



Crisis External Advisory Committee Meeting

05/01/2024

9:00 – 10:00 AM

Division of Mental Health, Developmental Disabilities,
and Substance Use Services (DMHDD SUS)

Agenda

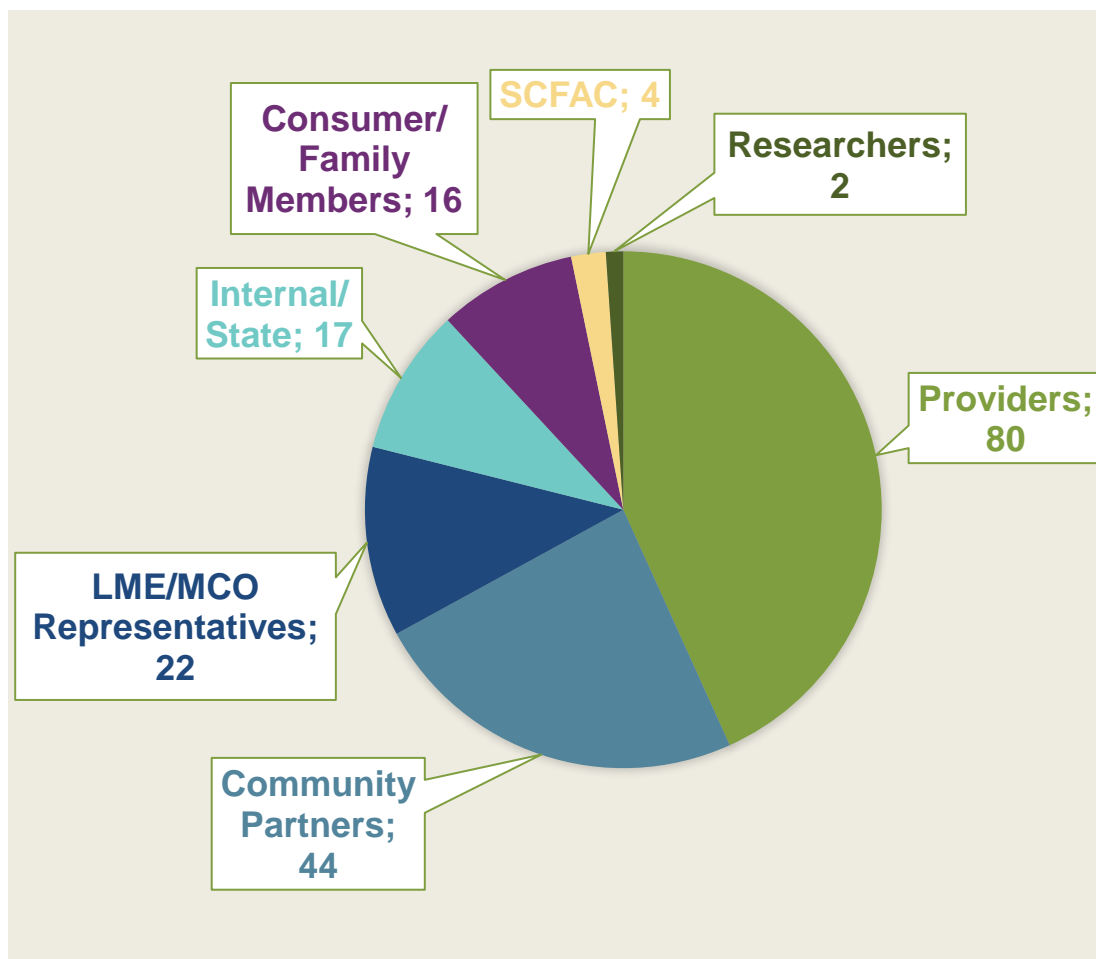
- Community Collaboration Model
- Discussion
 - Crisis System Investments

Housekeeping

We encourage those who are able to turn on cameras use reactions in Teams to share opinions on topics discussed and share questions in the chat.



Crisis System Advisory Committee Membership



- The Crisis System Advisory Committee is comprised of **185 members!**
- Please introduce yourself and your affiliation in the chat.



