

NC Department of Health and Human Services

State Consumer and Family Advisory Committee (SCFAC)

Quarterly Report Update

December 10, 2025

SCFAC Report Recommendations – SFY 2023-2024

| Recommendation # | Area | Deliverable | SCFAC Due Date | Progress |
|---------------------|------------------------|--|-------------------|-------------|
| Recommendation 1 | Traumatic Brain Injury | Expand Traumatic Brain Injury (TBI) Services | July 1, 2025 | In-Progress |
| Recommendation 4 | Veterans | Veterans Care Coordination Department Integration | November 11, 2025 | In-Progress |
| Recommendation 7 | Traumatic Brain Injury | Traumatic Brain Injury (TBI) Dashboard | January 1, 2025 | In-Progress |
| Recommendation 9 | I/DD | Implement a Comprehensive Plan to Reduce Interpersonal Violence (IPV) | January 1, 2025 | In-Progress |
| Recommendation 9(a) | I/DD | Mandatory Annual Training on Interpersonal Violence (IPV) Prevention and Healthy Relationships | January 1, 2025 | In-Progress |
| Recommendation 9(b) | I/DD | Availability of an Accessible Curriculum for Interpersonal Violence (IPV) Prevention | July 1, 2025 | In-Progress |
| Recommendation 9(c) | I/DD | Requiring Collaborative Engagement | May 1, 2025 | In-Progress |

SCFAC Report Recommendations – SFY 2024-2025

| Recommendation # | Area | Deliverable | SCFAC Due Date | Progress |
|------------------|--------------------|---|----------------|-------------|
| Recommendation 2 | I/DD & NC Medicaid | Increase Direct Support Professional (DSP) Wages across Health Services Sectors/Medicaid Capitation Rates | June 30, 2026 | In-Progress |
| Recommendation 6 | Veterans | Enhancing the Veterans Support Specialist Training Curriculum | June 30, 2026 | In-Progress |
| Recommendation 8 | Crisis Services | Expanding Access to the Clubhouse Model for Individuals with Severe Persistent Mental Illness | July 1, 2026 | In-Progress |

Traumatic Brain Injury

SCFAC 2023-2024 Recommendations

NCDHHS Response: Concur

Recommendation 7: Traumatic Brain Injury (TBI)
Traumatic Brain Injury Dashboard

DHHS Response:

The release of the TBI Dashboard is currently pending a determination regarding the HIPAA compliance of displaying county-level data. NCDHHS Division of Health Benefits (DHB) recognizes that this dashboard is an important tool for monitoring program integrity and utilization, as well as supporting stakeholder education and advocacy efforts.

We remain committed to publishing a dashboard that is both meaningful to beneficiaries, families, providers, and other stakeholders **and** fully protective of individual health information. This compliance question is under active review, and DHB will keep the SCFAC updated as we move toward a final resolution.

Veterans

SCFAC 2023-2024 Recommendations

NCDHHS Response: Concur

Recommendation 4: Veterans and Military Families

Enhance supports for Veterans and families through collaboration such as NCServes Programs

DHHS Response:

The Division is taking deliberate steps to revitalize the NC Governors Working Group that is charged with facilitating collaboration and coordination among federal, state, and local agency partners that touch a veteran's life in the state of NC.

In partnership with the NC Governor's Challenge, the Division has provided support and funding for the creation of a website and distribution materials for AskMeNC (www.AskMeNC.org) to help identify veterans and family members of veterans, in NC, so they can be connected to resources and benefits. This campaign officially launched on November 7, 2025 and Governor Stein signed a proclamation of a statewide call to action and support for AskMeNC to encourage providers and community partners to connect individuals with resources they have earned.

SCFAC 2024-2025 Recommendations

NCDHHS Response: Concur

Recommendation 6: Veterans and Military Families

Enhancing the Veterans Support Specialist Training Curriculum

DHHS Response:

DMH/DD/SUS fully supports the creation of a Mini-Track Series to address training gaps for those working with Service Members, Veterans, and their Families (SMVF) who don't require full Veterans Support Specialist (VSS) certification.

