

This program does not provide specific NBCC Credits. However, per LPC licensure guidelines, you may submit up to 15 contact hours of continuing education by attending programs by affiliates of the National Area Health Education Center Education (NAO). SR-AHEC is a member of the NAO.

Register online at www.nc-council.org
Activities & Area Attractions

Wednesday, December 7, 2016  5:30 p.m. – 7:30 p.m.

There is nothing like the beautiful Village of Pinehurst at Christmas. Now you can do some Christmas shopping, eat and enjoy a wine tasting on this special holiday themed outing. The merchants in the Village of Pinehurst host this event especially for our attendees. Plan to join us, Wednesday, December 7 from 5:30 p.m. - 7:30 p.m.
Early Bird tickets are only $35 with registration.

Your Chance to Golf U.S. Open Courses!

Pinehurst — Host of 2014 & 2024 U.S. Open!
Golf Pinehurst at Significant Discounts!
Conference attendees receive significant discounts on golfing the famous Pinehurst courses! Take advantage of our group discount — pick your course:
Courses 1, 3 & 5 - $59
Courses 4, 6, 7, 8, 9 - $139
The famous Pinehurst # 2 - $349
Golf rates are good three days before and after the conference! Tee times can be make once your hotel reservation is made.
Call for a time: 1-855-287-1286.

Attendants Get 30% Discount on All Spa Treatments!

Pamper yourself! Make plans now, view the list of spa treatments.
To make an appointment, call 1- 800-487-4653 and press #4. Be sure to tell them you are with the “NC Council Conference” to get your 30% discount! Don’t have time during the conference? Spa discounts and hotel rates apply three days before and after the conference — come early, stay late!

Relieve Your Tension — Professional Therapists from the Pinehurst Spa stand ready to relieve your aches and pains all day Wednesday and Thursday in the Exhibit Hall.

Free Massages Thanks to our Generous Sponsors: Alexander Youth Network, Brynn Marr Hospital, Children’s Hope Alliance, Community Choices, Inc., DDR, Inc., Frye Regional Medical Center, GHA Autism Supports, Holly Hill Hospital, HomeCare Management Corporation, InnerVision, LIFESPAN Incorporated, Monarch, Netsmart, Old Vineyard Behavioral Services, Perkins+Will, Recovery Innovations, Southern Pharmacy Services, The Echo Group, Therap Services, LLC, Thompson Child and Family Focus, Universal Mental Health Services, and Winters-Oliver Insurance Agency

Wednesday, December 7th
Dance Party & Prizes
8:30 p.m. — Midnight
We have invited back John from Friendly Neighborhood DJ to host our dance and give everyone a chance to let off some steam and have some fun for a while! There will be dance contests & prizes to win! Make the party that much better , give John your song requests now!

Thursday, December 8, 2016
Excellence Awards Reception
5:00 p.m. — 6:30 p.m.
The NC Council’s Programs of Excellence Awards have a 20+ year tradition. Please plan to join us to honor this year’s award winners and learn about the innovative services and programs offered around the state. All attendees are invited to enjoy some relaxed networking time and a delicious array of light hors d’oeuvres and desserts.

Sponsored by: Alexander Youth Network, Brynn Marr Hospital, Children’s Hope Alliance, Community Choices, Inc., DDR, Inc., Frye Regional Medical Center, GHA Autism Supports, Holly Hill Hospital, HomeCare Management Corporation, LIFESPAN Incorporated, Monarch, Netsmart, Old Vineyard Behavioral Services, Perkins+Will, Recovery Innovations, ResCare, Southern Pharmacy Services, The Echo Group, Therap Services, LLC and Universal Mental Health Services.
Pre-Conference Sessions
Tuesday, December 6, 2016  1:00 p.m. - 4:15 p.m.

How NC’s New HIE Can Close Care Gaps

Health Information Exchange (HIE) is technology that allows a secure electronic exchange of health-related information between healthcare professionals that provides the ability to access and securely share vital medical information for those in the MH/ID/DD/SUD system. The NC Healthcare Information Exchange Authority oversees the implementation and use of HIE across the State for all physical, behavioral and long-term care services. In fact, legislation was passed in 2015 that included language to require that as of February 1, 2018, all Medicaid providers must be connected to the HIE in order to continue to receive payments for Medicaid services provided. By June 1, 2018, all other entities that receive state funds for the provision of health services, including LME/MCOs, also must be connected.

Course Objectives:
• Identify what encompasses HIE and why it is critical to the future of health care
• Review the requirements for HIE as outlined in legislation
• Explain the role of the State HIE versus regional or health system HIE
• Discuss the state requirements of HIE and what will be required of each agency
• Review how your organization can comply with federal and State regulations on HIE and the role of Electronic Health Records in meeting these requirements
• Identify the barriers to proper implementation of HIE
• Describe how to meaningfully use the data in your organization

Speakers:
Darryl Meeks, CDP, ITIL, PMP, Executive Director, NC Health Information Exchange Authority, Government Data Analytics Division NC Department of Information Technology
Christie S Burris, Strategic Communication Director, NC Health Information Exchange Authority (NC HIEA)
Sarah Newton, Health Outcomes Practice Manager, SAS
Tara Larson, Senior Healthcare Policy Specialist, Cansler Collaborative Resources
Stephen A. Wood, FHFMA, FHIMSS, President, HealthCare Perspective, LLC
Robert Webb, CIO, Vaya Health (formerly Smoky Mountain LME/MCO)

Meeting the LME/MCO Governance Challenge in 2017

It’s not your Area Program Board anymore. LME/MCOs have grown into full-fledged managed care organizations that are governed by a volunteer board representing their communities. With these changes come new challenges. This session will focus on teaching board members strategies and structures that can improve board functioning in the rapidly changing healthcare environment. It will also include a review of recent legislative and regulatory changes that will impact LME/MCO boards.

Course Objectives:
• Discuss the role of the LME/MCO Board and its members
• Identify board competencies and expertise needed for effective governance
• Describe lessons learned from corporate board governance
• Explain stakeholder cultural differences in the corporate world (e.g. stockholders) vs. public entity stakeholders (e.g. CFACs/providers/community agencies/counts)
• Review how your board can connect and obtain meaningful participation from the communities served
• Discuss how to improve Board communications to staff and the public

Speakers:
David R. Swann, MA, LCAS, CCS, LPC, NCC, Senior Healthcare Integration Consultant, MTM Services, LLC and The National Council for Behavioral Healthcare
Mark F. Botts, J.D., Associate Profession of Public Law and Government, School of Government, The University of North Carolina at Chapel Hill

Pre-Conference Sessions
Earn up to 3 Hours of Continuing Education Credits

Substance Abuse — 3.0 hours of NAADAC Credit will be awarded to participants who attend 100% of the program. Southern Regional AHEC adheres to NAADAC Education Provider Guidelines Provider #843

Social Workers and others — 3.0 contact hours. 3.0 Contact hours for social workers are included in this program. This program does not provide specific NBCC Credits. However, per LPC licensure guidelines, you may submit up to 15 contact hours of continuing education by attending programs by affiliates of the National Area Health Education Center Education (NAO). SR-AHEC is a member of the NAO.
KEYNOTE PRESENTERS

Opening Plenary Wednesday, December 7, 2016 9:30 a.m. - 10:30 a.m.

