Alliance recently wrapped up a successful two-year pilot implementing North Carolina’s Child Tiered Care Coordination model in Durham County, and also started a new two-year pilot of the model in Cumberland County. Alliance was the first MCO to implement the TCC pilot, which aims to connect two at-risk populations of youth and their families to behavioral health services. The project was designed to decrease the impact of trauma and unidentified and untreated behavioral health needs of youth involved with Department of Social Services (DSS) and Juvenile Justice (JJ).

The model’s goals include decreased times from screening to assessment, assessment to services, and start of service to first Child and Family Team, as well as increased rates of service completion and connection to community resources. The initiative also targets:

- Improved behavioral health outcomes.
- Increased school engagement.
- Decreased legal involvement.
- Remaining at home/community.
- Reduced need for crisis services.
- Increased parent/guardian engagement with services.

Children are “tiered” under the model based on their situation in relation to the social services and juvenile justice systems.

The grant has allowed Alliance Care Coordinators to expand upon the already robust system of care in Durham County, according to Alliance MH/SUD Care Coordination supervisor Towanda M. Witherspoon, who provided leadership for the pilot.

“While we were already very present in the community, this grant opened up even more resources for us,” Witherspoon said. “Not only did it afford us and opportunity to go to trainings, but also to understand how to really bring family ‘voice to choice.’ We can be very clinical-centric, but this allowed us to really look at families and say ‘What are your needs? How can we better support you?’”

See “TCC” on Page 4
In collaboration with Johnston County Public Schools (JCPS), Alliance Health was awarded a School Safety Grant for $38,430 for the 2018-19 school year to focus on improving safety and early detection in public schools. The strategies implemented were purposefully designed to foster sustainability after the grant period.

Grant funds have been used to support the following initiatives in Johnston County:

**PREPaRE School Crisis Prevention & Intervention Curriculum Training**

The PREPaRE curriculum, developed by the National Association of School Psychologists, is an evidenced-based training module for school personnel that focuses on how to establish and serve on school safety and crisis response teams. The curriculum teaches school professionals how to respond to students’ behavioral health needs in times of crisis as well as how to establish and maintain building-level safety.

PREPaRE Workshop 1 helps schools create systems to meet the safety, crisis prevention, and preparedness needs of students, staff, and families, while Workshop 2 focuses on mental health crisis intervention and recovery.

Fifty-nine JCPS personnel completed Workshop 1 and 38 personnel completed Workshop 2. During the training, participants gained knowledge and resources to help them establish and sustain comprehensive school safety and crisis prevention and preparedness efforts.

The training helped to prepare the school district for potential crisis events by developing, exercising and evaluating safety and crisis plans. Test data for Workshop 1 showed a 40% increase in participants’ feeling “very knowledgeable” of school crisis prevention and preparedness.

School professionals also learned how to meet the behavioral health needs of students and staff following a school-associated crisis event. The pre/post test data for Workshop 2 showed an increase in participants’ confidence level in their ability to know what to do if they were required to respond as part of a school crisis response team.

**Suicide Prevention Training**

In December 2018, 88 behavioral health support staff within our local school district (counselors, social workers, nurses, student advocates, school psychologists, behavior specialists, and exceptional children specialists) completed an intensive suicide prevention training module that included how to respond when students who are at-risk are referred for evaluation. After completing the training, 90% of attendees reported feeling more adequately prepared in times of crisis. Additionally, 86% have investigated at least one student risk situation with 42% of these situations resulting in contact being made to an emergency responder or admission into a mental health facility.

**Multi-Media Campaign**

Alliance and JCPS have also worked together to develop a print campaign to inform school professionals, parents, caregivers, and community members about the appropriate steps to take when a child is struggling with behavioral health and/or substance use issues. Print materials that focus on students in crisis and how to access care have been distributed throughout all schools within Johnston County. Over the next year, 10 billboards with information about how to get help for kids in crisis will also be displayed throughout Johnston County.
Tools aim to promote health literacy and engagement

Decisions about health and medications can be hard for patients to make if they don’t fully understand the benefits and risks of their options. As part of our effort to promote the health literacy and engagement of our members, Alliance has developed tools to encourage their understanding and involvement.

Beginning in September, Alliance will make Shared Decision-Making Tools available to our providers to allow clinicians and patients to work together to make decisions and select medications that balance risks and expected outcomes with patient preferences and values.

