



STATE OF NORTH CAROLINA
DEPARTMENT OF HEALTH AND HUMAN SERVICES

ROY COOPER
GOVERNOR

KODY H. KINSLEY
SECRETARY

June 17, 2024

SENT VIA ELECTRONIC MAIL

The Honorable Jim Burgin, Chair
Joint Legislative Oversight Committee on Medicaid
North Carolina General Assembly
Room 620, Legislative Office Building
Raleigh, NC 27603

The Honorable Donny Lambeth, Chair
Joint Legislative Oversight Committee on Medicaid
North Carolina General Assembly
Room 303, Legislative Office Building
Raleigh, NC 27603

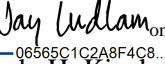
The Honorable Larry Potts, Chair
Joint Legislative Oversight Committee on Medicaid
North Carolina General Assembly
Room 307B1, Legislative Office Building
Raleigh, NC 27603

Dear Chairmen:

Session Law 2021-180, Section 9D.15C requires the Department of Health and Human Services to submit an annual report to the Joint Legislative Oversight Committee on Medicaid on information regarding direct care workers who serve Medicaid beneficiaries receiving services through the North Carolina Innovations Waiver program. Pursuant to the provisions of law, the Department is pleased to submit the attached report for 2023.

Should you have any questions regarding this report, please contact Karen Wade, Director of Policy, at Karen.Wade@dhhs.nc.gov.

Sincerely,

DocuSigned by:
 on behalf of Kody H. Kinsley
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Kody H. Kinsley
Secretary

**Study of Direct Care Workers Serving Individuals in the
Innovations Waiver Program and Development of a Plan for
Any Recommended Increases in Those Workers' Wages
2023 Annual Report**

Session Law 2021-180, Section 9D.15C



Report to

Joint Legislative Oversight Committee on Medicaid

by

North Carolina

Department of Health and Human Services

June 17, 2024

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I. Background

This is the second report required by Section 9D.15C of S.L. 2021-180 (see *Appendix A*)¹. The legislation directed the NC Department of Health and Human Services (DHHS) to report to the Joint Legislative Oversight Committee on Medicaid and Health Choice on the Direct Support Professionals serving individuals in the Innovations Waiver Program and to develop a plan for any recommended increases in those workers' wages.

North Carolina Medicaid oversees the 1915(c) Home and Community Based Innovations Waiver (Innovations) and receives regular feedback on the waiver from beneficiaries, families, providers, Local Management Entities – Managed Care Organizations (LME/MCOs), and other stakeholders. The Innovations Waiver was approved by The Centers for Medicare and Medicaid Services (CMS) for five years effective July 1, 2019 through June 30, 2024. During this reporting period, the Innovations Waiver is available through: Alliance Health, Eastpointe, Partners Behavioral Health, Sandhills Center, Trillium, and Vaya Health.

The Innovations Waiver provides community-based alternatives for individuals with Intellectual or Developmental Disabilities (IDD) who are at risk for placement in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID). The waiver provides for a continuum of care that includes habilitative and long-term support services that are provided within the home and community of enrolled beneficiaries. The target waiver population consists of beneficiaries with IDD who need support to live in the community and meet ICF-IID Level of Care.

There are 14,138 slots in the Innovations Waiver, inclusive of the additional 1,000 slots that were made available pursuant to Section 9D.12.(a) of S.L. 2021-180 to be effective March 1, 2022 and July 1, 2022. Innovations Waiver slots are awarded on a first-come, first-serve basis based on the date of application and the beneficiary's ranking resulting from the equitable distribution of waiver funding among the subdivisions of the LME-MCO region based on population. As of January 2022, there are currently 17,008 people on the waiting list for the Innovations Waiver. Of those 17,008 people, 39% are currently authorized for other services through Medicaid or State funds. The Direct Support Professionals (DSPs) that provide the majority of the services through the NC Innovations Waiver are paraprofessionals, defined in 10A NCAC 27G as an individual who has a GED or high school diploma. The title of the committee uses the term Direct Care Workers. In this report, we use the term Direct Support Professionals, as used in the community and in the NCI survey report.

II. Data Elements

This report, the second in the series, includes information from the 2022 National Core Indicators (NCI) IDD State of the Workforce Survey, formerly known as Staff Stability Survey Reports. This report also includes encounter information in NC Tracks and information related to the recent Direct Care Worker One-Time Bonuses authorized under Section 39.21. of S.L. 2021-180.

¹ The initial report may be viewed at <https://www.ncdhhs.gov/sl-2021-180-section-9d15c-direct-care-workers-serving-innovations-waiver-program/download?attachment>

NC Medicaid is reviewing the data elements for this report and may adjust and/or expand the types of data included in the next report submission.

