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Update on NC Support Needs Assessment Profiles

Partners is implementing a new process for submitting NC Supports Needs Assessment Profiles (NC-SNAP) for providers who serve individuals with intellectual/developmental disabilities who **have not completed a** Supports Intensity Scale done. This includes (b)(3) service providers, Integrated Payment and Reporting System (IPRS), Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IIDs) and state developmental centers.

Historically, providers have submitted their NC-SNAPs to several staff members at Partners based on region. Beginning **Sept. 15, 2023**, providers should email NC-SNAPs to NCSNAP@partnersbhm.org. NC-SNAPs can continue to be attached to prior authorization requests.

Provider Self-Audits

The mission of the Program Integrity department is to work with providers, members and other stakeholders to advance the integrity of the taxpayer-funded Medicaid program. Service providers in Partners' Provider Network can demonstrate that they are good stewards of public funds by performing Provider Self-Audits to identify areas of non-compliance. Self-Audits are just one tool that providers can use as part of a robust, internal compliance program.

The [Center of Medicare and Medicaid Service \(CMS\), E-Bulletin](#) (August 2016) defines a self-audit as an audit, examination, review or other inspection performed by the provider. The Provider Self-Audit should focus on assessing, correcting and maintaining controls that would promote compliance with applicable laws, rules, regulations and policies.

While conducting a self-audit, if improper payments are discovered, the provider should self-disclose them to Partners. Furthermore, if an outside agency has conducted a review and finds improper payments, the results of that outside review should also be self-disclosed.

To support our providers in their efforts to develop a robust compliance program, Partners has developed a Provider Self-Audit Reporting Process. The process includes:

- A memorandum disclosing the results of the audit
- An adverse findings chart, accounting for each claim line that was billed or submitted to Partners

Partners communicates provider information through Provider Communication Bulletins, Provider Alerts and the Provider Knowledge Base website, located at <https://providers.partnersbhm.org>. If you have any questions regarding this bulletin, please reach out to the [Provider Network Help Desk and Contacts](#) or refer to the [Who to Contact page](#).

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- A plan of correction, describing actions that will be taken to prevent the violation(s) from occurring again
- The Provider Self-Audit Refund Attachment with a refund check

More information about the Provider Self-Audit Reporting Process and links with required forms can be found on the [Partners Provider Knowledge Base, Quality Management & Corporate Compliance, Program Integrity](#).

Claims Information

Providers are reminded to contact the Claims Department at claimsdepartment@partnersbhm.org for all claims related questions. To avoid delays in receiving a response, please do not contact individual claims staff directly.

[Alpha+ Portal University](#) is an available resource and guide for navigating Alpha+. If you need additional claims training, email claimsdepartment@partnersbhm.org to schedule a time for training.

Explanation of Benefits requests for Coordination of Benefits Claims

As a reminder, Partners does request copies of the Explanation of Benefits for claims submitted indicating *Coordination of Benefits*. The request will originate via email from Partners Claims staff. Once requested, please submit the information, via secured email, prior to the date indicated in the emailed request. If a response is not received, the original claim payment will be recouped.

Reminder: Taxonomy Code 193200000X and 193400000X - Taxonomy Code 193200000X and 193400000X should not be submitted on claims as the rendering taxonomy code. All claims submitted with this taxonomy code as the rendering code will be reverted.

Reminder: Please remember to include all diagnosis codes on claims. This allows Partners to measure member health, identify areas of risk and evaluate the quality of care.

August 2023: Medicaid—Number of Days to Process and Pay All Claims

Received Date to Paid Date:	8.1
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Top Five Medicaid Claim Denials—August 2023

Claim Denial	Provider Recommended Action Steps
Duplicate Claim.	Claim has previously been submitted and adjudicated. Do not refile.
Clinician not licensed to provide the service or license has expired.	Check claim for accuracy. Resubmit claim if updates are made to license.
No coverage available for Patient/Service/Provider combo.	Go to Patient -> Patient Search and search for the patient in question. Check the insurance to ensure the

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	patient has effective insurance covering to date of service submitted on the claim. If this appears to be correct, contact the MCO for further assistance.
EVV Service address is invalid.	Resubmit claim with a valid service address.
Patient not enrolled on the date of service.	Verify patient information is correct on the claim. If no errors exist, contact MCO.