- DMH/DD/SUS is committed to expanding training access, standardizing certification, and integrating VSS roles across the state.
- Mini-Track series reflects best practices in curriculum design
- Expand the Veterans Support Specialist Program
- The Division's Veterans Services Coordinator will work closely with the Governor's Institute to ensure high-quality, relevant training.

Currently reviewing SOW with Governor's Institute and expect project to begin once funding is approved

Intellectual/Developmental Disabilities

SCFAC 2023-2024 Recommendations

NCDHHS Response: Concur

Recommendation 9(a): Intellectual/Developmental Disabilities (I/DD)

Require all frontline I/DD service providers complete a minimum of 2-hour annual Interpersonal Violence (IPV) training.

Recommendation 9(b): Intellectual/Developmental Disabilities (I/DD)

Require all I/DD providers to offer accessible Interpersonal Violence (IPV) prevention curriculum to individuals with I/DD and their families.

Recommendation 9(c): Intellectual/Developmental Disabilities (I/DD)

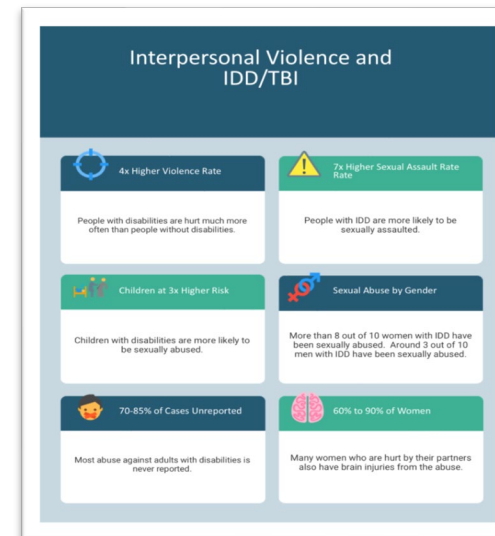
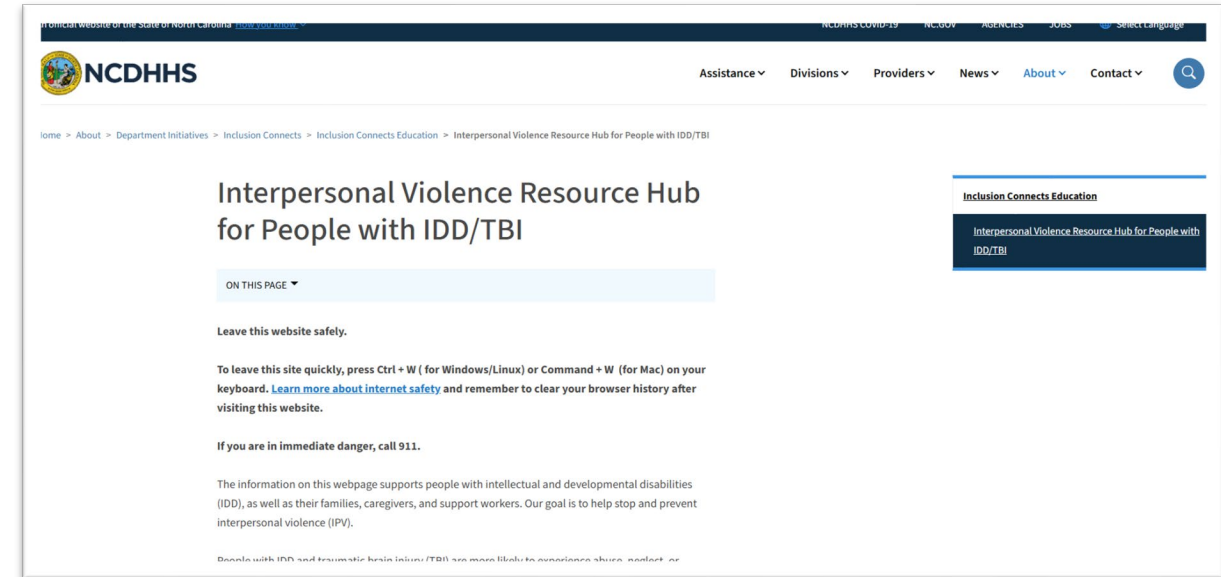
Require all I/DD providers to partner with at least one Interpersonal Violence (IPV) service provider to ensure coordinated, accessible, and I/DD informed IPV prevention, response and training.

