



State Consumer and Family Advisory Committee  
Meeting Minutes June 12 , 2024  
Hybrid Meeting

Committee Members Attendance:				Total Attendance:			
Name	In-Person	Virtual	Absent	Name	In-Person	Virtual	Absent
Brandon Wilson	x			Ashley Snyder Miller	x		
Bob Crayton	x			Lorrien Washington			x
Jessica Aguilar		x		Lilly Parker		x	
April DeSelms			x	Dr. Michelle Laws	x		
Jean Andersen		x		Domenica "Mamie " Hutnik	x		
Crystal Foster		x		Gene McLendon	x		
Janet Breeding			x	Nathan Cartwright		x	
Heather Johnson			x	Annette Smith		x	
Susan Monroe	x			Angela- Christine Rainear		x	
Patty Schaeffer		x		Jeannie Irby			X
Johnnie Thomas		x					
Attendance:				Total Attendance:			
Name	Staff	Guest	Affiliation	Name	Staff	Guest	Affiliation
Jennifer Meade	x		DMH/DD/SUS	Carol Ann Conway		x	
Stacey Harward	x		DMH/DD/SUS	Mya Lewis		x	Alliance
Suzanne Thompson	x		DMH/DD/SUS	Ray Hemachandra		x	Vaya
Crystal Dorsey			DMH/DD/SUS	Anthony Ward		x	Trillium
Ann Marie Webb	x		DMH/DD/SUS	Cearia Jones		x	
Eva Stevens	x		DMH/DD/SUS	Sarah Potter		x	
Erica Asbury	x		DMH/DD/SUS	Ramona Branch		x	Alliance
Demetria Harper	x		DMH/DD/SUS	Deborah Hendren		x	VAYA
Brianna Bennett	x		DMH/DD/SUS	Charnka Brooks		x	Alliance
Rachel McCook	x		DMH/DD.SUS	Bonnie Foster		x	Alliance
Glenda Stokes	x		DMH/DD/SUS	Nely Giudici		x	VAYA
Emily Jones	x		DMH/DD/SUS	Inesha Trahan		x	Trillium
Elaine Warmack	x		DMH/DD/SUS	Sherry Bynum		x	Trillium
Victoria Burns	x		DMH/DD/SUS	Heather Queen		x	VAYA
Dina Reynolds	x		DMH/DD/SUS	Wilhelmina Leggett		x	
Ginger Yarbrough	x		DMH/DD/SUS	Harvey Wise		x	
Sandra Terrell	x		DHB	Jacqui Hawkins		x	GCSNC
Dr. David Clapp	x		DHB	Frank Messina		x	
Ericka Johnson	x		DHB	Cindy Trobaugh		x	Partners



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Jennifer Bowman		x	DMH/DD/SUS	Pamela McAfee		x	
Eamonn McAteer		x	DMH/DD/SUS	Anne Kimball		x	Trillium
Madi U		x	DMH/DD/SUS	Alessandra Fabrello		x	
Tina Barrett		x	DMH/DD/SUS	Jacqueline Perez		x	Alliance
Jeff Smith				Sherrell Gales		x	
Cheryl Banks		x	Trillium	Amie Brendle		x	Partners
Starlett Davis		x	Alliance	Aslam Chaudhry		x	
Stacy Sorrels		x	VAYA	Janet Sowers		x	
Nancy Giurato		x					
Ron Rau		x	ADSYES				

**Mission:** *Nothing About Us, Without Us*

**Vision:** *A public mental health system that works for everyone.*

<b>Agenda Item/Presenter</b>		<b>Main Topic/Goals:</b>	<b>Action Needed:</b>
<b>Discussion:</b>			
1.	<b>Meeting Convened- Roll Call Completed</b>	9:05 meeting started	
2.	<b>Approval of Minutes/Review of Agenda</b>	Agenda Approval 1 <sup>st</sup> Susan Monroe 2 <sup>nd</sup> - Ashley Synder Miller  Minutes Approval 1 <sup>st</sup> Gene McLendon 2 <sup>nd</sup> Susan Monroe	Stacey to correct then place the document on the SCFAC page
3.	<b>Public Comment</b>	Christie Clayton – I would like to know if DHHS is aware that GT Independence has been holding funds since almost a year ago – these funds belong to families so that they can pay employees for taking care of their loved ones Ray Hemchandra – Community Networking definition for innovations.It discriminates against people with Intellectual and developmental disabilities- the definition requires services to be provided in settings that primarily support people who are non-disabled – the definition itself says community networking services provide individualized day activities that support the waiver. In the integrated community setting with persons who are not disabled. Services do not take place in Licensed facilities and are intended to offer the beneficiary the opportunity to develop meaningful community relationships with non-disabled individuals. It continues on to	DHHS is aware of this situation - MCOs are handling this differently due to billing SCFAC committee will assign a member to keep this on their radar.