Data elements pertaining to Direct Support Professionals who serve Medicaid beneficiaries receiving services through the Innovations Waiver Program required for this report are (1) statewide data on the number of these licensed and non-licensed Direct Support Professionals by worker classification; (2) identification of providers that employ these Direct Support Professionals; (3) the weekly average number of hours worked by individuals serving in these positions; (4) the average and range of wages paid to these workers; (5) the average length of employment of these workers by any one provider; and (6) an assessment of whether the wages of licensed direct care workers, non-licensed direct care workers, or both need to be increased. If NC Medicaid determines there is a need for an increase in wages, it will develop a plan or update a previously submitted plan for such increase.

III. Results

Some figures vary considerably from the initial report submission for several reasons. First, the initial report examined two years of data to establish a more comprehensive starting point. This report is limited to 2022 data. Additionally, there was a significant increase in participation in the 2022 NCI-IDD State of the Workforce Survey results for North Carolina from previous years reported. Lastly, increased participation may be attributable to more advertising of the survey and establishing a contractual requirement for LME/MCOs to participate in both the Medicaid Direct Prepaid In-Patient Health Plan (PIHP) contract as well as the BH IDD Tailored Plan contract. With further active participation required by LME/MCOs, provider participation increased.

1. Statewide data on the number of these licensed and non-licensed direct care workers by worker classification.
 - a. According to the 2022 NCI-IDD State of the Workforce Survey, there were 276,119 Direct Support Professionals over the 3,633 agencies that participated in the 2022 State of the Workforce Survey. Of this number, 10,781 DSPs and 140 Provider agencies participated from North Carolina.
 - b. According to the information received during Direct Care Worker One-time Bonus administration, there were 14,814 staff that received the Bonus from 436 agencies out of 852 providers. It is important to note that the number of staff that received the Bonus is a lower number than the total Direct Support Professionals, as not all Direct Care Professionals met the statutory criteria to receive the Direct Care Workers Bonus.
 - i. According to the 2022 Direct Support Professional One-time Bonus information, 71.4% of staff received the Bonus.
 - c. The majority of Direct Care Professionals are unlicensed, as they are paraprofessionals. There are limited licensed Registered Nurses, Licensed Practical Nurses, and Certified Nursing Assistants providing services through the NC Innovations Waiver.

2. Identification of providers that employ these Direct Support Professionals. *Appendix B* contains a list of IDD Providers for 2022 based on claims, which includes the 140 providers who took part in the 2022 NCI-IDD State of the Workforce Survey. According to a review of LME-MCO encounter data, there are 517 providers of NC Innovations and NC TBI Waiver services.
3. The weekly average number of hours worked by individuals serving in these positions. According to the 2022 NCI-IDD State of the Workforce Survey, the Average Percent of Direct Support Professionals that were employed in North Carolina full time is 64.9%.
4. The average and range of wages paid to these workers. According to the 2022 NCI-IDD State of the Workforce Survey, the average hourly wages for NC Innovations Waiver Direct Care Professional is \$13.93 per hour, the Median Hourly wage is \$14.01 per hour, and the Maximum Hourly wage is \$25.97.
5. The average length of employment of these workers. According to the 2022 NCI-IDD State of the Workforce Survey:
 - i. 12.7% of Direct Support Professionals work less than 6 months.
 - ii. 14.2% of Direct Support Professionals work for 6 to 12 months.
 - iii. 12.9% of Direct Support Professionals work for 12 to 24 months.
 - iv. 11.3% of Direct Support Professionals work for 24 to 36 months.
 - v. 48.9% of Direct Support Professionals work for 36 months or more.
 - vi. North Carolina's Direct Support Professionals Turnover ratio is 30.4%, which is the 3rd lowest Turnover Rate of the 29 participating States.
6. Assessment of whether wages of licensed and unlicensed Direct Support Professionals should be increased. In spite of the One-time Bonus that was distributed during this reporting period, (discussed in Section II of this report), the Department maintains that NC Direct Support Professionals, licensed and unlicensed, require an increase in wages.

In January 2022, DHHS released the initial North Carolina Olmstead Plan (the Plan)², which is a cross-population blueprint addressing the health and well-being of children and families, youth, adults, and elders with disabilities. The strategic plan has eleven priority areas of focus. Each priority area includes strategies identified to begin or to continue a transformation of services and support that is essential for North Carolinians with disabilities.

² The Plan is available at <https://www.ncdhhs.gov/508-compliant-north-carolina-olmstead-plan/download?attachment> .

Wage increases for Direct Support Professionals are addressed in Priority Area 2: the Direct Support Professional Crisis. Under this priority, NC Medicaid allocated enhanced FMAP funds to increase Direct Support Professional (DSP; direct service workforce) wages, effective April 1, 2022. Increases for DSPs working with people with Intellectual and Developmental Disabilities (I/DD) will be sustained on an ongoing basis using additional funds appropriated by the General Assembly.