Balancing Public Pay with Private Practices

The rapidly evolving healthcare movement towards integration and wellness, combined with implementation of Medicaid managed healthcare, requires NC leaders to answer a pivotal question: To what extent do we apply commercial managed care principles to our public safety net system? That is the topic to be explored.

Balancing the stewardship of public dollars with the expectation to follow business practices of private companies is the challenge that LME/MCOs and their provider networks face every day. LME/MCOs, as public entities and managers, are expected to demonstrate transparency in business processes and cash flow, unconditional commitment to State initiatives, and compliance with all State and federal regulations for every book of business. Providers in the network of a public system are similarly expected to be transparent, willing to engage new consumers with different needs, and comply with regulations. With the evolution of healthcare and the advent of commercial management for Medicaid’s healthcare in NC there will be more pressure to find efficiencies and stretch the public dollars using business practices created by commercial managed care. In this session, Steve Ramsland, Ed.D. who has management experience in both the public and private sector will help us sort through how best to achieve the balance that is right for those we are committed to serving. **Course Objectives:** Identify how to effectively merge public care with private manage care practices.

**Speaker:** Steve Ramsland, Ed.D. Senior Associate, OPEN MINDS has more than 25 years of experience in the development and delivery of health and human service programs with expertise in: managed care program design, development, and operations, management of accountable care organizations; integrated primary care/behavioral health service systems; and strategic planning.

Closing Plenary Friday, December 9, 2016 9:30 a.m. - 11:30 a.m.

Behavioral Health and the Beltway: Politics, Policy, and Practice

Expanding coverage and insurance reform were easy technical fixes, now the real work of the Affordable Care Act (ACA), service delivery and payment reform is underway in both the public and private sectors. High need high cost populations are at the front and center of efforts to decrease emergency room and hospital use by integrating and coordinating care. Mental illnesses and addictions are acknowledged as important determinants in the success of ACA reform efforts. But the discussion not taking place within the administration or Congress is the current impact on working class Americans of no insurance, high deductibles and co-pays, and the limited pathways to mental health and addiction treatment. The discussion that is taking place is how to spin “reform” for people with the most serious mental illnesses and addictions without spending the money or exerting the political will to standardize community systems of mental health and addiction services. **Course Objectives:** Identify how the Affordable Care Act is affecting MH/IDD/SUD delivery and payment reform today and going forward; discuss how to impact Congressional decisions on ACA Implementation for those with the most serious needs

**Speaker:** Linda Rosenberg, MSW, President & CEO, National Council for Behavioral Health

Rosenberg is a national expert in the financing and delivery of mental health and substance services. Under her leadership, the National Council for Behavioral Health has become our nation’s most effective advocate for behavioral health prevention, early intervention, science-based treatment, and recovery.

**NC Response Panel to be named**

**Closing Plenary Session Sponsored by Children’s Hope Alliance, Holly Hill Hospital and ResCare**

Register online at www.nc-council.org
Wednesday, December 7, 2016  11:00 a.m. - 12:00 p.m.

Sparking Innovation is a new one hour conference event designed to spark your creativity to replicating these innovations in your area.

WPI-Care™: A Research & Practice Based Comprehensive Care Model
WPI-Care expands the concept of integrated care beyond the health sector to include research-based approaches that positively impact behavioral and overall health, reduce health disparities and optimize community resources. Partners LME/MCO is implementing an approach to Whole-Person Care that achieves the Triple Aim by giving priority attention to social determinants of health and builds an infrastructure link through a county-wide Health Network. **Course Objective:** Discuss how to use this model to develop a comprehensive care approach in your community.

**Presenters:**
- Gary Walby, Ph.D., M.S.P.H., M.S., Complex Systems Innovations; Martha Kaufman, M.Ed., Integrated Care Director, Partners Behavioral Health Management (PBHM);
- Allison Gosda, MA, LPCS, LCAS, MAC, Mental Health/Substance Use Clinical Director PBHM

Trauma to Healing: How North Carolina is Launching Child First
Research has shown that stressors such as poverty, violence, depression, substance use, homelessness and absent supports can damage the developing brains of young children. Child First is a new evidence-based, early childhood intervention that is being offered in eastern North Carolina. **Course Objective:** Learn about the two-pronged approach to help struggling caregivers and offer two-generation, psychotherapeutic intervention to children and caregivers.

**Presenters:**
- Darcy Lowell, M.D., CEO and founder of Child First;
- Kimberly Greer, PhD, Sr. Staff Psychologist for Trillium Health Resources;
- Hope Newsome, M.S.W, Child First State Program Director for NC

Taking Control of Your Life with a Push of a Button—Smart Homes
Smart Home devices provide aid to individuals with disabilities to live a more independent life. Trillium LME/MCO, Monarch and SimplyHome have joined together to incorporate the Smart Home model in two group homes — learn more about how these devices are changing lives. **Course Objective:** Discuss insights from Trillium, SimplyHome and Monarch key players about how this product has met goals in building positive outcomes for consumers and accessing community resources for Assistive Technology.

**Presenters:**
- Jason Ray, Vice President of Business Development at SimplyHome; Certified Aging in Place Specialist;
- Kellie Staten, QP, Best Practice Team Member, Monarch Residential Services; Christie Edwards, MS, LPC, LCAS, Project Manager, Trillium Health Resources

Workforce Development Collaborative to Boost Quality Care and Outcomes
Learn about a one-of-a-kind workforce development initiative to provide cutting-edge training resources for your provider network. These resources, are designed specifically for direct support professionals and include online training paired with effective mentoring. **Course Objective:** Discover how this collaboration by Cardinal Innovations, Smoky Mountain Center and Trillium Health Resources LME/MCOs has led to a stronger workforce and how to implement it in your area.