The tools are laminated cards on binder rings that clinicians can use as visual aids for discussing pros and cons of medications in a way that can be easily understood. The cards can be written on using a dry erase marker and then easily cleaned off.

There are four sets of cards, covering antipsychotic medications and drugs for depression, ADHD, and anxiety. Each set addresses topics such as the benefits and side effects, necessary lifestyle changes, risks of misuse or stopping the medication, and important things for a patient to remember about their treatment and the medication.

“When patients participate in decision making and understand what they need to do, they are more likely to follow through,” said Davida Jones, an Appeals Coordinator in Alliance’s Community Health and Well-Being department, who worked with the Alliance medical team to develop the resource.

The tools were developed in partnership with other health organizations. The initial design came from Mayo Clinic, as did the information for the depression tool. The ADHD information was developed by Cincinnati Children’s, and the antipsychotic information was developed by Alameda Behavioral Health. The Alliance medical team developed the anxiety information.

As part of our effort to promote members’ health literacy, Alliance earlier this year rolled out our “My Health and Wellness Record-Keeper” tool, a small accordion-fold booklet which members can keep in their pocket to track their medications. It also includes questions they can ask their doctor to increase their ownership and understanding of their own care.

“The risk of low-health literacy is that you aren’t able to make decisions on your own behalf if you don’t understand the lingo or jargon that is being used, and it pulls you farther away from involvement in your own care,” Jones said. “When members aren’t as engaged in their own care, we end up being more reactive than preventative, which means we have increased costs for things like emergency room visits.”

The tools are also available as downloadable PDFs (Click the thumbnails on this page to download each item).

Training modules for the Shared Decision-Making Tools are slated to be rolled out for providers during the month of August, with distribution of the materials to follow.
Coalition showcases public system successes

The Partnership for Community Well-Being, an initiative of the state’s seven LME/MCOs and two large provider groups, has launched the #CareForNC campaign to shed light on the personal and community stories of those served by North Carolina’s public behavioral health system.

By sharing stories about the importance and many successes of the current system, the campaign aims to raise awareness about the many people whose lives have been changed and communities that have been strengthened by the services the system provides. The goal is to ensure continued stability and continuity of care for North Carolinians and the well-being of our communities.

Access #CareForNC at www.carefornc.org, or on Facebook, Twitter, or YouTube.

CareForNC highlights the strengths and successes of North Carolina’s public behavioral health system. Click on the images above to view or download the infographic.

The model involves use of two system liaisons: the Justice Liaison, whose primary role is to provide consultation to court services on system of care principles, and a DSS Liaison, who serves as the bridge between Alliance Health and Durham County DSS.

The grant has also allowed the addition of a Family Navigator to the system, which has made a big difference for the families served, Witherspoon said.

“The family navigator brings the ‘voice to choice.’ She is a peer, so she actually has life experiences and is able to work closely with the families, share her experience and do innovative, out-of-the-box thinking with them,” Witherspoon said.

“She knows what they are facing, and it brings a different perspective. She can say ‘I’m going to journey with you and help you navigate the systems and I’m going to be present in the treatment team meeting to ensure that your voice is going to be heard.’ “

“We can get into a rhythm of doing what we do, we feel we’re doing that well, but does that represent the family well? That’s where the family navigator helps by really focusing on the family and making sure that their voice does not get lost in it all,” Witherspoon said.

Youth Villages served as Alliance’s partner in providing High-Fidelity Wraparound services to youth and families. High-Fidelity Wraparound is an evidence-based, nationally-recognized model that partners with families to use their voice and strengths to develop a family-driven plan that promotes self-advocacy. Youth Villages will also serve in that role in Cumberland County’s implementation of the pilot.

Although the funding for the Durham initiative ran out on July 30, Witherspoon said the work will continue. “We are very fortunate in that they (DSS) want to continue the work of the family navigator, so DSS is in negotiation for possibly partnering with us on that.”

Witherspoon said that the successes of her team’s work under the pilot include improvement of behavioral health outcomes and school engagement for involved families, and a strengthening of Alliance’s relationship with our partners in the community.
The Community Inclusion Regional Kickoff took place June 26 at the Johnston Medical Mall in Smithfield. Becky Fescina, Alliance Community Education Specialist, Noah Swabe, Alliance Individual and Family Engagement Specialist, and Richard Callahan, President of NAMI Johnston County, along with guest speaker Peggy English, spent two hours educating, discussing, and sharing ideas about community inclusion for people with severe mental health challenges.

