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Managing Behavioral Healthcare for the citizens of Duplin, Lenoir, Sampson and Wayne Counties

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FY 2010-2011: 4th Quarter Needs Assessment Update

July 18, 2011

Report to Eastpointe Area Board and CFAC

Crisis Services

- Posted Request for Proposals (RFP) for 23 Hour Crisis Observation Services on 6/23/2011

Peer Support Services

- Posted Request for Letters of Interest (RFI) for Peer Support Services incentive funds for start up costs associated with service delivery, to providers who hire Peer Support Specialists to implement approved Peer Support state-funded Service definitions, ACTT, or CST on 6/13/2011.

Developmental Disabilities Services

CAP-MR/DD Services Endorsed:

- Educare Community Living Corporation NC dba Community Alternatives of North Carolina- Kinston/Lenoir County- CAP-MR/DD Residential Supports- endorsed 4/1/2011
- Ambleside, Inc.- Goldsboro/Wayne County- CAP-MR/DD Home and Community Supports, Personal Care Services, Respite Non-Institutional Community Based- endorsed 4/6/2011
- Ambleside, Inc.- Kinston/Lenoir County- CAP-MR/DD Residential Supports- endorsed 4/6/2011
- A Small Miracle Inc.- Goldsboro/Wayne County- CAP-MR/DD Behavior Consultant, Home and Community Supports, Personal Care Services, Supported Employment, Respite Non-Institutional Community Based, Home Supports, Long Term Vocational Supports, Specialized Consultative Services, Individual/Caregiver Training and education- 3 year re-endorsement 4/7/2011
- CNC/Access dba Rescare Home Care- Calypso/Duplin County- CAP-MR/DD Residential Supports- endorsed 5/3/2011

Kenneth E. Jones, MPA
Area Director/CEO

An Equal Opportunity/Affirmative Action Employer

Lee Smith
Board Chairperson

“Renewing the mind, restoring the spirit”

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- White Alternative Services- Clinton/Sampson County- CAP-MR/DD Residential Supports- 3 year re-endorsement 5/12/2011
- White Alternative Services- Clinton/Sampson County- CAP-MR/DD Crisis Services, Individual/Caregiver Training and Education, Personal Care Services, Respite Non-Institutional Community Based, Supported Employment, Home and Community Supports- 3 year re-endorsement 5/18/2011
- Mercy Care- Clinton/Sampson County- CAP-MR/DD Home and Community Supports, Residential Supports, Respite Non-Institutional Community Based, Supported Employment, Personal Care Services, Home Supports- 3 year re-endorsement 5/23/2011
- Abilities Inc.- Kinston/Lenoir County- CAP-MR/DD Supported Employment, Respite Non-Institutional Community Based, Personal Care Services, Home and Community Supports, Long Term Vocational Supports- 3 year re-endorsement 6/30/2011

Intellectual/Developmental Disabilities Targeted Case Management Services Endorsed

A Caring Heart Case Management Inc. - Kinston/Lenoir County, endorsed 4/7/2011

Personal Assistance

- A Small Miracle, Inc.- added to IPRS contract effective 5/26/2011
- Upscale Residential Care Inc.- removed from IPRS contract per provider request, terminated IPRS contract per provider request effective 6/6/2011

Developmental Therapy

- Upscale Residential Care Inc.- removed from IPRS contract per provider request, terminated IPRS contract per provider request effective 6/6/2011

Mental Health Services

Mental Health and Substance Abuse Targeted Case Management

Carolina Support Services Inc.- Wallace/Duplin County- certified CABHA enrolled to provide MH/SA TCM, 3/25/2011

Outpatient Treatment

- Tri County Community Health Center Inc.- added Psychiatric codes to IPRS contract effective 5/13/2011

Intensive in Home Services Endorsed

- Re Start Inc.- moved site from Kenansville/Duplin County to Clinton/Sampson County- 4/18/2011
- Carolina Support Services Inc.- Wallace/Duplin County- certified CABHA currently endorsed and enrolled to provide service and requested to expand by delivering same service at previously endorsed site; Letter of Attestation for IIH 4/25/2011
- Re Start Inc.- moved site from Kinston/Lenoir County to Goldsboro/Wayne County- 4/25/2011
- One to One with Youth Inc.- Goldsboro/Wayne County- 3 year re-endorsement 4/28/2011

Community Support Team Services Endorsed

- Re Start Inc.- moved site from Kenansville/Duplin County to Clinton/Sampson County- 4/18/2011

- Re Start Inc.- moved site from Kinston/Lenoir County to Goldsboro/Wayne County- 4/25/2011
- One to One with Youth Inc.- Goldsboro/Wayne County- 3 year re-endorsement 4/28/2011

Child and Adolescent Day Treatment Services Endorsed

- One to One with Youth Inc.- Mt Olive/Wayne County- certified CABHA currently endorsed and enrolled to provide service and requested to expand by delivering same service at previously endorsed site; Letter of Attestation 4/25/2011