On January 12, 2022, the Department released “Leveraging the State’s Olmstead Plan and Creating Choice for People with Intellectual and Developmental Disabilities.”³ The white paper briefly summarized important steps taken by DHHS as a part of its broader and longer-term implementation of the Plan. The white paper outlined an additional \$150 million in annualized investment.

The white paper proposed new investments and highlighted actions based on the priority commitments in the Plan. If funded by the North Carolina General Assembly, this will result in more than \$150 million of federal and state investment in FY 2023/24 to:

- Increase Wages for DSPs.
- Raise Innovations Waiver rates \$3 per hour in FY 2023/24.
- Require that 75% of the rate increase funding go to DSPs.
- Establish an online certification program for DSPs in FY 2024/25 that will be linked to enhanced rates for providers beginning in FY 2025/26.

An annualized investment of \$36 million in recurring state dollars is needed to support this priority.

IV. Action Items to Ensure Adequate Providers

Actions to ensure an adequate direct care work force are essentially unchanged from the initial report. They are:

1. Continue the Direct Support Professionals Wage Increase for the Innovations Waiver implemented in March 2022. NC Medicaid implemented a rate increase as directed by S.L. 2021-180. The implementation resulted in increased direct care worker wages for individuals on the Innovations Waiver.
2. Future adoption of the Remote Supports definition to allow individuals to safely spend time without 1:1 support as appropriate.
3. Future streamlining the Self-Directed Options to allow for beneficiaries who self-direct to pay increased wages and have more ownership of their services.
4. Continue allowing employment of Relatives as Direct Support Professionals.

³ The white paper is available at <https://www.ncdhhs.gov/leveragingolmsteadnov2022/open>.

5. Continue to oversee the LME/MCOs (future BH IDD tailored plans) responsibility to monitor their provider networks and survey needs and gaps across their provider network. It is important to note that the LME/MCOs also have rate-setting authority and the ability to enhance rates if the needs of the individual or circumstances necessitate a higher rate to stabilize staffing.
6. Assess the efficacy of Back Up Staffing Report which was reintroduced.

V. Next Steps

1. DHHS will work with community stakeholders to gain feedback on the impact of the most recent Direct Support Professionals Wage Increases. A DSP Workforce Advisory Committee has been convened and will meet monthly.
2. DHHS is reintroducing the Back Up Staffing Report, which was suspended due to COVID, to determine the hours of service, per Innovations Waiver service, that are not fulfilled because of a staff member not being available.
3. DHHS will work to ensure that all NC Innovations Waiver providers complete the National Core Indicators (NCI) IDD State of the Workforce Survey to ensure core comprehensive data.
4. DHHS is working to assess the effectiveness of the Direct Support Professionals Wage Increases.
5. DHHS is working to increase the NC Innovation Waiver Financial CAP to allow increased Innovation's Direct Care Professional wages.

Appendix A: Session Law 2021-180 9D.15C

STUDY DIRECT CARE WORKERS SERVING INDIVIDUALS IN THE INNOVATIONS WAIVER PROGRAM AND DEVELOP A PLAN FOR ANY RECOMMENDED INCREASE IN THOSE WORKERS' WAGES

SECTION 9D.15C. No later than March 1, 2022, and annually thereafter for the next five years, the Department of Health and Human Services, Division of Health Benefits (DHB), shall submit a report to the Joint Legislative Oversight Committee on Medicaid and NC Health Choice that contains all of the following information regarding direct care workers who serve Medicaid beneficiaries receiving services through the North Carolina Innovations waiver program:

- (1) Statewide data on the number of these licensed and non-licensed direct care workers by worker classification.
- (2) Identification of providers that employ these direct care workers.
- (3) The weekly average number of hours worked by individuals serving in these positions.
- (4) The average and range of wages paid to these workers.
- (5) The average length of employment of these workers by any one provider.
- (6) An assessment of whether the wages of licensed direct care workers, non-licensed direct care workers, or both need to be increased. If DHB determines that there is a need for an increase in wages, then DHB shall develop a plan, or update to a previously submitted plan as applicable, for such increase.