DHHS Response/Update:

- IPV Subcommittee continues to meet 2nd Tuesday of each month
- Core Competencies are still in progress – determining best host site.
- Interpersonal Violence Resource Hub for People with IDD/TBI has been launched

Interpersonal Violence Resource Hub for People with IDD/TBI

- Hosted on Inclusion Connects website
- Includes:
 - Links to resources for urgent supports
 - Defining IPV
 - Statistics on IPV and people with IDD and TBI
 - How IPV impacts individuals with IDD and TBI
 - Ongoing Resources & training for individuals with IDD and TBI, providers, care managers, etc. Including educational resources.



Learn More: IPV Prevention and Support Resources

The resources below offer helpful information about sexual health and preventing abuse. These resources include training programs, toolkits and other learning opportunities designed for people with IDD or TBI. NCDHHS does not endorse any specific organizations identified in the Interpersonal Violence Resource Hub.

IDD Resources

- [Let's Talk About It | NC Coalition Against Sexual Assault](#)
- [The Arc - Talk About Sexual Violence](#)
- [Sexual Health and Safety Education - Work Together NC](#)
- [Accessible Sexual Health](#)
- [Sex Ed, Instructors & Curriculum - Responsible Sex Education Institute \(RSEI\)](#)
- [Peer to Peer: Bridging the Gap Through Self-Advocacy Curriculum](#)
- [Sexuality for All Abilities Main - Mad Hatter Wellness](#)
- [Sexual Health Resources | OHSHU](#)
- [Disability Justice and Violence Prevention Resource Hub - Created by Survivors of Violence with Disabilities for People with Disabilities](#)

TBI Resources

- [Understanding Domestic Violence as a Cause of TBI - BIAA](#)
- [Brain Injury - Ohio Domestic Violence Network](#)
- [An emerging understanding: brain injury deeply impacts domestic violence survivors - Ohio Domestic Violence Network](#)

SCFAC 2025-2026 Recommendations

NCDHHS Response: Concur

Recommendation 2: Intellectual/Developmental Disabilities (I/DD)

Annual cost-of-living adjustments to Medicaid Capitation Rates for Innovations and 1915(i) services.

DHHS Response:

NC Medicaid works annually to develop actuarially sound capitation rates. These rates include consideration for historical trends related to utilization and unit cost growth observed as compared to the base data. Additionally, the Department reviews available funds and works with the Legislature to identify priority investment areas, including adjustments to provider fee schedules and rates, for opportunities to align with market measures as the budget allows.

Crisis Services

SCFAC 2024-2025 Recommendations

NCDHHS Response: Concur

Recommendation 8: Mental Health Services

Expanding Access to the Clubhouse Model for Individuals with Severe Persistent Mental Illness in North Carolina

DHHS Response:

- State funded dollars were allocated to each of the 8 existing Clubhouses to use for the modernization of the Clubhouses. Providing a safe and well-maintained area for programming is essential for community participation to increase services and enrich programming provided by Clubhouses.
- A partnership and contractual agreement with Clubhouse International is still in the planning and execution stages and will commence in the beginning of 2026. This will provide a 5-year Clubhouse Initiative: Strengthening and Expansion project. This will include the development of 7-10 new Clubhouses state-wide, modernization of existing Clubhouses and strengthen the Clubhouse Coalition. This will expand quality Clubhouse programming to increase the number of people with mental illness who have access to and receive support and services from Accredited Clubhouse programs.
- Adult Mental Health Team Program Staff regularly attend NC Clubhouse Monthly Coalition meetings and have developed strong working relationships with the NC Clubhouses.