- May Mental Health Awareness Month (MHAM) intent is to increase awareness about the vital role mental health plays in our overall health and well-being and provide resources and information to support individuals and communities who may need mental health support.
- We thank our Crisis System Advisory Committee members for your contribution to this group and your efforts to support mental well-being.
- Please share your MHAM resources, activities, or events in the chat!

Mental Health Awareness Month

MHAM Resources:

[DHHS 988 Site with Toolkit](#)

[Mental Health America Toolkit](#)

[SAMHSA Toolkit](#)

[988 Toolkit](#)

[NAMI North Carolina](#)



Let's get through it together.

We care, we listen, we help.

Call, text or chat 988 – anytime.

988lifeline.org

Stock photo. Paced by model. For illustrative purposes only.

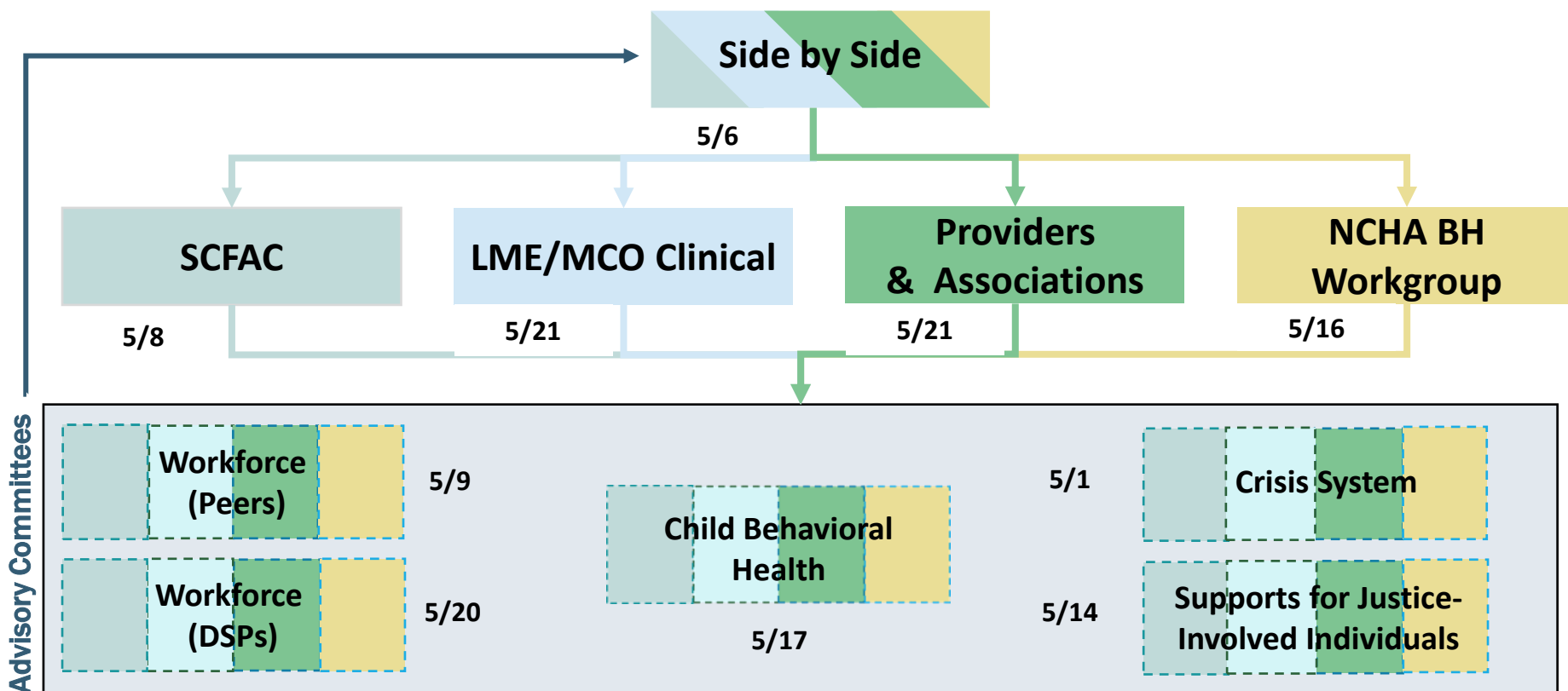
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NC Department of Health and Human Services
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988 SUICIDE & CRISIS LIFELINE