Appendix B: North Carolina Medicaid Intellectual and Development Disabilities Provider List

(*Note NCI Survey respondents are deidentified)
Claims report 2022

2022 IDD MEDICAID PROVIDER NAME

A BRIDGE TO ACHIEVEMENT NC LLC
A CARING ALTERNATIVE LLC
A CARING HEART CASE MANAGEMENT INC
A PLACE OF MY OWN LLC
A PLUS RESULTS INDEPENDENT LIVING
A SPECIAL TOUCH II
A TOUCH OF GRACE INC
ABC OF NC CHILD DEVELOPMENT CENTER
ABILITIES INC
ABLECARE CORPORATION
ABOUND HEALTH LLC
ABOVE & BEYOND CARE INC
ABOVE & BEYOND COMMUNITY SERVICES
ABUNDANT LIFE INC
ACI SUPPORT SPECIALISTS INC
ACUMEN FISCAL AGENT LLC
ADG ASSOCIATES LLC
ADULT LIFE PROGRAMS INC
ADVANCE BEHAVIORAL CENTER INC
ADVANCE BEHAVIORAL HEALTH SERVICES
ADVANCED BUSINESS CONCEPTS INC
ADVANCED HEALTH RESOURCES INC
ADVANTAGE BEHAVIORAL HEALTHCARE INC
ADVANTAGE CARE IN HOME SERVICES
AFTER GATEWAY INC
AGAPE HOME LIVING CARE LLC
AGAPE HOME LIVING CARE PHASE II
AKACHI SOLUTION LLC
ALBERTA PROFESSIONAL SERVICES INC
ALLEGHANY COUNTY GROUP HOMES INC
ALLEN FAMILY LIVING INC
ALLIANCE HEALTH
ALPHA MANAGEMENT SERVICES INC
ALTERNATIVE BEHAVIORAL CONCEPTS LLC
AMARA WELLNESS SERVICES INC
AMAZING LOVE
AMBLESIDE INC
ANGELA HARRIS PHAN
ANGELOS CARE HOME INC
ARC CHEROKEE CLAY INC
ARC OF THE TRIANGLE INC
ARRAY OF BRIGHTER BEGINNINGS INC
ASHE SERVICES FOR AGING INC
ASSISTEDCARE INC
ASSURED COMMUNITY SERVICES LLC
ATLANTIC AUTISM SERVICES INC
AUTISM SERVICES INCORPORATED
AUTISM SERVICES OF MECKLENBURG COUN

Study of Direct Care Workers Serving Individuals in the Innovations Waiver Program

SL 2021-180, Section 9D.15C Reporting Period CY 2022

AUTISM SOCIETY OF NORTH CAROLINA
AUTISM SUPPORT AND PROGRAMS INC
AUTUMN HALLS OF UNAKA LLC
B & D INTEGRATED HEALTH SERVICES
BAILEYS RESPITE CARE INC
BAPTIST CHILDRENS HOME OF NC INC
BAYADA HOME HEALTH CARE INC
BEAUFORT COUNTY DEVELOPMENTAL CENTE
BEAUTIFUL BEGINNINGS SERVICES LLC
BEHAVIOR CONSULTATION AND PSYCHOLOG
BEHAVIORAL HEALTHCARE SERVICES INC
BEHAVIORAL SERVICES INC
BENJAMIN HOUSE CASE MANAGEMENT
BERTH BEHAVIOR CONSULTATION PLLC
BETTER CONNECTIONS INC
BETTER DAYS AHEAD OF ROCKY MOUNT
BETTER LIVING CONCEPTS OF DURHAM LL
BEYOND CHALLENGES COMMUNITY SERVICE
BIP-BEHAVIOR INTERVENTION PROFESSIO
BLESSED HOME III INC
BLUEWEST OPPORTUNITIES INC
BOUNDLESS MIRACLES LLC
BREAK OUT LLC
BREAKTHROUGH AUTISM SOLUTIONS
BRIDGING THE GAP RESIDENTIAL SERVIC
BRIGHTHAVEN HOME
BROCKETT INVESTMENTS LLC
BRUNSWICK TECHNICAL COLLEGE
BUILDING BRIDGES FOR COMMUNITES
CABARRUS COUNTY GROUP HOMES INC
CALDWELL OPPORTUNITIES INC
CANAAAN CARE HOME LLC
CANDII HOMES
CAPE FEAR GROUP HOMES INC
CARDINAL INNOVATIONS HEALTHCARE SOL
CARE WELL OF CHARLOTTE INC
CARELINK SOLUTIONS INC
CARING HANDS AND SUPPLEMENTARY ENRI
CAROBELL INC
CAROLINA OUTREACH LLC
CAROLINA RESIDENTIAL SERVICES INC
CAROLINA SOLUTION INC
CAROLINA THERAPEUTIC SERVICES FIRST
CAROLINAS HOME CARE AGENCY INC
CASA MENDEZ INC
CENTRAL COMMUNITY SERVICES LLC
CHAMPION FAMILY BEHAVIORAL HEALTH S
CHANGING LIVES GROUP HOME IV
CHANGING OUTCOMES LLC
CHARLES HINES AND SON
CHARLES LEA CENTER
CHATHAM COUNTY GROUP HOMES INC
CHATHAM TRADES INC
CLEAR SKY BEHAVIORAL LLC
CLEVELAND VOCATIONAL INDUSTRIES IN
CLIMBING JACOBS LADDER INC

