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Quality Management Updates for Nursing Delegations, DSPs

Nursing Delegation Quarterly Reviews Begin June 1

Effective June 1, 2023, Partners Quality Management Monitoring unit will begin quarterly reviews of Innovations Providers' Nursing Delegation agreements.

Affected members will be selected at random. When notified of an upcoming review, providers will be expected to submit the following documentation:

- Nursing delegation assessment/agreement
- Evidence of training of the delegate who will be assisting in providing member care
- Supervision agreement/plan and documentation to show evidence of implementation of the supervision plan

Please submit questions related to monitoring to the Quality Management Monitoring email QMMS@partnersbhm.org.

Nursing Delegation, DSP Guidelines

As a reminder, nursing delegations and direct support professionals (DSPs) must be aware of and follow national guidelines related to their roles and responsibilities.

The National Council of State Boards of Nursing/American Nurses Association (NCSBN/ANA) Delegation Guidelines were established to help standardize the nursing delegation process based on research findings and apply to all levels of nursing licensure.

The points below capture some of the more critical items from the NCSBN/ANA Delegation Guidelines. To review all of the guidelines, [click here](#).

Licensed Nurse Responsibilities

- The licensed nurse must determine when and what to delegate based on the service setting, the member's needs and condition, NC Nursing Board provisions for delegation, and the employer policies and procedures regarding delegating a specific responsibility.

- The licensed nurse must communicate with and train the delegatee who will be assisting in providing member care.
- The licensed nurse must be available for questions and provide ongoing oversight, with additional training or adjustments to the delegation arrangement as indicated.

Direct Support Professional (Delegatee) Responsibilities

- The delegatee must accept only the delegated responsibilities that he or she is appropriately trained and educated to perform and feels comfortable doing given the specific circumstances in the health care setting and member's condition.
- The delegatee must maintain competency for the delegated responsibility.
- The delegatee must communicate with the licensed nurse any questions related to the delegated responsibility and follow-up on any unusual incidents that may have occurred while the delegatee was performing the delegated responsibility, any concerns about member's condition, and any other information important to the member's care.

New ProAuth Demonstration Video Available On-Demand

Partners' Utilization Management (UM) staff has recorded a 54-minute demonstration video about our new system for authorizations called ProAuth.

Why is this happening?

Partners launched its ProAuth platform for prior authorizations on Jan. 23, 2023. The new system requires providers to log in to ProviderCONNECT to submit authorization requests. Since its launch, Partners has identified some common questions among providers on how to access or use the system.

To better assist our providers, Partners staff recorded a live demonstration of the system for on-demand viewing.

Who should view this recording?

Local administrators for provider organizations and any users within the organization should view the recorded demonstration. (Each provider organization is required to have a local administrator who is responsible for setting up other users within their organization.)

If you do not know your organization's Local Administrator, check the list by [clicking here](#).

What must providers do?

To view the on-demand Partners ProAuth recorded demonstration, [click here](#).

Email questions to ProAuth@partnersbhm.org.

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Updates to Partners' Prior Authorization Process

As referenced in a recent Provider Alert on Partners' website, effective April 1, 2023, Partners Medicaid benefit plan transitioned to NC Medicaid Direct. The Tailored Plan eligibility start date changed to Oct. 1, 2023.

What is happening:

Partners is authorizing service dates only through the end of the current NC Medicaid Direct eligibility period, Sept. 30, 2023.

When is this happening:

The change was effective as of April 1, 2023.

How does this impact providers?

Utilization Management (UM) will continue to complete medical necessity reviews for all requested service dates and units.

Providers and Tailored Care Managers should continue to submit authorization requests for the service dates and units needed.

Authorizations with end dates after Sept. 30, 2023, will be adjusted by UM to end on Sept. 30, 2023. (Units will be adjusted to be in line with end date Sept. 30, 2023.)

The Authorization Rationale statements on electronic Authorizations and Manual Authorizations will reference all approved service dates and units. When the electronic authorizations can be entered, they will end on Sept. 30, 2023, with adjusted units.

Authorizations for the remainder of the request period and units starting Oct. 1, 2023, will be completed as administrative approvals closer to Oct. 1, 2023.

These changes DO NOT apply to State Funded Services. State authorizations should be submitted under the current process.