**Presenters:**
- Rose Burnette, Sr. Director of I/DD Care Coordination and IDD Clinical Director at Trillium LME/MCO; Andrea Misheinimer, Director of Regulatory Affairs, Cardinal Innovations Healthcare; Deidra Cook, Director of Network Operations, Cardinal Innovations Healthcare; and Jesse Smathers, MSW, LCSW-A, LCAS-A, Director of Network Development, Vaya Health (formerly Smoky Mountain LME/MCO)

Register online at www.nc-council.org
Learning from the Commercial Plan Experience - Pay for Performance

Once North Carolina moves physical health care to a capitated, at-risk model of management, almost the entire Medicaid program will function under this construct. As many LME/MCOs have already begun to look for models of shared risk and pay-for-performance with MH/I-DD/SUD providers, so will all managers of Medicaid services. This session will explore the design, implementation and operation of pay-for-performance reimbursement strategies with help from one of the nation’s largest private managed care health organizations - Optum of UnitedHealth Care.

Course Objectives:
• Discuss how to engage in value-based contracting with managed care organizations
• Review the continuum of reimbursement models in order to evaluate where provider organizations in North Carolina are on the continuum
• Discuss the CMS’ Health Care Payment Learning and Action Network and Optum’s approach to this model
• Review the lessons learned from providers and managers around the country in implementing a pay-for-performance model of reimbursement
• Identify the benefits of technology support for providers to achieve success in value-based contracting

Speaker:
Deb Adler, Senior Vice President of Network Strategy, Optum

Using Outcomes to Assess Your Performance

Value-based purchasing is the hot topic and everyone is aware of the need to change processes. But where do you start as a provider and how do you use outcomes as a management tool? This session will cover both what and how to measure outcomes with consideration of both behavioral health/I-DD as well as physical healthcare. Discussions will cover operational aspects of selecting your outcome measures, collecting and measuring data and how this fits into being ready for value-based purchasing. This session will also include a panel presentation of providers discussing their experiences with implementing outcomes measurements.

Course Objectives:
• Identify how to connect outcome measurements to pay for performance models
• Determine how to create meaningful outcomes, including a focus on integrated care
• Identify outcome tools that are already available resources
• Discuss how to implement outcome measurements
• Examine how to utilize data in routine operations
• Learn about provider activities associated with outcome measurements

Speakers:
Jennifer Ternay, MBA, CPA, PCMH, CCE, Founder and Healthcare Strategist, JLS Advisory Group

Panel to include:
Megan A. Johnson, Chief Operating Officer, Carter’s Circle of Care, Inc.; Ben Millsap, LCSW, LCAS, CCS, Chief Clinical Officer, Monarch; one more to be named.

Want Managed Care Outcomes? Engage Individuals & Families

Would you like to know how to build, use, and maintain formal and informal networks to achieve better outcomes? Would you like to learn best practices that maximize I-DD individual self-determination and reduce people’s reliance on costly, and sometimes unavailable formal resources? This session presents practical content on engaging individuals and families within a managed care system. Obtain concrete engagement strategies that lead to strong partnerships and improved outcomes for individuals and communities. Participants in this session will learn important elements of the “why” and “how” of community and family engagement.

Course Objectives:
• Describe barriers to engagement and effective ways to circumvent each barrier
• Review how to create, track, and complement managed care outcomes by demonstrating high quality family support and engagement
• Discuss examples of federal best practices that support families of people with I-DD to achieve better outcomes

Speakers:
Betsy MacMichael, Executive Director, First In Families of North Carolina (FIFNC); Scott Secor, Lifetime Connections Director (FIFNC); Phil Curatolo, Quality Director, (FIFNC); Wes Rider, Mental Health Program Coordinator, Community Engagement and Empowerment Team, Division of MH/DD/SAS; Eric Fox, Mental Health Program Coordinator, Division of MH/DD/SAS
Solving Child Psychiatric Boarding, a Collective Effort

Communities across North Carolina are facing challenges in addressing the issue of children remaining in local psychiatric emergency departments for extended periods of time. Inadequate insurance coverage and lack of funding for appropriate community-based services for children are two of the barriers to resolving this issue. That leaves communities with a dilemma that requires extensive collaboration and innovative thinking to create mechanisms for giving children and their families the immediate attention and support that they need. One local hospital, Carolinas Healthcare, has spearheaded a community group to collectively implement solutions to long stays in EDs. They have pulled together a stakeholder group with differing and powerful perspectives and authority. This session will provide an opportunity for conferees to hear, in-depth, about the journey toward a collaborative system of care and the results of the collaboration, including outcomes, lessons learned and practical tips. Conferees will also hear an overview of how the State is addressing the issue of boarding in the emergency departments.

Course Objectives:

• Identify the challenges that cause the long stays in emergency departments for children
• Review a model that has been successful in reducing boarding in EDs
• Describe what collaborative partners may be included in developing solutions
• Review the process by which a collective of stakeholders can impact the challenge of boarding in EDs
• Discuss steps the State is taking to impact the long stays of children in emergency departments

Speakers:

Rep. Beverly Earle, District 101, Mecklenburg County; Victor Armstrong, Vice President-Behavioral Health, Carolinas Healthcare; Laurie Whitson, Supervisor, System of Care, Cardinal Innovations LME/MCO; Bob Simmons, Executive Director, Council for Children’s Rights; Charles Bradley, Youth & Family Services Director, Mecklenburg County DSS; Anthony Trotman, Mecklenburg County Assistant County Manager; Rebecca Herbert, Mecklenburg County Learning & Development Consultant; Laurie Whitson, Supervisor, System of Care, Cardinal Innovations LME/MCO, Eric Harbour, MSW, LCSW, Child MH & SA Lead, BP & CIT, NC DHHS

Mecklenburg Judge — to be named

Principles of Integrated Care Navigation in a Changing System

As the behavioral health and I-DD systems continue to change, access to care remains a critical issue. In this change context, this session will address pathways, resources, and principles of integrated care that providers and managers can utilize to ensure that individuals and families receive the right care at the right time. Recognizing that successful care integration requires a shifting paradigm, we will call upon a panel of subject matter experts to engage with the audience to address opportunities and challenges. At the end of the session, the takeaways will be transcribed and shared with all the attendees.