CM SERVICES
CMS AGENCY
CNC-ACCESS INC
COASTAL ENTERPRISES OF WILMINGTON
COASTAL HORIZONS CENTER INC
COASTAL RESIDENTIAL SERVICES INC
COASTAL SOUTHEASTERN UNITED CARE
COMMUNITY ALTERNATIVE HOUSING INC
COMMUNITY ASSISTED RESIDENTIAL ENVI
COMMUNITY COMPANION HOME CARE LLC
COMMUNITY INNOVATIONS INC
COMMUNITY PARTNERSHIPS INC
COMMUNITY SUPPORT AGENCY LLC
COMMUNITY SUPPORT SERVICE LLC
COMMUNITY-BASED DEVELOPMENTAL SERVI
COMPANION HOME HEALTH CARE
COMPASSIONATE CARE OF NORTH CAROLIN
COMPREHAB INC
COMPREHENSIVE INTERVENTIONS INC
COMSERV INC
CONTINUUM CARE SERVICES INC
CORINES CARE MANAGEMENT INC
CORNERSTONE HEALTHCARE SERVICES INC
COUNTRY LIVING GUEST HOME
COUNTRY PINES INC
COUNTY OF PERSON OFFICE OF COUNTY F
COVENANT CASE MANAGEMENT SERVICES L
COZIES SUPERVISED LIVING
CREATIVE MANAGEMENT SOURCE INC
CRISYS LLC
CROSS RIVER NC
CRYSTAL NICKERSON
CUMBERLAND RESIDENTIAL AND EMPLOYME
CURRYS HAVEN
COMMUNITY WORKFORCE SOLUTIONS INC
COMPREHENSIVE COMMUNITY CARE INC
CYRUS HOME LLC
D D RESIDENTIAL SERVICES INC
D S COUNTRY MANOR
DAVIDSON HOMES INC
DAWN MILTON
DAY BY DAY FAMILY SERVICES LLC
DAYMARK RECOVERY SERVICES INC
DESTINY MANAGEMENT INC
DEVELOPMENTAL DISABILITIES RESOURCE
DEVEREUX RESIDENTIAL SERVICES LLC
DIAMONDS COMMUNITY BASED SERVICES
DILIGENT CARE INC
DIVERSIFIED CHOICE
DIVERSIFIED OPPORTUNITIESINC
DREAM CONNECTIONS INC
DREAM MAKERS ASSISTED LIVING SERVIC
DREAM PROVIDER CARE SERVICES
DREAMWEAVERS UNLIMITED INC
DURHAM COUNTY COMMUNITY LIVING PROG
DURHAM EXCHANGE CLUB INDUSTRIES INC

EAGLE HEALTHCARE SERVICES INC
EASTER SEALS UCP NORTH CAROLINA & V
EASTPOINTE HUMAN SERVICES
ED EMMANUEL HOMES LLC
EDUCARE COMMUNITY LIVING CORP NORTH
EMPLOYMENT SOURCE INC
EMPOWERMENT QUALITY CARE SERVICES
ENC PSYCHOLOGICAL SERVICES PLLC
ENHANCEMENT HEALTH CARE INC
ERIC WADE GABRIEL
EUGENE C DAVENPORT
EXCEPTIONAL FAMILY SUPPORT LLC
EXPRESS SUPPORT HOME CARE
FAIRHANDS SERVICES LLC
FAMILIES AND COMMUNITIES RISING INC
FAMILIES FIRST OF NC LLC
FAMILY FIRST COMMUNITY SERVICES LLC
FAMILY PRESERVATION SERVICES OF NC
FAMILYTREE ALTERNATIVE FAMILY SERVI
FIRST
FOOTHILLS INDUSTRIES OF MCDOWELL CO
FOSTERS CARE FACILITY LLC
FREEDOM HOUSE RECOVERY CENTER INC
FRESH START RESIDENTIAL FACILITY IN
FRIENDLY PEOPLE THAT CARE DAY PROGR
GASTON RESIDENTIAL SERVICESINC
GASTON SKILLS INC
GATEWAY HUMAN SERVICES LLC
GEERTINA H ELLIS
GENESIS RESIDENTIAL CARE
GENTLEHANDS OF NORTH CAROLINA INC
GHA AUTISM SUPPORTS
GOODWILL INDUSTRIES OF NWNC
GRACELAND MANOR AND ASSOCIATES INC
GREAT EXPECTATIONS DAY FACILITY AND
GROUP HOMES OF FORSYTH
GT FINANCIAL SERVICES
GUARDIAN ANGEL HEALTHCARE LLC
HALCYON LLC
HAMILTON SERVICES LLC
HANDS LLC OF ROWAN
HAPPY HEARTS GROUP HOME
HARRIS HOME
HAYWOOD COUNTY GROUP HOME
HAYWOOD VOCATIONAL OPPORTUNITIES IN
HEALTH SERVICES PERSONNEL
HEARTSPRING INC
HELPING HANDS OF NORTH CAROLINA LLC
HERBERT REID HOME
HERBERT WAY OF LIVING LLC
HICKS HOUSE OF CARE
HINDS FEET FARM INC
HOLT ASSESSMENT SERVICES LLC
HOLY ANGELS INC
HOME CARE SOLUTIONS OF NC LLC
HOMECARE MANAGEMENT CORPORATION

