



# Crisis External Advisory Committee Meeting

March 5<sup>th</sup>

9:00 – 10:00 AM

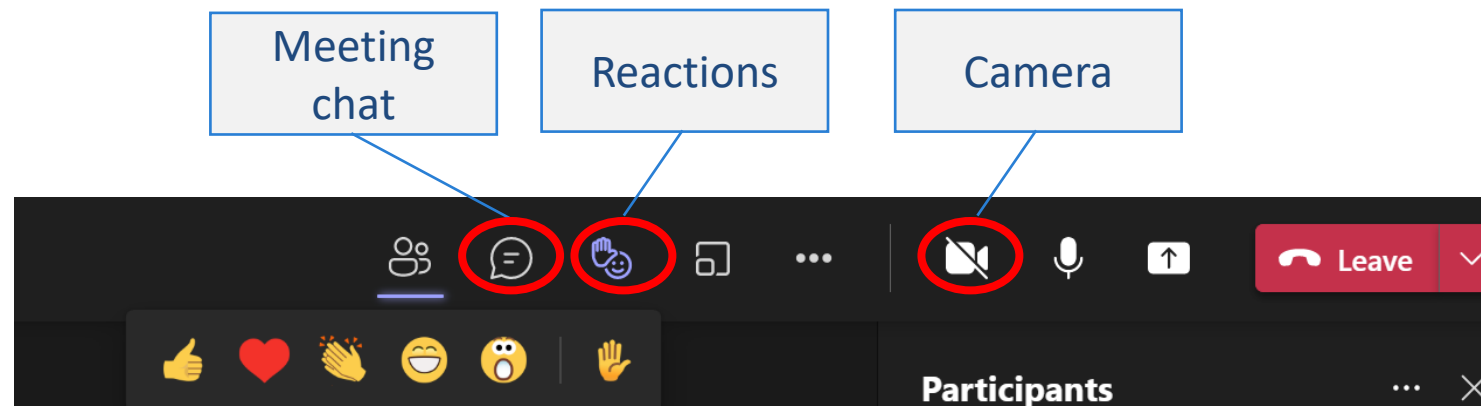
Division of Mental Health, Developmental Disabilities, and  
Substance Use Services (DMHDDSUS)

# Agenda

- Housekeeping and Community Collaboration Model
  - Crisis Updates and Announcements
  - Looking Ahead
-

# 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.



# Guidelines for Engagement

**DMH/DD/SUS is committed to transparency in our work and creating shared spaces to engage in constructive dialogue.**

**We acknowledge that these topics may be difficult, based on personal experiences and identities, and we honor your willingness to share valuable insight.**

- If you have a question, wish to express an idea, or share a concern, please use the raise hand feature or the chat function.
- We ask that you are mindful of time to ensure as many members as possible have a chance to provide input and share their thoughts.
- We may interrupt dialogue to keep the space constructive. One of our staff members will connect you with our DMHDDSUS team for additional conversation offline.

# **CRISIS ADVISORY COMMITTEE ANNOUNCEMENTS**

# Non-Law Enforcement Transportation (NLET) Program

## NLET Advisory Group Member Applications are Now Open!

- As part of the monitoring and oversight process for the NLET Program, the State is establishing an Advisory Group composed of diverse representation from experienced stakeholder organizations and the community.
- The Advisory Group will:
  - Provide feedback about the NLET Program's implementation.
  - Provide recommendations for any improvements needed to ensure the Program's success.
- The expected time commitment is about 4 hours per month.
- Interested individuals can apply here: <https://forms.office.com/g/WvQJvUiQPL> and through the DMHDDSUS Webpage under: *Get Involved - Councils and Committees*
- The deadline for applications is May 9, 2025.



*The Non-Law Enforcement Transportation (NLET) program will provide transportation for: Adults, children and adolescents requiring transportation on a voluntary basis or are involuntarily committed (IVC) after the first exam between facilities and clinics (e.g., from an emergency department to a facility-based crisis center); Individuals in crisis that need transportation upon discharge from a facility.*

*The program will initially operate in select regions, which will be identified through a competitive request for proposal process.*

# **CRISIS ADVISORY COMMITTEE UPDATES**

# How We Got Here



**Transforming Child Welfare and Family Well-Being Together:**  
A Coordinated Action Plan for Better Outcomes  
INTERIM REPORT