Member/Recipient Eligibility and Enrollment

Providers are encouraged to contact the Eligibility and Enrollment Department at eligibilityenrollment@partnersbhm.org for eligibility and enrollment related questions.

To request an enrollment, providers should go to Alpha+ Home Page>Enrollments. University is an available resource for providers as a basic guide for navigating enrollments. For more information, go to University>Provider Portal Handbook>Enrollments.

If additional enrollment training is needed, please email eligibilityenrollment@partnersbhm.org to schedule one on one training. Please note, providers will need to have Microsoft Teams screen sharing capabilities for more provider specific and in-depth training.

State News and Updates

NCDHHS Resources:

- **Joint Communication Bulletins**, which are issued by the N.C. Department of Health and Human Services, can be found [here](#).
- **Medicaid Bulletins**: All bulletin articles are available [here](#). Providers are encouraged to frequently review this information.
- **Medicaid Pharmacy Newsletters** are available [here](#).
- **NCTracks**: Providers are encouraged to review NCTracks communications. To subscribe to NCTracks communications, [click here](#).

Training Resource and Collaborative (TRAC)

TRAC offers a centralized cross-functional selection of required training, collaboratives and events. [Click here](#) to view what is coming up in the next few months.

Tailored Plan On-Demand Provider Trainings

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The N.C. Department of Health and Human Services (NCDHHS) requires the listed trainings be available for providers. This applies to Tailored Plan, Medicaid Direct and State-funded providers. Registering is easy. You will be prompted to enter simple registration information. The on-demand training will then be available immediately or when your schedule allows. **Note:** Training Reciprocity Among Tailored Plans. NCDHHS is allowing the six LME/MCOs reciprocity for some Tailored Plan-required trainings.

CLAS Standards

On-Demand ([Register](#))

The Office of Minority Health has established culturally and linguistically appropriate services (CLAS) Standards to address health equity, promote cultural competence, and to improve health outcomes. This training will review the fifteen CLAS standards and identify resources and training materials available to providers at no cost on the website, thinkculturalhealth.hhs.gov. CEs are not available for this training.

Due Process

On-Demand ([Register](#))

This on-demand webinar covers the following (but not limited to) four dispute types: Medicaid appeals, non-Medicaid appeals, Provider disputes, and Grievances. CEs are not available for this training.

EPSDT

On-Demand ([Register](#))

In the EPSDT training, you will learn: What is EPSDT; Partners EPSDT requirements; Periodicity Schedule; Diagnostic and Treatment Components; Medical Necessity Review; Service Coordination (Vaccines for Children, Into the Mouths of Babies, and Developmental Delay and Referral to NC Infant-Toddler Program); and EPSDT components, diagnosis codes, modifiers, referrals, tracking, follow-up and outreach. CEs are not available for this training.

Fraud, Waste and Abuse

On-Demand ([Register](#))

This webinar covers (but is not limited to) the following: Regulatory Compliance Program, Types of Health Care Industry Oversight, Partners Program Integrity Department, Program Integrity Department Function Highlights, What are Fraud, Waste and Abuse (FWA), Potential Areas or examples of FWA and the Impact of FWA on health care. CEs are not available for this training.

Into the Mouths of Babies (IMB)

On-Demand ([Register](#))

The IMB program trains medical providers on how to provide preventative oral health services to Medicaid-insured children from tooth eruption to age 3 ½ (42 months). The goals of the program include preventing and reducing early childhood tooth decay and increasing referral of high-risk children to a dental home. This training is required before being permitted to receive reimbursement for IMB services. CEs are not available for this training.

Partners Hand Washing and Personal Protective Equipment (PPE)

On-Demand ([Register](#))

Participants will gain an understanding of infection control using PPE and frequent handwashing. CEs are not available for this training.