DMH/DD/SUS Community Collaboration Model

May Community Collaboration

Topic: Inclusion Connects



Technology Provider Survey



COMING SOON

Crisis System Technology – Provider Survey

- DMH/DD/SUS technology team is launching a **Provider Survey** to gain a better understanding of the current state technology capabilities throughout the crisis care continuum.
- The survey will be sent Monday, May 6 with **responses due by Friday, May 17.**
- The survey will be sent to Mobile Crisis Providers and Crisis Facility Providers (i.e., Hospitals, FBCs, BHUCs).
- The responses to the survey will be used to provide context for technology recommendations for both future state and potentially interim state.

FY23-25 Crisis Facility Investments

Behavioral Health Budget Provisions

\$131M is going towards crisis across SFY23-25

Crisis

Provision	FY24	FY25
Crisis System (e.g. mobile, FBCs)	\$30M	\$50M
Crisis Stabilization (short-term shelter)	~\$3M	~\$7M
Non-Law Enforcement Transportation Pilot Program	\$10M	\$10M
BH SCAN	\$10M	\$10M
Justice-Involved Programs (re-entry, diversion, and capacity restoration)	\$29M	\$70M
Behavioral Health Workforce Training	~\$8M	\$10M
NC Psychiatry Access Line (NC PAL)	~\$4M	~\$4M
Behavioral Health Rate Increases	\$165M	\$220M
State Facility Workforce Investment	\$20M	\$20M
Electronic Health Records for State Facilities		\$25M
Child Welfare and Family Well-Being	\$20M	\$60M



On 4/8, NCDHHS Announced a \$15M Investment in 9 Behavioral Health Urgent Care Centers (BHUCs) throughout the state

*To read the press release, click [here](#)

NCDHHS Invests \$22 Million in Community Crisis Centers and Peer Respite in North Carolina

Community Crisis Centers



- Provide short-term inpatient mental health stabilization and substance use detox for people in the community
- Adding 5 centers for adults in Alamance, Forsyth, New Hanover, Pitt and Vance Counties
- Adding 3 centers for children in Gaston, Pitt, and Vance counties

Peer Respite in Wake County



- Voluntary resource for people seeking mental health, substance use or behavioral health crisis support
- Offers 24/7 access to Peer Support Specialists who provide support from the perspective of lived experience

*To read the press release, click [here](#)