Thanks to a grant secured by the i2i Center and permission from Temple University, we were able to print 150 “Jump-Starting Community Living and Participation” toolkits. People left with an action plan and a desire toward implementing community inclusion in their personal and professional lives. To learn more or to schedule a community inclusion presentation/training, contact Becky Fescina at rfescina@alliancehealthplan.org.

The housing staff of Alliance’s Community Health and Well-Being division sponsored a “Landlord Appreciation Luncheon” in June to acknowledge our partnership and collaborative efforts with housing providers. Participating landlords and property managers from across Durham, Wake, and Johnston Counties joined Alliance staff for lunch at our home office.

The event also provided an opportunity for some of our housing partners to showcase their programs, target population served, and properties. The landlords and property managers who were acknowledged represented transitional, permanent supportive, bridge housing, and affordable housing providers. We also invited two tenants from our housing programs to share their housing experience and engagement in services through Alliance’s provider network.

Alliance staff are grateful for the opportunity to demonstrate our appreciation to the landlords and property managers who support Alliance’s housing programs and initiatives. The CH&WB division also held a landlord appreciation luncheon in Cumberland County in July.
Durham Recovery Response Crisis Center held an open house following a recent renovation that included updates to several areas around the facility. The $2 million dollar investment was focused on increasing guest comfort and staff visibility. Included in this project was an expanded space for Lincoln Community Health Services.

As part of the renovations, Recovery Innovations brought on an artist who, after meeting with guests and staff, painted a mural in the waiting area that was representative of the community.

Durham Recovery Response Crisis Center celebrates renovations

**Happy Birthday Alliance!**

Happy Birthday to us! On July 1 we celebrated our 7th year as Alliance! See more photos here: [ow.ly/aHCV50uR82U].

NC’s Traumatic Brain Injury (TBI) waiver pilot provides community-based services and supports as an alternative to nursing facility care or specialty rehabilitation hospital care for eligible individuals with a traumatic brain injury. For info about who may be eligible for the waiver, visit [alliancehealthplan.org/tbi](http://alliancehealthplan.org/tbi). To apply, call 800-510-9132 and ask for information on the TBI Waiver. Click [here](http://example.com) or on the thumbnail at right to download the TBI Waiver flyer.

---

**260,000 PEOPLE SUFFER A TRAUMATIC BRAIN INJURY**

- **Falls** 35.2%
- **Struck by / Against** 16.5%
- **Motor Vehicle** 17.3%
- **Other** 21%

---

**Attention!**

**North Carolina’s Traumatic Brain Injury Waiver Pilot Program**
Wake, Johnston, Cumberland and Durham Counties

**Patients who have sustained TBI or after their 22nd birthday**

**What is NC’s TBI Waiver?**
North Carolina’s Traumatic Brain Injury Waiver Pilot Program provides home and community-based services for individuals with a traumatic brain injury (TBI) who are not eligible forMedicaid.

**Who may be eligible?**
- Adults with cognitive, behavioral and or physical support needs.
- Individuals who have sustained a diagnosed TBI on or after their 22nd birthday.
- Adults who meet specialty rehabilitation hospital or skilled nursing level of care and who meet financial eligibility requirements may be eligible to participate in this Medicaid waiver.

**What is Alliance Health?**
Alliance Health is the managed care organization for publicly-funded behavioral healthcare services for the people of Durham, Wake, Cumberland and Johnston counties.

For more information or to make a referral contact:

Alliance Health Access and Information Line
1-800-510-9132
Ask to speak with someone about TBI services.

**What is Traumatic Brain Injury?**
- Result of external forces, a bump, jolt, or blow to the head directly or indirectly
- Can lead to potentially chronic challenges affecting not only the person, but the family, community, and services.
**August 2019**

**Durham and Wake Counties**

**August 6 – 7:**
Durham Child and Family Team (CFT) Training; 9 am – 4 pm
Alliance Health, 5200 W. Paramount Parkway, Suite 100, Morrisville, NC 27560. Registration: conta.cc/2Mqkh1G.

**August 10:**
Cut My City Back to School Event; 10 am – 4 pm

**August 15:**
3rd Annual Community Baby Shower; 1 – 5 pm
1235 Ramsey Street Fayetteville, NC. Registration: Sharon Glover, 910-491-4813 or SGlover@alliancehealthplan.org.

