



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

**ROY COOPER** • Governor  
**KODY H. KINSLEY** • Secretary  
**MARK T. BENTON** • Chief Deputy Secretary for Health  
**KELLY CROSBIE** • Director

September 20, 2024

To the Members of the State Consumer and Family Advisory Committee,

First, I want to say “Congratulations” on twenty years of advocacy on behalf of North Carolina citizens with mental health and substance use needs, intellectual and developmental disabilities, and traumatic brain injury (MH/SUD/IDD/TBI). The State Consumer and Family Advisory Committee is an essential and trusted partner in championing the expertise of lived experience and promoting an inclusive, equitable, high-quality, and trauma-informed public system of MH/SUD/IDD/TBI services and supports. Our state is better because of your leadership. Thank you!

On behalf of DHHS I am pleased to submit our formal response to your recommendations in the FY2023-2024 SCFAC Annual Report. We are very aligned with your recommendations, as the attached response makes clear. Of your nine recommendations, DHHS fully concurs with six of those recommendations and partially concurs with four. This agreement reflects the strength of our partnership and our commitment to creating a system with people who experience it. We’d like to especially thank you for our partnership this year in launching our accessible communications campaign as recommended in last year’s FY2022-2023 SCFAC Annual Report. This joint effort has been very well received by community partners, and DMHDDSUS continues to identify opportunities where communication resources can be more impactful.

I am proud to work alongside SCFAC and look forward to continuing our partnership as we build a system where all individuals have the support they need to live healthier and happier lives.

Sincerely,

Kelly Crosbie, MSW, LCSW  
Director, DMHDDSUS

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