Partners Infection Control: Home Care Settings

On-Demand ([Register](#))

Participants will gain an understanding of infection control in the home care setting, which includes learning ways infections are transmitted, standard precautions and how to teach members about infection control procedures. CEs are not available for this training.

Partners Infection Control: Community Care Settings

On-Demand ([Register](#))

Participants will gain an understanding of infection control in the community care setting, which includes learning ways infections are transmitted, standard precautions and how to teach members about infection control procedures. CEs are not available for this training.

Prevention and Population Health Management

On-Demand ([Register](#))

Partners takes a population-based approach to improve the overall health of Medicaid members and State-funded recipients and collaborates with community partners on targeted initiatives. In this training, you will learn about: Partners Prevention and Population Health Core Philosophies, Program Goals, Partners Prevention and Population Health Approach, Provider Level Interventions and Partners Prevention and Population Health Programs Overview of Provider Expectations. CEs are not available for this training.

Provider Training-Live Virtual and/or Pre-recorded

ProAuth Demonstration June 2023

On Demand ([Register](#))

This on-demand video is designed to offer providers an overview of the features of Partners' ProAuth system to enter and manage authorizations. Be sure to download the attached pdf for Submitting Prior Auth Requests once you log into the webinar. CEs are not available for this training.

Community Support Team (CST) Service Definition Training

On Demand ([Register](#))

Community Support Team (CST) is a behavioral health support service designed to help people experiencing severe mental illness develop recovery and resiliency-oriented skills. This webinar meets the requirement of three hours of CST Service Definition Training. Registrants will view a previously recorded training that includes

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two 10-minute breaks. To receive a training certificate, registrants will need to view the full webinar and pass a 10-question quiz with a score of 80% or greater. 3 contact hours are available for this training.

Employer of Record (EOR) Webinar

On Demand ([Register](#))

This webinar provides an overview of Employer of Record (EOR) areas of importance including, monitoring processes, post payment reviews, documentation, staff qualifications, monitoring results, and Quality Management Monitoring Unit contact information. CEs are not available for this training.

Health Disparities: A Tribal Perspective

On-Demand ([Register](#))

Addressing Health Disparities Among Marginalized Populations: A Tribal Perspective On-Demand Webinar will review predominant health disparities among tribal members, describe the factors that create health disparities, describe the role that Medicaid Transformation can provide in addressing health disparities, review the Indian Health services eligibility, and review the concepts of cultural humility in supporting tribal communities. CEs are not available for this training.

Partners Provider Council

Sept. 22, 2023, 9:30 a.m. ([Register](#))

Oct. 27, 2023, 9:30 a.m. ([Register](#))

The Partners' Provider Council is a professional representative of and advocate for all service providers in the Partners' service area. The Council facilitates an open exchange of ideas and brings forward concerns and solutions while promoting collaboration and mutual accountability among providers. Meetings are held on the fourth Friday of the month. An intellectual and developmental disabilities (I/DD)/Innovations Provider Breakout Session will immediately follow this meeting.

Autism Services Learning Collaborative

Sept. 27, 1 p.m.-2 p.m. ([Register](#))

Join Partners' I/DD UM Team for the Autism Services Learning Collaborative to discuss updates and other helpful information.

Temple University Collaborative 2023 Training Series

Community Inclusion as a Medical Necessity

Oct. 3, 2023, 12 p.m.-1 p.m. ([Register](#))

Fundamentals of Community Inclusion, Part 1

Nov. 2, 2023, 12 p.m.-1 p.m. ([Register](#))

Fundamentals of Community Inclusion, Part 2

Dec. 7, 2023, 12 p.m.-1 p.m. ([Register](#))

Partners is hosting the Temple University Collaborative on Community Inclusion, which is a national research

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and training center that focuses on the importance of promoting opportunities for people with serious mental illnesses to participate in their communities (e.g., work, school, dating, parenting, engagement in faith communities, leisure and recreation, volunteering, friendships) as critical to their physical, cognitive and mental health and wellness. They will be offering a series of trainings on topics supporting community inclusion and participation on Oct. 3, Nov. 2 and Dec. 7, 2023.