What if providers have questions?

Please contact UMQuestions@PartnersBHM.org with any questions related to prior authorization.

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

Provider Communication Bulletin #139

April 20, 2023

As a reminder, Partners requests copies of the Explanation of Benefits (EOB) for members' claims submitted indicating *Coordination of Benefits*. The request will originate via email from Partners' Claims staff. Please submit the information, via secure 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.

Provider Payments

Partners is committed to paying claims in a timely manner and adheres to Prompt Pay Guideline Compliance as set forth by the state of North Carolina. To ensure that all providers receive EFT payments as outlined in signed contracts, providers are required to submit the proper financial documentation, which includes banking information. If you need to add new banking information or are requesting a change to current banking information, you may email acash@partnersbhm.org or call 704-884-2523.

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

Received Date to Paid Date:	8.5
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Top Five Medicaid Claim Denials for March 2023

<i>Claim Denial</i>	<i>Provider Recommended Action Steps</i>
Claim received after billing period.	Write off charges as non-billable. Do not rebill.
Duplicate claim.	The claim has previously been submitted and adjudicated. Do not refile.
Service is not authorized.	Verify Service Authorization for member. Contact Utilization Management.
Service is not in contract.	Review your contract with Provider Network before resubmitting claim.
Client has other insurance (COB).	Ensure the primary insurance for the member has been billed and is indicated on the submitted claim.

Utilization Management (UM) Updates

Documents for Authorization Requests

Providers are asked to ensure they provide the necessary documents for review in all new Authorization Requests.

Partners' Utilization Management (UM) department makes authorization decisions by conducting initial, continuing care and retrospective reviews of services based on whether medical necessity is substantiated in

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the request for authorization. The UM department uses guidelines based on the North Carolina Division of Health Benefits (DMA) Clinical Coverage Policies and Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH) State Funded Service Definitions.

Providers will submit a Service Authorization Request (SAR) via ProAuth to request delivery of services to individuals.

Read more about Authorization Requests and the information that should be included in the requests [here](#).

Long Term Community Supports (LTCS)

Effective May 1, 2023, initial authorizations for Long Term Community Supports (LTCS) can be authorized for up to one year. This applies to all levels of LTCS. Please refer to the [Partners Benefit Grids](#) (<https://providers.partnersbhm.org/benefit-grids/>) for authorization requirements.

Update: Person-Centered Planning (PCP) Training

On Dec. 13, 2022, the N.C. Department of Health and Human Services (NCDHHS) issued [Joint Communication Bulletin #J440](#), providing an update to the Person-Centered Planning (PCP) Training and announced the Person-Centered Planning Training project.

Effective June 1, 2023, Partners Utilization Review process will be updated to incorporate PCP guidance and providers can start using the new PCP guidance and templates.

Effective Oct. 2, 2023, providers and Local Management Entities/Managed Care Organizations (LME/MCOs) will be required to use the new PCP guidance. All the current/live PCPs will not need to be updated to the new format on June 1, 2023. As each current/live PCP comes up for the updates, they would need to incorporate the new guidance as completed.

The PCP is a living document and should be updated as the person's goals change, or they achieve goals. As the person's goals change one would complete the PCP to reflect the new goals and remove the goals they achieved and are no longer applicable. There is no space in the new template to indicate a review or updates. The PCP template provided by NCDHHS is not mandatory. Providers may use a different template if all PCP elements are present.

PCP Guidance and templates can be accessed by [clicking here](#).

Additional information on upcoming PCP trainings can be found on the [Partners Training Academy website](#).

If you have authorization-related questions, contact Utilization Management at UMQuestions@PartnersBHM.org.

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Appeals Update

Effective June 1, 2023, Partners Health Management will no longer mail Notice of Adverse Benefit Determination (NABD) correspondence to providers.

Providers need to ensure that there is an adequate and current email address and valid phone number associated with the entered Prior Authorization request so the NABD can be distributed via email or fax to providers. In the future, the ProviderCONNECT portal will be used for distribution of correspondence associated with Prior Authorization (PA) requests. This change will be communicated via future Provider Communication Bulletins.

If you have Appeals/NABD related questions, you may contact the Appeals Department at 704-884-2650.