North Carolina's Crisis Continuum

Someone to Call



- 988
- Peer Warm Line

Someone to Respond



- Mobile Crisis Team Response
- MORES

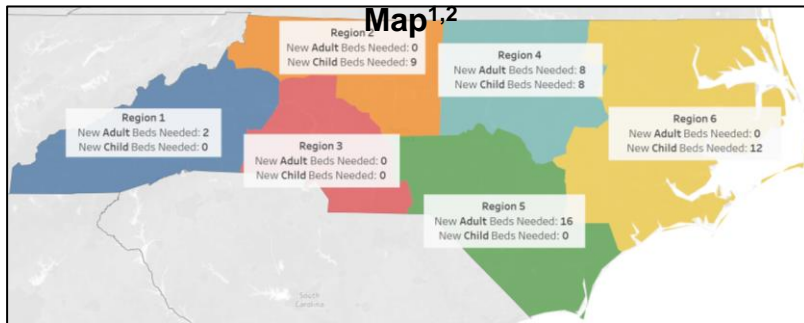
Somewhere to Go



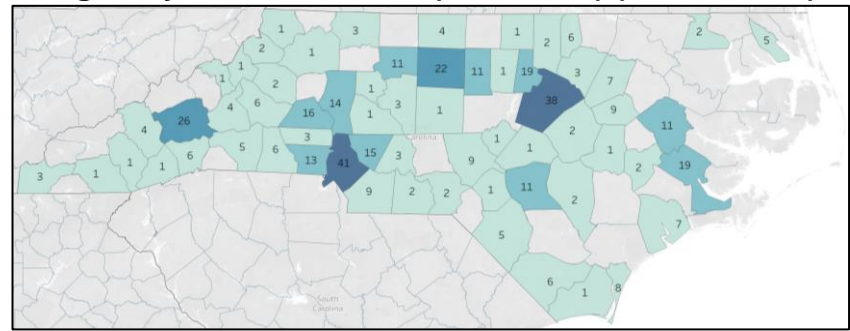
- Behavioral Health Urgent Care (BHUC)
- Facility Based Crisis (FBC)
- Peer and Community Respite
- NC START

Data Used to Drive FY23-24 Crisis Facility Recommended Investments

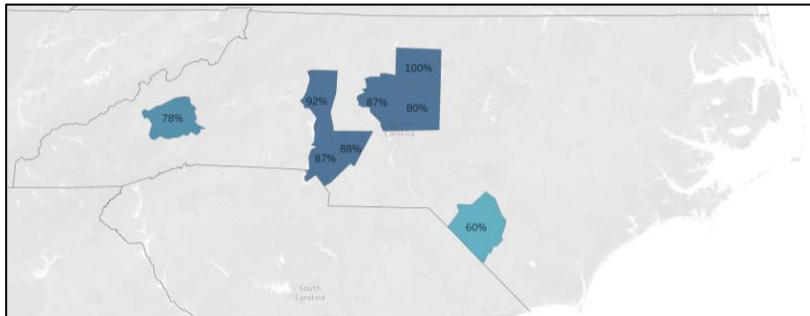
New FBC Beds Needed Overlaid on Patterns of Care



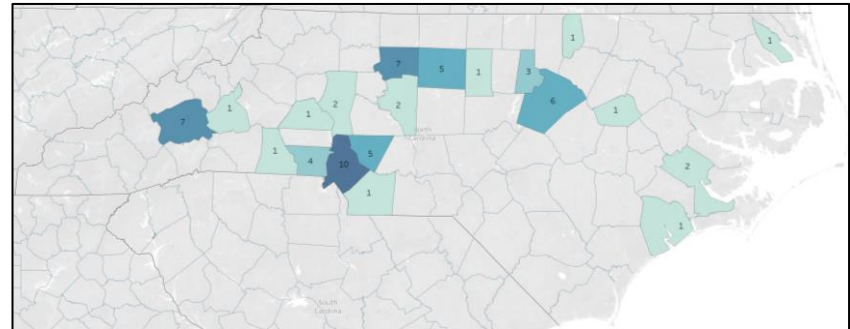
Avg Daily Adult ED Holds (8/23-10/23) (NC DETECT)



Adult FBC Occupancy (10/2023) (Bamboo)³



Avg. Daily Child ED Holds (8/23-10/23) (NC DETECT)

