



Keys to the Community

What's Happening with TCL and Olmstead

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Learn more about Olmstead: [Here](#)

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HOUSING

- NC DHHS is strengthening existing collaborations and partnering with new resources to improve tenancy support and community integration. The proposed framework includes additional processes related to skill development for providers in the community.
 - Obtaining and maintaining housing
 - Engaging people in community activities and inclusion



PRE-ADMISSION SCREENING AND DIVERSION

- Improvements in data integrity led to a decrease in wait time for people transitioning to housing.
- RSVP timeframes continue to improve resulting in a reduction in screening time by the LME/MCOs, and greater opportunity to divert individuals from Adult Care Homes.



OLMSTEAD

- NCDHHS' contracted with Mathematica to develop processes and tools to monitor the State's progress in implementing its Olmstead Plan.
- Focused areas are:
 - Quality services
 - Safe and stable housing
 - Community engagement and inclusion



QUALITY ASSURANCE

- Broadening the State staff participation in the design of the QAPI system.
 - Additional users were added to have access to the QA dashboard as we take next steps.
 - Subject matter experts will determine targeted topics for their areas of expertise relevant to needed areas of QA.



OTHER NEWS

- The Department held a demonstration on DB101.com, a peer-run, interactive website, with a range of resources related to benefits administration.
 - Among its great feature, is a step-by-step platform that walks the user through the calculation of benefits and net income.
 - Leadership will be meeting at the end of September to determine next steps.



IPS

- Through increased provider collaboratives, employment is championed as a path to recovery and information is shared on the Individual Placement and Support - Supported Employment (IPS-SE) service and referral process.
- Incentives are resourceful strategies being considered or implemented by the LME/MCOs to advance enrollment to IPS.



SERVICES

- DMH/DD/SAS released an RFA for Peer Support in Emergency Departments for those with behavioral health crises. **Goals include:**
 - Improve recovery oriented service coordination
 - Decrease emergency department utilization through onsite peer supports
 - Cumberland County Hospital System was awarded the funding.



- The DMH/DD/SAS Adult Mental Health (AMH) team, in conjunction with the UNC Center for Excellence in Community Mental Health, will resume TMACT fidelity evaluations of ACT teams and separate fidelity evaluations of IPS teams with an improved process.
- The AMH team and the Institute for Best Practiced developed a streamlined desk review submission process that will provide evaluators with team-specific data that allows for a more careful review of documentation and reduce the amount of time spent on-site.
- Fidelity review improvements were released across DHHS and to all LME/MCOs as Joint Communication Bulletins #431 and #432.