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		<p>say community networking services enable beneficiaries to increase or maintain their capacity for independence and develop social roles valued by non-disabled members of the community – I find the definition discriminatory. Community networking should include people who are disabled. I understand that the original intent may have been for agencies to cluster together disabled people to save money, bringing clients out into the community they would only take do that in a situation where we have people with IDD with people with IDD rather than seeking out inclusive settings to save money..See the attached full comment.</p> <p>Carol Conway – Complement for Alliance Health for their support for IDD housing. On June 21 they had a housing workshop and will be reserving 10 units for those with IDD. Would also like to say that this workshop also addressed some of the issues that Ray has brought up today.</p>	
<p>4.</p>	<p><b>DHB Update-</b>                  Sandra Terrell                  Chief Clinical Officer NC                  Medicaid                  Dr.David Clapp                  Deputy Director, BH/IDD NC                  Medicaid</p>	<p>DHB update to hear the full report, please go to the SCFAC web page                  A discussion was had concerning the Tailored Plan which will be rolling out July 1<sup>st</sup>.                  Discussion concerning B-3 services 1915i waived services- white paper should be released mid-July.                  The innovation waiver has been approved for another 5 years</p>	
<p>5.</p>	<p><b>Division Updates</b>                  Charles Rousseau                  Dir of Strategy &amp; Planning                  DMH/DD/SUS</p>	<p><b>Division Updates</b>                  1. MH/SU/IDD/TBI System Announcements &amp; Updates                  June Community Collaboration Schedule                  2. <b>DMHDDSUS’ Strategic Plan</b>                  Mission, Vision, and Principles                  Populations of Focus &amp; Strategic Priorities                  3. FY24: Accomplishments                  Increasing Awareness &amp; Transparency of MH/SUD/IDD/TBI Services  <b>Accessible Communications Campaign</b>  <b>The Statewide Peer Warmline Launched on 2/20!</b>  <b>Building a System from Crisis to Care</b>                  NCDHHS is investing in behavioral health services that get people the right care, at the right time, in the right setting</p>	<p>- PowerPoint is posted on the SCFAC web page to see the full report – or listen to the report- link provided on the SCFAC Web Page</p> <p><b>The Draft DMH/DD/SUS Strategic Plan for 2024-2029 was posted for public comment on 6/3/24 and closes on 7/1/24!</b></p>



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		<p><b>Someone to Respond:</b> Non-Law Enforcement Alternative Transportation Pilot</p> <p><b>Somewhere to go:</b> BH Statewide Central Availability Navigator (BH SCAN)</p> <p>SUD Initiatives: Medications for Opioid Use Disorder</p> <p>There are currently 84 Opioid Treatment Programs across the state.</p> <ul style="list-style-type: none"> <li>• Currently over 21,600 individuals enrolled and receiving methadone, buprenorphine products or naltrexone</li> <li>• Approximately 30,000 individuals receive treatment services through an OTP annually</li> <li>• As of January 2023, ~ 22% of NC OTP participants had Medicaid</li> <li>• 2025: Roll out Mobile OTP</li> <li>• 2025: Expand OBOT</li> </ul> <p>Goals to Expand Access to Quality I/DD and TBI Services</p> <p>In September 2023, NCDHHS Launched Inclusion Works - Inclusion Connects Launched on 3/14!</p> <p><b>Samantha R. Consent Order          DSP Workforce Plan Overview</b></p> <p>Discussion/Chat/Questions:</p> <p>Sharif Brown’s agency covers Wake, Durham, Johnston, Franklin, Orange, Beaufort, Pitt, and Wilson counties with pre-and post-release programs only for individuals with IDD and TBI</p> <p>Alliance of Disability Advocates (ADA) reentry has served over 500 individuals with a success rate of 90% on both federal (Butner Federal Correctional Institution) and state prisons. (<a href="https://adanc.org/">https://adanc.org/</a>)</p> <ul style="list-style-type: none"> <li>- Suzanne shared: <a href="https://recoveryolutions.us/rise-program-at-mecklenburg-county/">https://recoveryolutions.us/rise-program-at-mecklenburg-county/</a></li> </ul>	<p>Resources to help you prepare for Tailored Plans</p> <ul style="list-style-type: none"> <li>• Essentials deck in English and Spanish</li> <li>• One-page bilingual flyer</li> <li>• Social media posts in English and Spanish</li> <li>• Tailored Plan landing page             <ul style="list-style-type: none"> <li>• Tailored Plans communications toolkit.</li> </ul> </li> </ul>
<p>6.</p>	<p><b>Last Quarterly Update on FY 22-23 Annual Report</b>              DMH/DD/SUS Staff</p>	<p><b>. SCFAC Deliverables</b></p> <p><b>Veterans</b> (Jennifer Meade)</p> <ul style="list-style-type: none"> <li>• <b>SCFAC Ask:</b> Develop a feasibility study about taking measures to advance the "Ask the Questions" campaign.</li> <li>• <b>DMH/DD/SUS Response:</b> Develop a committee and report to the SCFAC their findings.</li> </ul> <p><b>Ask the Question Campaign Update</b></p> <ul style="list-style-type: none"> <li>• Completed an allocation through Alliance Health effective April 17, 2024, to contract with AVISO to implement the "Ask the Question" Campaign.</li> </ul>	<ul style="list-style-type: none"> <li>• PowerPoint is posted on the SCFAC web page to see the full report – or listen to the report-link provided on the SCFAC Web Page</li> </ul>



