



State Consumer and Family Advisory Committee  
Meeting Minutes December 13, 2023  
Hybrid Meeting

Committee Members Attendance:				Total Attendance:			
Name	In-Person	Virtual	Absent	Name	In-Person	Virtual	Absent
Jessica Aguilar		X		R. Gene McLendon	X		
Jean Andersen	x			Susan Monroe	X		
Janet Breeding			X	Lily Parker	x		
Nathan Cartwright	x			Angela Christine Rinear		x	
Bob Crayton	X			Patty Schaeffer		x	
April DeSelms		x		Annette Smith		X	
Crystal Foster	X			Ashley Snyder- Miller	X		
Mamie Hutnik	X			Johnnie Thomas	X		
Jeannie Irby	x			Lorraine Washington		x	
Heather Johnson		x		Brandon Wilson	X		
Michelle Laws			x				
Attendance:				Total Attendance:			
Name	Staff	Guest	Affiliation	Name	Staff	Guest	Affiliation
Jennifer Meade	X		DMH/DD/SUS	Dina Reynolds	X		DMH/DD/SUS
Stacey Harward	X		DMH/DD/SUS	Latwana Floyd	X		DMH/DD/SUS
Suzanne Thompson	X		DMH/DD/SUS	Erica Asbury	X		DMH/DD/SUS
Crystal Dorsey	X		DMH/DD/SUS	Ericka Johnson	X		DMH/DD/SUS
Charles Rousseau	X		DMH/DD/SUS	Latesha Bastien	X		DMH/DD/SUS
Eva Stevens	X		DMH/DD/SUS	Connie Wooten	X		DMH/DD/SUS
Glenda Stokes	X		DMH/DD/SUS	Ann Marie Webb	X		DMH/DD/SUS
Renee Rader	X		DMH/DD/SUS	Madi Uraih	X		DHM/DD/SUS
Brandon Rollings	x		DMH/DD/SUS	Michelle Merritt	x		DMH/DD/SUS
Ginger Yarbrough	X		DMH/DD/SUS	Matt Herr	X		DMH/DD/SUS
Jess Kuhn	x		DMH/DD/SUS	Tina Barrett	x		DMH/DD/SUS
Hannah Fletcher	x		DMH/DD/SUS	Claire Colligan	x		DMH/DD/SUS
Wrenia Bratts-Brown	x		DMH/DD/SUS	Madison Shaffer	x		DMH/DD/SUS
Deja Taliaferro	x		DMH/DD/SUS				
LaCosta Parker	X		DHB	Greg Daniels	X		DHB
Harry Burns		X	Novant Health	Mark Carter		X	Easterseals
David Owen		x	Vaya	Gladys Blakeman		x	Alliance
Evita Dinkins		x	Monarch	Stephanie Moultrie		x	



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Melissa Guinn		x	AmazingGrace Advacacy	Lirraube Bolduc		x	Trillium
Jocelyn Williams		x	VAYA	Briana Thompson		x	Easter Seals
Susie Clark		x		Beth Moser		x	RSI-NC
Desiree Gorbea		x		Anna Cunningham		x	Alliance
Beth Hinshaw		x	Caldwell Schools	Steve Billingslea		x	
Jante McDaniel		x		Kent Earnhardt		x	
Allison Crotty		x	Partners	Wes Rider		x	
Monae Davis		x	VAYA	Kelly Friedlander		x	
Sabrina Phillips		x		Stacy Grier		x	ABC
Sarah Potter		x	Partners	Amber Trillman		x	Trillium
Betty Wilkins		x		Veronica Todd		x	Life Span Services
Karen Borusiewick		x	Alliance	Pat McGinnis		x	VAYA
Deidre Reed		x		Katherine Graham		x	
Kelly Blanchard		x		Betty Lilyquist		x	
Amie Brendle		x	Partners	Glenda Smith		x	
Chiquita Evens		x		Bria Brown		x	
Mary Mac Jenkins		x		Tisha Temple		x	Recovery Alive outreach
Sherrell Gales		x	Abound Health	Frank Messina		x	Truillum
Ken Brown		x		Deborah Hendren		x	VAYA
Cindy Trobaugh		x	Partners	Sandhya Gopal		x	Alliance
Beth Fields		x		Michelle Hicks		X	Partners
Janet Tucker		x		Janet Sowers		x	Alliance
Nely Giudici		x	VAYA	Mya Lewis		x	Alliance
Cynthia Daniels		x		Pamela Perry		x	Carolina Complete H.
Andrea Stevens		x		Glenis Kane		x	
Ciera Zachary		x		Martha Green		x	
Dianne Ketchie		x		Alessandra Fabrello		x	
Benita Purcell		x		Sue Forrest		x	Trullium
Patricia Porter		x		Rachel Porter		x	Partners
Holy Connor		x		Cynthia Harris		x	



