

Action Plan for Section III C of the Settlement Agreement  
Gaps in needed Services and Supports

Focus Area	Task	Responsible Agency	Responsible Person	Targeted Due Date	Completion Rate (Enter % Value)
New State Service- Tenancy Supports	Implement New State Service for Tenancy Supports	DHHS DMH/DD/SA	Courtney Cantrell, Director	1/1/2016	75%
New State Service- Tenancy Supports	LME/MCO Contract with providers for Tenancy supports	LME/MCO	Courtney Cantrell, Director	12/15/2015	100%
New State Service- Tenancy Supports	Training and ongoing technical assistance for LME/MCO and providers through NC ACT Technical Assistance Collaborative	DHHS DMH/DD/SA	Courtney Cantrell, Director	Training ongoing but begins for new providers 12/1/2015	100%
New State Service- Tenancy Supports	Providers and Quadel conduct knowledge transfer and warm handoff for tenancy supports	DHHS DMH/DD/SA	Courtney Cantrell, Director Jessica Keith, Special Advisor on ADA	1/1/2016	50%
New State Service- Tenancy Supports	Evaluate any alternative Service definitions requests that include TS functions embedded in current state funded services	DHHS DMH/DD/SA	Courtney Cantrell, Director Jessica Keith, Special Advisor on ADA	ongoing	10%
New State Service- Tenancy Supports	Evaluate implementation of new definition though monthly reviews with LME/MCO	DHHS DMH/DD/SA	Courtney Cantrell, Director	4/30/2016	10%

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New State Service- Tenancy Supports	Apply for housing and Medicaid technical assistance through CMS grant opportunity	DHHS/DMA/DMH/DD/SA/DAAS/NC HFA	Dave Richard, Deputy Secretary	request extension for 12/1/15 date-letter of interest drafted	100%
New DMA Service- Tenancy Supports	Request State SPA Amendment change to include Tenancy Supports service definition	DHHS DMA	Dave Richard, Deputy Secretary	7/1/2016	50%
New DMA Service- Tenancy Supports	Hold focus groups on potential new service definition with LME/MCOs, providers and other interested stakeholders	DHHS DMA	Dave Richard, Deputy Secretary	5/1/2016	25%
New State Service- Tenancy Supports	Develop Communication Bulletin around role clarity of TST providers vs TCLI LME/MCO staff and LME/MCO housing specialists as it relates to Tenancy Supports	DHHS DMH/DD/SA	Courtney Cantrell, Director	3/31/2016	0%
ACT- Tenancy Support Component	Develop Communication Bulletin around role clarity of ACT providers vs TCLI LME/MCO staff as it relates to Tenancy Supports	DHHS DMH/DD/SA	Courtney Cantrell, Director	3/31/2016	0%

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ACT- Tenancy Support Component	Work with ACT Technical Assistance Collaborative and LME/MCOs to strengthen tenancy supports component within the ACT teams. The approach will be multi pronged including education, training, provider contracts, and monitoring.	DHHS DMH/DD/SA DMA	Dale Armstrong Deputy Secretary, Dave Richard, Deputy Secretary	ongoing responses to RFP due January 8, 2016 Award within 120 days	n/a	50%
CTI	Currently there are 6 CTI teams in the state. TCLI is putting out an RFP for start up of 2 more teams. 13 persons from 4 LME/MCOs, DMA and DMH/DD/SA staff traveling to New York to attend CTI train the trainer program	DHHS DMH/DD/SA	Courtney Cantrell, Division Director			50%
CTI	Evaluate Potential for CTI as part of Medicaid reimbursable service	DHHS DMA	Courtney Cantrell, Director Dave Richard, Deputy Secretary	12/31/2015		100%
CTI	Determine steps for expansion either through state funding or to apply for develop CTI as part of a Medicaid Reimbursable service	DHHS DMA	Dave Richard, Deputy Secretary	3/1/2016		50%
CTI	Develop priority for individuals in TCLI for expedited evaluation and services	DHHS DMA	Dave Richard, Deputy Secretary	5/1/2016		50%
Personal Care Services		DHHS/DMA	Dave Richard, Deputy Secretary	6/15/2016		10%