SCFAC Annual Report Recommendations – SFY 2024-2025

* The following recommendations were directed to the General Assembly, with input and responses from NCDHHS

| Recommendation # | Area | Deliverable | SCFAC Due Date | Progress |
|-------------------|--|---|-----------------|------------|
| Recommendation 1 | Crisis Services (General Assembly) | Enhancing Funding & Policy for Behavioral Health Crisis Services | June 30, 2027 | Concur |
| Recommendation 2 | I/DD & Medicaid (General Assembly) | Increase Direct Support Professional (DSP) Wages across Health Services Sectors/Medicaid Capitation Rates | June 30, 2026 | Concur |
| Recommendation 3a | Medicaid (General Assembly) | Sustain and Strengthen the Existing Healthy Opportunities Pilot Regions | June 30, 2028 | Concur |
| Recommendation 3b | Medicaid (General Assembly) | Expand the HOP Program Statewide with Scalable Infrastructures | June 30, 2028 | Concur |
| Recommendation 4 | Medicaid | Improve Consistency and Accountability in Medicaid Policy Implementation | June 30, 2026 | Non-Concur |
| Recommendation 5 | Traumatic Brain Injury | Increase Specialized Rehabilitative Visits | January 1, 2026 | Non-Concur |
| Recommendation 9 | Olmstead (General Assembly) | Increased Resources for Housing Interventions | June 30, 2026 | Concur |
| Recommendation 10 | Traumatic Brain Injury (General Assembly) | Support the Expansion of the Traumatic Brain Injury Statewide | June 30, 2026 | Concur |
| Recommendation 11 | I/DD (General Assembly) | Increase Innovations Waiver Slots | June 30, 2033 | Concur |



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

SCFAC Update

Kelly Crosbie, MSW, LCSW

Director

NC DHHS Division of Mental Health,
Developmental Disabilities, and Substance Use Services

December 10, 2025



Happy Holidays

From

DMH/DD/SUS

MH/SU/IDD/TBI System Announcements & Updates

NCDHHS Licensed Workforce Loan Repayment Program

NCDHHS has launched the Licensed Workforce Loan Repayment Program, a \$20 million initiative to recruit and retain licensed professionals who provide mental health, substance use, I/DD, and TBI services in rural and underserved communities. The program supports North Carolina's efforts to strengthen the behavioral health workforce and expand access to care.

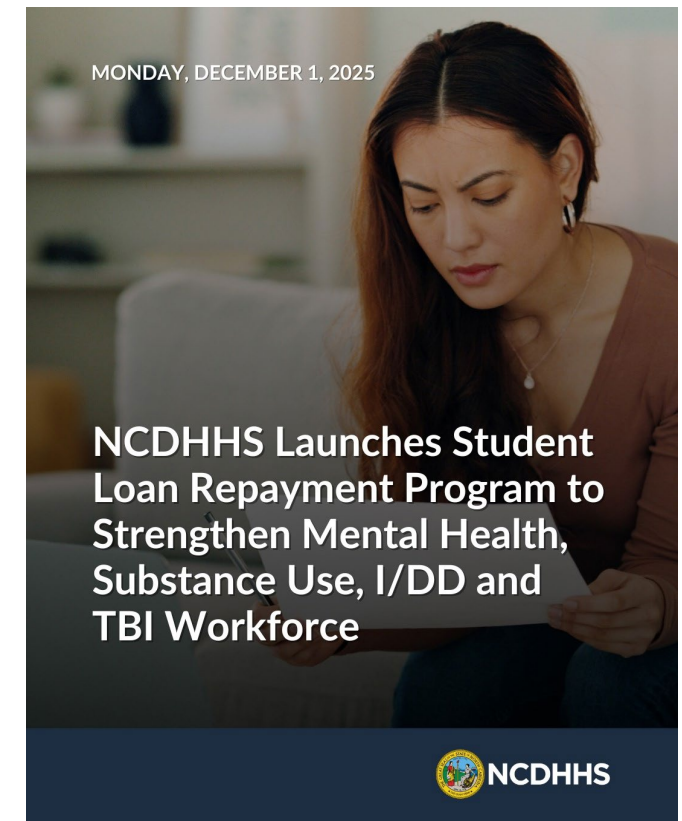
Program Highlights:

- Up to **\$50,000** in student loan repayment
- **Three-year** service commitment in a **rural or underserved county**
- Eligible professions include LCSWs, LCMHCs, LCASs, LMFTs, psychologists, and psychological associates

Eligibility:

Applicants must hold a valid NC license, work at least 32 hours per week, provide MH/SU/IDD/TBI services, be employed at an approved agency serving at least 40% Medicaid/uninsured/underinsured individuals, and serve in a designated rural or underserved area.