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Emily Whitmire		x	VAYA	Ashley Harris		x	
Susie Clark		x		Sana Siddiqui		x	
Janet Tucker		x		Sarah Gregosky		x	
Danielle Brown		x		Julie Cameron		x	
April Curry		x		Ruth Craig		x	
Adam Greenberg		x		Hayley Sink		x	Trillium
Lissette Rodriguez		x	NC Child	Rosemary Weaver		x	VAYA
Nancy Jones		x		Will Jones		x	
Tarshia Donnell		x		Molly Dean		x	
Cody Crenshaw		x		Katherine Davis		x	
Hayley Sink		x	Trillium	Harrt Burns		x	Novant
Aquilla Brockington		X		Nanette Vallecillo		X	
E. Marie Dodson		X	Alliance	Nina Paranjpe		X	
Benita Purcell		X	Vaya	Pat McGinnis		X	Vaya
Emily Whitmire		X	Vaya	Regina Mays		X	Alliance
Gerecka Tate		X		Ron Rau		X	Sandhills
Chelsea Allen		X	Vaya	Amber Byrum		x	Trillium
Cotina Thorne		X	Eastpointe	Latoya de Lagarde		x	
Debbie Chapman		X	Trillium	Sherri McGimsey		X	Partners
Douglas McDowell		X	Alliance	Terri Christy		X	Partners
Elliot Krause		X		Tina Barrett		X	
Janet McDaniel		X	Partners	Vanessa Brumifeld		X	Vaya
Janet Sowers		X	Vaya	Victoria Burns		X	
Joyce Hyde		X		Virginia Goodson		X	Vaya
Kathy Dozier		X		Wanda Douglas		X	Alliance
Kayla Bohannon		X		Zoe Barnard		X	
Kenneth Brown		X	Alliance	Marilyn Raines		x	
LaKeisha McCormick		X	Alliance	Linda Campbell		x	Alliance



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<b>Mission:</b> <i>Nothing About Us, Without Us</i>		<b>Vision:</b> <i>A public mental health system that works for everyone.</i>	
<b>Agenda Item/Presenter Discussion:</b>	<b>Main Topic/Goals:</b>	<b>Action Needed:</b>	
1. <b>Meeting Convened- Roll Call Completed</b>	Convened by chair Brandon Wilson Chair of SCFAC at 9:00 AM	N/A	
2. <b>Approval of Minutes/Review of Agenda</b>	Agenda Approval – with changes 1 <sup>st</sup> - A. Smith 2 <sup>nd</sup> – L Washington  Minutes Approval with Corrections – 1 <sup>st</sup> – L Washington 2 <sup>nd</sup> – A. Smith	Change made to the agenda Jay Ludlam moved up and 988 discussion was added to the agenda at Lunch.  Minutes approved with corrections	
3. <b>Jay Ludlam Deputy Secretary, NC Medicaid</b>	<b>Medicaid Expansion</b> <ul style="list-style-type: none"> <li>On December 1<sup>st</sup>, 2023, Medicaid expansion began</li> <li><a href="#">Toolkits</a> have been rolled out to assist in getting the word out.</li> <li>Increase by 280,000 Medicaid recipients on day one, about 45,000 applications are in processing the rest were able to be admitted into Medicaid because DSS had enough information.</li> <li>Making sure that people are eligible for Medicaid who had been approved during the pandemic.</li> <li>Main goal – “Timely access to quality care “– reduce administrative processing.</li> </ul>	Medicaid Division Tool Kit can be found on: <a href="#">North Carolina Expands Medicaid   NC Medicaid (ncdhhs.gov)</a>  To hear the whole report <a href="#">click here</a>	
4. <b>Public Comment</b>	1 <sup>st</sup> <b>Sandra Wilson</b> - not present – Brandon Wilson chair – read comment that was sent in.: Transportation concerns and who is providing oversight- Issues include but are not limited to – Call back from providers, who are the providers, Consumers need a direct line to be able to contact. SCFAC plans to reach out to S Wilson – which MCO is she with, Standard Plan or Tailored Plan- and assist her with connecting with the correct people.	To hear the complete public comment please listen to the recording of the meeting – Link is listed below.	