HOPE OF SAMPSON COUNTY LLC
HOWELL AND HOWELLS GROUP HOME LL
HOWELL SUPPORT SERVICES LLC
HUGHES BEHAVIORAL MENTAL HEALTH S
HUMAN RESOURCES UNLIMITED INC
HOUSE OF CARE INC
I INNOVATIONS INC
IDEAL RESPONSE SERVICES LLC
IDELLAS CARE HOMES LLC
IMPACT OF THE PIEDMONT INC
INDEPENDENT CASE MANAGEMENT INC
INDEPENDENT HUMAN SERVICES LLC
INDEPENDENT LIVING GROUP HOME LLC
INDEPENDENT OPPORTUNITIES INC
INDUSTRIAL OPPORTUNITIES INC
INEZS HOUSE HC LLC
INMAN HOME HEALTH
INNOVATIVE SUPPORT SERVICES LLC
INREACH
INSPIRED VISIONS SUPPORT SERVICES
INTEGRATED FAMILY SERVICES PLLC
INTELLICHOICE STAFFING LLC
IQUOLIOC INC
IRENE WORTHAM CENTER INC
J L REDFORD INC
J-1 CONSULTANTS LLC
JENNIFER MARILYN DEACON
JEWEL COMMUNITY CARE LLC
JIREHS PLACE INC
JMJ ENTERPRISES LLC
JOHN FRANKLIN WILSON
JOHNSON CENTER II
JOHNSONS HOUSE OF HOPE FAMILY CARE
JOHNSTON COUNTY INDUSTRIES INC
JOSEPHS COMMUNITY SUPPORT SERVICES
JUST IN TIME YOUTH SERVICES
KALEO SUPPORTS INC
KATHLEEN HINES SEACREST
KD SUPPORT SERVICES
KERR HOMES INC
KYSEEMS UNITY GROUP HOME LLC
L&J HOMES INC
LATANYA SHAREE SOBCZAK
LAVERNES HAVEN RESIDENTIAL HOME SER
LE CHRIS COUNSELING SERVICES INC
LEARNING PERSPECTIVES INC
LECHRIS ADULT DAY CARE OF ROCKY MOU
LECHRIS HEALTH SYSTEMS OF GREENVILL
LECHRIS HEALTH SYSTEMS OF NEW BERN
LEE COUNTY INDUSTRIES INC
LEGACY HUMAN SERVICES INC
LIBERTY CORNER ENTERPRISES INC
LIFE ALLIANCE LLC
LIFE BASED CONCEPTIONS LLC
LIFE CHANGING BEHAVIORAL HEALTH SER
LIFE ENRICHMENTCENTER OF CLEVEL

LIFE INC
LIFEBRIDGE DRUG AND SUBSTANCE ABUSE
LIFESPAN INC
LIFT DAY ACTIVITY CENTER
LINDA SHORTS HOME
LINDLEY HABILITATION SERVICES INC
LIVING WITH AUTISM INC
LONNIES HEART OF HOPE DAY PROGRAM
LUCILLES BEHAVIORAL INC
LUTHERAN FAMILY SERVICES IN THE CAR
M AND S SUPERVISED LIVING LLC
MACBILL INC
MACON CITIZENS FOR THE HANDICAPPED
MAKIN CHOICES INC
MARC GOLDMAN
MARGARET ELIZABETH FARRINGTON
MARTIN COUNTY RESIDENTIAL SERVICES
MATCHBOX HEALTH SERVICES CORPORATIO
MAXIM HEALTHCARE SERVICES
MCDANIEL HOME
MCDANIEL HOMES LLC
MELVIN RUSSELL THOMAS
MERCY CARE INC
MICHAELS PLACE INC
MICHAELS WORLD
MISS DAISYS AND ASSOCIATES INC
MITCHELL COUNTY GROUP HOME
MONARCH
MORAVIAN ENTERPRISES
MORE THAN CONQUERORS
MORGAN SUPPORT SERVICES
MORSE CLINIC OF NORTH RALEIGH
MOUNTAIN AREA COMMUNITY SERVICES IN
MOUNTAIN AREA RESIDENTIAL FACILITIE
MPS HEALTHCARE INC
MULTI THERAPEUTIC SERVICES INC
MULTICULTURAL RESOURCES CENTER INC
MURCHISON RESIDENTIAL INC
MURDOCH DEVELOPMENTAL CENTER
MYLESS SERVICES INC
NC BROOKHAVEN BEHAVIORAL HEALTH
NC OUTREACH GROUP HOMES LLC
NCG ACQUISITION LLC
NCSBA PERSON
NEUSE ENTERPRISES INC
NEVINS CENTER INC
NEW BEGINNINGS DAY TREATMENT CENTER
NEW HORIZONS ADULT DAY SERVICES INC
NEW HORIZONS HOME CARE INC
NEW HORIZONS PROFESSIONAL SERVICES
NO BOUNDS CARE INC
NO BOUNDS CARE INC OF NC
NOIR ENTERPRISES LLC
NORTH CAROLINA DEPARTMENT OF HUMAN
NORTH CAROLINA LIFE OF REHABILITATI
NORTH CAROLINA OUTREACH HOMECARE LL