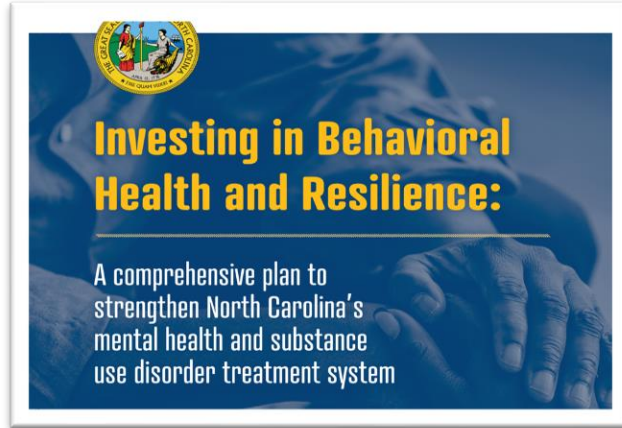
**A coordinated effort dedicated to creating prevention and treatment solutions that help every child and family experiencing adversity to cope, repair and heal.**

North Carolinians have always sought to bring out the tremendous potential in every child. We share a common vision that every child grows up in a safe, nurturing family and community with the opportunity to achieve their full potential.

Families play the primary role in nurturing their children, supported with services provided in their

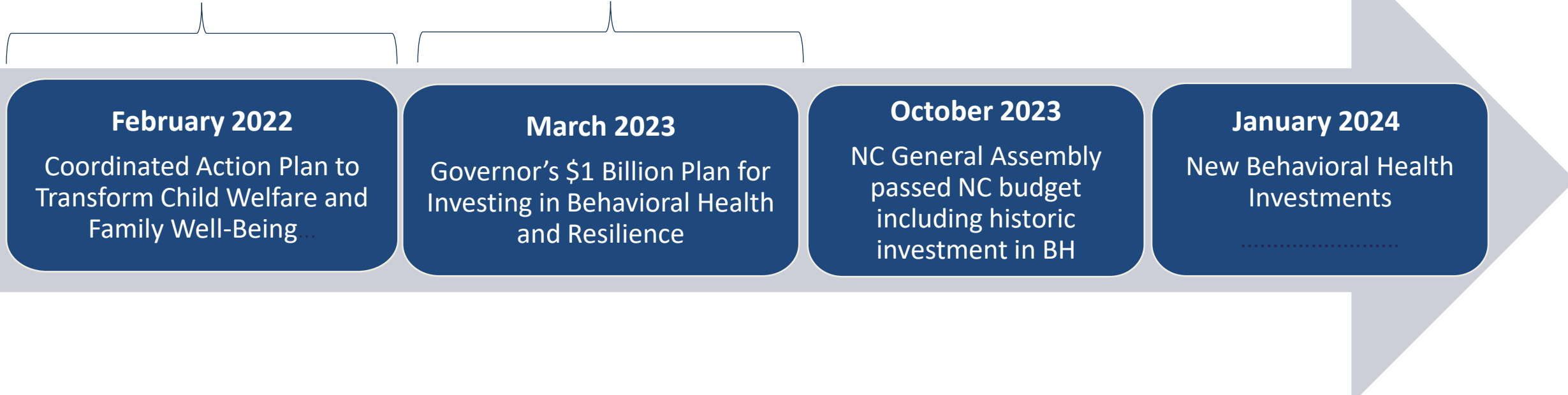
among similar states in child welfare investment per child across public funding sources. Most importantly, we must ensure that the same level of high-quality services is equitably available in every community, rather than the patchwork of uneven supports that currently exists across the state.

Recognizing that we can and should do better to work



**Investing in Behavioral Health and Resilience:**

A comprehensive plan to strengthen North Carolina's mental health and substance use disorder treatment system



**February 2022**

Coordinated Action Plan to Transform Child Welfare and Family Well-Being ...

**March 2023**

Governor's \$1 Billion Plan for Investing in Behavioral Health and Resilience

**October 2023**

NC General Assembly passed NC budget including historic investment in BH

**January 2024**

New Behavioral Health Investments



# Behavioral Health Appropriations (FY24/FY25)

	Provision	FY24	FY25
Crisis	Crisis System Infrastructure (e.g., mobile crisis, FBCs)	\$30M	\$50M
	Reserve Crisis Capacity for Youth	~\$3M	~\$7M
	Non-Law Enforcement Transportation Pilot Program	\$10M	\$10M
	BH SCAN	\$10M	\$10M
Justice	Justice-Involved Programs <ul style="list-style-type: none"> <li>Community-based pre-arrest diversion and reentry programs</li> <li>Community-based and detention center-based restoration programs</li> </ul>	\$29M	\$70M
Workforce / Access	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
	Collaborative Care	\$2.5M	\$2.5M
CFWB	Child Welfare and Family Well-Being <ul style="list-style-type: none"> <li>Provide supports to families caring for children with BH or other special needs</li> <li>Strengthen available specialized behavioral health treatment options.</li> </ul>	\$20M	\$60M