Community Inclusion as a Medical Necessity

This session will briefly describe what community inclusion is and why it is important, including an emphasis on social determinants of health (physical, cognitive and mental health and wellness).

Attendees are encouraged to read this free article prior to participating in the session:

<https://ps.psychiatryonline.org/doi/10.1176/appi.ps.202000394>

Presenter: Bryan McCormick, Ph.D. is a professor of health and rehabilitation sciences in the College of Public Health at Temple University (Philadelphia). He is an investigator with the Temple University Collaborative on Community Inclusion of Individuals with Psychiatric Disabilities and Principal Investigator on the Disability and Rehabilitation Research Project Being Needed: Building Social Connections that Matter to Reduce Social Isolation and Loneliness. He has conducted research and training in supporting adults with serious mental illness both domestically and internationally and has worked with the state of North Carolina supporting community living and participation since 2019.

Fundamentals of Community Inclusion Part 1 & 2

These sessions will provide attendees with knowledge about the fundamental beliefs and practices that are required for making community inclusion a reality for people with serious mental illnesses.

Presenter: Mark Salzer, Ph.D. is a psychologist and Professor of Social and Behavioral Sciences in the College of Public Health at Temple University. He is also the Principal Investigator and Director of the Temple University Collaborative on Community Inclusion of Individuals with Psychiatric Disabilities, a rehabilitation research and training center that has been funded by the National Institute on Disability, Independent Living and Rehabilitation Research since 2003. He has provided training and technical assistance to hundreds of agencies around the world and has worked with the state of North Carolina around the promotion of community inclusion since 2017.

Please mark your calendars after registering. Reach out to training@partnersbhm.org if you have any questions. No CEs are available for these courses.

Provider Open House

Oct. 5, 2023, 9 a.m.-10 a.m. ([Register](#))

Nov 2, 2023, 9 a.m.-10 a.m. ([Register](#))

The Provider Open House is a virtual event that occurs the first Thursday of each month from 9 a.m. to 10 a.m. and is open to new and existing providers in the Partners Health Management network. You can enter questions in the question/comment box during registration.

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The Provider Open House begins promptly at 9 a.m. and is staffed by all the usual department representatives ready to respond to your questions. We ask that you use our Zoom Registration process in advance of the open house and add your question(s) directly into the Zoom Questions and Comments box. This effort on your part will help us better help you. Of course, your questions are welcome during the open house as well. You may place them in the chat box upon entering the Zoom meeting. Our intention is to address your questions or concerns in a private one-on-one breakout room, and we understand that your question may require further follow-up. In addition, providers with state funding contracts are encouraged to attend Provider open house. The Eligibility and Enrollment department can provide one-on-one training in a breakout room regarding state benefit recipient enrollment training. We look forward to your participation. If you need accommodations to participate in the Provider Open House, please email training@partnersbhm.org.

Treating SUD During the Modern Opioid Epidemic

Oct. 10 to Oct. 12, 9 a.m.-12:15 p.m. ([Register](#))

Trainer: Eric Ottinger, LCAS, LPC

This is a two-day virtual training course which will take place over two days, Tuesday and Thursday, Oct. 10 and 12, from 9:00 a.m.-12:15p.m. Participants will have to be present with audio and visual capabilities for all sessions to receive credit. No partial credit will be given.

Utilizing medications combined with Cognitive Behavioral Therapy (CBT) has become the "gold standard" for treating opioid use disorders. What does that mean for you and your current role as a helper within the treatment system or recovery community? Examine the scope of the current problem and its historical context and explore the solution from a bio-psycho-social-spiritual perspective that includes the possible application of pharmaceutical interventions combined with therapy and the role that twelve-step plays.

NBCC and NCSAPPB approved for up to 6 hours.

