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Updated Provider Operations Manual Now Available Online

Our updated provider manual is available for current providers and providers looking to join partners.

[Click here](#) to view the manual.

Deadline Extended for NCI Staff Stability Survey for 2021

Sunday, July 31, 2022, is the new deadline to complete the National Core Indicators™ Intellectual and Developmental Disabilities (NCI-IDD) Staff Stability Survey. All Intellectual and Developmental Disability (I/DD) providers are encouraged to complete the survey.

Your feedback helps inform the state about issues affecting the I/DD Direct Support Professional (DSP) workforce. Your agency should have already received an email with the survey; the email subject is "NC NCI Staff Stability Survey 2021."

If you are an I/DD provider and you have not received the survey link or if you have any questions, contact NCISurvey@dhhs.nc.gov.

Take Partners' PSS Survey on Training Needs

The Peer Support Specialist Training and Development Survey is designed to capture the training and development needs of Peer Support Specialists (PSS) within the Partners provider network and Partners staff.

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This survey, which can be taken in July and August, is designed to include input from all the following relevant agency roles/positions in which Peer Support Specialists are employed (direct service and non-direct service):

- Agency Peer Support Specialists
- Agency Leadership
- Agency Clinical Operations of PSS Services
- Agency Clinical Supervisors of PSS
- Agency Non-Clinical Supervisors of PSS

[Click here](#) to take the survey.

Utilization Management (UM) COVID-19 Flexibilities Update:

Opioid Treatment Take-Home Dosing Ended July 15, 2022

Providers may continue to file claims for Opioid Treatment Take-Home Dosing services provided through July 15, 2022. The service extension was set to sunset on June 30.

This extension refers to the following services:

- Outpatient Opioid Treatment (OOT H0020, H0020 U3 OU, H0020 U3 OU OT, H0020 OT, H0020 U3 OU CR, H0020 GT CR, H0020 CR)
 - Stable patients in an OTP may receive 28 days of take-home doses of their medication for opioid use disorder.
 - Patients who are less stable may take up to 14 days of their take-home medication if the provider believes they can safely handle this level of take-home medication.

For more information, refer to NC Medicaid Special Bulletin COVID-19 #258: Extension of Flexibility for Opioid Treatment Program Take-Home Dosing:

<https://medicaid.ncdhhs.gov/blog/2022/07/07/special-bulletin-covid-19-258-extension-flexibility-opioid-treatment-program-take-home-dosing>

Temporary Behavioral Health Policy Flexibilities

This is an update to the Partners' Provider Alert: Utilization Management COVID-19 Flexibilities Update published on March 31, 2022.

Reminder: On June 15, 2022, NC Medicaid released Special Bulletin COVID-19 #251: Sunsetting of Temporary COVID-19 Flexibilities Tied to the NC State of Emergency. This is an update to Special Bulletin COVID-19 #237.

This Bulletin identifies all temporary Behavioral Health policy flexibilities outlined in COVID-19 Special Bulletin that were to be end-dated as of June 30, 2022. Partners Utilization Management (UM) will allow a transition period for retroactive Service Authorization Requests (SAR) submission through August 15, 2022. Providers will need a SAR that is effective July 1, 2022, for continuation of the service that sunset on June 30, 2022.

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Please see link for more details.

<https://medicaid.ncdhhs.gov/blog/2022/06/15/special-bulletin-covid-19-251-sunsetting-temporary-covid-19-flexibilities-tied-nc-state-emergency>

Below table identifies the Behavioral Health Service that were set to end by June 30, 2022.