# DMH/DD/SUS Crisis Investments

DMH/DD/SUS received \$130M to improve the quality of and access to crisis services. Investments were targeted toward **Someone to Talk To, Someone to Respond, and A Safe Place for Help.**

## Strengthening the Crisis System\*

**\$14M**

### Increasing Crisis Response

**2** Additional lines to support 988 (Peer Warm Line and SOMETHINGS)

Expanded **Law-Enforcement Co-Response** in **4** counties

Funded **MORES teams (child crisis responders)** in **8** counties and expanding MORES to additional counties

**\$58M**

### Increasing Crisis Facility Capacity

**32** Child Beds at 2 Facility Based Crisis Centers

**80** Adult Beds at 5 Facility Based Crisis Centers

**12** 24/7 Behavioral Health Urgent Care (BHUC)

**6** New peer respite centers

**2** New transition residential treatment centers

**\$20M**

### Non-Law Enforcement Transformation

Request for Proposal released for NLET program

**\$20M**

### Enhancing Crisis Technology

Launching Digital Referrals to inpatient beds, crisis facility beds, residential placements

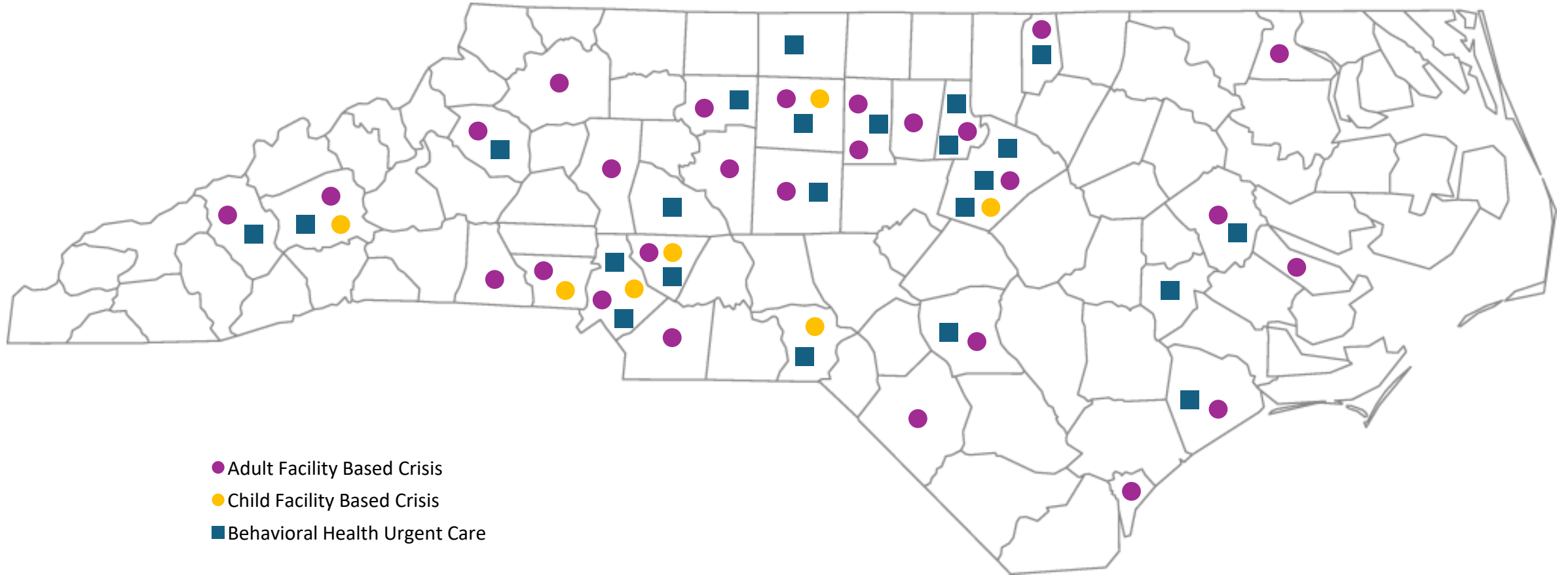
Launching Mobile Crisis Dispatch & Tracking Pilot

Providing funding for EHR enhancements

\*Dollars represent investments committed to date.

DMH/DD/SUS investments will establish a **continuum of crisis care throughout North Carolina.**

## Existing + Anticipated Crisis Facilities



# NEW: NC Mental Health Crisis Services Campaign

When life feels overwhelming, *help is here*. [North Carolina crisis services](#) provide compassionate, confidential, and non-judgmental support to connect individuals and families with the care they need.