Course Objectives:

• Identify the state’s resources and their role in mental and physical health medicine
• Identify the most efficient pathways to navigate specific services to insure right sizing of treatment delivery
• Discuss barriers to access for special populations: Dual Diagnosis MH/IDD; Child; Eating Disorders; Substance Use and Comorbid Trauma

Speaker and Moderator: Dr. Venkata Jonnalagadda, MD, FAPA, Medical Director at Eastpointe and Incoming Medical Director for the Division of MH/DD/SAS

Panel Members: Dr. Shawn Howerton, CEO, Sampson Regional Hospital; Lisa Evans, Vice President of Operations, Strategic Behavioral Health; Kevin Parker, CCNC Access East; Victoria Jackson, Chief of Clinical Operations, Eastpointe; Carrie Kovalski, NAMI; and NC State Hospital Representative TBD

Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending. AAFP Prescribed credit is accepted by the American Medical Association as equivalent to AMA PRA Category 1 Credit™ toward the AMA Physician’s Recognition Award. When applying for the AMA PRA, Prescribed credit earned must be reported as Prescribed credit, not as Category 1.

Register online at www.nc-council.org
It’s a New Dollar: Paying for Value

Value-based purchasing is the focus of health care in North Carolina and the United States now and it will only become a more integral part of business as Medicaid managed care expands to physical health care. Regardless of your place in the Medicaid space, purchaser or provider, your agency must be positioned to move forward in value-based purchasing arrangements. Conferences will learn the latest information on the regulations and practices that must be met to be successful in value-based purchasing arrangements between MHI/DD/SUD providers and LME/MCOs or other managed care entities such as commercial plans, ACOs or provider-led entities. There will be an overview of what other states have done to implement value-based purchasing. During the session participants will examine tools and steps needed to become a successful “pay for performing” entity.

Course Objectives:

- Identify the national trends for Medicaid programs and MCOs paying providers in value based programs
- Identify the federal and state regulations that must be met to operate under pay-for-performance or value-based purchasing arrangements
- Demonstrate basic understanding of tools to use within the agency to prepare for value-based purchasing
- Explain the predictive modeling analytics to prepare for capitation and sub-capitation arrangements in a value based purchasing arrangement
- Identify key issues and clinical changes that should be considered when implementing a pay-for-performance arrangement in behavioral health or integrated care settings
- Discuss programs operating P4P and the key elements utilized in pay-for-performance arrangements
- Describe “lessons learned” from programs who have implemented pay-for-performance arrangements

Speakers:

Jim Jones, Vice President of Healthcare Analytics, AmeriHealth Caritas Family of Companies (ACFC)
Jeremy Racine, Health Director, SAS
Tara Larson, Senior Healthcare Policy Specialist, Cansler Collaborative Resources
Jim Jarrard, Senior Administrative Policy Specialist, Cansler Collaborative Resources

Health Integration — Moving Toward Vertical Integration

Should policy makers in NC adopt a vertical integration strategy, (an approach for managing care where a specialty population is identified and has all health care, behavioral, specialty, physical, social determinants managed by one entity) a new Health Integration Project (HIP) will provide a learning laboratory to test many of the challenges inherent in this approach. This project could represent the future of MH/IDD/SUD whole person care in NC. Vaya Health (formerly Smoky Mountain LME/MCO), in conjunction with the Mountain Area Health Education Center and Mission Health Partners, is building a pilot of health integration in care coordination. The demonstration project is a means to test an innovative concept for complex care, bringing western North Carolina to the cutting edge of integrated care and advancing the whole person care policy of the North Carolina DHHS and General Assembly. The Health Integration Project (HIP) has been made possible through the development of a Care Coordination Platform (CCP) which will yield a single care plan. The CCP is a technology solution which supports the use of the project’s integrated care model by using individual and population based health data to create health risk stratifications that automate work flows and inform prioritized interventions for care coordinators, specialty care providers and primary care physicians.

Course Objectives:

- Describe the Health Integration Project (HIP) sponsored by Vaya Health (formerly Smoky Mountain LME/MCO), Mission Health Partners (MHP) and Mountain Area Health Education Center (MAHEC)
- Review the key programmatic/clinical and IT components required for establishing Care Coordination for individuals with complex care needs or specialty populations in integrated settings and across multiple entities
- Discuss the tools required to successfully implement care coordination across behavioral health and IDD providers, primary care offices and other community partners such as DSS, Health Departments and entities who provide other supports
- Identify infrastructure requirements to share and have meaningful data exchange in an electronic care coordination platform

Speakers:

Rhonda Cox, Senior Director Care Coordination, Vaya Health (formerly Smoky Mountain LME/MCO); Christina Carter, Chief Operations Officer, NewCo; Rob Fields, M.D., Medical Director, Mission Health Partners; Stephen A. Wood, FHIMSS, FHFMA, President, HealthCare Perspective; Evan Richardson, RN, MSN, CNM, Chief Quality Officer, MAHEC
Emerging Trends in Our Industry: Rethinking Mergers & Acquisitions

This session will challenge your assumptions about the future of behavioral health and I-DD industry. The presenters will provide an up-to-date analysis of trends, drivers, and opportunities that are the foundation for mergers, acquisitions, and new non-profit business models. Kevin Fee, a nationally-recognized M&A consultant, will present national trends and analysis of changing models of corporate control in behavioral health and I-DD. A North Carolina perspective will look at the factors that may drive mergers, acquisitions, and affiliations in our system. This session will provide practical suggestions for providers who are rethinking mergers or acquisitions.

Course Objectives:
- Identify industry trends in healthcare that are driving mergers and acquisitions
- Review how your agency compares with similar agencies on key business metrics
- Discuss a “new business model” that can take advantage of current and future opportunities
- Identify and compare national Mergers & Acquisitions trends to the circumstances in North Carolina
- Discuss practical options for pursuing “next steps” toward a merger, acquisition, or affiliations

Speakers:
Kevin Fee, President Angler West Consultants, Inc.
Neils Eskelsen, Chief Business Officer, Partners Behavioral Health

Make Life Easier - Build Mediation & Conflict Resolution Capacity in Your Agency

How much time do you spend each week dealing with conflicts or disputes? This session will use examples of typical conflicts within behavioral health settings to highlight evidence-based approaches to mediate disputes and resolve conflicts. At the end of the session you will walk away with practical information and new skills to help you and your agency effectively respond to typical conflicts within the behavioral healthcare arena. The faculty will also help you create your own plan for building additional mediation and conflict resolution skills when you return to your workplace.