LTCS Collaborative

Oct. 12, 10 a.m.-11:30 a.m. ([Register](#))

The LTCS Collaborative is a monthly meeting that is held the second Thursday of each month to discuss operationalizing Partners' Medicaid In-Lieu of Service – Long Term Community Supports (LTCS). The Collaborative will discuss barriers to accessing the service for potentially eligible members and ensuring continuity and quality of the service the member receives.

Provider DEI Collaborative – Quarterly

Oct. 12, 2023, 2 p.m.-3 p.m. ([Register](#))

Jan. 11, 2024, 2 p.m.-3 p.m. ([Register](#))

Apr. 11, 2024, 2 p.m.-3 p.m. ([Register](#))

The purpose of this quarterly collaborative facilitated by Vickie Smith is to bring awareness and increase conversations related to the topics of diversity, equity and inclusion related to our provider network.

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Providers, we would like your participation in this collaborative! Your perspective is vital for health equity initiatives for the members we serve.

The goal of the DEI Provider Collaborative is to ensure that providers have access to the needed resources to serve members through the lens of ensuring diversity, equity, and inclusion. Another goal of the DEI Provider Collaborative is fostering better outcomes and improving quality of life for members. To achieve these goals, we must know and understand the different populations we serve.

As we transition to whole person integrated care of our members, it is important that we create actionable strategies to address members' behavioral, physical and pharmacy care. Consistent provider engagement in these discussions is critical to members' overall quality of care.

Please register here or on the Partners TRAC page at Partnerstraining.org and let's get to work!

Supporting People with I/DD Who Have Experienced Trauma

Oct. 17, 2023, 1 p.m.-4 p.m. ([Register](#))

Trainer: Michelle Stroebe, MA, NCC, LCMHC, NADD-CC, DBH-C

Trauma is experienced by people with Intellectual and Developmental Disabilities (I/DD) at a higher rate than the general population. Join Partners Training Resource and Collaborative in a basic introduction to the impact of trauma on the brain, historical barriers to mental health treatment and the use of trauma informed care with the I/DD population.

This is a virtual live event which will be held on Tuesday, Oct. 17 from 1 p.m.-4 p.m. You must attend the entire session and be visible on camera to receive credit. Driving is not permitted during Partners' trainings. No partial credit will be given.

This event is approved for 3 NBCC hours. Partners is an NBCC Approved Continuing Education Provider, ACEP No. 6932. Programs that do not qualify for NBCC credit are clearly identified. Partners is solely responsible for all aspects of the programs. If you need accommodations, please email training@partnersbhm.org.

CBT Learning Community

Oct. 18, 2023, 2 p.m.-3:30 p.m. ([Register](#))

Join like-minded providers in a learning community to explore skills, concepts, case studies, and expand your own techniques. This learning community will you learn practical ways to use evidence-based practices in your day-to-day work with members.

What do we do in this learning community: self-care, reduce burnout, professional growth, connection to a community, explore evidence-based practices, gain a sense of mastery, invest in your own emotional bank account, improve in quality of care delivered and learn and practice skills that are reimbursable.

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NBCC CE's are not available for this session; however, 1.5 contact hours will be provided, and participation in this learning community meets continuing education requirements of certain service definitions. You must have audio/video access and be visible on camera during the session. Driving is not permitted during Partners' trainings/events. If you need accommodations to participate in the session, please email training@partnersbhm.org.

NCTOPPS 101 and Superuser Training

Oct. 25, 2023, 9 a.m.-10:30 a.m. ([Register](#))

NCTOPPS 101 & Superuser Training will provide an introduction/refresher of completing NCTOPSS for new or existing users; helps providers feel more confident using the tools provided; differences between types of interviews and how to submit them; and expectations of NCTOPPS and Partners.

NCTOPPS 101 & Superuser Training is a virtual live event that will be held on Wed, Oct 25 from 9-10:30 a.m. This training provides an introduction/refresher of completing NCTOPSS for new or existing users; helps providers feel more confident using the tools provided; differences between types of interviews and how to submit them; and expectations of NCTOPPS and Partners. This training does not provide NBCC credit. Trainings that offer NBCC Credit are clearly identified. If you need assistance to access this training, please contact training@partnersbhm.org.