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Gaps analysis	Re-evaluate submissions from LME/MCO around community services array	DHHS DMA DMH/DD/SA	Dale Armstrong Deputy Secretary, Dave Richard, Deputy Secretary			
Gaps analysis	Develop with LME/MCO concrete action steps on any service gaps	DHHS DMA DMH/DD/SA	Dale Armstrong Deputy Secretary, Dave Richard, Deputy Secretary	3/1/2016	20%	
Contracts-DMH	Fully integrate priority population into DMH Contract vs stand alone section in previous contract.	DHHS DMH/DD/SA	Courtney Cantrell, Director	1/1/2016 (language added, need to negotiate contract)	90%	
Contracts -DMH	Add performance measures to contract related to expected outcomes	DHHS DMH/DD/SA	Courtney Cantrell, Director	1/1/2016 (language added, need to negotiate contract)	90%	
Contracts-DMA	Drafting new language for performance related to transitions to community living initiative in DMA contracts beginning in January	DHHS DMA	Dave Richard, Deputy Secretary	4/1/2016	0%	

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Dashboard for TCLI	Begin sharing monthly with LME/MCO CEOs ongoing performance through performance dashboard	DHHS DMA DMH/DD/SA	Dale Armstrong Deputy Secretary, Dave Richard, Deputy Secretary	1/1/2016	75%
Staffing at LME/MCO	LME/MCO allocations were increased for a total of 86 in reach workers and 98 transition coordinators. DHHS will monitor staffing levels beginning January 1, 2016	DHHS DMA DMH/DD/SA	Dale Armstrong Deputy Secretary, Dave Richard, Deputy Secretary	1/1/2016	75%
Overall Service Accessibility	Develop state strategic plan (3-year) to include minimum services available across all LME/MCOs; Legislation requires LME/MCOs to offer all services specified in this plan	DHHS DMH/DD/SA	Courtney Cantrell, Director	1/30/2016	90%
Service Reduction/Change Approval	Included language in contract specifying that LME/MCOs must submit changes in benefit packages (state-funded) to the state for approval	DHHS DMH/DD/SA	Courtney Cantrell, Director	7/1/2016 (language added, need to negotiate contract)	90%

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Medicaid County of Origin	Develop communication bulletin to LME-MCO concerning expectation of inreach and transition coordinators at the LME-MCOs to provide inreach and transition services to individuals at homes within one hour of their catchment area.	DHHS DMA DMH/DD/SA	Courtney Cantrell, Director, Dave Richard, Deputy Secretary	2/1/2016	75%
Medicaid County of Origin	Hold focus groups with LME-MCO and State DSS and County DSS to develop protocols around transition of Medicaid county of residence.	DHHS DMA DMH/DD/SA DAAS DSS	Courtney Cantrell, Director, Dave Richard, Deputy Secretary, Suzanne Merrill, Director, Wayne Black, Director	5/1/2016	10%

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Focus Area	Task	Responsible Agency	Responsible Person	Targeted Due Date	Completion Rate (Enter % Value)
Staffing - DHHS	Recruit Housing Director Position in Secretary's Office	DHHS	Jessica Keith, Special Advisor on ADA	2/28/2016	75%
Staffing - DHHS	Dedicate Director, Assistant Director, Regional Housing Coordinator Director, and Regional Housing Coordinator staff of Division of Aging and Adult Services to assist with Settlement Requirements	DHHS	Suzanne Merrill	10/1/2015	ongoing
Staffing - NCHFA	Dedicate Director to settlement activities, Manager to recruit Targeted Units & streamline Targeting/Key program operations, Director to assess rental programs and make changes to support settlement goals	NCHFA	Bob Kucab, Executive Director	7/1/2015	ongoing
Staffing - NCHFA	Hire part time staff to support TCLL utilization of Targeting/Key programs	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	7/1/2015	100%

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Staffing - NCHFA	Redirect part of 2 staff member's time to focus and support TCLU utilization of Targeting/Key programs	NCHFA	Scott Farmer, Director of Rental Investment/Patricia Amend, Director of Policy, Planning and Technology	9/1/2015	100%
Targeting Program - NCHFA	Recruit Targeted Units - by properties already participating in Targeted Program increasing from 10% to up to 20%	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	6/30/2016 - ongoing	10%
Targeting Program - NCHFA	Recruit Targeted Units - by adding new properties funded with LIHTC prior to 2004 to participate in Targeting Program	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	6/30/2016 - ongoing	10%
Targeting Program - NCHFA	Recruit Targeted Units - by adding new Rural Development properties with partial rent assistance to participate in Targeting Program	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	9/30/2016 - ongoing	10%



