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September 2022 Outcomes

For more information, email Sam Hedrick: sam.hedrick@dhhs.nc.gov

HOUSING

NCDHHS updated the Transition to Community Living Housing Guidelines to provide a comprehensive blueprint for implementing, funding, and operationalizing community-based supportive housing. This revision gives adequate steps to TCLV procedures, completion of a housing quality inspection, access to enhanced bridge housing and utilization of risk mitigation tools. The latest document is posted on the DHHS and NCHFA webpages effective October 14, 2022. [\(Link to the Housing Guidelines - Oct. 2022\)](#)

Housing Tips

- Conduct individualized screening and housing assessment that identifies preferences and barriers
- Assist with the housing search, housing application and reasonable accommodation process
- Identify resources to cover expenses such as security deposit, moving costs, furnishings, etc.
- Ensure housing is safe and ready for move-in
- Assist in arranging for and supporting the move-in process
- Provide ongoing individual housing and tenancy sustaining services



TCL INCENTIVE PLAN

Vaya Health outscored all other LME/MCOs in the first quarter of fiscal year 2022/23 by meeting all performance measures set out in the Housing Incentive Plan. Performance measures include meeting expectations in:

- Supportive Housing Tenancy Increase
- ACH Transition Rate - 50% of individuals transitioned during the quarter
- Target/Key Utilization - 33% of quarterly housing net increase target
- Quarterly Housing Separation Rate - 3.3% or lower

LME/MCOs Overall Performance

- Total Measures Achieved for Q1 = 50% Measures Met
- 10% Improvement from Q4 of 21/22 (Initial Quarter)



IN REACH

The DMH/DD/SAS Community Transitions & Integration (CTI) team, in conjunction with the UNC Center for Excellence in Community Mental Health, conducted ride-alongs with several LME/MCOs' In-Reach Specialists, to provide IPS-SE education to individuals receiving in-reach in adult care homes. The education is intended to assist individuals with identifying and maintaining integrated competitive employment.

The DMH/DD/SAS CTI team conducted five TCL trainings for Trillium Health Resources to ensure new In-Reach Specialists are knowledgeable about TCL functions, engagement, informed-decision making, best practices for transitioning individuals out of segregated settings, community-based services and supports, and the benefits of supportive housing.

DISCHARGE & TRANSITION PROCESS

DHHS staff are monitoring and providing technical assistance to each LME/MCO TCL transition staff working in two of the three state psychiatric hospitals, Central Regional and Cherry Hospital. The monitoring work allowed the Department to better understand and be prepared for upcoming DOJ reviews and the technical assistance work helped to make a difference for people served.

IPS

- The IPS Incentive Plan began October 1, 2022. The plan is designed to increase IPS services to individuals in TCL who are in In-Reach and those who are in housing, as well as increase the number of individuals who have Competitive Integrated Employment.
- NAMI North Carolina has a new training available in a 60-minute or 2-hour format; the topic is Diversity, Equity, and Inclusion. It has been approved for continuing education hours for certified peer support specialists.
- NAMI NC has also started a TCL Support Group that meets at 7pm the 2nd Tuesday of the month. Please contact Peg Morrison (pmorrison@naminc.org) for more information.



SERVICES

The Technical Assistance Collaborative, Inc. (TAC) and the UNC Best Practice Collaborative are coming together to assist the Department to offer the following:

- Training and coaching/mentoring to providers who are delivering housing and tenancy support services to individuals participating in TCL, work that will strengthen practice and improve outcomes; and
- Consulting and supporting the Department, LME/MCOs; providers; and other key stakeholders to improve provider training and capacity building. Collectively, this effort will assist the State in ensuring that best practice, recovery-oriented service delivery will be tied to performance standards, ongoing evaluation, and quality improvement

OLMSTEAD

Secretary Kinsley has made building public trust, confidence, and transparency a centerpiece of NCDHHS' work with its many stakeholders. In the Olmstead Plan, we have taken up this charge in several ways.

- Each quarter, we are producing a report on Plan implementation, sharing examples of strategies and action steps that the State has completed or that are in process.
 - Our latest report will post on the Olmstead Plan website, <https://www.ncdhhs.gov/about/administrative-offices/office-secretary/nc-olmstead>, and covers activities from April 1 to June 30, 2022.
- In a new partnership between the Technical Assistance Collaborative and Mathematica, we are aligning priorities, strategies, and action steps with data.
- We'll begin producing easy-to-read dashboards, so everyone understands just how far North Carolina has progressed with Olmstead Plan priorities.
 - No picture of accountability is complete, though, without advice and insights from the people whose lives are most affected by Olmstead's shift in focus to supporting people with disabilities in ordinary homes and workplaces.
- We convene the Olmstead Plan Stakeholder Advisory quarterly in meetings that are open to the public and online. Come check us out!

OTHER NEWS

DHHS staff presented at the first Provider Leadership Meeting hosted by Alliance Health. Alliance CEO Rob Robinson chaired the meeting affirming Alliance's commitment to bring the Settlement Agreement into the lives of TCL participants and into the broader work in the upcoming Tailored Plan.

DHHS presented the positive steps toward substantial compliance, and how TCL as the "laboratory of change" will shape future services across all served populations in North Carolina's Olmstead Plan. Alliance's Director of Network Evaluation, Damali Aston, and Senior VP of Health and Wellness, Ann Oshel presented detailed implementation of their Incentive Plan to increase housing retention, competitive employment, and community integration. The two meetings in Raleigh and Charlotte were capped off by Alliance's new TCL Director, Troy McLean. His vision for future of TCL based in 40 years as a provider and lived experience with a family member in services. Troy stressed how housing, work, community activity, and interdependent relationships are essential Settlement Agreement and Olmstead outcomes.

TCL NUMBERS

Total Housed as of September 30 : **3072**
September slots requested: **66**

- From ACHs: **10**
- From State Hospitals (Pop 4): **21**
- From Diversion (Pop 5): **35**