NC-TOPPS Quarterly Discussion Webinar

Nov. 1, 2023, 2 p.m.-2:30 p.m. ([Register](#))

Feb. 7, 2024, 2 p.m.-2:30 p.m. ([Register](#))

May 1, 2024, 2 p.m.-2:30 p.m. ([Register](#))

Please join us on the first Wednesday of every month for new NC-TOPPS updates. This is also an opportunity for everyone to share new ideas, provide mini trainings as well as ask questions. Please let us know if you have any specific topics you would like us to discuss during the monthly meetings. For questions or comments for NC-TOPPS, email us at NCTOPPSQUESTIONS@partnersbhm.org.

Target Audience: Existing and new providers in the Partners Health Management network.

Person Centered Thinking (PCT) 3-Day Training

Nov. 7, 8, & 9, 2023, 1 p.m.-5 p.m. ([Register](#))

Person Centered Thinking (PCT) is a foundational and philosophical framework for those involved in supporting people with disabilities. This activity-filled, two-day training consists of applied stories, guided exercises, group work and discussion. This approved National Learning Community Curriculum meets the requirements of NC service definitions for 12 contact hours. NBCC Credit is not available. You must have audio/video access and be visible on camera. Driving is not permitted during Partners' trainings. If you need accommodations, please email training@partnersbhm.org.

Connecting Community Support Team and Permanent Supportive Housing (CST-PSH) Training

Nov. 27, 28, 29, and 30, 2023, 8:30 a.m.-12:30 p.m. ([Register](#))

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Join Partners' Training Resource and Collaborative (TRAC) for CST-PSH training, an evidence-based model for ongoing tenancy support services required for CST providers. This training will support any provider by improving their understanding and practice of the PSH model. Experienced and certified PSH trainers from the Technical Assistance Collaborative (TAC) have created the training. These sessions will be facilitated by trained Partners staff. This is an interactive training, and attendees are expected to participate fully (audio and visual required). All sessions must be completed to receive credit for the training. No partial credit is given.

This event is approved for 15 NBCC hours. Partners is an NBCC Approved Continuing Education Provider, ACEP No. 6932. Programs that do not qualify for NBCC credit are clearly identified. Partners is solely responsible for all aspects of the programs. If you need accommodation to attend this training, please email training@partnersbhm.org.

Partners Provider Forum – Quarterly

Dec. 13, 2023, 1 p.m.-3 p.m. ([Register](#))

Partners quarterly updates and vital information is shared with providers. Please click on the register button to register for this virtual live event.

Community Training

All Trainings are Virtual via Zoom and are two hours unless otherwise specified. Participants may not be admitted to the training if joining more than 15 minutes after training begins. Effective Aug. 1, 2023, participants who request a certificate will need to be on-camera during the training.

For more information contact: Amber Matthews, amatthews@partnersbhm.org.

Eating Behaviors and Impact on Mental Health

Sept. 26, 2023, 2 p.m.-4 p.m. ([Register](#))

Oct. 12, 2023, 10 a.m.-12 p.m. ([Register](#))

Oct. 26, 2023, 10 a.m.-12 p.m. ([Register](#))

Join us for an insightful training on the intricate relationship between eating behaviors and mental health. This interactive training will explore how our dietary choices and habits can profoundly influence our mental well-being, emphasizing the crucial connection between nutrition and mental health.

Domestic Violence: Keeping Ourselves and Others Safe

Oct. 3, 2023, 2 p.m.-4 p.m. ([Register](#))

Many of us are at home more than usual and the risk of domestic violence is high. Learn how to spot the warning signs of domestic violence and how to help someone in a violent situation.

