



North Carolina

Community Transitions Institute

**Ensuring Quality Transitions to Community Life**  
**5<sup>th</sup> Annual Institute**  
**Inviting Applications for Participation**

In collaboration with its community partners, the NC Department of Health and Human Services proudly announces the 5<sup>th</sup> Annual *NC Community Transitions Institute*. This initiative provides a hands-on, collaborative learning opportunity for professionals who assist individuals with long-term care needs to transition from facility settings to their homes and communities.

**About the Institute**

The *NC Community Transitions Institute* (“The Institute”) is a learning initiative for professionals who support individuals to transition to a home and community-based setting. The Institute is a hands-on, collaborative learning opportunity designed to bring together diverse stakeholders who support transitioning individuals and to develop best practices throughout the lifecycle of a transition.

The Institute incorporates:

- A 2-day symposium exploring community-based resources important to support individuals in a quality transition landscape (Required Attendance)
- A three-day intensive session on improving person-centered collaboration and communication skills inspired by motivational interviewing techniques and person-centered thinking practices (Required Attendance)
- A two-day deep dive workshop in Motivational Interviewing (Optional Attendance)
- A two-day deep dive workshop in Person-Centered Thinking (Optional Attendance)

**Key Application Information**

- Application Deadline: Monday February 4, 2019
- Application Process: Submit application through this online link: (<https://www.ncsurveymax.com/TakeSurvey.aspx?SurveyID=p2LLI693>).
- Questions? Please contact Tracy Pakornsawat at [tracy.pakornsawat@dhhs.nc.gov](mailto:tracy.pakornsawat@dhhs.nc.gov) or 919-855-4199.



## 2019 NC Community Transitions Institute Schedule

Dates	Topics
Monday April 29, 2019 – Tuesday April 30, 2019 8:30 a.m. – 4:00 p.m.	Transitions Symposium
Tuesday June 18, 2019 – Wednesday June 19, 2019 8:30 a.m. – 4:00 p.m.	Person-Centered Thinking
Tuesday July 16, 2019 – Wednesday July 17, 2019 8:30 a.m. – 4:00 p.m.	Motivational Interviewing
Tuesday August 13, 2019 – Thursday August 15, 2019 8:30 a.m. – 4:00 p.m.	Person-Centered Collaborative Communication

(\*) Registration for all events will begin at 8:30 a.m. and will end no later than 4:00 p.m. Specific times will be provided in advance of each event. Tentative schedules with additional details for each event are on the following pages.

All events will be held at the Hilton Garden Inn (131 Columbus Avenue, Cary, NC 27516)



## Introduction to “The Institute”

The *NC Community Transitions Institute* (“The Institute”) is a summer-long learning initiative for professionals who support individuals to transition to a home and community-based setting. The Institute is designed to bring together diverse stakeholders who support transitioning individuals and to develop best practices throughout the lifecycle of a transition. The Institute incorporates a 2-day symposium on exploring a quality transition landscape and accessing transition-related resources, followed by a three-day intensive session on improving person-centered collaboration and communication inspired by motivational interviewing and person-centered thinking practices. In addition, Institute members have the option of attending a two-day deep dive session in Motivational Interviewing and/or Person-Centered Thinking. All Institute activities are organized to foster collaboration and networking among members. The Institute is a professional development initiative supported by the NC Department of Health and Human Services’ Money Follows the Person Demonstration Project.

## Institute Goals

This Institute builds off existing person-centered thinking and motivational interviewing principles. However, the Institute furthers these principles and provides practical strategies for applying the principles in a transition context.

The goals of the Institute include:

1. Providing quality content that is immediately relevant to the practice of supporting a transitioning individual.
2. Strengthening Institute members’ knowledge of, and utilization of, person-centered practices using collaborative communication techniques inspired by motivational interviewing in transition specific contexts.
3. Fostering professional collaboration and networking among Institute members.
4. Delivering a learning opportunity that enhances organizational capability to support person-centered transition practices.
5. Developing leadership competencies to sustain quality transition practices.
6. Generating clear recommendations for developing and advancing a Transition Policy Agenda

Practices incorporated in the Institute will comport with those person-centered practices outlined in [CMS’ Home and Community-Based Services Final Rule](#). For additional information about why the Department is committing to the Institute concept, please see the “Background on Institute Concept” section within this announcement.