Service	Changes effective June 30, 2022
Assertive Community Treatment Team (H0040 DJ GT CR; H0040 DJ CR; H0040 GT CR; H0040 CR)	Real time 2-way interactive audio and video telehealth, and telephonic ending
(b)(3) Supported Employment (Initial and Maintenance) (H2023 U4 HE CR; H2023 U4 HE GT CR; H2026 U4 CR; H2026 U4 GT CR)	Real time 2-way interactive audio and video telehealth, and telephonic ending
Child and Adolescent Day Treatment (H2012 HA; H2012 HA CR; H2012 HA GT CR)	Not allowed when school is not in operation (no service after school hours)
Community Support Team (CST H2015 HT HM CR; H2015 HT U1 CR; H2015 HT <u>HN</u> CR; H2015 HT HF CR; H2015 HT HO CR; H2015 HT HO CR; H2015 HT HM GT CR; H2015 HT U1 GT CR; H2015 HT <u>HN</u> GT CR; H2015 HT HF GT CR; H2015 HT HO GT CR; H2015 HT U1 DR CR; H2015 HT HF DJ CR; H2015 HT HO DJ CR; H2015 HT HM DJ CR; H2015 HT <u>HN</u> DJ CR)	Real time 2-way interactive audio and video telehealth, and telephonic ending
Facility Based Crisis (S9484; S9484 HA; S9484 HA CR; S9484 CR)	Assessment via Telehealth is ending
Intensive In-Home (H2022 CR)	Telephonic ending
Mobile Crisis Management (H2011 GT CR)	Real time 2-way interactive audio and video telehealth ending
Multisystemic Therapy (H2033 M4-M5 GT CR)	Real time 2-way interactive audio and video telehealth, and telephonic ending
Psychiatric Residential Treatment Facility (0911)	Telehealth ending

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Residential Level Treatment Services I and II Family and Program Type (H2020 CR; S5145 CR; H0046 CR; H0046; S5145 CR DD; S5145 DD; S5145 HA ST; S5145 TF; S5145 HA; S5145 HT; S5145; H2020)	Waive Reauthorization ending
Residential Level Treatment Service IV (H0019 UR CR; H0019 U5 CR; H0019 HK CR)	Telehealth ending
96110 <u>GTCR</u> – Developmental Testing	Telehealth ending
96112 <u>GTCR</u> – Developmental Testing Administration and Scoring 1 st hour	Telehealth ending
96113 <u>GTCR</u> - Developmental Testing Administration and Scoring, additional 30 mins	Telehealth ending
96116 <u>GTCR</u> – Neurobehavioral Exam, 1 st hour	Telehealth ending
96121 <u>GTCR</u> – Neurobehavioral Exam, each additional hour	Telehealth ending
96136 <u>GTCR</u> - Psychological Scoring Physician	Telehealth ending
96137 <u>GTCR</u> – Psychological Scoring, physician, additional 30 minutes	Telehealth ending
96138 <u>GTCR</u> - Psychological Scoring Technician	Telehealth ending
96139 <u>GTCR</u> -Psychological Scoring Technician, each additional 30 minutes	Telehealth ending
96146 <u>GTCR</u> - Psychological or Neuropsychological Test Administrated by Electronic Platform	Telehealth ending

The following services below identify changes in staffing and/or program delivery that were to sunset on June 30, 2022. For more details, please refer to bulletin:

<https://medicaid.ncdhhs.gov/blog/2022/06/15/special-bulletin-covid-19-251-sunsetting-temporary-covid-19-flexibilities-tied-nc-state-emergency>

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Services include:

- Assertive Community Treatment Team (ACTT H0040, H0040 OT, H0040 DJ GT CR, H0040 DJ CR, H0040 GT CR, H0040 CR, H0040 DJ)
- Child and Adolescent Day Treatment (CADT H2012 HA, H2012 HA CR, H2012 HA GT CR)
- Community Support Team (CST H2015 HT HM CR; H2015 HT U1 CR; H2015 HT HN CR; H2015 HT HF CR; H2015 HT HO CR; H2015 HT HO CR; H2015 HT HM GT CR; H2015 HT U1 GT CR; H2015 HT HN GT CR; H2015 HT HF GT CR; H2015 HT HO GT CR; H2015 HT U1 DR CR; H2015 HT HF DJ CR; H2015 HT HO DJ CR; H2015 HT HM DJ CR; H2015 HT HN DJ CR, H2015 HT U1, H2015 HT HM, H2015 HT HN, H2015 HT HF, H2015 HT HO, H2015 HT U1 DJ, H2015 HT HM DJ, H2015 HT HN DJ, H2015 HT HF DJ, H2015 HT HO DJ)
 - Comprehensive Clinical Assessment (CCA) is required for flex codes. CCA will be required for treatment beyond six months.
 - Allow functional assessments and crisis interventions to be completed by telehealth or telephonic modalities, as clinically appropriate.
- Facility Based Crisis Adolescent: (S9484 HA).
- Intensive In-Home (IIH H2022, H2022 CR, H2022 GT CR)
- Mobile Crisis Management (MCM H2011, H2011 CR, H2011 GT CR)
- Multisystemic Therapy (MST H2033 M4-M5; H2033 M4-M5 GT CR)
 - Waive maximum of 480 units per 3 months sunsetting.
- Outpatient Opioid Treatment (OOT H0020, H0020 U3 OU, H0020 U3 OU OT, H0020 OT, H0020 U3 OU CR, H0020 GT CR, H0020 CR)
- Peer Support Services (PSS H0038 HQ; H0038 HK U4; H0038 HQ U4 DJ; H0038 U4 DJ; H0038 GTCR; H0038 DJ CR; H0038 CR; H0038 HQ DJ; H0038 HK; H0038 DJ; H0038 HQ GT CR; H0038 HQ CR; H0038 HQ IN; H0038 CR IN; H0038 IN; H0038 HQ DJ GR CR; H0038 HQ DJ CR; H0038 DJ GT CR). Allow Telehealth (GT) and telephonic (KX).
- Residential Level I (H0046 CR; H0046)
- Residential Level II (H2020 CR; S5145 CR; S5145 CR DD; S5145 DD; S5145 HA ST; S5145 TF; S5145 HA; S5145 HT; S5145; H2020)
- Residential Level III (H0019 HQ; H0019 TJ; H0019 TJ PB; H0019 TJ HE; H0019 TJ CR; H0019 HQ CR)
- Residential Level IV (H0019 UR CR; H0019 U5 CR; H0019 HK CR)
- Substance Abuse Comprehensive Outpatient Treatment (SACOT H2035; H2035 GT CR; H2035 OT)
- Substance Abuse Intensive Outpatient Program (SAIOP H0015; H0015 AD; H0015 GT CR; H0015 AD GT CR; H0015 OT)
- Substance Abuse Medically Monitored Community Residential (H0013, H0013 CR)

The following testing codes can continue to be provided via Telehealth after June 30, 2022, using the GT modifier:

96130 GT – Psychological Evaluation and Interpretation– 1 hour

96131 GT – Psychological Evaluation and Interpretation– each additional 1 hour

96132 GT – Neuropsychological Evaluation and Interpretation– 1 hour

96133 GT – Neuropsychological Evaluation and Interpretation– each additional 1 hour

Changes to Outpatient Behavioral Health Services, including E/M codes and (b)(3) services have been made into permanent policy. Use Modifier GT for interactive audio-visual communication and KX via telephonic, audio-

only. For more details, please see link below for Behavioral Health Clinical Coverage Policies: 8A, 8A-1, 8A-2, 8A-5, 8A-6, 8C, 8D-2 and 8G: <https://medicaid.ncdhhs.gov/behavioral-health-clinical-coverage-policies>

UM Update: SAR Submission in Alpha+

Providers should submit *all* Service Authorization Requests (SARs) electronically in Alpha+ using the URL: <https://login.alphaphm.org/portallogin>

What happens if a provider has submitted a manual SAR?

If you have sent a manual SAR to Partners, please *do not* resubmit that SARs electronically via the Partners Alpha+. UM will review and process all previously submitted Manual SARs. Please do not submit duplicate SARs in Alpha+.