Human Trafficking: Keeping Our Children Safe

Oct. 4, 2023, 2 p.m.-4 p.m. ([Register](#))

Human Trafficking is a global problem, even in the United States. Children may be susceptible to online

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predators. Learn about trafficking around the world and some ideas about how to keep our children safe.

Partners Member Café

Oct. 10, 2023, 1 p.m.-2 p.m. ([Register](#))

Partners Member Café is held the second Tuesday of each month. Please join us to learn about how you can get involved with Partners member advisory committees. Cindy Trobaugh, Member Engagement Manager; Angela Griffin, Member Operations Manager; Bonnie Stanifer, Consumer Rights Officer; and Leah Williams, Senior Director Population Health Integration and Development will join us to share how you can impact your community by participating in the Consumer and Family Advisory Council (CFAC), Long-Term Services and Supports advisory committee, the Human Rights Committee, and the Health Equity committee.

Community Resilience Model®

Oct. 16, 2023, 2 p.m.-4 p.m. ([Register](#))

The Community Resilience Model® teaches participants about the impact of trauma and chronic stress on the nervous system, behavior, and long-term health. Participants learn how to reset the nervous system with easy to learn, concrete, coping skills. One of the goals of CRM is to create trauma-informed and resilient communities.

An Introduction to Child and Family Teams: A Cross System Training from the Family's Perspective (CFT Part 1) This is System of Care Training. This is an in-person training.

Oct. 17 and 18, 2023, 9 a.m.-4:30 p.m. ([Register](#))

CFT 1 is a two-day experiential training course (when you register, you agree to attend both days) with a goal of providing an overview of Child and Family Team meetings from the family's perspective. The training seeks to reinforce the idea of "one family, one plan" by addressing Child and Family Teams through the lens of multiple systems as they affect families in their everyday lives. Agency representatives and parents/family members over 18 years of age are encouraged to attend this training. Sessions must have a minimum of 10 participants. Please do not schedule other appointments during this training.

Introduction to Trauma and Resilience

Oct. 18, 2023, 2 p.m.-4 p.m. ([Register](#))

Most of us have experienced trauma at some time. This can have a lasting effect on our learning, behavior and health. Learn about trauma and how to address the effects as well as how to develop resilience.

Darkness to Light

Oct. 19, 2023, 2 p.m.-4 p.m. ([Register](#))

This training provides education about child sexual abuse and the steps you can take to prevent and report child sexual abuse. Seats are limited. Please register early.

Trauma Informed Care

Oct. 20, 2023, 10 a.m.-12 p.m. ([Register](#))

Let's look at how our behavior affects others with trauma history. What are some simple changes we can make

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using what we know about trauma?

QPR (Question Persuade Refer) Suicide Prevention

Oct. 23, 2023, 2 p.m.-4 p.m. ([Register](#))

Many have experienced recent losses. The risk of suicide is still high. This evidence-based training teaches the skills to intervene in a suicide crisis. ****The maximum number of people allowed to participate in a virtual QPR training at one time is 30; registration is on a first come first served basis.**

Partners Community Café

Oct. 25, 2023, 10 a.m.-11 a.m. ([Register](#))

Partners Community Café is held on the fourth Wednesday of each month.

Mental Health 101

Oct. 27, 2023, 10 a.m.-2 p.m. ([Register](#))

In this two-hour training, learn about some of the more common behavioral health disorders. The class includes information about treatment and what to do in a crisis.

Partners System of Care/Community Training Coordinators

Amber Matthews System of Care Community Training Manager	828-433-6693	AMatthews@partnersbhm.org
Jeanne Patterson Rutherford, Cleveland, Lincoln, Gaston	980-989-0345	JPatterson@partnersbhm.org
Starla Jordan Cabarrus	704-813-3402	SJordan@partnersbhm.org
Stefanie Robbins Forsyth, Davie, Surry, Yadkin	704-918-3094	SKRobbins@partnersbhm.org
Stephanie Funderburk Catawba, Burke, Iredell	980-363-5952	SFunderburk@partnersbhm.org
Meghann Lail Stanly & Union	704-616-3159	MLail@partnersbhm.org
Ahmani Pegues Community Engagement Health Educator	980-421-7630	APegues@partnersbhm.org

Additional Events and Training

Hickory Brain Injury Support Group

Sept. 26, 2023, 6 p.m.-7:15 p.m.