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Targeting Program - NCHFA	Recruit Targeted Units - by adding new Rural Development properties with full rent assistance to participate in Targeting Program - this will be dependent on RD Washington providing guidance on ability to provide waitlist preferences	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	12/31/17 - ongoing	2%
Targeting Program - NCHFA	Recruit Targeted Units - contact Rural Development Washington about ability to provide waitlist preferences for people with disabilities, specifically those in an Olmstead target population	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	12/31/2016	50%
Targeting Program - NCHFA	Recruit Targeted Units - contact HUD Multifamily about ability to provide waitlist preferences for people with disabilities, specifically those in an Olmstead target population	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	6/30/2016	50%

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Targeting Program - NCHFA	Recruit Targeted Units - by adding new Section 8 properties with partial rent assistance to participate in Targeting Program	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	12/31/2016	2%
Targeting Program - DHHS	Operations - Change program rules to automatically refer TCLI participants to Targeting Program	DHHS	Suzanne Merrill, Director	3/30/2016	75%
Targeting Program - DHHS	Operations - Once TCLI participant is referred to Targeting Program, RHC proactively reaches out to LME/MCO with housing information	DHHS	Suzanne Merrill, Director	3/30/2016	75%
Targeting Program - DHHS	Operations - Remove Local Lead Agency concept, Regional Housing Coordinators (RHCs) now the one point of contact for properties if tenancy issues arise	DHHS	Suzanne Merrill, Director	2/28/2016	80%
Targeting Program- DHHS	Operations- Include Role of RHC in Communication Bulletin Clarifying role of LME-MCO, Role of Tenancy Support-Role of Regional Housing Coordinator	DHHS	Courtney Cantrell, Director, Suzanne Merrill, Director	3/31/2016	0%

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Targeting Program - DHHS	Operations - LME/MCOs requested to alert DHHS if tenant application is denied and/or think property manager may not be following fair housing or Targeting Program requirements	DHHS	Suzanne Merrill, Director	12/31/2015	100%
Targeting Program - DHHS	Operations - LME/MCOs requested to alert DHHS if property manager may not be notifying RHC of vacancies	DHHS	Suzanne Merrill, Director	12/31/2015	100%
Targeting Program - DHHS/NCHFA	Operations - Upon notice from LME/MCOs that property managers may not be complying with fair housing or program regulations, DHHS will notify NCHFA and NCHFA will imitate contact and corrective action with owners and property management company	DHHS	Suzanne Merrill, Director/ Patricia Amend, Director of Policy, Planning and Technology	12/31/2015	ongoing
Targeting Program - DHHS/NCHFA	Operations - Implement joint DHHS/NCHFA bi-weekly standing meetings to resolve operational issues as they arise	DHHS	Suzanne Merrill, Director/ Patricia Amend, Director of Policy, Planning and Technology	10/30/2015	ongoing

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Targeting Program - NCHFA	Operations - Assign 2 staff to work with newly constructed properties and RHCs to assist with initial rent up. Assign 2 staff to work directly with RHCs to resolve issues as they arise. One is assigned to the West and the other the East.	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	12/31/2015	100%
Targeting Program - NCHFA	Operations - Assign 1 part-time staff to coordinated problem resolution of day to day operational issues, complete specific data analysis to improve program, and to handle special projects	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	12/31/2016	5%
Targeting Program - NCHFA	Operations - Explore data and data tools to analyze trends to see if specific properties or property managers are complying with program rules	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	12/31/2016	5%
Targeting Program - NCHFA	Operations - Renew message to encourage owners/ property managers to waive application fees' tenants referred to Targeted Units	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	3/31/2016	25%

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Targeting Program - DHHS	Expand criminal/credit Pre-Approval Pilot to at least one more LME/MCO geographic area; allowing more timely identification of housing barriers	DHHS	Suzanne Merrill, Director	3/31/2016	25%
Targeting Program - NCHFA	Operations - Establish protocol for all tenants leasing Targeted Unit to have security deposit paid for by Key program; removing barrier and adding program consistency	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	12/31/2015	100%
Targeting Program - NCHFA	Targeting Agreement - rewritten to ensure landlord/ property manager understand their role and commitment under the program	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	1/31/2016	85%
Targeting Program - NCHFA	Targeting Agreement - responsibility for ensuring Targeting Agreement is moved from DHHS to NCHFA	DHHS/NCHFA	Suzanne Merrill, Director/ Patricia Amend, Director of Policy, Planning and Technology	1/31/2016	75%