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- Will serve in Alliance's seven counties for the remainder of this current fiscal year.
  - Plans to consider statewide implementation in the 24-25 fiscal year.
- SCFAC Ask:** Continue to elevate and support NC Serves through funding, promotion, and integration of NC Care 360. Continue to participate in the NC Governor's Working Group for Veterans.
- DMH/DD/SUS Response:** Promote innovative and specialized treatment and resources that support the population. Continue to participate in Workgroup during monthly meetings.

Working Group & Veterans Liaison

NC Governors Working Group for Veterans:

- Deputy Director continues to serve as Vice Chair and provides DHHS updates at monthly meetings
- Veterans Liaison will serve on Workgroup Committees and the DMH/DD/SUS Veterans Liaison
  - Position is in the final stages of HR Approval so that position can be offered to a candidate and will be introduced next month

**Accessible Communications** (Charles Rousseau)

**SCFAC Ask:** Create and implement a robust, accessible, and testable communications strategy that addresses language barriers across the continuum when providing information to consumers and to providers

**DMH/DD/SUS Response:** Develop a plan for providing and implementing an Accessible Communications Campaign including clear, concise, and accessible messaging for the individuals and communities we support

**Accessible Communications Campaign Updates**

**Next steps:** Creating and reviewing additional Toolkit materials & website updates for Comms Phase #2 launching TODAY, June 12! The initial focus for accessible language materials is on the Tailored Plans launch, Tailored Care Management, and 1915(I) services.

SCFAC Input - Timing and Description of Activities

Toolkit: New Tailored Plan Materials Launched June 12!

Website: New Tailored Plan Pages Going Live June 12!

**Comprehensive Reporting** (Jennifer Bowman)

**SCFAC Ask:** Provide an annual statewide gap and needs report

**IDD** (Ginger Yarbrough)

Jennifer Bowman shared the following links in the chat:

DMHDDSUS Data & Dashboards:

<https://www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-use-services/reports>



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**SCFAC Ask:** Advocate for additional Innovations slots. Develop a comprehensive plan to address needs in the annual report.

**DMH/DD/SUS Response:** Develop and share a comprehensive plan to meet the needs of individuals on the Innovation Waiver Waitlist (formerly the registry of unmet needs).

**IDD & TBI** (Tina Barrett)

**SCFAC Ask:** Add extended State Plan Allied Health Services to the Innovation Waiver

**DMH/DD/SUS Response:** Complete a comprehensive analysis of individuals on Innovations and the Waitlist receiving allied health services.

Discussion/Chat/Questions:

Jean shared it's important to note the overlap of TBI/IDD/MH and SU. Strongly agree we need more than just increased access to existing IDD services, but access to ENCOMPASSING services for IDD. Housing and transportation are not being met. A measure would be a reduction in the percentage of adults living in the family home (with aging parents).

**Peer Support Services** (Ann Marie Webb)

**SCFAC Ask:** Increase capacity in community-based peer support services and conduct a comprehensive review of the NC CPSS Program

**DMH/DD/SUS Response:** Contract with Manatt to conduct a comprehensive review of Peer Support Services throughout NC  
Vision: Peer Supports Across the Behavioral Health Continuum  
Peers provide care across the behavioral health continuum, and in a variety of settings.

Current State: Strengths, Opportunities, and Gaps

Based on learnings from community partner interviews and research on the current landscape of peer support in NC and nationally, we have identified several key strengths, gaps, and opportunities for NC's peer support program.