Connect with survivors, families, and professionals. Meetings offer help, hope, and education, so you can live a happy and successful life after brain injury. This group meets on the fourth Tuesday of most months from 6 to 7:15 p.m. in the Community Room at First United Methodist Church, 311 3rd Ave NE, Hickory NC 28601. Times and locations sometimes vary. Meetings may occur online if there is a COVID-19 surge.

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For more information, contact Travis Glass at 828-781-0778 or travis@crossroadscounseling.org. Also check [facebook.com/HickoryBISG](https://www.facebook.com/HickoryBISG). Each meeting will be followed by 15 to 30 minutes of mindfulness awareness education and practice.

Disability Support Professional Training: Mount Eagle College and University is now offering Disability Support Professionals (DSPs) the opportunity to earn national certification in their field through an accredited curriculum instructed by individuals with lived experience. To learn more about the program, please email mjames@mount eag.com or visit <https://mount eag.com/contact/> to submit a contact form.

NC Legal Aid Fair Housing Project Free Fair Housing Training

Fair Housing Training I:

Oct. 4, 11 & 18, 2023, 11:30 a.m.-1:30 p.m. ([Register](#))

Nov. 1 & 8, 2023, 11:30 a.m.-1:30 p.m. ([Register](#))

This training will be offered by **webinar only** two times on the dates listed. Please register for the appropriate session. Service Provider sessions are intended for LME/MCO staff, NCDHHS staff, social workers, advocates and others who are assisting tenants. This two-hour session is for Service Providers (LME/MCO Staff and NCDHHS Staff). This free basic fair housing training will be facilitated by the NC Legal Aid Fair Housing Project Staff. This Fair Housing Training will include the following topics: housing discrimination, explanation of the seven protected classes, reasonable accommodations and reasonable modifications. You will receive a certificate of completion by email 7-10 business days after the training. A different email address must be used for each participant. If several people from your agency will be participating, please use a separate email address for each participant.

In Person Fair Housing Training II:

Oct 12, 2023, 9 a.m.-12 p.m. ([Register](#))

McSwain Center
2416 Tramway Road,
Sanford, NC 27330

Nov. 2, 2023, 9 a.m.-12 p.m. ([Register](#))

Center for Public Safety
200 N Marine Blvd
Jacksonville NC 28546

This training is for service Providers including LME/MCO staff and other service providers are invited to participate in **advanced fair housing**, facilitated by the NC Legal Aid Fair Housing Project. This training will include the following topics: housing discrimination, eviction updates, explanation of the seven protected classes, reasonable accommodations and reasonable modifications. Attendees will also complete case studies in small groups.

Provider Communication Bulletin #144

September 21, 2023

If you have difficulty using the registration link(s) please email Fredrika Murrill at fmurrill@nchfa.com.

Partners Community Collaboratives: Partners sponsors a monthly community collaborative in each of the counties in the service region. Community Collaborative groups consist of representatives from local government agencies, community organizations, and service providers, as well as individuals, families and advocates who work together in a specific community to identify and solve problems for children, adolescents, adults and families struggling with mental health and substance use.

Together, group members:

- Identify gaps in services
- Partner with agencies and families
- Develop helpful resources
- Assist providers and families with issues related to services
- Ensure access to quality services

Currently, all collaboratives are meeting virtually. If you are interested in learning more about a group or attending, please email [Partners Community Engagement](#).

Select a county below to go to the associated collaborative information:

- | | | |
|-----------------------------|------------------------------|--------------------------|
| – Burke | – Forsyth | – Stanly |
| – Cabarrus | – Gaston | – Surry |
| – Catawba | – Iredell | – Union |
| – Cleveland | – Lincoln | – Yadkin |
| – Davie | – Rutherford | |