Course Objectives:
- Describe and discuss the values and benefits of an enhanced approach to mediation and conflict resolution
- Identify and use an assessment tool to analyze individual “styles” for handling conflict
- Discuss different types of negotiation challenges and how to structure strategies that can work for all parties
- Identify and apply mediation strategies to move beyond taking positions to creating solutions
- Discuss how to create a concrete plan to enhance individual and agency capacity to effectively resolve conflict

Speakers:
Noel Mazade, PhD. Professor of the Practice, UNC School of Social Work
Resource Person - Michael Owen, MA, Clinical Instructor, Jordan Institute for Families, UNC School of Social Work

Next Steps on Home and Community-Based Services

Since 2014, the federal Centers for Medicaid and Medicare Services (CMS) has been working to move the country toward new goals in Home and Community-Based Services that are focused more on the individual being served, his/her autonomy and involvement in decision-making about their services. North Carolina DHHS has responded with updates to the Innovations and other Medicaid waivers and LME/MCOs have begun to implement new processes for budgeting and service determinations that make the consumer an integral part of the process. But how does this impact the provider network and what are the next steps to reaching the national goals? This session will provide updates and explore next steps for North Carolina.

Course Objectives:
- Discuss the intent of the rule changes and national trends in Home and Community-Based Services
- Identify what other States are doing to implement the rule changes and comply with federal standards
- Review what North Carolina DHHS has done thus far and learn about future plans for implementing the HCBS rule change
- Identify how your organization should make changes to comply with the new federal standards and hear from one provider about what they have done to implement this new focus

Speakers:
Adam Sass, Director of Community Life Engagement, National Association of State Directors of DD Services
Dave Richard, Deputy Secretary of Medical Assistance, NC Department of Health and Human Services
Peggy Terhune, Ph.D., President/Chief Executive Officer, Monarch
Jim Kelley, Executive Vice President/Chief Operating Officer-Residential, Employment and Community, Monarch

Register online at www.nc-council.org
# Innovation in Network Development through Collaboration

Through the implementation of internal and external project teams, using their service collaboratives and a project management approach, Alliance LME/MCO has found ways to innovate the MH/I-DD/SUD network service array. Participate in a discussion with the LME/MCO and provider leaders of Alliance’s provider network strategic process. **Course Objective:** Discuss and understand strategies you can implement that will strengthen your organization as a part of a network and service system.

**Presenters:**

- Kate Peterson, MS, Healthcare Network Project Manager, Alliance Behavioral Healthcare; Carlyle Johnson, Ph.D., Clinical Program Development and Design Administrator, Alliance Behavioral Healthcare; and Kelly Phillips, MBA, Director of Budget & Financial Analysis, Alliance Behavioral Healthcare

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# C3356-Creating a Comprehensive Care Center

Comprehensive, integrated care is the goal for the behavioral and healthcare system’s future. Learn how one area of the state has managed to offer evidence-based practices and supports all located under one roof. Smoky Mountain Center LME/MCO and their community stakeholders have built a 24/7 behavioral health urgent care and facility-based crisis program embedded within a comprehensive care center offering a full array of outpatient treatment through RHA Behavioral Health, a NAMI Family Support Center, two ABCCM pharmacies and a Peer Living Room. Learn from their experience. **Course Objective:** Identify how your community can work to create a similar comprehensive care center for your consumers.

**Presenters:**

- Christina Carter, Vaya Health (formerly known as Smoky Mountain LME/MCO) Chief Operating Officer; Sandy Feutz, RHA Vice President of Operations, Behavioral Health and Prevention Services, Western Region and Krista Engels, RHA Asheville Regional Director

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# Using SAMHSA's SOAR Program to Address TCLI Consumers

Every area of the State has been challenged to address the needs of members who are within the DOJ Transition to Community Living Initiative (TCLI) settlement. SOAR is a national program endorsed by the federal SAMHSA. Smoky Mountain MCO and Pisgah Legal Services have teamed up to use the SOAR model with members under the DOJ settlement to assist them in connecting with the public benefit system and in reducing public healthcare expenditures by addressing the social determinants of health. Smoky and PLS also recognize the critical need in linking members to available resources that meet daily needs such as housing. Housing is a basic human right and through advocacy and direct legal aid support, barriers to community integration can be eliminated. **Course Objective:** Identify how your organization can use these strategies to care for those in the TCLI program.

**Presenters:**

- Jaclyn Kiger, Managing Attorney for Pisgah Legal Services; Sarah Lancaster, Employment and Housing Manager for Vaya Health (formerly Smoky Mountain LME/MCO); and Tracy Hayes, General Counsel/CCO, Vaya Health (formerly Smoky Mountain LME/MCO)

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# Outcomes that Matter for Adults with Autism Spectrum Disorder

As our service system builds capacity to more readily identify and treat and support individuals with Autism Spectrum Disorder (ASD) and as we are informed by a growing body of research on autism intervention, it is important to provide stakeholders with a practical framework for understanding and applying Evidence-Based Practices (EBP) for children and adults with autism within home, community and employment contexts. **Course Objective:** Describe several Autism Society of NC initiatives that illustrate the integration of EBPs in services. Discuss EBP for child services; and discuss how to more effectively work with individuals with ASD.

**Speakers:**

- Louise Southern, Associate Clinical Director, Autism Society of NC; and Kerri Erb, Chief Program Officer, Autism Society of NC

Register online at www.nc-council.org
General Session Thursday, December 8, 2016 3:00 p.m. - 4:30 p.m.

Understanding New Federal Medicaid Managed Care Mega Rules & More

All Confeerees will share in this opportunity to learn more about the CMS new rules on Medicaid managed care. The speakers will cast a wide net to consider the perspective of all conferees and how the new rules will impact you. Why did the federal government change the rules for managed care? Does it impact behavioral health and I-DD services? If it does, in what areas? When will Providers and LME/MCOs need to implement the new requirements? All of these questions and more will be discussed. The session will also provide updates on recent State initiatives: the Governor’s Task Force on MH/SA and how the budgeted $20 million will be used to pilot new services like Comprehensive Case Management for adults and children; the changes to acknowledge the rigors of national accreditation for providers and how that will impact routine monitoring; and, the re-evaluation of the high risk category for providers and when we can expect to see changes in the classifications and requirements for certain providers.

Course Objectives: Describe why the federal regulations on managed care are important; discuss the new rules impact on quality improvement, program integrity and encounter claims requirements; review how the changes to the federal regulations will be applied in NC; and identify State initiatives that will impact you.

Speakers:
Lanier Cansler, President, Cansler Collaborative Resources; Tara Larson, Senior Healthcare Policy Specialist, Cansler Collaborative Resources; Kathy Nichols, Behavioral Health Manager, Community Based Services, NC DHHS; Lisa Haire, Assistant Director, Quality Management and Operations, NC DMH

Pinehurst Hotel and Resort

Special Hotel Rates:
Single Occupancy - $106 per person per night
Double Occupancy - $54 per person per night
Please use the enclosed Hotel Reservation Form to register for your room or call group reservations at 1-800-487-4653 press #1 for group reservations. Room Block Ends - November 7, 2016 after this date, rooms will no longer be blocked, but the room rate will still be in effect as long as space is still available. Extended Hotel Discount Rate. The discounted rate is good for 3 days before and after the conference.