NORTH CAROLINA RECOVERY SUPPORT SER
NORTHEASTERN HOME CARE
OE ENTERPRISES INC
OMNI VISIONS INC
ONASS PLACE
ONE ON ONE CARE INC
ONE TO ONE WITH YOUTH INC
OPEN ARMS LLC SERENITY
OPEN HEARTS ART CENTER
OPPORTUNITY AWAITS INC
OUR FUTURE FAITH & FAMILY INC
OUTREACH MANAGEMENT SERVICES
OUTWARD BOUND ONE LLC
P & W GROUP LLC
PARADIGM INC
PARKER HOUSE TWO
PATHWAYS BEHAVIORAL HEALTH SERVICE
PATHWAYS FOR PEOPLE INC
PATHWAYS FOR THE FUTURE
PATHWAYS TO LIFE INC
PATTERSON HOME CARE INC
PAULS LOVING CARE INC
PEARLS ANGEL CARE INC
PEOPLE OF POTENTIAL INC
PERSON COUNTY GROUP HOMES INC
PHOENIX COUNSELING CENTER
PHP OF NC INC
PHYSICIAN ALLIANCE FOR MENTAL HEALT
PINNACLE HOME CARE INC
POLK VOCATIONAL SERVICES
POSITIVE BEHAVIOR SUPPORTS CORP
POSITIVE CONNECTION CARE INC
PQA HEALTHCARE INC
PRAISING HANDS LLC
PREMIER BEHAVIORAL SERVICES INC
PREMIER SERVICE OF CAROLINA INC
PRIDE IN NORTH CAROLINA LLC
PRIMARY CARE SOLUTIONS INC
PRIMARY HEALTH CHOICE INC
PROFESSIONAL FAMILY CARE SERVICES I
PROFESSIONAL REHABILITATION CONSULT
PROGRESSIVE CARE SERVICES INC
PSYCHOLOGICAL MOBILE SERVICES PA
QUALITY CARE SOLUTIONS INC
QUALITY FAMILY SERVICES INC
QUALITY LIFE SERVICES INC
QUEST PROVIDER SERVICES LLC
R BYRD COMMUNITY CARE SERVICES
RAES PLAYZE ADULT DAY CENTER
RAINBOW 66 STOREHOUSE INC
RAINBOW OF SUNSHINE
RALPH SCOTT LIFESERVICES INC
REACH FOR INDEPENDENCE INC
RENEWED SERVICES INC
RENU LIFE LLC
RESIDENTIAL SERVICES INC

RESIDENTIAL SUPPORT SERVICES OF WAK
RESOURCES FOR HUMAN DEVELOPMENT INC
RESOURCES FOR SENIORS INC
RHA BEHAVIORAL HEALTH NC LLC
RHA HEALTH SERVICES INC
RHA HEALTH SERVICES NC LLC
RIVERBEND SERVICES INC
ROANOKE DEVELOPMENTAL CENTER INC
ROANOKE VALLEY ADULT DAY CARE CENTE
ROBIN A WILLIAMS
RONALD BENJAMIN QUALITY CARE III
ROUSES GROUP HOME II INC
ROUSES GROUP HOME INC
ROWAN VOCATIONAL OPPORTUNITIES INC
ROYAL CHILD ACADEMY COMPANY
RUSMED CONSULTANTS LLC
RUTHERFORD LIFE SERVICES INC
RWA CENTER
RYANS PLACE LLC
S&L HOME CARE SERVICES INC
SANDHILLS CENTER FOR MH DD SA
SECURING RESOURCES FOR CONSUMERS IN
SERENITY THERAPEUTIC SERVICES INC
SHFP INC
SHINELIGHT INC
SKILL CREATIONS INC
SOLID FOUNDATION FACILITIES INC
SOMEONE DOES CARE
SOPHIA B PIERCE AND ASSOCIATES INC
SOUTHEASTERN HEALTHCARE OF NC INC
SOUTHEASTERN INTEGRATED CARE
SOUTHLIGHT HEALTHCARE
SPECIALIZED SERVICES AND PERSONNEL
SPIGNER MANAGEMENT SYSTEMS INC
SPIRIT OF EXCELLENCE COMMUNITY OUTF
ST GERARD HOUSE
STACY VEE DAVENPORT-BAIRD
STANDARDS-BASED BEHAVIORAL CONSULTI
STEP BY STEP CARE INC
STEPHEN EDWARD FATZINGER
STEPHENS OUTREACH CENTER INC
STEPS DEVELOPMENTAL ACADEMY INC
STEVENS CENTER
STILL BLESSED INC
STILL FAMILY LLC
STRATEGIC INTERVENTIONS LLC
STRUCTURED FAMILY INTERVENTIONSLLC
SUCCESSFUL SOLUTIONS MHS INC
SUCCESSFUL VISIONS LLC
SUMMERLAND HOMES INC
SUMMIT SUPPORT SERVICES OF ASHE INC
SUNRISE CLINICAL ASSOCIATES PLLC
SUPPORT INCORPORATED
SUPREME CHOICE HEALTH CARE
SUPREME COMPASSIONATE CARE INC
SYLVANGLADE HOME INC