What if a provider has questions?

For any SAR related questions, please send an email to UMquestions@partnersbhm.org or call the related UM workgroup numbers below:

MHSU UM Workgroup: 704-842-6436

Acute Services Team UM Workgroup: 704-842-6434

IDD Team UM Workgroup: 704-884-2605

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 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 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.

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. In order to ensure that all providers receive EFT payments as outlined

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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.

June 2022: Medicaid—Number of Days to Process and Pay All Claims

Received Date to Paid Date:	8.9
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Top Five Medicaid Claim Denials for June 2022

<i>Claim Denial</i>	<i>Provider Recommended Action Steps</i>
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.
Referenced claim has already been resubmitted. Multiple resubmissions not allowed.	Check the Reference Claim number to verify it references the original claim. The duplicate resubmission will contain the same reference.
Billing taxonomy submitted is not associated with the billing NPI	Rebill claims with the correct taxonomy/NPI information.
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 patient has effective insurance coverage to the date of service submitted on the claim. If this is correct, contact the LME/MCO for further assistance.

State News and Updates

NCDHHS Resources:

- **Joint Communication Bulletins**, which are issued by the NC Department of Health and Human Services, can be found at <https://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>.
- **Medicaid Bulletins**: All bulletin articles are available at <https://medicaid.ncdhhs.gov/providers/medicaid-bulletin/medicaid-bulletin-digests>. Providers are encouraged to frequently review this information.
- **Medicaid Pharmacy Newsletters** are available at <https://medicaid.ncdhhs.gov/2022-pharmacy-newsletters>.
- **NCTracks**: Providers are encouraged to review NCTracks communications. To subscribe to NCTracks communications, visit <https://www.nctracks.nc.gov/content/public/providers/provider-communications.html>.

Provider Meetings and Collaboratives

Medicaid Direct Provider Information Sessions

Two sessions to choose from:

- **July 26, 2022, 2 p.m.** ([Register](#))
- **July 28, 2022, 2 p.m.** ([Register](#))

Partners is hosting two provider information sessions regarding Medicaid Direct. These sessions will be identical, so you only need to register for one session. We will cover the contracting requirements and basic information regarding Medicaid Direct. Providers only need to attend one session, as they will cover the same information. Advance registration required. After registering, you will receive a confirmation email containing information about joining the meeting.

Partners LGBTQ Collaborative

August 18, 2022, 3 p.m. ([Register](#))

Partners sponsors a monthly provider-led LGBTQ Collaborative. Topics covered include brainstorming provider initiatives, case consultation, addressing LGBTQ topics of interest and support, celebrations of accomplishments, resource sharing and training needs. Please join us for this interactive session of learning and community. All meetings are held virtually on the third Thursday of each month from 3 p.m. to 4 p.m.

Leslie Dill, MAEd, CHES, OPT OUT Program Manager with Carolinas CARE Partnership, will provide the training "Let's Talk Language," which addresses the importance of inclusive language and covers three ways to show community members that we interact with that we are supportive of diversity without saying it.

Partners' Provider Council

August 26, 2022, 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.

IDD/Innovations Provider Breakout Session

August 26, 2022, noon ([Register](#))

After registering, you will receive a confirmation email containing information about joining the meeting.

Partners Diversity and Inclusion Collaboratives

Upcoming sessions:

- *October 13, 2022, 2 p.m.-3 p.m.* ([Register](#))
- *January 12, 2023, 2 p.m.-3 p.m.* ([Register](#))
- *April 13, 2023, 2 p.m.-3 p.m.* ([Register](#))

This collaborative is a reoccurring event on the second Thursday of the first month of each quarter. It is designed to promote training and events to bring awareness to diversity, equity and inclusion within the LME/MCO and provider agencies. It also:

- Engages LME/MCOs and providers in diversity, equity and inclusion conversations
- Reviews and develops policies and procedures to promote diversity, equity and inclusion within the

- LME/MCOs and provider organizations
- Develops and promotes strategies and best practices within the realms of racial, social, sexual and gender diversity
- Reviews and works to remove systemic barriers to minority providers

Provider Training

Partners' Training Library: Are you looking for a recent presentation from a previous Partners' Training Academy event? Our on-demand training library is available as a resource in the Partners Training Academy. Presentations are listed in chronological order, from newest to oldest. Find slide decks, tip sheets and video tutorials at <https://www.partnerstraining.org/training-library/>.