Space in the main Carolina Hotel is limited, so please note, you may be accommodated at the Holly Inn, the Manor or other Pinehurst resort locations.

Driving Directions: Use the following address as your destination for the Pinehurst Hotel: 80 Carolina Vista Drive, Pinehurst, NC 28374 or go to www.pinehurst.com.
Airport Shuttle: Call 1-800-487-4653 and press # 7. Make reservation at least 48 hours prior to your arrival - fee for this service.

All Conference Discounts on Golf, Spa and Hotel Good 3 Days Before and 3 Days After Conference!

To learn more about the beautiful Pinehurst Resort, go to www.pinehurst.com

Elegant Breakfast Dining

Conference attendees are treated to a wonderful breakfast buffet in the Pinehurst Resort’s Carolina Dining Room featuring - crystal chandeliers, live piano music, made to order omelets, fresh fruit and more. Attendees to the conference enjoy this as perk. Full Registration (breakfast included all 3 days) and 2 Day Registration (breakfast included for Wednesday & Thursday). Breakfast is not included for One Day Registrants. Guests will be asked to show a room key or badge to verify conference registration and accommodations at the Resort.
More Conference Resources!
Visit Our Exhibitors

**Alexander Youth Network**
Alliant Quality  
Ambleside Inc.  
Aym Technology, LLC  
Baptist Children’s Homes of NC Inc.  
Benmarks

**Brynn Marr Hospital**
Brown Consulting, Ltd.  
Butler Human Services  
Capgrow Partners  
Carolina's HealthCare System  
Child First - NC State Program Office  
Children's Behavioral Solutions

**Children's Hope Alliance**
Coastal Horizons  
Coastal Plain Hospital  
Community Choices, Inc.  
Community Innovations, Inc.

**Cone Health Behavioral Health**
CreateAbility Concepts, Inc.  
CST Data

**Developmental Disabilities Resources, Inc.**
Direct Course/Elsevier  
The Echo Group  
FASD in NC  
FirstHealth Behavioral Services  
Frye Regional Medical Center  
Genoa, A QOL Healthcare Company  
GHA Autism Supports  
GT Independence  
Holly Hill Hospital

**HomeCare Management Corporation**
ICAN Solutions, Inc.  
Icentrix Corp  
Ingenuity Health  
InnerVision  
Janssen Pharmaceuticals  
Joel T. Cheatham, Inc.  
Kerr Health Long Term Care  
Lauris On Line  
*Lifspan Incorporated*  
Lutheran Services Carolinas  
Medware  
*Monarch*  
NAMI NC  
NC Providers Council  
*Netsmart*  
New Hope Treatment Center  
Nova PRTF  
October Road, Inc.  
Odyssey Software  
*Old Vineyard Behavioral Health, Inc.*  
Omni Visions  
OnceLogix, LLC  
*Perkins + Will*  
Pinpoint, Inc.  
Rapid Resources for Families  
Realistic Change by CHOICE  
Recovery Innovations, International  
ResCare  
*RHA and Affiliated Companies, Inc.*  
Rubicon Management, Inc.

**Southern Pharmacy Services**
The SPARC Network  
Springbrook Behavioral Health  
Strategic Behavioral Center  
Ten Eleven Group  
Therap Services, LLC  
This End Up Furniture  
Thompson Child and Family Focus  
Timber Ridge Treatment Center  
Turning Point Family Services  
UNC Centers for Excellence in Community Mental Health  
United Way of NC/NC 2-1-1  
United Youth Care Services  
Universal Mental Health Services  
Valant  
Vidant Health Behavioral Health  
Winters-Oliver Insurance Agency

*Bold Italics = Affiliate Members*

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Thank you to our Friends of the Council

Community Choices, Inc. is a non-profit agency serving children and adults. Our mission is to provide responsive, person-centered services aimed at improving the quality of life for individuals and families. We currently provide services in Charlotte, Winston-Salem and Durham for pregnant and parenting women with substance use issues.

5800 Executive Center Drive, Suite 101  
Charlotte, NC 28212  
Phone: (704) 336-4844  
Toll Free 1-866-281-8847  
http://www.communitychoices.org

Frye Regional Medical Center
SOUTH CAMPUS

SOUTH CAMPUS

NC Innovations:
- Residential Supports  
- Personal Care  
- In-Home Skill Building  
- Respite  
- B3 Respite  
- Community Networking  
- Day Supports  
- In-Home Intensive Supports

MCOs Served:
Cardinal IHS, Partners BHM, Sandhills Center
1-866-313-9777
www.ddrinnc.org

Locations:
- 6824 Wiglrove-Mint Hill Road, Charlotte, NC 28227  
- 9929 Albermarle Road, Suite 4A, Charlotte, NC 28227  
- 252 Wilmot Drive, Gastonia, NC 28054

Register online at www.nc-council.org
Thank you to our Friends of the Council

Everything we do can be summed up in two words.

WE CARE.

Monarch
MENTAL HEALTH AND HUMAN SERVICES
MonarchNC.org
PUTTING THE CARE INTO MENTAL HEALTH CARE

Why Visual Matters
We recall
10% of what we
20% of what we
80% of what we
The Visual Health Record
See it!

16

Inpatient Hospital
for Adults and Adolescents in Mental Health Crisis
Partial Hospitalization
Adult
Outpatient Program
Intensive Outpatient
Adult Program

Please call our clinical admissions team for assistance.

Need to Choose an EHR?
Therap is the #1 Electronic Documentation, Communication & Billing Solution for I/DD and Long-Term Services & Supports Providers

Functionality:
• Person-Centered Planning
• Goal Tracking & Outcome Reporting
• Incident Tracking & Reporting
• MCO/Medicaid Billing
• Utilization Management

Ideal Solution For:
• Long Term & Transitional Services
• Developmental Disabilities Services
• Behavioral Health
• NC Innovations
• Community Support Teams (CST)
• Residential Settings

Contact our North Carolina team:
Barry Pollack
barry@therapservices.net
Jason Laws
jason.laws@therapservices.net
(203) 596-7553

LIFESPAN empowers lives in innovative ways.
Since 1977, LIFESPAN has been empowering children and adults with disabilities by providing education, employment, and enrichment opportunities to live, work, and play in their communities.

To learn more about our services, to donate or to volunteer, contact us at 336-794-3550 or visit www.lifespannc.org

children’s hope
ALLIANCE

Last year, we served 3,600+ children and families in North Carolina through our nearly 30 specialized programs. Check out our interactive map on our website to see what programs are offered in your county.