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2<sup>nd</sup>- **Dwight Hicks**- not present comment read by the chair- Concerns with Housing and the safety of it. Feels that he is not being heard concerning the need to move and get his children into a safer home. SCFAC – Nathan Cartwright will reach out and help connect with appropriate contacts.

3<sup>rd</sup> – **Chelsey Gray** – present to give her comment- felt disrespected that Deputy Secretary Ludlum had to leave early – ( staff emailed her and let her know that he had been called into an emergency meeting which was out of his control) public comment was concerning the inconsistent hours that families are receiving – families that have similar issues do not receive the same hours and feels that this inconsistencies is disrespectful to the medical staff, families and their loved ones. Families feel that they have no choice but to accept the reduced hours, and families feel bullied. The families that can afford lawyers are getting their issues handled but families that are not able to afford legal help are not getting assistance as quickly.

4<sup>th</sup> **Suzanne Thompson** CE&E Team lead – announced to the committee that the Chair and Co-chair of the SCFAC and the Chairs of the LCFAC have been invited to a new committee that will be working on the proposed changes that will be made to 122c. Suzanne clarified that if the MCO had more than one CFAC the Chair of the Steering Committee would be the one that receives the invite.

5<sup>th</sup> **Crystal Foster** SCFAC member- wanted to add to the public comment that was made by Chelsey Gray – She has continued to have issues within her area – there is only one company that provides PDN services in her area she has had to go sometimes 6 months without services. She received a call from her agency that they will need to discharge her son per a Medicaid policy. The agency was not able to give her the policy and at this time she was not able to locate this policy. Her son was discharged over the phone and has not received the written discharge with the appeals process. The company stated that they will continue to look for PDN services and reach back out to her if they locate them. Crystal plans to reach out to the DHB concerning this policy.

Annette Smith made a committee that how each agency / MCO is interpreting the language of the Policies can affect the way services are provided. Having everyone interpret the policies the same could level the way families are affected by this.



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		SCFAC discussion concerning the January meeting – where it is going to be- how the panel discussion with the CEOs of the MCO will take place	
<b>5.</b>	<b>Division Updates Kelly Crosbie, Director, DMH/DD/SUS</b>	<p>Director Crosbie provided an update to the SCFAC on many topics –</p> <ul style="list-style-type: none"> <li>- Celebrating Medicaid Expansion – received an update concerning those that have received Medicaid since 12/1— 39000 new members have received RX meds that did not have it prior.</li> <li>- Reviewed the current budget for the 1<sup>st</sup> year and the areas that are being funded and areas that either need funding or need additional funding.</li> <li>- Behavioral Health rate has increased.</li> <li>- Direct Support Professional (Innovations Waiver) Rate increases</li> <li>- Side by Side Webinars- reviewed upcoming dates and topics.</li> <li>- Advisory committee meetings – who is serving on them and when they occurred and will occur.</li> <li>- 988 Performance Dashboard and how important that tool is for everyone.</li> <li>- LME consolidation planning to have updated Provider-facing FAQ and Consumer-facing FAQ.</li> <li>- Communication improvement plan.</li> <li>- Tailored plan Provider Network – Survey – this will be sent out later today to all Local and State CFAC and providers.</li> <li>- Expanding services for individuals in justice services: we continue to work on our strategic framework.</li> <li>- SIM- Sequential Intercept Model – reviewed.</li> <li>- Re-entry programs – NC funds 49 programs currently. discussion on this topic occurred</li> </ul>	<ul style="list-style-type: none"> <li>• See the PowerPoint that is on the SCFAC page Link below.</li> </ul>
<b>6.</b>	<b>SCFAC Annual Report update.</b>	<p>Quarterly updates were provided on all areas that the State concurred with or partially concurred with.                  Updates indicate that all asks are falling in line with the timeline that was agreed upon.                  Discussion on several of the Asks can be watched on the recording.</p>	See PowerPoint for this section on the SCFAC Web page