NC-TOPPS Monthly Webinar

August 3, 2022, 2 p.m.-2:30 p.m. ([Register](#))

Please join us 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

August 4, 2022, 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, much like other essential elements of our work, shifted in its design and function on June 2, 2022. You will note that the scheduled day and start time of the Provider Open House remains the same, yet the session is reduced to one hour. You will also note that we seek to be more intentional about how we spend your time.

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.

Community Support Team (CST) Service Definition Training

August 16, 2022, 8:30 a.m.-11:45 a.m. ([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 for three hours of CST Service Definition Training. Registrants will view a previously recorded training that includes two 10-minute breaks. In order 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.

New I/DD State Funded Service Definitions and LTCS Question and Answer Session

August 17, 2022, 3:30 p.m.-5 p.m. ([Register](#))

Join Partners Training Academy for an overview of the new Intellectual and Developmental Disability (I/DD) State Funded Service Definitions and Long-Term Community Supports (LTCS) Question and Answers session. The target audience for this event is providers. This live virtual information session will review new State Funded Services and the transition expectations for eligible members. Discussion also will cover LTCS as one of the services to which Medicaid-eligible recipients may need to transition. There has been no change at this time to the LTCS service definition. For more information, read the [LTCS FAQ](#). Email questions ahead of the event to training@partnerbhm.org.

Permanent Supportive Housing (PSH) August 2022

August 22-25, 2022, 8:30 a.m.-12:30 p.m. each day ([Register](#))

Join Partners Training Academy for Permanent Supportive Housing, an evidence-based model required for CST providers. This is an interactive training. Attendees are expected to participate fully (audio and visual required). All sessions must be completed to get the required 15 hours of PSH credit. No partial credit will be given.

Cognitive Behavioral Therapy Foundations Training

September 20 and 22, 2022, 9 a.m.-12:15 p.m. ([Register](#))

Trainer: Eric Ottinger

Join Partners for Cognitive Behavioral Therapy (CBT) Foundations training on September 20 and 22.

CBT is an evidence-based practice that focuses on challenging and changing unhelpful cognitive distortions and behaviors, improving emotional regulation, and the development of personal coping strategies that target solving current problems.

This is a virtual live event. You must participate using audio and video capabilities. If you cannot access audio and video, you must wait to take a face-to-face class. If you are not participating with your video, you will be removed from the session. This training is for two (three-hour sessions) on September 20 and 22. You must attend both trainings to receive credit. No partial credits will be given.

NCSAPPB and NBCC approval 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 to attend this training, email training@partnersbhm.org.

Person Centered Planning Instructional Elements – September 2022

September 27, 2022, 8:30 a.m.-11:45 a.m. ([Register](#))

This course will meet the required three hours of training for Person Center Plan (PCP) Instructional Elements. Registrants will review requirements to write Person Centered Plans and Crisis Plans. This course is open to all providers, especially those who write PCPs. The zoom link will be sent via email to registrants, one business day prior to the event. Active participation with both audio and video connection are required during the full three hours in order to receive a course certificate. This course does not offer NBCC continuing education credits.

Introduction to Motivational Interviewing September 2022

September 28 and 29, 2022, 9 a.m.-5 p.m. ([Register](#))

Trainer: Tami Grossens

Join Partners Training Academy for this two-day, interactive 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 training requirements.