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Targeting Program - NCHFA	Targeting Agreement - assigned 2 staff to track all new properties to ensure agreements are executed and DHHS is notified to begin referrals	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	12/31/2015	100%
Targeting Program - NCHFA	Targeting Agreement - upgraded Asset Management System software to capture Targeting Agreements and Effective Date of Agreement to facilitate tracking and reporting	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	10/31/2015	100%
Targeting Program - NCHFA	Targeting Agreement - dedicated staff to scan, index, and upload Targeting Agreements and input Effective Dates into AMS	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	10/31/2015	100%
Targeting Program - NCHFA	Targeting Agreement - created Property Profile for DHHS to use in making referral and marketing properties to the referral network	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	1/31/2016	50%
Fair Housing & ADA - NCHFA	Criminal Policy - Partner with NC Justice Center to create 'best practice' criminal policy for owners/property managers	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	2/28/2015	75%

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Fair Housing & ADA - NCHFA	Criminal Policy - NC Justice Center rolled out draft "best practice" criminal policy at Targeting/ Key Program roundtable for owner/property manager feedback	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	10/31/015	100%
Fair Housing & ADA - NCHFA	Criminal Policy - NC Justice Center creating second draft	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	1/31/2016	90%
Fair Housing & ADA - NCHFA	Criminal Policy - Present second draft of "best practice" criminal policy to owners/ property managers and obtain feedback	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	2/28/2016	0%
Fair Housing & ADA - NCHFA	Criminal Policy - Track which owners/ property managers move toward best practice criminal policy	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	6/30/2016	0%

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Fair Housing & ADA - DHHS/NCHFA	Training - Educate owners/ property managers on Settlement Agreement at Developer's Workshop and other sessions throughout NC Affordable Housing Conference	DHHS/NCHFA	Suzanne Merrill, Director/ Patricia Amend, Director of Policy, Planning and Technology	10/31/2015	100%
Fair Housing & ADA - NCHFA	Training - Contract with NC Fair Housing Project to provide Fair Housing Training	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	1/31/2016	50%
Fair Housing & ADA - NCHFA	Training - Schedule and conduct seven fair housing trainings targeted to service providers	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	3/30/2016	0%
Fair Housing & ADA - NCHFA	Training - Schedule and conduct seven fair housing trainings targeted to housing providers	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	3/30/2016	0%



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Fair Housing & ADA - NCHFA	Reasonable Accommodations - Explore technical assistance hotline concept to allow LME/MCO or service provider staff to access legal expertise at time of writing, responding to, or analyzing reasonable accommodation actions	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	6/30/2016	5%
Key Program - NCHFA	Owners Agreement to Participate - rewrote to ensure landlord/ property manager understand their role and commitment under the program	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	1/31/2016	85%
Key Program - NCHFA	Key Payment Standard - analyzing payment standards to ensure they cover rental costs in all counties adjustment Key Payment Standards as needed	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	1/31/2016	80%
Key Program - NCHFA	Key Payment Standard - enhance software to accommodate many payment standard instead of one statewide standard	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	12/31/2016	0%

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Key Program - NCHFA	Special Claims - continue to identify areas of property management risk and reduce through special claims process (i.e. eviction costs, lost rents, etc.) Holding Fee - exploring expanding this fee to pay Key Payment Standard to hold unit vacant while someone is in process of transitioning	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	6/30/2016	5%
Key Program - NCHFA	Key Payment Standard - enhance software to accommodate expanded use of holding fee	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	6/30/2016	0%
Key Program - NCHFA	Bond Deal Pilot - approached developer to "buy" Targeted Units in previously awarded bond financed project with one bedroom units in high demand county	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	12/31/2016	0%
Rental Development Programs - NCHFA	LIHTC - added Olimstead Settlement Initiative section, IV(F)(5) to 2016 QAP. This includes incentive points for 1 bedroom units and developing units in high demand counties	NCHFA	Scott Farmer, Director of Rental Investment	6/30/2016	50%
Rental Development Programs - NCHFA		NCHFA	Scott Farmer, Director of Rental Investment	12/31/2015	100%