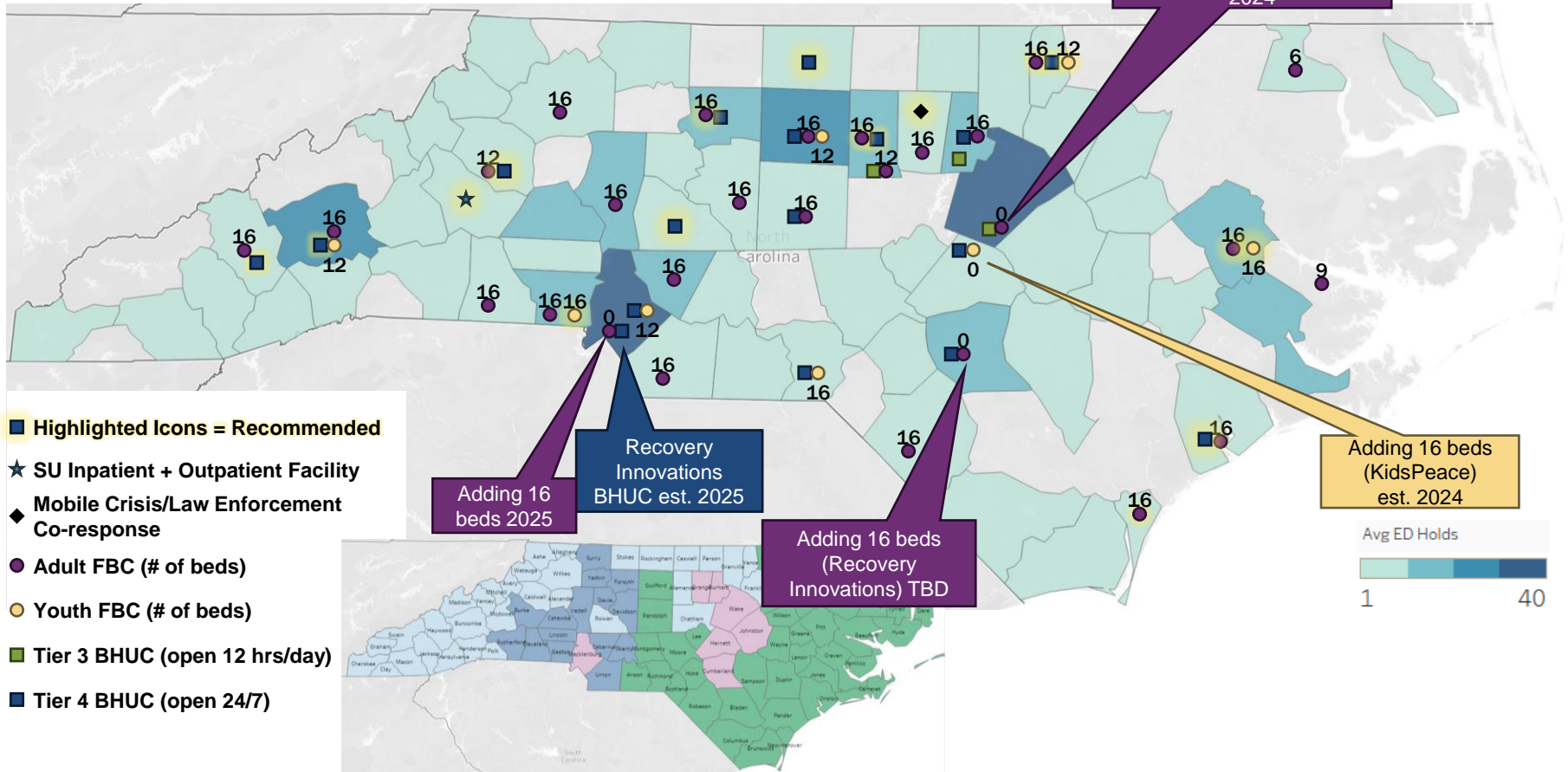


¹ Crisis Now model provides a target # of adult and child FBC beds based on population density. Already-built and under-development capacity deducted from target to calculate # new beds needed