## New Landing Page

Available in [English](#) and [Spanish](#), that uses easy-to-understand language to describe and connect to our services.

## Searchable Map

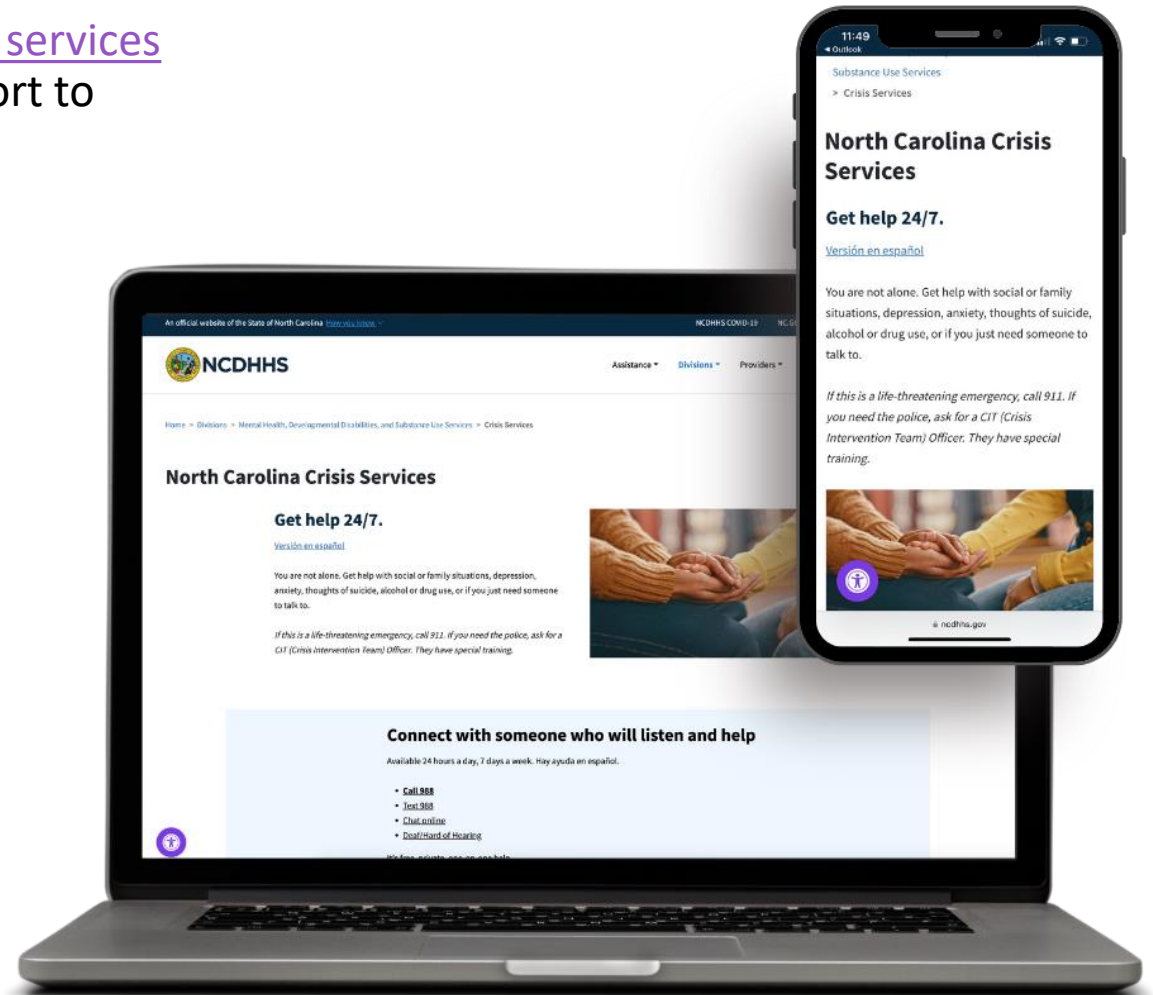
[Find community crisis centers \(Spanish\)](#), including behavioral health urgent cares and facility-based crisis centers.