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Rental Development Programs - NCHFA	LIHTC - added new amenity category, Pharmacy, in 2016 QAP. Now award points for Grocery, Shopping, Pharmacy, Healthcare, Public Facility and other defined amenities and services.	NCHFA	Scott Farmer, Director of Rental Investment	12/31/2015	100%
Rental Development Programs - NCHFA	LIHTC - added annual training requirement to 2016 QAP management agent experience section; these trainings cover Targeting/Key Programs and Fair Housing	NCHFA	Scott Farmer, Director of Rental Investment	12/31/2015	100%
Rental Development Programs - NCHFA	LIHTC - clarified Targeting Program section language in Section IV(F)(4)	NCHFA	Scott Farmer, Director of Rental Investment	12/31/2015	100%
Rental Development Programs - NCHFA	LIHTC - applied Targeting Program requirements to bond financed projects in the 2016 QAP	NCHFA	Scott Farmer, Director of Rental Investment	12/31/2015	100%
Rental Development Programs - NCHFA	SHDP - Incentivized integrated units with significant points in ranking applications	NCHFA	Scott Farmer, Director of Rental Investment	12/31/2015	100%

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Housing Plan Foundation - State	Gap Analysis - provide gap analysis on a county basis between projected TCLI move in demand and affordable housing using turnover as an availability rate	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	10/31/2015	100%
Housing Plan Foundation - State	Housing Plans - provide listing of LIHTC properties by county and city with total number of units, Targeted Units, and number of efficiency, 1 and 2 bedroom units	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	11/15/2015	100%
Housing Plan Foundation	Housing Plans- Requested information from LME-MCO on accessibility of units identified in Gaps Analysis to further review accessibility for the target population	DHHS	Courtney Cantrell Director	12/21/2015	100% information received, evaluation ongoing
Housing Plan Foundation - State	Roles & Responsibilities provide a written outline of major roles and responsibilities of all major contributors to the success of the Settlement Agreement, action plan further defines roles and responsibilities	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	12/15/2015	100%

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Housing Plan Foundation - State	Strategies - provide strategies that the State will explore/ implement to meet the Settlement Agreement obligations - supplemented by this Action Plan	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	12/24/2015	25%
Housing Plan Foundation - LME/MCOs	Regional Housing Plans - provide instruction to LME/MCOs on completing and submitting housing plans by 12/21/15	DHHS	Courtney Cantrell Director	11/1/2015	100%
Housing Plan Foundation - LME/MCOs	Regional Housing Plans - DHHS staff visit with each LME/MCO to discuss housing plan and barriers	DHHS	Jessica Keith, Special Advisor on ADA	12/15/2016	100%
Housing Plan Foundation - LME/MCOs	Regional Housing Plans - LME/MCO's submit regional housing plans	DHHS	Jessica Keith, Courtney Cantrell	12/21/2016	100%
Housing Plan Foundation - LME/MCOs	Regional Housing Plans - incorporate plans into next LME/MCO contracts using plans as a basis for performance measures	DHHS	Jessica Keith, Courtney Cantrell	1/1/2016 (language written, contracts to be negotiated)	90%
Housing Plan Foundation - LME/MCOs	Regional Housing Plans - participate in LME/MCO CEO discussions surrounding housing issues	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	12/31/15 - ongoing	100%

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Housing Plan Foundation and Tenancy Supports - State	Apply for Medicaid Technical Assistance for Focus Area A, Medicaid Housing-Related Services and Partnerships (HRSP) Track 1 Tenancy Supports if awarded would begin in February and Track 2 State Medicaid-Housing Partnerships, which if awarded would begin April 2016. This will add to the effort of building the housing plan.	DHHS	Dave Richard, Deputy Secretary	12/7/2015	100% application complete- awaiting notification
Housing Plan Foundation - State	Contract with third party to complete in-depth housing plan	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	4/30/2016	0%
Housing Location Services	Explore expanding information on NC-HousingSearch to identify NCHFA funded properties	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	3/31/2016	10%
Housing Location Services	Explore expanding information on NC-HousingSearch to identify properties with Targeted Units	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	6/30/2016	10%

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Housing Location Services	Explore expanding information on NC-HousingSearch to include additional quality of life indicators such as information about safety, case manager impressions, community amenities, etc.	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	6/30/2016	5%
Housing Location Services	Explore in NC-HousingSearch flagging properties that have been identified as inappropriate for TCLI participants by case managers and are not shown when completing new searches	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	6/30/2016	0%
Housing Location Services	Explore obtaining a listing of participants ready to move directly from LME/MCO to have Socialserve directly recruit for units that fit individual need.	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	6/30/2016	0%
Housing Location Services	Explore enhancing existing landlord survey to update listing, find out about availability, and ask about other properties in the area	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	6/30/2016	0%