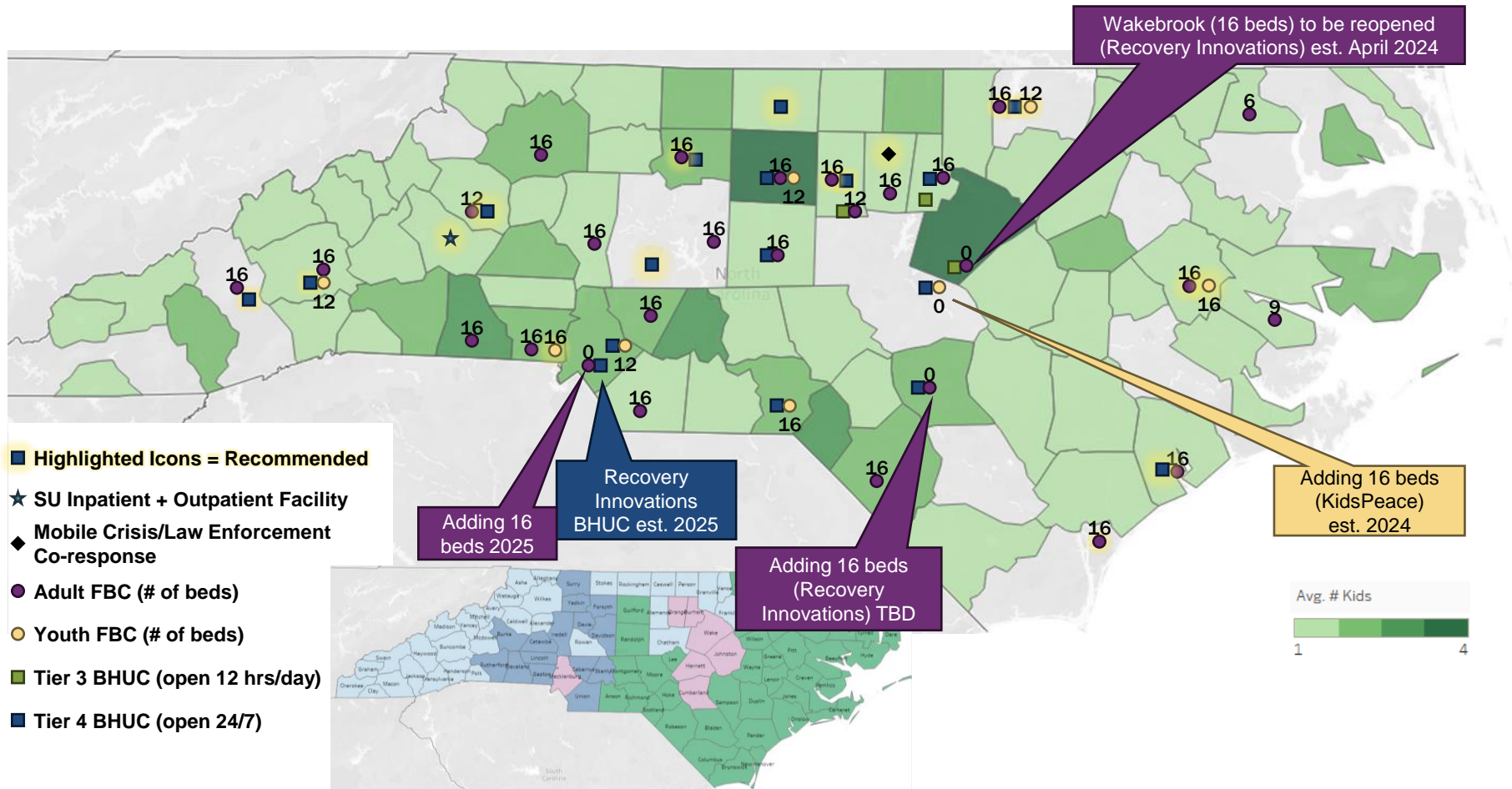
² Developed by DHHS in 2017, reflects patterns of care utilization

³ Not all adult FBCs report open beds to Bamboo

Average ED Holds with Recommended + Existing Projects



Average # Children Boarded in DSS Office, Housing, or Hotel in a Week with Recommended + Existing Projects



On average 66% of counties report each week; 2/23-1/24

FY23-25 Crisis Facility Investments

- DMH/DD/SUS is investing ~\$45M in crisis facilities and initiatives across the two fiscal years

- **44** new Child FBC beds in **3** counties
- **70** new Adult FBC beds in **4** counties
- **9** new 24/7 BHUCs (3 attached to existing FBCs, 4 attached to new adult/child FBCs, 2 co-located with outpatient services)
- **1** new inpatient + outpatient SU treatment facility
- **1** new Mobile Crisis/Law Enforcement co-response team
- **1** new Peer Respite

Ongoing and Upcoming Crisis Priorities



Non-Law Enforcement Transportation Pilot

Pilot program that offers NLET to people requiring hospitalization or crisis services due to a behavioral health condition.