## Individuals Eligible to Participate in the Institute

Anyone who is committed to quality, person-centered, collaborative transition practices is invited to apply. We welcome applications from individuals at any level of experience with transitions from those who are new to the field and their role, to those who have been involved for their entire career. We also welcome applications from individuals who serve in the broad range of roles throughout the life cycle of a transition. Sample roles of previous Institute members include:

- *Transitions to Community Living* in-reach specialists and transition coordinators
- CCNC care managers
- Options counselors
- CAP DA/C case managers
- PACE case managers / enrollment coordinators
- IDD care coordinators
- DVR-IL regional staff
- *Centers for Independent Living* staff
- Nursing facility discharge planners
- Hospital discharge planners
- MCO care coordinators
- Peer support specialists
- *Money Follows the Person* transition coordinators
- DSS staffers who assist long-term care recipients
- Long-term care Ombudsmen
- Other individuals who support individuals to transition to home and community-based settings.

## Key Application Information

- Application Deadline: Monday February 4, 2019
- Application Process: Submit application through this online link (<https://www.ncsurveymax.com/TakeSurvey.aspx?SurveyID=p2LLI693>). Additional details are on page 5.
- Questions? Please contact Tracy Pakornsawat at [tracy.pakornsawat@dhhs.nc.gov](mailto:tracy.pakornsawat@dhhs.nc.gov) or 919-855-4199.



## Important Considerations for Participation

- ✓ Institute members will receive Certificates of Completion.
- ✓ General Continuing Education Units (CEUs) will be available through AXIS Medical Education.
- ✓ Institute members are **required** to attend the Transitions Symposium (April 29 – 30, 2019) and Person-Centered Collaborative Communication (August 13 – 15, 2019) face-to-face events to be eligible for CEU credits. All other events are optional.
- ✓ **There is a \$100.00 registration fee for Institute members to participate in any of the sessions. The one-time fee covers all Institute activities, lunches, breaks, and CEUs.**
- ✓ **Institute members and/or sponsoring organizations will be responsible for all travel and lodging costs.**

## Application Content and Submission Process:

- Applications are to be submitted through this online link: (<https://www.ncsurveymax.com/TakeSurvey.aspx?SurveyID=p2LLI693>).
- Applicants will be asked to provide name and contact information, demographic details, prior training received in Motivational Interviewing and Person-Centered Thinking, and experience and expertise levels in transitions work. Please provide thoughtful but succinct responses to the questions. Some activities throughout the Institute are based on these answers.
- Applicants must also submit a letter of commitment from a manager or organizational director indicating organizational commitment to the applicant's participation in the Institute and to the Institute's goals. Letters should be signed and written on agency letterhead and e-mailed to Tracy Pakornsawat at [tracy.pakornsawat@dhhs.nc.gov](mailto:tracy.pakornsawat@dhhs.nc.gov).
- Applications are due by midnight on **Monday February 4, 2019**. Members selected to participate in the Institute will be notified by **Friday February 8, 2019**.

The Institute is intended to be as inclusive as possible, but space is limited to 75 members. Each applying organization may submit applications for multiple staff members, however, if there is high demand, **no more than two** applications from the same organization will be accepted.

Applications will be considered on a **first come, first served** basis, and will be selected to ensure organizational, population and geographic diversity.

Individuals who participated in the 2015, 2016, 2017, or 2018 Institutes may be eligible to participate based on space availability.



## Testimonials from Alumni

The most useful part of the Institute “was the contacts made with so many people across the state with experience and knowledge in every area of transitions. I love my new ‘little black book.’”

“I experienced a renewed excitement about my work!”

“It has given me the basic foundation I needed with regards to concepts of patient-centered thinking / motivational interviewing that was needed to take our program to the next level.”

“It allowed me to open my eyes to my previous practices when working with patients on care transitions and enabled me to get out of my comfort zone to learn and practice new concepts/skills that enabled me to grow.”