Respite Services for Children/Adolescents

- Helping Hands Care Management Services Inc.- terminated IPRS contract effective 5/18/2011 per provider request due to lack of referrals

Level II Family Type/Therapeutic Foster Care

- Support Inc.- Initiated Medicaid Billing Contract effective 6/6/2011

Substance Abuse Services

- Request for Proposals (RFP) for Substance Abuse Services to be provided at Wayne County Multipurpose Juvenile Home on 6/7/2011

Business Entity Verification only (no services endorsed)

- Stepz 2 Greater Heights- Goldsboro/Wayne County, business verification 6/6/2011

Provider Voluntary Withdrawals of Endorsement

- Amazing Graces Inc.- Goldsboro/Wayne County- Community Support Team, Intensive in Home Services- 4/1/2011- non CABHA provider, unable to provide these services
- ACI Support Specialists Inc.- Wallace/Duplin County- Intellectual/Developmental Disabilities Targeted Case Management- 4/14/2011- Provider has not received referrals and requests voluntary withdrawal
- Professional Group Living LLC- Goldsboro/Wayne County- Community Support Team, 4/18/2011 effective 2/1/2011- Provider never enrolled service with DMA
- Professional Group Living LLC- Goldsboro/Wayne County- CAP-MR/DD Home and Community Supports, Personal Care Services, Home Supports- 4/20/2011 effective 2/1/2011- Provider closed the site
- White Alternative Services Inc.- Clinton/Sampson County- Community Support Team, Intensive in Home Services- 4/29/2011- non-CABHA provider- provider requested voluntary withdrawal of the services
- The Lawson's House- Wallace/Duplin County- Substance Abuse Comprehensive Outpatient Treatment, Community Support Team, Child and Adolescent Day Treatment, Substance Abuse Intensive Outpatient Program- 4/29/2011- provider closed the business
- Integrated Programs and Services Inc.- Goldsboro/Wayne County- Substance Abuse Intensive Outpatient Program- 5/7/2011- provider turned in license to DHSR.

- Comprehensive Solutions of North Carolina Inc.- Kinston/Lenoir County- Diagnostic Assessment- 5/16/2011- provider requested voluntary withdrawal
- Precision Health Care Services Inc. - Kinston/Lenoir County- Diagnostic Assessment- 5/18/2011- provider requested voluntary withdrawal due to the lack of the use of the service at this time.
- Candii Homes Inc.- Clinton/Sampson County- CAP-MR/DD Long Term Vocational Supports, Supported Employment- 5/27/2011- provider requested voluntary withdrawal due to not providing the service
- Sampson Home Health- Clinton/Sampson County- CAP-MR/DD Respite Non-Institutional Community Based- 6/2/2011- provider requested voluntary withdrawal due to not providing the service
- Carolina Residential Services Inc.- Wallace/Duplin County- CAP-MR/DD Home and Community Supports, Supported Employment, Respite Non-Institutional Community Based- 6/2/2011- provider requested voluntary withdrawal due to not providing the services any longer.
- Miller's Alternative Living- Rose Hill/Duplin County- CAP-MR/DD Individual/Caregiver Training and Education- 6/2/2011- Provider is not providing this service
- Howell Support Services LLC- Goldsboro/Wayne County- CAP-MR/DD Individual/Caregiver Training and Education, Crisis Services- 6/3/2011- provider requested voluntary withdrawal due to not providing the services.
- CNC/Access Inc. dba Rescare Home Care- Kinston/Lenoir County, Warsaw/Duplin County, Goldsboro/Wayne County- CAP-MR/DD Specialized Consultative Services- 6/3/2011- provider is not providing this service in our catchment area
- Upscale Residential Care Inc.- Roseboro/Sampson County- CAP-MR/DD Individual/Caregiver Training and Education, Supported Employment, Specialized Consultative Services- 6/6/2011- provider not providing these services.
- Upscale Residential Care Inc.- Kenansville/Duplin County- CAP-MR/DD Residential Supports, Crisis Services, Home and Community Supports, Individual/Caregiver Training and Education, Personal Care Services, Respite Non-Institutional Community Based, Supported Employment, Specialized Consultative Services, Home Supports- 6/6/2011- provider closed this site.