Implementing Peer Initiatives

DMH/DD/SUS will take a phased approach to implementing initiatives, focusing on developing the foundation for a strong certification in the first year, and then implementing the workforce and funding initiatives in Year 2 and beyond

NC-TOPPS (SUD & MH treatment outcomes):  
<https://nctopps.ncdmh.net/providerquery/index.aspx>

NC Medicaid Reports:  
<https://medicaid.ncdhhs.gov/reports>  
&  
<https://medicaid.ncdhhs.gov/reports/dashboards>

The DMH Quality Team has information available on their public web-page:

- o NC treatment Outcomes & Program Performance Data -[NC-TOPPS](#)
- o Prevalence & Penetration Standard Data Points
- o DMH Service trends by LME/MCO [Standard Data Points](#)
- o LME/MCO performance measures related to service access  
[DMH Reports Page: LME-MCO Performance Measures & Reports: DMHDDSUS Service Utilization Dashboard](#)
  - o Consumer surveys [MH & SU Survey Perceptions of Care](#) & [IDD Survey National Core Indicators](#)



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Certification Course Scholarships  
 DMH/DD/SUS is working with UNC-BHS on a scholarship program for prospective peer support specialists to take certification courses at no cost.  
 Future State: Standardized 2-Step Certification Curriculum  
 Step 1: Online “101” course  
 Step 2: In-person interactive course  
 Within 6 months Peer is getting hands-on work experience (with additional supervision)  
 Proposed Transition Plan for Existing Certification Courses & Development of New Courses  
**SCFAC Ask:** Increase funding for Peer Support Services to expand access to services across the state.  
**DMH/DD/SUS Response:** Develop a funding plan for FY24/FY25 PS Initiatives that maintains or exceeds current funding levels.  
 Building out additional funding sources

- Working on additional RFA's for Peer Services using MHBG funding
- Scholarship funding for current course owners using ARPA Funding potentially up to 1,500 scholarships
- Working over the next 2 to 3 years to build a better Medicaid billing system and definition for Peer Support Services to include IDD, TBI, and National Family Partners. Also, build up the Peer Service definition to allow more billable services.
- Building a Peer Services Map to include Grant Funded and Medicaid Billed Services throughout the State

SCFAC will continue to monitor and receive updates concerning those areas that have not been completed.

To see the Powerpoint please go to the SCFAC web page – link below

7.	<b>2023-2024 Annual Report Discussion</b> Brandon Wilson	The Subcommittees provided updates to the whole committee on areas that they are focusing on.	<ul style="list-style-type: none"> <li>• PowerPoint is posted on the SCFAC web page to see the full report – or listen to the report-link provided on the SCFAC Web Page</li> </ul>
8.	<b>End of the Year Wrap-up</b> Brandon Wilson	Recognition of SCFAC members completing their terms <ul style="list-style-type: none"> <li>• Susan Monroe &amp; Janet Breeding</li> </ul>	



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Chair and Vice-Chair Elections:

- Introductions for nominated candidates
- Voting on the 24-25 year Chair and Vice Chair for SCFAC:
- Brandon Wilson elected as Chair by acclamation
  - Dr. Michelle Laws elected as the Vice-Chair

<b>8.</b>	<b>End of year wrap up: Brandon Wilson Bob Crayton</b>	<ul style="list-style-type: none"> <li>• Recognition of SCFAC Members who completed their term Presented Susan Monroe with a certificate of appreciation</li> <li>• Discussion concerning preparing for the 24-25 year</li> <li>• Discussion concerning presenting of the 23-24 annual report to the DMH/DD/SUS staff at the July meeting. Invites to be sent out to Leadership</li> <li>• The August meeting will not be an open meeting the SCFAC will be having a retreat that day for SCFAC Members</li> </ul>	<p>Janet Breeding's Certificate to be mailed to her. – Suzanne Thompson Invitation to written approved by Chair and emailed to Leadership of DMH/DD/SUS &amp; DHB – Stacey Harward</p>
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<b>9.</b>	<b>Meeting Adjourned</b>	<p>The below link will take you to the SCFAC webpage and the recording and PowerPoint from the meeting</p> <p>SCFAC web page link: <a href="https://www.ncdhhs.gov/SCFAC">State Consumer and Family Advisory Committee   NCDHHS</a></p>
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**2024 Meeting Dates: Second Wednesday of Every Month**

<b>June 12, 2024</b>	<b>New year starts July 2024</b>	<b>July 10, 2024</b>
	<b>August will be a SCFAC Retreat no public</b>	<b>August 14, 2024</b>

**Meeting Link:** <https://www.zoomgov.com/meeting/register/vJltdeCvqzggHjnU0fZtd1KAyUVavCmeATs>

**Participants must register for the meeting before the meeting.**