“I had an amazing experience attending the Institute. Not only did I take back new information and resources, I was able to meet and interact with like-minded professionals who are inspired by transition work. That inspires me even more to do better transition work in the future.”

“Such an amazing opportunity to network and connect with professionals who can relate to transition work. With the complexities of transition work it is so nice to know we’re not alone!”



**Preliminary Agendas**  
**Symposium Day 1**  
**Monday April 29, 2019 (Required Attendance)**

<b>Time</b>	<b>Topic</b>	<b>Facilitator/Presenter</b>
8:30 – 9:00	Registration, Arrival & Networking	
9:00 – 9:15	Welcome / Structure of the Day	Steve Strom
9:15 – 10:00	Keynote	Dave Richard
10:00 – 10:30	Introduction to the Institute	Tracy Pakornsawat
<b>10:30 – 10:45</b>	<b>BREAK</b>	
10:45 – 12:15	Medicaid Overview	Sandy Danner
<b>12:15 – 1:15</b>	<b>LUNCH</b>	
1:15 – 2:30	Independent Living: NC Division of Vocational Rehabilitation	Jennifer Pleasants
<b>2:30 – 2:45</b>	<b>BREAK</b>	
2:45 – 3:45	Collaborative Communication: A Panel Discussion	TBD
3:45 – 4:00	Closing & Wrap-up	Steve Strom Tracy Pakornsawat

**Symposium Day 2**  
**Tuesday April 30, 2019 (Required Attendance)**

<b>Time</b>	<b>Topic</b>	<b>Facilitator/Presenter</b>
8:30 – 9:00	Registration, Arrival & Networking	
9:00 – 9:15	Welcome / Structure of the Day	Tracy Pakornsawat
9:15 – 10:30	Community Inclusion	Walt Caison
<b>10:30 – 10:45</b>	<b>BREAK</b>	
10:45 – 12:00	Using Assistive Technology in the Transition Process	Katie Lee
<b>12:00 – 1:15</b>	<b>LUNCH &amp; Information Tables</b>	
1:15 – 2:30	NC Supportive Housing Programs	Stephanie Williams
<b>2:30 – 2:45</b>	<b>BREAK</b>	
2:45 – 3:45	Success Stories: A Panel Discussion	TBD
3:45 – 4:00	Closing & Wrap-Up	Steve Strom Tracy Pakornsawat



**Person-Centered Thinking (Day 1)**  
**Tuesday June 18, 2019**  
**(Optional Attendance)**

Facilitator: Tanya Richmond

<b>Time</b>	<b>Topic</b>
8:30 – 9:00	Registration, Arrival & Networking
9:00 – 10:30	Definition of Person-Centered Community Life Discussion Terminal Irritation Importance of Environment
<b>10:30 – 10:45</b>	<b>BREAK</b>
10:45 – 12:00	Core Concept Practice 1st Management Skill- Donut
<b>12:00 – 1:00</b>	<b>LUNCH</b>
1:00 – 2:00	1st Management Skill-Donut (Continued) Everyday Learning Skills 4+1 Learning Log
<b>2:30 – 2:45</b>	<b>BREAK</b>
2:45 – 3:45	What's Working/What's Not Working
3:45 – 4:00	Closing & Wrap-up

**Person-Centered Thinking (Day 2)**  
**Wednesday June 19, 2019**  
**(Optional Attendance)**

Facilitator: Tanya Richmond

<b>Time</b>	<b>Topic</b>
8:30 – 9:00	Registration, Arrival & Networking
9:00 – 10:30	What is a Person-Centered Description (PCD) Facilitation Skills
<b>10:30 – 10:45</b>	<b>BREAK</b>
10:45 – 12:00	Discovery Skills
<b>12:00 – 1:00</b>	<b>LUNCH</b>
1:00 – 2:00	Discovery Skill-Initiate Communication Chart 2nd Management Skill –Matching
<b>2:30 – 2:45</b>	<b>BREAK</b>
2:45 – 3:45	One use of a PCD: Develop a 1-Page Description
3:45 – 4:00	Closing & Wrap-up