RFP expected to be released late summer/early fall 2024.

Service delivery to begin early 2025.



Crisis to Care Design

Standardization and improvements across the crisis system, including: Mobile Crisis, MORES, FBC, BHUC.



Crisis Technology

Creating a system to support the crisis continuum, including Bed Registry, Mobile Crisis, and 988.

Appendix

Advisory Committee Members

Crisis System Advisory Committee Membership

Providers	
Name	Organization
Amanda Green	Atrium Health - Behavioral Health Charlotte
Amanda Johanson	Triangle Springs
Annette K. Gibbs	Carobell. Inc.
Ashley Sparks	Alexander Youth Network
Barbara-Ann Bybel	UNCH
Benjamin Horton	Veterans Services of the Carolinas - ABCCM
Brianne Winterton	Coastal Horizons
Brittney Peters-Barnes	NC START
Carson Ojamaa	Children's Hope Alliance
Christine Beck	North Carolina Children and Families Specialty Plan
Cindy Estes	Novant Health
Corie Passmore	Tammy Lynn Center
Corye Dunn	Disability Rights NC
Dave Jenkins	Cone Health
Eileen Slade	NC START Central
Elizabeth Barber	Threshold, Inc.
Erika Taylor	Brody School of Medicine at East Carolina University, Dept. of Family Medicine
Erin Jamieson Day	Community Impact NC
Glenn Simpson	ECU Health
Heather Hicks	Anuvia Prevention & Recovery Center
Jacob Schonberg	UNC Institute for Best Practice
Jade Neptune	Carolina Dunes Behavioral Health employee, student
Jill Hinton	Licensed Psychologist
Joel Maynard	NPCPC
Joyce Harper	Freedom House Recovery Center, Inc.

Crisis System Advisory Committee Membership

Providers	
Name	Organization
Karen McLeod	Benchmarks
Kelvin Barnhill SR	Flovi Services
Kerri Erb	Autism Society of NC
Kirsten Smith	Children's Hope Alliance
Laura McRae	Pinnacle Family Services
Lisa Goins	Addiction Recovery Care Association Inc.
Luke McDonald	Novant Health
Luwanda Smith Daniels	Alternative Behavioral Solutions Inc.
Lysha Best	RI
Marcie Boyes	Easterseals UCP
Margaret Hunt	Youth Villages
Micah Krempasky	WakeMed
Michelle Ivey	Daymark
Michelle Klutz	NC START East/West
Mona Townes	Integrated Family Services, PLLC
Morgan Coyner	APNC
Natasha Holley	Integrated Family Services, PLLC
Nicholle Karim	NC Healthcare Association
Pablo Puente	ServiceSource
Paula Bird	Novant Health
Peggy Terhune	Monarch
Rachel Crouse	Coastal Horizons Center, Inc.
Rebecca Peacock	CriSyS
Robyn Codrington	CriSyS
Russell Rainear	Private EOR

Crisis System Advisory Committee Membership

Providers	
Name	Organization
Ryan Edwards	CBCare
Ryan Estes	Coastal Horizons
Samuel Pullen	Novant Health
Sandy Feutz	RHA
Sarah Huffman	RHA
Sarah Roethlinger	Youth Focus, Inc.
Sherrell Gales	Abound Health
Tammy Margeson	The Hope Center for Youth and Family Crisis/Kidpeace
Teri Herrmann	SPARC Network
Therese Garrett	WellCare NC
Tisha Jackson	Abound Health
Trish Hobson	The Relatives
Venkata Ravi Chivukula	Novant Health