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Housing Location Services	Explore property sign up fee to cover landlord time/expense of program implementation	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	6/30/2016	0%
Housing Location Services	Encourage LME/MCO's to include Socialserve and NCHFA on large landlord recruiting activities	NCHFA	Patricia Amend, Director of Policy, Planning and Technology	6/30/2016	0%
Landlord Eligibility	Evaluate landlord eligibility process for TCLI TBRA; e.g. analyze synergies and potential efficiencies of LME/MCO's conducting determining eligibility vs. state-wide third party	DHHS/NCHFA	Jessica Keith/Patricia Amend	3/31/2016	0%
Property/Unit Inspections	Evaluate how annual HQS inspections are completed for TCLI TBRA; e.g. analyze synergies and potential efficiencies of LME/MCO's contracting with tenancy support providers to conducting annual HQS inspection vs. state-wide third party vendor	DHHS/NCHFA	Jessica Keith Special Advisor on ADA/Patricia Amend Director of Policy, Planning and Technology	6/30/2016	0%



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Property/Unit Inspections	If deemed necessary, support and/or provide HQS trainings to appropriate identified parties.	DHHS/NCHFA	Jessica Keith Special Advisor on ADA/Patricia Amend Director of Policy, Planning and Technology	6/30/2016	0%
Transition Year Stability Resource (TYSR)	Evaluate TYSR process; e.g. analyze synergies and potential efficiencies of LME/MCO's receiving reimbursement directly from the DHHS vs. state-wide third party vendor	DHHS	Jessica Keith, Special Advisor on ADA; Courtney Cantrell, Director; Suzanne Merrill, Director	6/30/2016	0%
Community Living Assistance (CLA)	Evaluate CLA process; e.g. analyze synergies and potential efficiencies of DHHS paying TCLI participant directly vs. state-wide third party vendor	DHHS	Jessica Keith, Special Advisor on ADA	6/30/2016	0%
Subsidy Administration	Contract with Subsidy Administrator for 6 months utilizing old contract as of 12/31/15.	DHHS	Jessica Keith, Special Advisor on ADA	12/31/2015	80%

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Subsidy Administration	Evaluate TCLI TBRA process; e.g. analyze synergies and potential efficiencies conforming TCLI processes to Key processes	DHHS/NCHFA	Jessica Keith Special Advisor on ADA/Patricia Amend Director of Policy, Planning and Technology	3/31/2016	0%
Subsidy Administration	Evaluate potential to align TCLI TBRA landlord risk mitigation options to Key Program (i.e. payment for damages, evictions, unpaid tenant rent)	DHHS/NCHFA	Jessica Keith Special Advisor on ADA/Patricia Amend Director of Policy, Planning and Technology/ Suzanne Merrill, Director	6/30/2016	0%
Subsidy Administration	Evaluate potential to align TCLI TBRA landlord security deposit to Key Program	DHHS/NCHFA	Jessica Keith Special Advisor on ADA/Patricia Amend Director of Policy, Planning and Technology/ Suzanne Merrill, Director	6/30/2016	0%

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Subsidy Administration	Evaluate potential to align TCLI TBRA holding/prelease fee/rent to Key Program	DHHS/NCHFA	Jessica Keith Special Advisor on ADA/Patricia Amend Director of Policy, Planning and Technology/ Suzanne Merrill, Director	6/30/2016	0%
Master Leasing	Explore master leasing units as part of LME/MCO housing plans	DHHS	Courtney Cantrell Director	9/30/2016	5%
Transitions Hotel Pilot	Expand Transitions Hotel Pilot to allow all interested LME/MCOs availability of up to 4 slots funded through Key Funds	DHHS/NCHFA	Patricia Amend, Director of Policy, Planning and Technology, Jessica Keith, Special Advisor on ADA	11/1/2015	100% and ongoing offer to LME-MCOs

Action Plan for Section III D 3 of the Settlement Agreement  
Supported Employment