## Zip Code Search

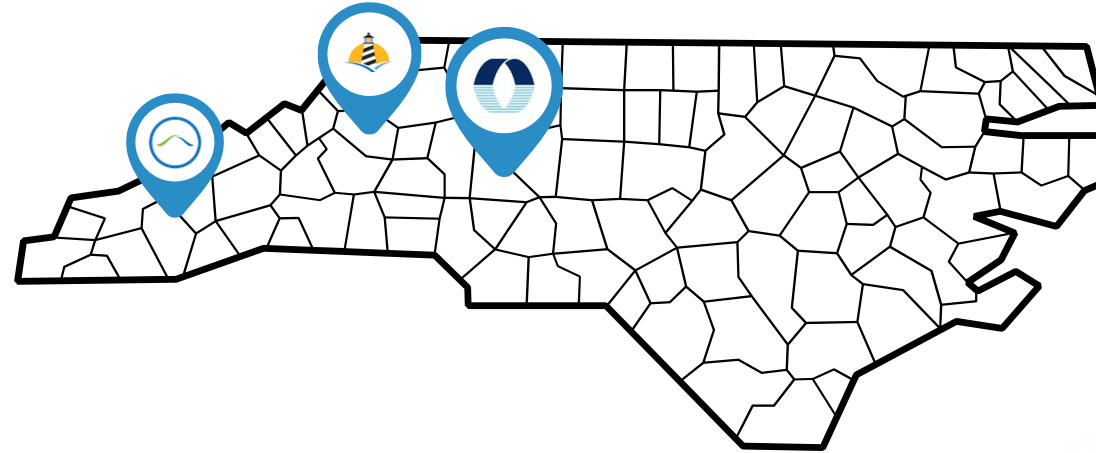
Type your zip code into the "Search" field to [find a mobile crisis team \(Spanish\)](#)

## Google Search Ads

To support people actively searching for information



# New Behavioral Health Urgent Care Centers (BHUCs)



**Caldwell County**  
**BHUC**



**Haywood County**  
**BHUC**



**Rowan County**  
**BHUC**



Tuesday, March 4, 2025 at 11:00 am  
91 Timberlane Road  
Waynesville, NC 28786

- Facility will house 12 beds
- Co-located with existing FBC at the Balsam Center

Wednesday, March 26, 2025 at 10:00 am  
2129 Statesville Boulevard  
Salisbury, NC 28147

- Co-located with existing walk-in center

# FY 2025 Crisis Path Forward

In 2025, DMHDDSUS will continue to invest in expanding facility capacity and mobile responder models for individuals in crisis.

## On the Horizon for 2025 and Beyond



**Non-Law Enforcement Transportation Pilot** to begin in Fall 2025



Opening **3 new peer respites** in 2025

Expanding **co-responder** model



**Recommending a financial sustainability model for the mental health crisis system**

Expanding **BH SCAN** Capabilities



- Launching **Digital Referrals** to inpatient beds, crisis facility bed, residential placements
- Launching **Mobile Crisis Dispatch & Tracking Pilot** to improve response time and outcomes
- Launching statewide **telehealth capabilities** for 988, co-responder and MCM models

# Crisis Advisory Committee Updates

DMH/DD/SUS is grateful to this Advisory Committee for its feedback on investing in strengthening services and supports for individuals in contact with the crisis system over the past year and a half. We value your commitment to this work.

## Crisis Advisory Committee Accomplishments:



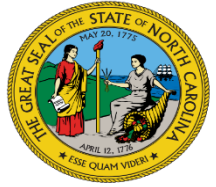
Contributed feedback to the Division's investments in Adult and Child FBCs and BHUCs

Informed the design work for potential changes to Mobile Crisis and Mobile Outreach, Response, Engagement, & Stabilization (MORES) service delivery



Guided the Division's development of the Non-Law Enforcement Transportation program design

DMH/DD/SUS plans to end the Crisis Advisory Committee meeting series following today's call. The Division will continue to engage community partners on its crisis priorities through its [Community Collaboration Model](#). We know there is still a lot of work to do, and the Division will need your help!



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

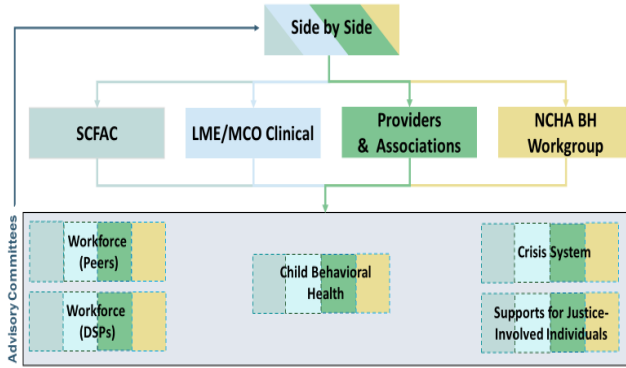
# Stay Connected with DMHDDSUS



- [Join our Side by Side Webinars](#)



## Community Collaboration



- [Join our Advisory Committees](#)



- [Join our Mailing List](#)





Q & A

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