Apply: Applications opened **Dec. 1, 2025**. Learn more and apply through the [Licensed Workforce Loan Repayment Program page](#) on the NCDHHS DMH/DD/SUS website.



DMH/DD/SUS Partners with SimpliGov for New Incident Reporting System

DMH/DD/SUS has partnered with [SimpliGov](#) to develop a modern, user-friendly replacement for the current IRIS incident reporting system. The new platform will streamline reporting, improve accessibility, and provide real-time information to help identify trends and strengthen services across North Carolina.

This initiative supports the division's efforts to modernize operations, enhance communication with partners and stakeholders, and improve how incidents are resolved. Over the next year, DMH/DD/SUS will work closely with stakeholders to design workflows and create smoother connections with other State systems.

Timeline:

- Project development begins **December 2025**
- Full implementation expected **by the end of 2026**

Project Spark Expands Employment Support Statewide

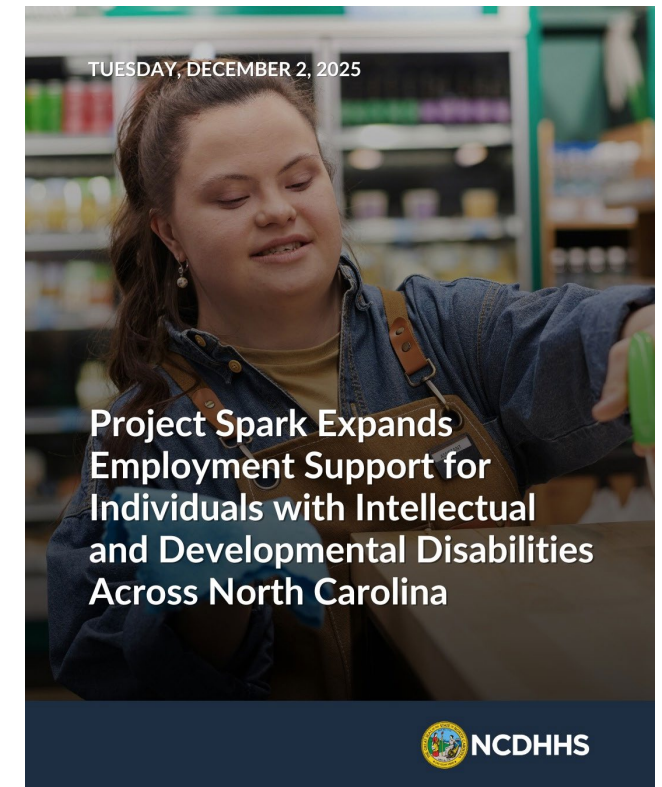
Project Spark, an NCDHHS initiative supporting individuals with intellectual and developmental disabilities (I/DD) in achieving competitive integrated employment (CIE), is expanding to **10 new locations across North Carolina**. The program provides **services and supports that help individuals build skills, transition from subminimum wage settings, and succeed in community-based employment.**

Current host sites include Siler City, Raleigh, and Rocky Mount.

New locations will launch in **Greensboro, Winston-Salem, Durham, Greenville/Kinston, Jacksonville, Wilmington, Wilson, Gastonia, Asheville, and Boone** throughout 2026.

Project Spark is funded by the U.S. Department of Education Rehabilitation Services Administration and administered by the NCDHHS Division of Employment and Independence for People with Disabilities.