State News and Updates

State Funded I/DD & TBI Residential and Community-Based Day Services Sunset Date Extended

On March 28, 2023, the N.C. Department of Health and Human Services (NCDHHS) released the Joint Communication Bulletin (JCB) #J449, updating the [State-Funded I/DD & TBI Residential and Community-Based Day Services Sunsetting Extension](#).

In alignment with the new NC Medicaid Managed Care Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plan launch date of Oct. 1, 2023, the state bulletin extends the sunsetting date from March 31, 2023, to Sept. 30, 2023, for the related services and the grandfathering transition process outlined in Joint Communication Bulletin # J438.

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)

The 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

The N.C. Department of Health and Human Services (NCDHHS) requires the listed training 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.

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.

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.

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.

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). 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.

Partners Hand Washing and Personal Protective Equipment (PPE)

On-Demand ([Register](#))

This new provider required training is now available on-demand. Participants will gain an understanding of infection control using PPE and frequent handwashing.

Partners Infection Control: Home Care Settings

On-Demand ([Register](#))

This new provider required training is now available on-demand. 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.

Partners Infection Control: Community Care Settings

On-Demand ([Register](#))

This new provider required training is now available on-demand. 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.

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.

Provider Training-Live Virtual and/or Prerecorded

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 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.

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.

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.

Partners Provider Council

April 28, 2023, 9:30 a.m. ([Register](#))

May 26, 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.

Harm Reduction

May 2, 2023, 1 p.m.-3 p.m. ([Register](#))

This course includes an introduction to harm reduction as a philosophy specifically focused on working with individuals with substance use disorder. Topics covered include harm reduction terminology, fentanyl myths, Naloxone, overdose prevention and reversal, recognizing stigmatizing language as a barrier to care, and ways to get involved.

This course is a virtual live event. You will need to participate using both audio and video and be visible on video. If you are not able to access both audio and video, you will need to take this course another time.

Driving is not permitted during Partners' trainings. This course does offer 2 hours of NBCC continuing education credits. Partners has been approved by NBCC as an 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

NC-TOPPS Monthly Discussion Webinar

May 3, 2023, 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.

Provider Open House

May 4, 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.

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. We look forward to your participation.

If you need accommodations to participate in the Provider Open House, please email training@partnersbhm.org.

HIV and Ethics

May 9 and 11, 2023, 9 a.m.-12:15 p.m. ([Register](#))

Dialectical Behavioral Therapy (DBT) is an evidenced-based practice geared for complex cases involving multiple diagnoses that are difficult to treat and understand. Learn foundational principles of contemporary behavioral therapy to target and work with the processes that occur across many diagnoses.

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This virtual live training will take place on Tuesday and Thursday, April 11 and 13 from 9:00 a.m. – 12:15 p.m. utilizing the same training link both days. Participants will have to be present with audio and visual capabilities and be visible on camera for both sessions to receive credit. Driving is not permitted during Partners' trainings. No Partial credit will be given.

NBCC and NCSAPPB approved for up to 6 hours.

Partners has been approved by NBCC as an 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

LTCS Collaborative

May 11, 2023, 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.

Supporting People with I/DD Who Have Experienced Trauma

May 11, 2023, 9 a.m.-12 p.m. ([Register](#))

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 Thursday, May 11 from 9 a.m. – 12 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.

Person Centered Thinking (PCT)

May 15 and 16, 2023, 9 a.m.-4 p.m. ([Register](#))

June 26 and 27, 2023, 9 a.m.- 4 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. 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

CBT Learning Community

May 17, 2023, 2 p.m.-3:30 p.m. ([Register](#))

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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 proficiency, invest in your own emotional bank account, improve in quality of care delivered, and learn and practice skills that are reimbursable.

NBCC CE's are not available for this session; however, 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.

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

May 22, 23, 24, and 25, 8:30 a.m.-12:30 p.m. ([Register](#))

Join Partners Training Resource and Collaborative (TRAC) for CST-PSH training, an evidence-based model required for CST providers who are now required to provide ongoing tenancy support services. 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. Trained Partners staff will facilitate these sessions. 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 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 to attend this training, please email training@partnersbhm.org.

