



**State CFAC Members
2023-2024**

Brandon Wilson, Chair
Bob Crayton, Vice-Chair
Angela-Christine Rainear
Annette Smith
April DeSelms
Ashley Snyder Miller
Crystal Foster
Domenica Hutnick
Gene McLendon
Heather Johnson
Janet Breeding
Jean Anderson
Jeanie Irby
Jessica Aguilar
Johnnie Thomas
Lorraine Washington
Lily Parker
Dr. Michelle Laws
Nathan Cartwright
Patty Schaeffer
Susan Monroe

October 27th, 2023

To: DMH Director Kelly Crosbie

Cc: Secretary Kody Kinsley
Deputy Secretary Mark Benton
Deputy Secretary Jay Ludlam

First, we would like to thank you for requesting feedback on some impactful decisions that the Department must make in the coming weeks. We, as a committee, hold ourselves to a high standard while representing consumers and their families that will be impacted by some of these decisions, and remain humbled that our voices matter. While we also recognize that our recommendations may not always be implemented, it is our great responsibility that we advocate in a manner that remains inclusive for all.

In response to the October 10th, 2023 email we would like to respond to your questions from the Appropriations Act of 2023 (H259), Section 9G.7A.(a1). We hope that our feedback helps to shape the Department's considerations and guide decisions in filling this section and provide enhanced care and services for those most in need.

- *What is best for the people we serve and for the providers who deliver services?*

Continuity of Care. We believe that LME/MCOs' emphasis on quality of care is instrumental for Tailored Plans and must not only be protected but enhanced for our consumers and families moving forward. Consistency of care, clear communication and accessibility of services must be attained. Additionally, service metrics must continually be improving and accountability must be held at a higher level of excellence.

- *What will move us to tailored plans faster and promote the value of whole-person care?*

Decisiveness and Execution. Tailored plans launch delays caused confusion and uncertainty for our stakeholders, providers, and consumers. This additionally has caused concern for the ability and readiness for the system of care. With the expansion of Medicaid finally upon us, we know that it is necessary that the Department make an informed decision on the LME/MCO landscape that includes local and regional considerations and commit to provide support to the LME/MCOs while also holding them accountable for their work to our consumers and families.

- *What will reduce complexity, create less disruption, and make things easier for everyone involved?*

Communication and Transparency. With a lack of resources in many regions that include critical providers for care, there should be a priority for LME/MCOs to have a strong(er) presence in these communities. Encouraging or even mandating regional hubs (physical locations) or when LME/MCOs merge will provide both support of and recruitment of providers as well as provide a consistent presence and resources improving transparency across the ecosystem of care. SCFAC strongly advocates that a public system of care be maintained to help ensure any decrease in service interruption. We also would like to recommend to fully execute the Accessible Communication Plan that the Department fully concurred with and outlined in the SCFAC 2022-23 Annual Report.



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In summary SCFAC believes that the state should take advantage of this opportunity to re-align counties in an organized manner that consumers and providers can understand thus creating a much needed stable behavioral health system structure. We support that the state move to an equitable number of LME/MCOs to a number of 3 or 4 that comprehensively covers North Carolina. We also infer that all four NC 1915(c) HCBS waivers (TBI, Innovations, CAP/DA, and CAP/C) are managed by these LME/MCOs and through Tailored Plans. This summary encompasses what we agree is best for our consumers, families and providers, which will improve whole-person care across all domains. In conclusion, we believe that this will reduce complexities, uncertainties and enhance care for our state.

We are grateful for the opportunity for SCFAC to provide feedback to you and your team and the partnership with General Assembly for their investment into our behavioral health system. We are confident that these responses will re-inforce and/or guide your decisions in these unprecedented times.

Respectfully, on behalf of the State Consumer and Family Advisory Committee,

Brandon L. Wilson
Chairman
State Consumer and Family Advisory Committee