Referrals please call
1-800-395-2591 or visit ChildrensHopeAlliance.org

Register online at www.nc-council.org
Thank you to our Friends of the Council

SPECIALTY SERVICES
- Specialty provider for services for individuals with Autism Spectrum Disorder
- NC Innovations
- State Allocated Funds/PRSS
- IC/ID
- Vocational Rehabilitation Vendor

**GHA AUTISM SUPPORTS**

Individual Uniqueness  Empowering Through Choice  Strengthening Opportunities for Independence

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Provider Performance
- Profile Gold Star Status
- Centralized Health Information System

P. O. Box 2487, Albemarle, NC 28002
704-982-9600 - 704-982-8155 (Fax) - www.ghautismsupports.org

**HomeCare Management Corporation**

Supporting People With Intellectual and Developmental Disabilities

Locations: Asheville, Boone, Forest City, Lenoir, Statesville, Tarboro, Whiteville, Wilmington

1-800-223-2841
www.homecaremgmt.org

IDEAS + BUILDINGS THAT HONOR THE BROADER GOALS OF SOCIETY

P. O. Box 2487, Albemarle, NC 28002
704-982-9600 - 704-982-8155 (Fax) - www.ghautismsupports.org

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Universal Medical Supplies is dedicated to helping individuals and families affected by mental illness, developmental disabilities and substance abuse in achieving their full potential in life, work and group in the community.

**Universal offers:**
- Locations Statewide
- CARF Accreditation
- Contracts with All MCOs
- Benchmark Member
- Friend of the NC Council

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Providing behavioral health recovery-based and crisis stabilization services
Outpatient Services call (252) 917-3241
Crisis Services call (518) 505-7056
www.riinternational.com

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Children’s Hope Alliance offers the state’s most robust array of child welfare programs including foster care, and innovative services for children and teens involved in sexual harm cases. For more information, visit www.ChildrensHopeAlliance.org.
Thank you to our Friends of the Council

I have learned to think before I act. For the first time in a long time, I’m calm.

Every day, across North Carolina, Alexander Youth Network helps children. From outpatient services to residential treatment, we offer a complete array of services and evidence-based practices. During treatment we are ready with the next step... whether it’s more care or less. We’re here and we’re ready to help.

Call us today to find out how you can make difference in a child’s life by becoming a foster parent. Alexander Youth Network is now accepting new foster care parents. Call 704.501.8244 or 704.227.9156 for more information.

Children’s Campus
Inpatient Children & Adolescents
201 Michael J. Smith Lane Raleigh, North Carolina 27610
Phone. (919) 230-7600 Fax. (919) 230-6724

Adult Campus
Inpatient Adolescents & Geriatric
Outpatient Mental Health & Substance Abuse

Young Adult Program Opening March 2016
3010 Falstaff Road Raleigh, North Carolina 27610
Phone. (919) 230-7000 Fax. (919) 231-5052
Toll free: (800) 447-1800

Holly Hill Hospital is the only TriCare certified Psychiatric Residential Treatment Facility (PRTF) in North Carolina.

We offer a variety of services at Brynn Marr Hospital. Acute care is offered to children, adolescents and adults. Residential Care is offered to girls, ages 10 - 17.

If you have any questions regarding our services, please call 910-071-4900 and one of our representatives will assist you or visit us at www.brynmarr.org

SAVE THE DATE
2017 Conference & Exhibition
December 6 - 8, 2017
Pinehurst Resort
Pinehurst, NC

Register online at www.nc-council.org
2016 Conference Door Prizes
Must be Present to Win!
Prize Drawing will be Friday, December 9 at 11:30 a.m.

List of Prizes to Date…

Pinehurst Resort Package 3 day, 2 night stay with breakfast buffet in Hotel dining room
donated by Pinehurst Resort

Kindle Fire Donated by GT Independence

$100 Gift Card Donated by ICAN Solutions

$100 Gift Card Donated by Monarch

Gift Card Donated by ResCare

Gift Card Donated by Holly Hill Hospital

Gift Donated by Perkins+Will

$100 Gift Card Donated by Children’s Behavioral Solutions

Gift Donated by Children’s Hope Alliance

$50 Gift Card Donated by Turning Point Family Services

$50 Barnes and Noble Gift Card Donated by Lauris Online

Gift Donated by Rubicon Management, Inc.

Gift Donated by Community Choices

$50 Cash Donated by CST Data

Gift Basket Donated by Vidant Behavioral Health

$50 Gift Card Donated by Strategic Behavioral Center

Gift Card Donated by New Hope Treatment Center

Gift Donated by Rapid Resources for Families

Gift Basket Donated by Child First — NC State Program Office

$30 Starbucks Gift Card Donated by FASD in NC

Fresh Market Gift Basket Donated by Butler Human Services

Prize Donated by Benchmarks

Program Jacket Donated by Timber Ridge Treatment Center

Prize Donated by FirstHealth Behavioral Services
NC COUNCIL OF COMMUNITY PROGRAMS

Public/Private - Destination Performance

Conference & Exhibition • December 7 - 9, 2016

Pre-Conference December 6, 2016 • Pinehurst Resort, Pinehurst, NC

Two Ways to Register

1. Register online at www.nc-council.org/conferences and pay by credit card (Visa/MC only).

2. Mail in registration form with check made payable to “NC Council of Community Programs.” Payment must be received at the Council office no later than Nov. 18, 2016.

Both sides of the Registration Form MUST be completed.

Registrations received without check or purchase order will not be processed until check is received.

Mailing address: NC Council of Community Programs, 1135 Kildaire Farm Rd., Suite 200, Cary, NC 27511.

Questions — contact Karen Payne at karen@nc-council.org or (919) 657-0580.

REGISTRATION ENDS NOVEMBER 18, 2016.

You may REGISTER ON SITE if space allows, email to confirm space availability at jean@nc-council.org.

Please complete both front and back of this form.