Focus Area	Task	Responsible Agency	Responsible Person	Targeted Due Date	Completion Rate (Enter % Value)
10 More Teams and Expand To Capacity 5 More Teams	Identify geographic areas of needed coverage	DHHS DMH/DD/SA	Courtney Cantrell, Director	1/31/2016	10%
10 More Teams and Expand To Capacity 5 More Teams	Identify geographic areas where there are the most ACHs	DHHS DMH/DD/SA	Courtney Cantrell, Director	1/31/2016	10%
10 More Teams and Expand To Capacity 5 More Teams	Map coverage area, ACH and counties where persons want to live	DHHS DMH/DD/SA	Courtney Cantrell, Director	1/31/2016	10%
10 More Teams and Expand To Capacity 5 More Teams	Develop RFP with funding available for \$65,000 for start up for 10 new teams and \$20,000 for expansion of 5 teams that takes coverage areas into consideration	DHHS DMH/DD/SA	Courtney Cantrell, Director	1/31/2016	50%
10 More Teams and Expand To Capacity 5 More Teams	Track providers who have not met fidelity to date and partner with LME/MCO to develop ongoing plans for meeting fidelity	DHHS DMH/DD/SA DMA	Courtney Cantrell, Director	1/1/2016	100%
Technical Assistance	Enhance technical assistance across the state so that new providers will have intensive hands on assistance in becoming an IPS- SE provider Increase training contract from 1 FTE to 6 FTE	DHHS DMH/DD/SA	Courtney Cantrell, Director	1/1/2016	90%
Technical Assistance	Hold mock practice sessions with teams that based on the teams evaluation meet fidelity	DHHS/ DMH/DD/SA	Courtney Cantrell, Director	11/1/2015	100%

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Technical Assistance	Complete mock chart reviews with teams as part of technical assistance	DHHS DMH/DD/SA	Courtney Cantrell, Director	11/1/2015	100%
Technical Assistance	Create technical assistance tracking forms to be sent to DHHS monthly	DHHS DMH/DD/SA	Courtney Cantrell, Director	1/1/2016	50%
Technical Assistance	Develop a process so that identified LME-MCO staff are trained to complete technical assistance within their own network	DHHS DMH/DD/SA	Courtney Cantrell, Director	6/30/2016	25%
Technical Assistance	Develop webinar on braiding funding for LME-MCO and providers that provides additional guidance on how to braid the funds correctly. This is a webinar that will highlight the communication bulletin on IPS-SE funding.	DHHS/ DMH/DD/SA DMA DVR	Courtney Cantrell, Director, Dave Richard, Deputy Secretary, Kenny Gibbs, Acting Director	3/31/2016	25%
Increase number of Fidelity Reviewers	Currently there are 3 staff who can lead fidelity reviews and 3 additional persons who can be the second person on a team. In order to expand those who can conduct the review, each LME/MCO will select one person for training to become a reviewer. DMH/DD/SA will Lead the Train-the-Trainer process for expansion of individuals who can conduct fidelity reviews and monitor the certification of trainers	DHHS DMH/DD/SA	Courtney Cantrell, Director	2/1/2016	50%
Increase number of Fidelity Reviewers		DHHS DMH/DD/SA	Courtney Cantrell, Director	3/1/2016	5%

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Increase number of Fidelity Reviewers	DMH/DD/SA will Develop a 1 week IPS training program in addition to individuals completing the Dartmouth training and job-shadowing program	DHHS DMH/DD/SA	Courtney Cantrell, Director	6/1/2016	5%
Propose Utilizing ACT Teams that have met 4 or above in all areas related to SE as providing IPS.	Develop written proposal to Independent Reviewer on ACT teams who have met 4 or above in all areas related to SE and track individuals working with the SE staff on supported employment	DHHS DMH/DD/SA	Courtney Cantrell, Director	3/1/2016	50%
Propose Utilizing ACT Teams that have met 4 or above in all areas related to SE as providing IPS.	Individuals who meet the priority population and are being served by an act team who has a 4 or above in all areas related to SE would be tracked as part of priority population	DHHS DMH/DD/SA	Courtney Cantrell, Director	3/1/2016	50%
Update IPS- SE state allocation letter	Update IPS-SE state allocation letter to include rate differentiation between teams working towards fidelity and teams that have met fidelity, set standard for percentage of individuals served by allocated funding in priority population, and allow unspent funds to be used on start up and expansion of teams.	DHHS/ DMH/DD/SA	Courtney Cantrell, Director	1/15/2016	75%