CBT Foundations

June 12 and 15, 2023, 9 a.m.-12:15 p.m. ([Register](#))

Cognitive Behavioral Therapy (CBT) is an evidenced-based practice focusing on challenging and changing unhelpful cognitive distortions and behavior, improving emotional regulation, and the development of personal coping strategies that target resolving current problems. Trainer: Eric Ottinger

This virtual live training will take place on Tuesday and Thursday, June 13 and 15 from 9:00 a.m. – 12:15 p.m. utilizing the same training link both days. Participants will have to be present with audio and visual capabilities and must be visible on camera for both sessions to receive credit. No Partial credit will be given.

NBCC and NCSAPPB approved for up to 6 hours.

Partners has been approved by NBCC as an 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

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Partners Provider Forum - Quarterly

June 14, 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.

Motivational Interviewing Training

June 19 and 20, 2023, 9 a.m. – 5 p.m. ([Register](#))

Join Partners Training Resource and Collaborative for this two-day training that will cover the fundamentals of Motivational Interviewing (MI). This training will be facilitated by MINT trainer, Tami Grossens, and meets NC service definition requirements.

This is a virtual live event which will be held on Monday and Tuesday, June 19 and 20- from 9 a.m.-5 p.m. You must attend both full sessions to receive credit. No partial credit will be given. CE's will not be given without visibility on camera. Driving is not permitted during Partners trainings.

This event is approved for 13 NBCC hours. Partners has been approved by NBCC as an 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 to attend this training, please email training@partnersbhm.org.

Partners Diversity and Inclusion Collaborative – Quarterly

July 13, 2023, 2 p.m.-3 p.m.

This is a work group designed to bring awareness and increase conversations about diversity, equity and inclusion within the LME/MCO and provider agencies. It reviews and develops policies and procedures that promote best practices and works to remove systemic barriers to minority providers. To request more information about this work group or to learn how to become involved, please contact Vickie Smith, vsmith@infinitebeginningsnc.org.

NCTOPPS 101 and Superuser Training

July 19, 2023, 2 p.m.-3 p.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, July. 19 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

Community Training

All Trainings are virtual via Zoom and last two hours unless otherwise specified. For more information contact Jeanne Patterson, jpatterson@partnersbhm.org or Amber Matthews, amatthews@partnersbhm.org.

Risk & Resilience Buffering Toxic Stress Module 4 Limbic Calming and Module 5 Cortical Coping

April 17, 2023, 2 p.m.-4 p.m. ([Register](#))

This is a follow-up to Modules 1-3. Module 4 teaches how to help children calm their limbic systems. In Module 5, we will learn about healing the cortical brain to develop active coping skills such as impulse control and problem solving.

Community Resilience Model ® (CRM)

April 18, 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.

Risk & Resilience Buffering Toxic Stress Module 6: Building Adult Resilience

April 24, 2023, 2 p.m.-4 p.m. ([Register](#))

In Modules 1-5, we have focused on young children and how we can support their development. This final one-hour module shifts to the importance of well-being in adults and how we can continue to build our resilience. Modules stand alone and there are no prerequisites to attend any of the modules.

Question, Persuade, Refer (QPR) Suicide Prevention

April 27, 2023, 10 a.m.- noon ([Register](#))

Many people have experienced the loss of someone to suicide. 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

April 26, 2023, 10 a.m.-11 a.m. ([Register](#))

Partners Community Café is held on the fourth Wednesday of each month. This month's Community Café will focus on alcohol awareness and other substance use disorders. Speakers will discuss intervention services and prevention.

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

April 25-26, 2023, 9 a.m.-4 p.m. ([Register](#))

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CFT 1 is a two-day experiential training (when you register, you agree to attend both days) with a goal of providing an overview of Child and Family Team (CFT) 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. Register soon. This class will fill quickly.

Partners System of Care/Community Training Coordinators

Jeanne Patterson	980-989-0345	jpatterson@partnersbhm.org
Amber Matthews	828-433-6693	Amatthews@partnersbhm.org
Starla Jordan	704-813-3402	sjordan@partnersbhm.org
Stefanie Robbins	704-918-3094	skrobbins@partnersbhm.org
Stephanie Funderburk	980-363-5952	sfunderburk@partnersbhm.org
Meghann Lail	704-616-3159	mlail@partnersbhm.org

Additional Events and Training

Hickory Brain Injury Support Group

April 25, 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.

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.

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

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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 | |