**Motivational Interviewing (Day 1)**  
**Tuesday July 16, 2019**  
**(Optional Attendance)**

Facilitator: Marty Weems

<b>Time</b>	<b>Topic</b>
8:30 – 9:00	Registration, Arrival & Networking
9:00 – 10:30	What is Motivation? Change Defining Motivational Interviewing
<b>10:30 – 10:45</b>	<b>BREAK</b>
10:45 – 12:00	Four Processes Engaging
<b>12:00 – 1:00</b>	<b>LUNCH</b>
1:00 – 2:00	OARS Focusing
<b>2:30 – 2:45</b>	<b>BREAK</b>
2:45 – 3:45	Skills Practice
3:45 – 4:00	Closing & Wrap-up

**Motivational Interviewing (Day 2)**  
**Wednesday July 17, 2019**  
**(Optional Attendance)**

Facilitator: Marty Weems

<b>Time</b>	<b>Topic</b>
8:30 – 9:00	Registration, Arrival & Networking
9:00 – 10:30	Sustain Talk Change Talk Signs of Readiness for Change
<b>10:30 – 10:45</b>	<b>BREAK</b>
10:45 – 12:00	Evoking Eliciting
<b>12:00 – 1:00</b>	<b>LUNCH</b>
1:00 – 2:00	Dealing with Discord
<b>2:30 – 2:45</b>	<b>BREAK</b>
2:45 – 3:45	Giving feedback and advice Change Planning
3:45 – 4:00	Closing & Wrap-up



**Person-Centered Collaborative Communication (Day 1)**  
**Tuesday August 13, 2019**  
**(Required Attendance)**

Facilitators:  
 Leigh Ann Kingsbury, Tanya Richmond, Marty Weems

<b>Time</b>	<b>Topic</b>
8:30 – 9:00	Registration, Arrival & Networking
9:00 – 9:30	Welcome and Structure of the Day
9:30 – 11:00	Fully Deciding
<b>11:00 – 11:15</b>	<b>BREAK</b>
11:15 – 12:00	Fully Deciding (Continued)
<b>12:00 – 1:00</b>	<b>LUNCH</b>
1:00 – 2:00	Effectively Preparing
<b>2:00 – 2:15</b>	<b>BREAK</b>
2:15 – 3:45	Effectively Preparing (Continued)
3:45 – 4:00	Closing & Wrap-up

**Person-Centered Collaborative Communication (Day 2)**  
**Wednesday August 14, 2019**  
**(Required Attendance)**

<b>Time</b>	<b>Topic</b>
8:30 – 9:00	Registration, Arrival & Networking
9:00 – 9:30	Welcome and Structure of the Day
9:30 – 11:00	Comfortably Transitioning
<b>11:00 – 11:15</b>	<b>BREAK</b>
11:15 – 12:00	Comfortably Transitioning (Continued)
<b>12:00 – 1:00</b>	<b>LUNCH</b>
1:00 – 2:00	Effective Follow-Along/Thriving
<b>2:00 – 2:15</b>	<b>BREAK</b>
2:15 – 3:45	Effective Follow-Along/Thriving (Continued)
3:45 – 4:00	Closing & Wrap-up



**Person-Centered Collaborative Communication (Day 3)**  
**Thursday August 15, 2019**  
**(Required Attendance)**

<b>Time</b>	<b>Topic</b>
8:30 – 9:00	Registration, Arrival & Networking
9:00 – 9:30	Welcome and Structure of the Day
9:30 – 11:00	Theater Delta
<b>11:00 – 11:15</b>	<b>BREAK</b>
11:15 – 12:00	Unconscious Bias
<b>12:00 – 1:00</b>	<b>LUNCH</b>
1:00 – 2:00	Self-Care
<b>2:00 – 2:15</b>	<b>BREAK</b>
2:15 – 4:00	Closing Ceremony



## Background on the Institute Concept

Across the country and within North Carolina, an increasing number of long-term care facility residents are choosing to transition into their homes and communities, with the supports they need to do so. Effectively supporting an individual's transition requires strong coordination between the resident, the resident's family, and the professional network that will support him/her through the transition and once s/he returns to the community. In addition, as an increasing number of individuals transition – many of whom experience significant clinical and social complexities – the need for strong transition supports becomes increasingly apparent.