**August 17:**
Just say NO Bullying Has to go; 10 am – 2 pm
Look for the Alliance resource table. Spring Lake Recreation Center, 245 Ruth Street Spring Lake, NC.

**Cumberland County**

**August 3:**
Summer Blast Community Day; 10 am – 3 pm
Look for the Hope4NC resource table. Ernest Freeman Park 5139 Front St, Stedman, NC 28391.

**August 10:**
Cut My City Back to School Event; 10 am – 4 pm

**August 15:**
3rd Annual Community Baby Shower; 1 – 5 pm
1235 Ramsey Street Fayetteville, NC. Registration: Sharon Glover, 910-491-4813 or SGlover@alliancehealthplan.org.

**August 17:**
Just say NO Bullying Has to go; 10 am – 2 pm
Look for the Alliance resource table. Spring Lake Recreation Center, 245 Ruth Street Spring Lake, NC.

**August 22:**
CCS Open House; 4 – 6 pm
Look for the Hope4NC resource table. Armstrong Elementary, 1100-1120 Artemis Dr, Fayetteville, NC 28311.

**DBHS Open House; 3:30 – 6 pm**
Look for the Alliance resource table. Douglas Byrd High School, 1624 Ireland Drive Fayetteville, NC.

**August 24:**
Back to School; 9:30 am – 12:30 pm
Look for the Alliance resource table. Baldwin Elementary School, 4441 Legion Road Hope Mills, NC.

**August 31:**
Stop the Violence; 10 am – 5 pm
Look for the Alliance resource table. Mendoza Park Spring Lake, NC.

**Johnston County**

**August 8:**
Adult Mental Health First Aid; 8 am – 5 pm
Alliance Health, 521 N. Brightleaf Blvd., Smithfield, NC 27577. Registration: conta.cc/2K88mnF.

**August 16:**
Youth Mental Health First Aid; 8 am – 5 pm
Alliance Health; 521 Brightleaf Blvd, Smithfield NC, 27577; Registration: conta.cc/332mvtR.

**August 20:**
#YouthCulture: Adolescent Brain Development and Social Media; 2 – 3:30 pm
Alliance Health; 521 Brightleaf Blvd, Smithfield NC, 27577; To reserve a spot, please register online by August 16 at bit.ly/2yw5ydt. Presented by the Poe Center. More information: www.facebook.com/events/2202960043327267/.

**September 2019**

**Cumberland County**

**September 6:**
Piedmont Health Services & Sickle Cell Agency Health & Wellness Fair; 9:30 am – 2 pm
Look for the Alliance resource table. 907 Hay Street Fayetteville, NC. To register contact wlyons@piedmonthealthservices.org.

**September 7:**
Pull for Prevention; 10 am – 2 pm
Look for the Alliance resource table. Fort Bragg Harley-Davidson 3950 Sycamore Dairy Rd. Fayetteville, NC.

**Durham and Wake Counties**

**September 4:**
Youth with Incarcerated Parents Training; 10 am – 12 pm
Alliance Health, 5200 W. Paramount Parkway, Suite 100, Morrisville, NC 27560. Registration: conta.cc/2LVcfhE.

**September 9 – 10:**
Durham Child and Family Team (CFT) Training; 9 am – 4 pm
Alliance Health, 5200 W. Paramount Parkway, Suite 100, Morrisville, NC 27560. Registration: conta.cc/2OweGJC.
A Hurricane Florence survivor highlights how safe, stable housing is a key to success for those experiencing or at risk of homelessness. Click here or on the image above to view the video on YouTube.

Teka Dempson, Alliance’s Family Partner Coordinator was recently featured in the Practice Notes newsletter for NC Child Welfare Social Workers. She talks about the importance of family involvement in all aspects of care. Click here or on the image at right to view or download the Practice Notes newsletter.

Alliance Resources

Discover Recovery University, the online training gateway that allows users to register for Alliance online trainings.

Our schedule of in-person trainings, including Mental Health First Aid, can be found at alliancehealthplan.org/calendar.

The It’s Time to Re-Think campaign aims to debunk the common myths and misconceptions about people with mental illness, substance use disorders and intellectual/developmental disabilities that create stigma and keep them from getting the help they need.

The Alliance Consumer and Family Advisory Committee FY2019 Annual Report is available. Click here or on the image above to view or download the report: http://bit.ly/330lpog.