Provider Involuntary Withdrawals of Endorsement

- Life Touch LLC- Kinston/Lenoir County- Psychosocial Rehabilitation- 4/28/2011- provider has not accepted consumers or delivered services within 60 calendar days from the date of the DMA enrollment letter
- Integrated Programs and Services Inc. - Goldsboro/Wayne County- Intensive in Home Services, Community Support Team- 5/1/2011- no consumers served for consecutive 120 day period.
- Joseph's Community Support Services Inc.- Kinston/Lenoir County- Child and Adolescent Day Treatment, Community Support Team- 5/1/2011- no consumers served for consecutive 120 day period.
- Life Touch LLC- Kinston/Lenoir County- Intensive in Home Services, Community Support Team- 5/1/2011- no consumers served for consecutive 120 day period.
- Reaching Beyond LLC- Kinston/Lenoir County- Community Support Team- 5/1/2011- no consumers served for consecutive 120 day period.
- Stepz 2 Greater Heights LLC- Goldsboro/Wayne County- Intensive in Home Services, Child and Adolescent Day Treatment- 5/1/2011- no consumers served for consecutive 120 day period.
- Smartseeds Inc. - Clinton/Sampson County- Intensive in Home Services- 5/1/2011- no consumers served for consecutive 120 day period.
- Upscale Residential Care Inc. - Kenansville/Duplin County- Community Support Team, Intensive in Home Services- 5/1/2011- no consumers served for consecutive 120 day period.
- Barbara's Love and Care Homes- Kinston/Lenoir County- Intensive in Home Services, Community Support Team- 5/1/2011- no consumers served for consecutive 120 day period.

- Christian's House of Hope Inc. - Wallace/Duplin County- Community Support Team- 5/1/2011- no consumers served for consecutive 120 day period.
- Comprehensive Solutions of North Carolina Inc. - Kinston/Lenoir County- Community Support Team- 5/1/2011- no consumers served for consecutive 120 day period.
- GET Services- Kinston/Lenoir County- Psychosocial Rehabilitation, Child and Adolescent Day Treatment, Intensive in Home Services, Community Support Team- 5/1/2011- no consumers served for consecutive 120 day period.
- Open Arms Residential and Community Support Inc. - Kinston/Lenoir County- Diagnostic Assessment- 5/1/2011- no consumers served for consecutive 120 day period.
- Supreme Investments LLC dba Supreme Choice Healthcare LLC- Kinston/Lenoir County- Intellectual/Developmental Disabilities Targeted Case Management- 5/3/2011- no consumers served for consecutive 120 day period.
- Halikierra Community Services LLC- Goldsboro/Wayne County- Community Support Team- 5/10/2011- no consumers served for consecutive 120 day period.
- Precision Health Care Services Inc. - Kinston/Lenoir County- Psychosocial Rehabilitation- 5/11/2011- no consumers served for consecutive 120 day period.
- Professional Group Living LLC- (CABHA)- Clinton/Sampson County- Community Support Team- 5/18/2011- no consumers served for consecutive 120 day period.
- ClientFirst of NC LLC- Goldsboro/Wayne County- Community Support Team- 6/9/2011- no consumers served for consecutive 120 day period.
- Professional Group Living LLC- (CABHA)- Clinton/Sampson County- CAP-MR/DD Home and Community Supports, Home Supports, Personal Care Services- 6/15/2011- no consumers served for consecutive 120 day period.
- Open Arms Residential and Community Support Inc.- Kinston/Lenoir County- Community Support tEam, Intensive in Home Services- 6/21/2011- no consumers served for consecutive 120 day period.

Provider Denials of Endorsement

- Stepz 2 Greater Heights LLC- Goldsboro/Wayne County- Partial Hospitalization, 4/6/2011- provider fails to comply with endorsement requirements; provider does not meet the requirements identified in clinical policy specific to service definitions; on the basis of the clinical interview, the provider does not meet clinical interview requirements.
- Greater Heights Management Services of Kinston, Inc.- Kinston/Lenoir County- Targeted Case Management for Individuals with Intellectual/Developmental Disabilities, CAP-MR/DD Crisis Services, Home and Community Supports, Long Term Vocational Supports, Personal Care Services, Respite Non-Institutional Community Based, Supported Employment, 4/19/2011- provider fails to comply with endorsement requirements; provider does not meet the requirements identified in clinical policy specific to service definitions.
- Brown Therapeutic Home Inc. - Turkey/Sampson County- Psychosocial Rehabilitation, 5/11/2011- provider fails to comply with endorsement requirements; provider does not meet the requirements identified in clinical policy specific to service definitions; on the basis of the clinical interview, the provider does not meet clinical interview requirements.

World Café

World Café was held on May 10, 2011- a day of brainstorming with consumers, families, providers and stakeholders regarding how we can work together toward success in delivery of MH/DD/SA Services provided

in the catchment area. Information was utilized along with surveys to develop Eastpointe's Needs Assessment and Gap Analysis for 2011-2012.

Training/Education

- Co-Sponsored "Windows to the Brain: the Neuropsychiatry of Mild Brain Injury on 4/6/2011 and 4/7/2011
- Co-Sponsored "Domestic Violence and Substance Abuse" on 4/12/2011
- Conducted training for providers- "Due Process Training for Providers" on 4/18/2011 and 4/27/2011
- Eastpointe Provider Meeting held on April 21, 2011 (face to face meeting)
- Co-Sponsored SIS Overview for Targeted Case Managers on 4/21/2011