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<p>7. <b>988 Suicide and Crisis Lifeline</b></p>	<p>Looking at the media presentation that has been out. What are the communication needs? Providing communication in both English and Spanish Discussion concerning any changes needed to be made to media material. Need to make sure that the message is clear that 988 is for both suicide prevention but also a crisis.</p>	<ul style="list-style-type: none"><li>• PowerPoint is on the SCFAC Web page.</li><li>• The Chair would like it noted that SCFAC should not be considered as a check in the box. Would like all presenters to have their time but plan accordingly.</li></ul>
<p>8. <b>Strategic Plan - SCFAC Discussion Draft Mission Vision and Guiding Principles</b></p>	<p>SCFAC provided feedback on prior presentations concerning the strategic Plan and what needs to be included and highlighted in the Plan- Provided the SCFAC with additional items that they will need to provide feedback on. Definitions discussed – need to be clearer and less complicated in the defining areas. Discussion on Priorities areas on strategic plan – are the correct and are appropriate.</p>	<ul style="list-style-type: none"><li>• PowerPoint posted on the SCFAC Web page</li></ul>
<p>9. <b>Debrief</b></p>	<p>Bob provided an Update from Partner Engagement on BH Statutory Modification and Modernization @ 2:00 PM</p> <p><b>Summary</b> Lisa Corbett discussed the importance of updating the language and terminology of the 122C statutes, providing a historical perspective, and outlining the project goals of building consensus among stakeholders and aligning the language with existing policy and the current system. The process involves gathering feedback from SMEs and incorporating it into drafts, with the final draft to be presented to the general assembly in mid-April.</p>	<p><b>Action Items</b></p> <ul style="list-style-type: none"><li>• Lisa will gather feedback on drafts of the updated statutes.</li><li>• Karen Wade will schedule virtual meetings and gather feedback.</li><li>• Lisa will incorporate feedback and make necessary edits.</li><li>• Lisa will present the final draft to the general assembly.</li></ul> <p><b>Key Questions</b></p> <ul style="list-style-type: none"><li>• How can consensus be built among stakeholders during the update process?</li><li>• What changes are needed in the 122C statutes?</li></ul>



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<b>10</b>	<b>Meeting Adjourned</b>	At 3:00 pm  Links to the meeting to watch. : <a href="https://www.zoomgov.com/rec/share/s3VV54d_39YAjIBCj4OsbQJcgFh9TSOSh-1aLFG4XT8bqy2qjJh3XjEO8vGSZPoN.E8fo_q7Op0VATuRw">https://www.zoomgov.com/rec/share/s3VV54d_39YAjIBCj4OsbQJcgFh9TSOSh-1aLFG4XT8bqy2qjJh3XjEO8vGSZPoN.E8fo_q7Op0VATuRw</a>  SCFAC web page link: <a href="#">State Consumer and Family Advisory Committee   NCDHHS</a>
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**2023 Meeting Dates: Second Wednesday of Every Month**

<b>January 10, 2024</b>	<b>February 14, 2024</b>	<b>March 13, 2024</b>
<b>April 10, 2024</b>	<b>May 8, 2024</b>	<b>June 12, 2024</b>

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

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