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Increase the priority population served by fidelity teams in VR	Assist in the implementation that all providers that meet fidelity requirements will be offered a contract with VR to be a vendor	DHHS DVR	Kenny Gibbs, Acting Director	6/1/2016	10%
Increase the priority population served by fidelity teams in VR	DVR review and develop a process to waive the state rule requiring providers to deliver SE for 2 years prior to contracting with DVR	DHHS DVR	Kenny Gibbs, Acting Director	6/1/2016	Ongoing
Increase the priority population served by fidelity teams in VR	Add minimum number of people in job development and retention program to VR contracts to meet settlement requirements	DHHS DVR	Kenny Gibbs, Acting Director	4/1/2016	10%
Increase the priority population served by fidelity teams in VR	Revise VR intake form to include "at risk" questions (refer to "at risk" form from DMH	DHHS DVR	Kenny Gibbs, Acting Director	3/1/2016	50%
Increase the priority population served by fidelity teams in VR	VR staff will be trained by a Dartmouth approved trainer on SE once the new Technical assistance is fully staffed.	DHHS DVR	Kenny Gibbs, Acting Director	6/1/2016	10%
Increase the priority population served by fidelity teams in VR	Develop Regional VR Trainers help train VR staff on IPS- SE	DHHS DVR	Kenny Gibbs, Acting Director	2/1/2016	10%
Increase the priority population served by fidelity teams in VR	Partner with employment in reach workers and VR for outreach to adult care homes	DHHS DVR	Kenny Gibbs, Acting Director	6/1/2016	30%

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Increase the priority population served by fidelity teams in VR	Partner with DSS for foster care referrals	DHHS DVR	Kenny Gibbs, Acting Director	3/1/2016	10%
Increase the priority population served by fidelity teams in VR	Unit managers will develop partnerships with IPS providers, LME-MCO's to seek referrals	DHHS DVR	Kenny Gibbs, Acting Director	1/1/2016	25%
Increase the priority population served by fidelity teams in VR	Based on intake forms results, then auto refer to IPS counselor can occur before VR completes eligibility determination	DHHS DVR	Kenny Gibbs, Acting Director	6/1/2016	30%
Increase the priority population served by fidelity teams in VR	Develop a process so that if a diagnosis indicates SPMI, then auto refer to IPS counselor can occur before VR completes eligibility determination	DHHS DVR	Kenny Gibbs, Acting Director	3/1/2016	ongoing
Information Bulletins on Supported Employment	Communicate to LME/MCO the increase in State funds (from \$14.22 to \$19.02)	DHHS DMH/DD/SA	Courtney Cantrell, Director	1/1/2016	90%
Information Bulletins on Supported Employment	Communicate with LME/MCO on Statewide of B3 for Supported Employment	DHHS DMA	Dave Richard, Deputy Secretary	3/1/2016	10%
Allocation letters- Performance Measures	Set minimum threshold of 50% for serving the in or at risk population at provider level provider/LME/MCO	DHHS DMH/DD/SA	Courtney Cantrell, Director	1/1/2016	75%



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Performance Measures	Add Performance Measures around teams meeting fidelity, number of individuals served, number of priority population served, and access to DMA contracts	DHHS DMA	Dave Richard, Deputy Secretary	6/30/2016	0%
Performance Measures	Add Performance Measures around teams meeting fidelity, number of individuals served, number of priority population served, and access DMH contracts	DHHS DMH/DD/SA	Courtney Cantrell, Director	1/1/2016	80%
IPS- SE Branding Summit Re-Branding Educational Efforts	Hold Informational meeting with CEOs, Provider network, SE- IPS staff, Budget staff, to re-brand efforts around IPS-SE to bring momentum and culture change needed to expand current efforts. Develop a training curriculum for LME-MCO's 1. What is TCLI 2. Definition of "in or at risk" 3. How to monitor IPS 4. Funding streams 5. Fidelity reviewer	DHHS DMH/DD/SA DVR DMA	Courtney Cantrell, Director Dave Richard, Deputy Secretary, Kenny Gibbs, Acting Director	2/15/2016	25%
		DHHS DMH/DD/SA	Courtney Cantrell, Director	10/1/2015	100%

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Re-Branding Educational Efforts	Develop a training curriculum for Providers 1. What is TCLI 2. Definition of "in or at risk"	DHHS DMH/DD/SA	Courtney Cantrell, Director	10/1/2015	100%
Re-Branding Educational Efforts	Develop a training curriculum for VR 1. What is TCLI 2. Definition of "in or at risk" 3. Funding streams 4. Fidelity reviewer	DHHS DVR	Kenny Gibbs, Acting Director	4/30/2016	25%