

# NC-TOPPS

North Carolina – Treatment Outcomes and Program Performance System™



The North Carolina – Treatment Outcomes and Program Performance System (NC-TOPPS) is a web-based program by which the North Carolina Department of Health and Human Services measures the quality of publicly-funded substance use disorder and mental health services and their impact on individuals' lives. NC-TOPPS is designed to assist the provider, agency, clinician and consumer or their family in determining and updating service needs through a planned in-person interview and discussion.

## NC-TOPPS Interview Tool to Support Motivational Interviewing

Motivational interviewing is a “collaborative, goal-oriented method of communication with particular attention to the language of change.”<sup>1</sup> Motivational interviewing supports the process of change naturally and respects the consumer’s autonomy, strengthening their motivation and self-determination. The NC-TOPPS Individual Report is a “report card” tool that compares the initial interview with the two most recent updates. The Individual Report is intended to increase the consumer’s participation in the treatment by generating a conversation about their personal goals and progress toward achieving those goals.

## Tenants of Motivational Interviewing

- **Express Empathy** – see the world from the consumer’s perspective and share in their experiences to ensure the consumer feels heard and understood.
- **Avoid argumentation** – avoid trying to convince the consumer that a problem exists, or change is needed because it could cause more resistance.
- **Roll with resistance** – avoid eliciting resistance by not confronting the consumer and when resistance occurs, work to de-escalate and avoid a negative interaction.
- **Develop discrepancies** – recognize and examine the discrepancies between a consumer’s current circumstances or behaviors and their values and future goals.
- **Support self-efficacy** – highlight skills and strengths the consumer already has, indicate their ability to change successfully.

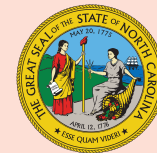
## NC-TOPPS Individual Report

- Helps consumers develop or discover their own motivations and progress.
- Helps consumers with goal planning.
- Improves therapeutic interactions between consumers and clinicians by allowing clinicians to clarify their impressions about how well therapeutic interventions have worked.
- Increases involvement and engagement of consumer in their treatment.

## For More NC-TOPPS Tools & Information:

[Getting Started with NC-TOPPS \(ncdmh.net\)](#)

[NCDHHS: NC Treatment Outcomes and Program Performance System \(NC-TOPPS\)](#)



NC DEPARTMENT OF  
**HEALTH AND HUMAN SERVICES**  
Division of Mental Health,  
Developmental Disabilities and  
Substance Abuse Services

[www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-abuse/reports/nc-topps-reports/nc-treatment-outcomes-and-program-performance-system-nc-topps](http://www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-abuse/reports/nc-topps-reports/nc-treatment-outcomes-and-program-performance-system-nc-topps)

References: <sup>1</sup> Miller, W. R & Rollnick, S. (2013). Motivational Interviewing: Helping People Change (3rd ed.). New York City, NY: Guilford Press.