SYLVANGLADE SERVICES INC
SYNERGY IN ACTION INC
THE ALAMANCE ACADEMY
THE ARC OF DAVIDSON COUNTY
THE ARC OF GREENSBORO INC
THE ARC OF HIGHPOINT -
THE ARC OF MOORE COUNTY INC
THE ARC OF NORTH CAROLINA INC
THE ASBURY HOMES INC
THE CENTER FOR CREATING OPPORTUNITI
THE ENOLA GROUP INC
THE ENRICHMENT CTR AN AFFL CHPT
THE HOPE CENTER OF HENDERSONVILLE
THE KIDS WORKSHOP
THE LOVING HOME INC
THE MENTAL HEALTH FUND INC
THE PROMISE GROUP LLC
THE RUBY PARDUE BLACKBURN ADULT DAY
THE SPARC NETWORK LLC
THE TRINITY HOME
THE WORKSHOP OF DAVIDSON INC
THE WRIGHTS CENTER INC
THERAPEUTIC ALTERNATIVES INC
THERAPEUTIC RESOURCE ASSOCIATES
THOMPSON PSYCHOLOGICAL SERVICES INC
THURSHER GOODMAN WINSTEAD CAREHOME
THYLLIS SMITH
TLC ADULT GROUP HOME
TLC OPERATIONS INC
TONYA OMAR PLLC
TOP PRIORITY CARE SERVICES LLC
TRANSYLVANIA ASSOCIATION FOR DISABL
TRANSYLVANIA VOCATIONAL SERVICES IN
TRG HEALTH CARE SYSTEMS LLC
TRI SUPPORT SYSTEMS INC
TRIAD ADULT DAY CARE CENTER INC
TRIAD COORDINATED SERVICES INC
TRIANGLE COMPREHENSIVE HEALTH SERVI
TRILLIUM HEALTH RESOURCES
TT&T SERVICES INC
TOUCHSTONE RESIDENTIAL SERVICES
ULTIMATE FAMILY CARE HOME INC
UMAR SERVICES INC
UNION DIVERSIFIED INDUSTRIES INC
UNIQUE CARING NETWORK INC
UNIQUE HOME CARE INC
UNITED LIVING LLC
UNITED RESIDENTIAL SERVICES OF NORT
UNITY HOME CARE INC
UNIVERSAL MENTAL HEALTH SERVICES I
UNIVERSITY OF NORTH CAROLINA AT CHA
UPRISING HOMES INC
UNITED SUPPORT SERVICES INC
VAUGHTERS SPECIALIZED CONSULTATIVE
VICTOR & ASSOCIATES INC
VIRPARK INC RESIDENTIAL FACILITY

VISIONS IN VIEW INC
VOCA CORPORATION OF NORTH CAROLINA
VOCATIONAL SOLUTIONS OF HENDERSON C
WAKE ENTERPRISES INC
WALTER YOUNG
WATAUGA OPPORTUNITIES INC
WATLINGTONS FAMILY HOME
WAYNE OPPORTUNITY CENTER INC
WAYNESBORO FAMILY CLINIC PA
WELL CARE HOME CARE INC
WESCAPRO PROFESSIONAL SERVICES LLC
WHAT MATTERS MOST INC
WILKES VOCATIONAL SERVICES INC
WILSONS HOME CARE AGENCY INC
WNC MADISON COUNTY HOUSING CORP
WOLFE AND JACKSON GROUP HOME INC
YELVERTONS ENRICHMENT SERVICES INC
YOUTH VILLAGES INC
ZAKIYYAH JONES
ZDP ASSOCIATES LLC
ZOE BEHAVIOR HEALTH SERVICES INC