June 20, 2014

To: Joint Legislative Oversight Committee Members on HHS
Commission for MH/DD/SAS
Consumer/Family Advisory Committee Chairs
State CFAC
Advocacy Organizations and Groups
NC Association of County Commissioners
County Managers
County Board Chairs
NC Council of Community Programs

From: Courtney M. Cantrell

Communication Bulletin # 143
NC-TOPPS 2014-2015 User Tools and Guidelines

The Division has made changes to the NC Treatment Outcomes and Program Performance System (NC-TOPPS), effective July 1, 2014. The 2014-15 online and print interview forms will include:

• **The Common Name Data Services (CNDS) number:** By adding the CNDS number, NC-TOPPS will be better able to link to other state databases. For Medicaid recipients, the CNDS number is same as the Medicaid ID. For individuals not enrolled in Medicaid, LME/MCOs will need to provide the CNDS number to providers when an individual is admitted to an NC-TOPPS required service. The CNDS number field will be implemented July 1, 2014 and will become a mandatory field for all Update interviews starting January 1, 2015.

• **MH/SA Supported Employment (YP630 and H2023 U4), Ongoing Supported Employment (H2026 U4), and Long Term Vocational Services (YM645):** These services will be added to the qualifying services required to use the NC-TOPPS reporting system. Providers of these services will need to enroll with NC-TOPPS through the LME/MCOs and can begin reporting as early as July 1, 2014. Required NC-TOPPS reporting will begin October 1, 2014.

• **Question modifications:** Interview changes have been made to questions to support ACT services and health related outcomes.

Additionally, The NC-TOPPS reporting system will implement the DSM-5 changes to the 2014-15 online and print interview forms effective August 1, 2014. To support NC-TOPPS users, revisions have been made to the 2014-2015 NC-TOPPS Guidelines to provide clarity on item descriptions, definitions and entry instructions. The 2014-2015 NC-TOPPS Guidelines includes new sections on data access and usefulness of the NC-TOPPS reporting system for consumers, providers, stakeholders and LME/MCOs.

In the effort of continuous quality improvement, the Division has brought back the NC-TOPPS Snapshot reports this year, attached are the two most recent Snapshots. In the coming year, LME/MCOs and provider Superusers will have access to...
a simple and advanced query system for reports that include aggregate demographic characteristics, symptoms, functional outcomes and service perception. As always, suggestions for improving our consumer outcomes system are welcomed. If you have suggestions or questions about the 2014-2015 online or print interviews, resource documents or reports, you may send questions via electronic mail to jennifer.bowman@dhhs.nc.gov or contact the NC-TOPPS Help Desk at (919) 515-1310 or nctopps@ncsu.edu.

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