Learn more and explore eligibility on the [Project Spark website.](#)

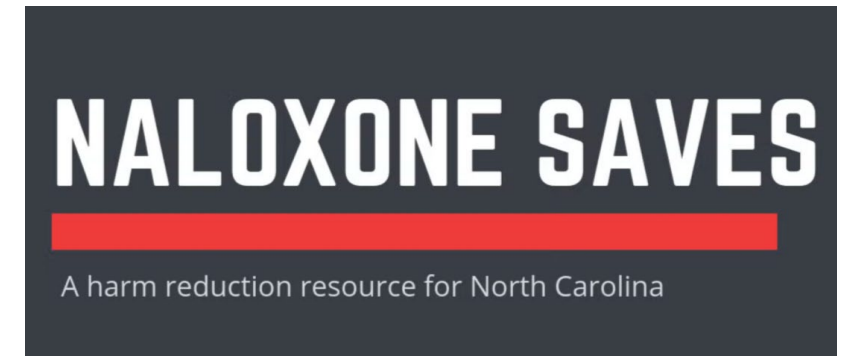


DHHS Expands Access to Overdose Prevention Supplies

NCDHHS is using State Opioid Response (SOR) grant funds to distribute naloxone, fentanyl test strips, and xylazine test strips to organizations that serve people at high risk of overdose, including individuals who use drugs, their families, and people reentering the community from incarceration.

Eligible organizations must submit a completed request form by **Friday, Dec. 12, 2025, at 5:00 p.m.** Supplies will ship in January 2026, though quantities may be limited. This opportunity is not open to employers, schools, or first responders unless participating in leave-behind programs. A second request period will open in the spring.

Individuals seeking naloxone for personal use can find locations and guidance at the **Naloxone Saves** website.



Advanced Training Courses for Direct Support Professionals

NCDHHS, in partnership with the NC Community College System, is offering free Advanced Direct Support Professional (DSP) Training for current and aspiring DSPs. **Registration for Spring 2026 courses is now open**, with classes beginning in January.

The program includes two eight-week virtual courses offered through **Stanly Community College**, **Asheville-Buncombe Technical Community College**, and **Forsyth Technical Community College**, designed to build skills and expand career opportunities in supporting individuals with intellectual and developmental disabilities.

Registration Information:

- **A-B Tech:** A-B Tech Direct Support Professional Training
- **Stanly Community College:** Stanly Direct Support Professional Training
- **Forsyth Tech:** Call 336-734-7023 to register or visit the Forsyth Tech DSP Training webpage

Space is limited. Contact the continuing education office at your preferred campus to register. Learn more about [DSP workforce initiatives](#) on the [Inclusion Connects website](#).

NCDHHS Seeks Public Input on New Substance Use Disorder Service Definitions Through December 29

Public Comment Open Through December 29

NCDHHS has released **seven proposed State-funded Service Definitions** for Substance Use Disorder (SUD) services as part of ongoing efforts to strengthen access, quality, and outcomes for individuals and families impacted by substance use.

We Want to Hear From You

Providers, stakeholders, advocates, and community members are invited to review the proposed definitions and submit feedback by **December 29, 2025**.

Your input is essential to shaping a more responsive, effective, and equitable system of **mental health, I/DD, and substance use services**—and supporting recovery for all North Carolinians.

RFA Now Open: Specialty Courses for Certified Peer Support Specialists

Applications Due: Dec. 15, 2025 – 5:00 p.m.

The **North Carolina Certified Peer Support Specialist (NCCPSS) Program**, in partnership with **DMH/DD/SUS**, is launching a new funding opportunity to strengthen the peer support workforce statewide.

Seeking Proposals for Two New Specialty Courses

- **Justice-Involved Peer Support**
- **Crisis Response Peer Support**

These courses will equip Certified Peer Support Specialists with advanced skills to support people navigating the justice system and those experiencing mental health or substance use crises.

Who Should Apply

Organizations with experience in:

- Curriculum development
- Peer support training
- Behavioral health, crisis response, or justice-involved services

Visit the [NCCPSS Program website](#) for the full RFA, eligibility criteria, and application materials.

Join a Brain Injury Advisory Council Subcommittee

The Brain Injury Advisory Council (BIAC) is seeking individuals to serve on its subcommittees. This is an opportunity to help shape policy, guide service delivery, and strengthen support for people with brain injuries across North Carolina.

Who can participate:

- People with lived brain injury experience
- Family members and caregivers
- Providers and advocates
- Community members

You do **not** have to be a BIAC member to join a subcommittee.