NC-TOPPS 101 and Superuser Training

October 26, 2022, 9 a.m.-10:30 a.m. ([Register](#))

Join Partners Training Academy for this training on NC-TOPPS. The Quality Improvement Team established this training to introduce NC-TOPPS and outline the roles and responsibilities associated with being an NC-TOPPS Superuser. This training will also provide updates on new and existing requirements related to Partners' NC-TOPPS compliance standards.

Target Audience: Existing and new providers in the Partners network. If you need accommodations to attend this training, email training@partnersbhm.org.

On-Demand: Hand Washing and Personal Protective Equipment (PPE) Training:

<https://register.gotowebinar.com/register/977481654637434892>

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

On-Demand: Infection Control in Home Care Settings Training:

<https://register.gotowebinar.com/register/990492175729795856>

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.

On-Demand: Infection Control in Community Care Settings Training:

<https://register.gotowebinar.com/register/2298139155621427467>

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.

On-Demand: Abuse, Neglect and Exploitation Training:

<https://www.partnerstraining.org/training-library/>

Trainer: Chandra Henson, Catawba County Social Services.

The Partners Training Academy Learning Library offers on-demand material (less than 30 minutes) for providers. Learn about Adult Protective Services (APS) processes, provider responsibilities, as well as signs and symptoms of potential mistreatment, exploitation and abuse. No National Board of Certified Counselors (NBCC) continuing education credits will be offered.

On-Demand Housing Training:

<https://www.partnerstraining.org/training-library/>

The Partners' Training Academy Learning Library offers brief on-demand materials for providers who work with members seeking housing. These are designed for those new to the material. Ideal for new staff orientation and training.

Housing Tutorials

- Housing Resources Overview
- Housing First Model
- Homelessness and Housing for People with Behavioral Health Challenges

Technical Assistance Collaborative (TAC) materials

- Section 8 Made Simple
- Vouchers Database by County in NC

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.

Partners Community Café

Fourth Wednesday of the month, 10 a.m.-11 a.m. ([Register](#))

Join Partners for our monthly Community Café, where we focus on relevant issues, concerns and ideas to improve the lives of those we serve. This month's Community Café focuses on minority health. July is National Minority Mental Health Awareness Month. Join us as we talk about the physical and mental health topics affecting minorities.

Hickory Brain Injury Support Group

Upcoming Sessions

- July 26, 6 p.m.-7:15 p.m.
- August 23, 6 p.m.-7:15 p.m.
- September 27, 6 p.m.-7:15 p.m.

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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.

Trauma Informed Care

July 27, 2022, 2 p.m. ([Register](#))

Let's look at how our behavior affects others with a history of trauma. What are some simple changes we can make using what we know about trauma?

QPR (Question Persuade Refer) Suicide Prevention

July 28, 2022, 2-4 p.m. ([Register](#))

Many people have experienced the loss of someone to suicide. The risk of suicide is still high. This 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.

Domestic Violence: How to Help

July 29, 2022, 10 a.m. ([Register](#))

Many of us are still home more than usual, and the risk for domestic violence is high. Learn how to spot the signs of domestic violence and how to help.

Reentry Simulation

August 16, 2022, 9 a.m.-noon ([Register](#))

Facilitator: Assistant U.S. Attorney Robert A. Lang-PSN, Anti-Gang and Reentry Coordinator

The Forsyth County Reentry Council will host a Reentry Simulation at the Forsyth County Sheriff's Office on August 16. The goal of the Reentry Simulation is for participants to gain an understanding of the significant obstacles faced by people who have been incarcerated when they reenter their communities. Participants are assigned a character to play and given timed tasks to complete. The experience is designed to provide insight to community members and professionals who assist people in achieving successful reentry into our communities.

The event will be on the second floor of the Forsyth County Sheriff's Office, 301 North Church St., Winston-Salem, N.C. if you have questions, contact Rebecca Sauter at rsauter@ptrc.org or 336-748-4666. The deadline to register is Friday, August 12, 2022.

Additional Events and Training

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@mounteag.com or visit <https://mounteag.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 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 | |