Crisis System Advisory Committee Membership

LME-MCOs and Standard Plans	
Name	Organization
Dr. Uzama Price	Alliance Health
Brian Perkins	Alliance Health
Melissa Payne	Alliance Health
Natalie Barnes	Alliance Health
Jay Patel	Alliance Health
Sandhya Gopal	Alliance Health
Liza Go-Harris	Partners Health Management
Doug Gallion	Partners Health Management
Tara Conrad	Partners Health Management
Michelle Stroebel	Partners Health Management
Cindy Ehlers	Trillium Health Resources
Benita Hathaway	Trillium Health Resources
Hannah Coble	Trillium Health Resources
Laurie Whitson	Vaya Health
Lesley Jones	Vaya Health
Tina Weston	Vaya Health
Tracy Hayes	Vaya Health
Eric Harbour	WellCare NC

Crisis System Advisory Committee Membership

Consumers and Family Members	
Name	Organization
April DeSelms	SCFAC
Bob Crayton	Vaya CFAC
Carol Conway	PACID
Church Wendy	Self
Crystal White	Easterseals UCP
Hannah Russell	Special Education Consultant
Jessica Aguilar	Grupo Poder y Esperanza
Johnnie Thomas	SCFAC and Wake NC 507 CoC
Michelle Laws	SCFAC
Nancy Johns	NAMI-Wake, Alliance CFAC, NCCPSS, HEYPEERS
Patricia-Kay Reyna	Center on Brain Injury Research and Training
Patty Schaeffer	SCFAC
Sharon O'Donnell	Self
Sherri McGimsey	NAMI

Crisis System Advisory Committee Membership

Community Partners	
Name	Organization
Alicia Brunelli	Freedom House Recovery Center, Inc.
Amber Howard	Appalachian District Health Department
Anthony Marimpietri	NAMI - Orange County
Ashley Barber	Alamance County Health Department
Avi Aggarwal	NAMI Wake County
Ben, Millsap	CCR Consulting
Cait Fenhagen	Orange County Criminal Justice Resource Center
Chiquita Evans	Neighbors for Better Neighborhoods
Darryl Hubbard	Alcohol/Drug Council of North Carolina (ADCNC)
Dawn Koonce	Murdoch Development Center
Denise Foreman	Wake County
Denise, Price	Forsyth County Government
Desireé Gorbea-Finalet	Disability Rights North Carolina
Diane Coffey	Parent to Parent Family Support Network
Gayle Rose	UNCG - Center for Youth, Family and Community Partners
Jai Kumar	North Carolina Healthcare Association
Jeremy Fine	UNC
Johana Troccoli	Duke Health
Kristy LaLonde	Pride in NC
Marvin Swartz	Duke
Michele Chassner	The Hope Center for Youth and Family Crisis/Kidpeace
Naglaa Rashwan	UNCG
Nancy Keith	ECU Health
Philip Woodward	North Carolina Council on Developmental Disabilities (NCCDD)
Shagun Gaur	Autism Society of North Carolina

Crisis System Advisory Committee Membership

Community Partners	
Name	Organization
Tara Fields	Benchmarks
Tracie Potee	Soar Parenting and Life Wellness Coaching Services Inc.
Troy Manns	CHPD/CHT Crisis Unit
Vicki Smith	Alliance of Disability Advocates
William Edwards	Transitional Services Center, inc

Crisis System Advisory Committee Membership

Internal/Consultants	
Name	Organization
Hannah Harms	DHHS
Jessie Tenenbaum	DHHS
Renee Clark	DHHS Office of Rural Health
Kelsi Knick	NC Medicaid
Michelle Merritt	NC Medicaid
Sandy Terrell	NC Medicaid
Stephanie Wilson	NC Medicaid
Kelly Crosbie	DMHDDSUS
Erica Asbury	DMHDDSUS
Tanya Thacker	DMHDDSUS
Charles Rousseau	DMHDDSUS
Elliot Krause	DMHDDSUS
Kelly Crosbie	DMHDDSUS
Keith McCoy	DMHDDSUS
Lisa DeCiantis	DMHDDSUS
Saarah Waleed	DMHDDSUS
Essie Santillano	Accenture
Mary Ambrosino	Accenture
Jocelyn Guyer	Manatt
Ashley Traube	Manatt
Erica Brown	Manatt
Ahimsa Govender	Manatt
Jacob Rains	Manatt