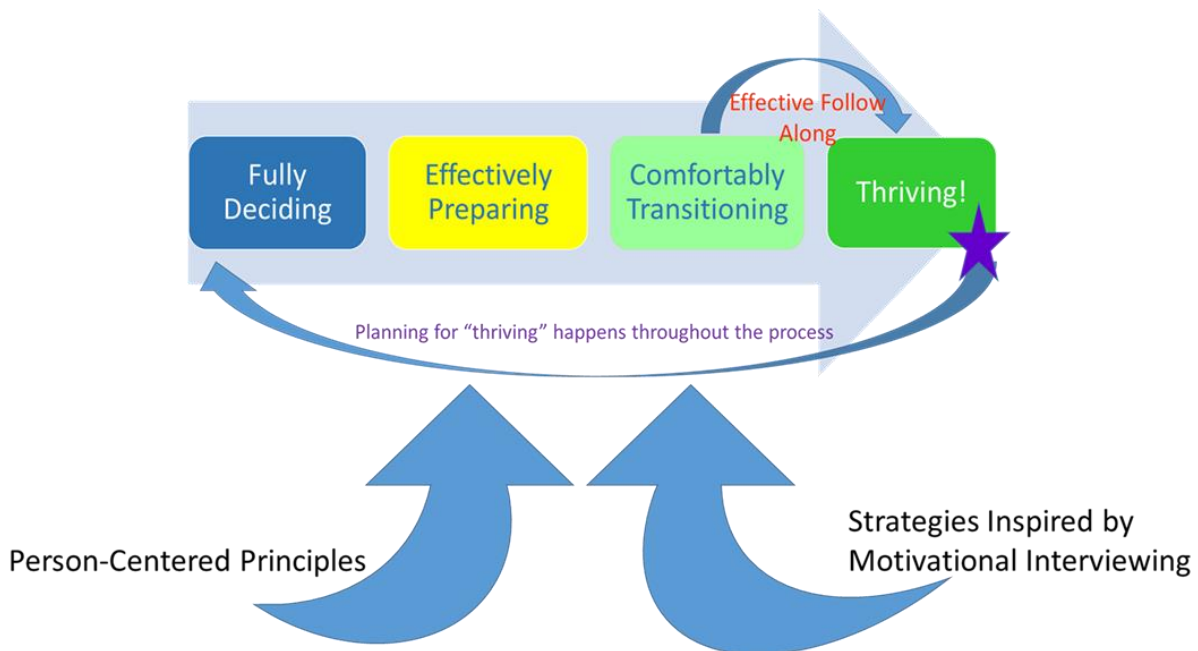
Quality transition practices ensure the effective integration of physical, behavioral, social, and long-term services for transitioning individuals. Strong, coordinated transitions are also more likely to facilitate improved health outcomes and positive quality of life outcomes once a person has transitioned.

Despite the Department's increased activity related to all stages and the functions performed in each stage, there is currently no consistent, Department-wide, competency-based standard or curriculum used to ensure consistency on core transition concepts across the long-term care communities and to train on resources specific to North Carolina. As the need for transition capacity becomes increasingly recognized, we established a Departmental project, the *NC Community Transitions Institute: Ensuring Quality Transitions to Community Life*. This effort furthers the workforce capacity development priorities outlined as part of the *Partnership for Healthy NC, Medicaid Reform* initiative.



## Elements of Quality Transition Planning

To strengthen the state’s “transition capacity” the transition experience must be enhanced. This is achieved by addressing key issues throughout the life cycle of a transition. The Institute addresses these key issues by focusing on collaborative communication practices using person-centered principles and strategies that are inspired by motivational interviewing.



## Some Final Words from Institute Alumni



## Summary of Key Application Information

- Application Deadline: Monday February 4, 2019
- Application Process: Submit application through this online link: (<https://www.ncsurveymax.com/TakeSurvey.aspx?SurveyID=p2LLI693>).
- Questions? Please contact Tracy Pakornsawat at [tracy.pakornsawat@dhhs.nc.gov](mailto:tracy.pakornsawat@dhhs.nc.gov) or 919-855-4199.