Name ____________________________________________

Organization ____________________________________________

Title ____________________________________________

Mailing Address ____________________________________________

City __________________________ State __________ Zip __________

Phone __________________________ Email __________________________

Vegetarian Meals required ______ yes ______ no

Please indicate any special accommodations such as dietary restrictions, wheelchair, interpreter, sighted guide, etc... __________________________

Cancellations: To receive any refund, you must email Karen Payne at karen@nc-council.org by 5:00 p.m. on the dates indicated below. There will be a $15 service charge for ALL cancellations no matter when the cancellation is made. Cancellation dates: Full refunds (minus $15) will be given if cancellation made by October 24, 2016; a one-half refund (minus $15) will be given for cancellations made between October 25 - November 7, 2016; no refund will be available after 5:00 p.m. on November 7, 2016.
Consumers/Full-Time Students TAKE 50% DISCOUNT ON REGISTRATION FEES

Register 4 Staff to Attend (Full Conf. Registration) and the 5th Attends for Free!
To take advantage of this deal, email karen@nc-council.org

**Pre-Conference Fees (12/6/16)**

| Meeting the LME/MCO Governance Challenge in 2017 | $90  
| How NC’s New HIE Can Close Care Gaps | $90  

**Conference Fees (12/7 - 12/9/16)**

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<tr>
<th>Full Conf. Registration</th>
<th>Early Bird (by 11/1)</th>
<th>After 11/1</th>
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<tr>
<td>(Includes conference meals, all sessions, exhibits, reception &amp; dance)</td>
<td>$350</td>
<td>$375</td>
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<td>(Two Day includes trainings, conference meals, exhibits &amp; special events on the chosen days)</td>
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<th>One Day Conf. Registration</th>
<th>Early Bird (by 11/1)</th>
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<tr>
<td>(Please select 1 day)</td>
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<td>$195</td>
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<td>Wednesday</td>
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<td>(One day includes training, lunch, exhibits for that day)</td>
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<th>Closing Plenary</th>
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<tr>
<td>ONLY</td>
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<td>(Does NOT include meals)</td>
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<th>Companion/Helper Registration (meals only)</th>
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<td>$55/day</td>
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<th>Holiday Sip &amp; Shop ticket</th>
<th>Early Bird (by 11/1)</th>
<th>After 11/1</th>
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<tr>
<td>$35</td>
<td>$45</td>
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TOTAL AMOUNT ENCLOSED $________________ Make check payable to: “NC Council of Community Programs.”

**CHOOSE SESSIONS**

**WEDNESDAY** — Sparking Innovation, please choose ONE session (X):

- WPI-Care™: A Research and Practice-Based Comprehensive Care Model
- Trauma to Healing: How North Carolina is Launching Child First
- Taking Control of Your Life with a Push of a Button—Smart Homes
- Workforce Development Collaborative to Boost Quality Care and Outcomes

**WEDNESDAY** — Concurrent Sessions, please choose ONE session (X):

- Learning from the Commercial Plan Experience - Pay for Performance
- Using Outcomes to Assess Your Performance
- Want Managed Care Outcomes? Engage Individuals and Families
- Solving Child Psychiatric Boarding, A Collective Effort
- Principles of Integrated Care Navigation in a Changing System

**THURSDAY** — Concurrent Sessions, please choose ONE session (X):

- It’s a New Dollar: Paying for Value
- Health Integration — Moving Toward Vertical Integration
- Emerging Trends in Our Industry: Rethinking Mergers & Acquisitions
- Make Life Easier - Build Mediation and Conflict Resolution Capacity in Your Agency
- Next Steps on Home and Community-Based Services

**THURSDAY** — Sparking Innovation, please choose ONE session (X):

- Innovation in Network Development through Collaboration
- C3356-Creating a Comprehensive Care Center
- Using SAMHSA’s SOAR Program to Address TCLI Consumers
- Outcomes that Matter for Adults with Autism Spectrum Disorder
We look forward to welcoming you to Pinehurst! Please take a moment to fill out this reservation form to ensure your accommodations for your upcoming visit. Pinehurst requires that your reservation request form be completed and returned on or before 5:00pm EST Monday, November 7, 2016. The contracted rooms will be available until Monday, November 7th, 2016, or until the group block is sold-out, whichever comes first. Reservation forms received after this date will be processed on a “space-available basis”. Pinehurst consists of a variety of accommodations including the Carolina, Villas, Holly Inn, The Manor and Condominiums. THE RESORT WILL MAKE EVERY EFFORT TO HONOR SPECIFIC ROOM REQUESTS. If your request is not available, the best substitution will be made.

**DAILY RATES:** European Plan  
(Please Check Desired Occupancy)

- Single Occupancy: _____ $106 per room per night  
  (One guest per room)
- Double Occupancy: _____ $54 per guest per night  
  (Two or more guests per room)

**OR**

4-Bedroom Villa with PARLOR ACCESS  
- Single Occupancy: _____ $186 per guest per night  
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  (Two or more guests per room)

ALL FOUR ROOMS MUST BE OCCUPIED ON THE SAME DAYS FOR GUESTS TO GAIN PARLOR ACCESS

Rates are per guest, per night and include only your accommodations.

**Arrival Date ___________________________  Departure Date ___________________________**

Check-In Time: 4:00 PM       -       Check-Out Time: 12:00 NOON

**RESORT SERVICE FEE & STATE SALES TAX:** For your convenience a 10% resort service fee will be added to your account. State sales tax of 6.75% and occupancy tax of 3% are additional. The Resort Service Fee covers the following amenities and services: unlimited use of the fitness center, bicycles, practice putting greens, pitching areas, driving range, in-coming faxes, afternoon tea in the Carolina, self & valet parking, on-call transportation, outdoor pools and beach club (based on seasonal availability). Package meal gratuities for staffs in the dining venues as well as the bell and door staff are also included. For non-package meals and beverages in our resort dining outlets a separate 18% service charge is added to your account. Housekeeping and transportation staffs do not participate in the resort service fee. Gratuities in addition to the above and for any other resort staff are at your discretion.

**DEPOSIT AND CANCELLATION POLICY:** A deposit representing one night’s rate per person is charged at the time the reservation is made. Pinehurst must receive notice of any cancellation at least 30 days prior to your date of arrival in order to refund a deposit.

Please complete and fax or mail with deposit to:        GROUP RESERVATIONS
FAX:        910-235-8240
PHONE:  855-287-1286
PO BOX 4000
VILLAGE OF PINEHURST, NC 28374-4000

ROOMS TO BE OCCUPIED BY: (Type or Print all names)        (ALL GUESTS WILL BE CHARGED A ONE-NIGHT ROOM DEPOSIT)

Name     Address     City  State    Zip
Home Phone (____) _____________ Business Phone (____) _____________ E-Mail ____________________

SHARING ROOM WITH

Name     Address     City  State    Zip
Home Phone (____) _____________ Business Phone (____) _____________ E-Mail ____________________

**CREDIT CARD INFORMATION FOR ROOM DEPOSIT (S): Is the Credit Card for both Guest?_______ Yes or No**

Credit Card Name & Number ___________________________  EXP /

Card Holder Name ___________________________