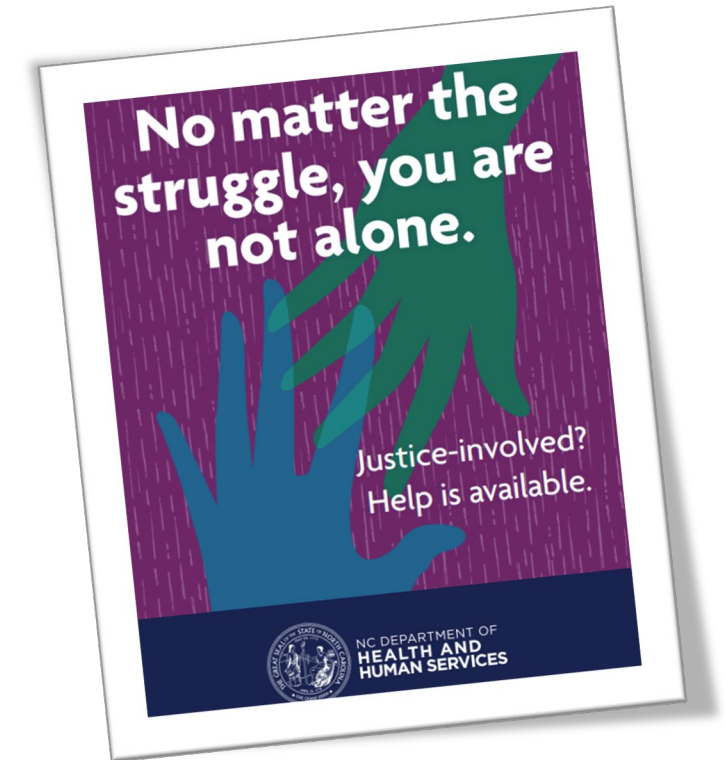
Interested? Complete [the brief interest form](#) to get involved.

Now Available: North Carolina Justice Reentry & Recovery Pocket Guides

The North Carolina Department of Health and Human Services is offering free *Justice Reentry & Recovery Pocket Guides* to support law enforcement, courts, probation officers, LEAD/CIT teams, and providers in connecting people leaving the justice system to care.

These pocket-sized guides include quick links to:

- Mental health services
- Substance use treatment
- IDD and TBI supports
- Housing and reentry resources



[Download printable pocket guides in English and Spanish](#)

North Carolina's Rural Health Transformation Plan

Update & Next Steps

Application Submitted to CMS

North Carolina has officially submitted its \$200M Rural Health Transformation Plan to CMS. Awards are expected by **Dec. 31, 2025**.

Built with Community Input

More than 420 stakeholders helped shape the plan, including rural hospitals, health departments, Tribal partners, community organizations and residents.

Program Goal

Ensure people across 85 rural counties have reliable access to high-quality, integrated medical, mental health, substance use and social support services.

Learn More:

Visit the [Rural Health Transformation Program webpage](#) for the application narrative, summary, FAQs, and ways to stay involved.

Key Focus Areas

- Community-Rooted Care Networks (NC ROOTS Hubs)
- Expanded prevention & chronic disease supports
- Strengthened behavioral health & substance use services
- Workforce development and rural provider retention
- Financial sustainability for rural hospitals & practices
- Technology & innovation to support care delivery

You're Not Alone This Holiday Season

The holidays can bring joy, but they can also bring stress, loneliness, and emotional challenges. DMH/DD/SUS encourages all North Carolinians to reach out if they need support — help is always available.

Need to Talk?

- **988 Suicide & Crisis Lifeline:** Call or text 988 anytime for free, confidential support from trained crisis counselors.
- **NC Peer Warmline:** Call 1-855-PEERS NC (855-733-7762) to connect with trained Peer Support Specialists who offer understanding and lived-experience support.

Wherever you are and whatever you're facing, you are not alone. Support is just a call or text away.

Community Events

GreenTree Opens

DMH/DD/SUS joined GreenTree staff, peer leaders, and local officials on **October 31** to celebrate the opening of GreenTree's new site at **1025 West First Street in Winston-Salem**.

Highlights

- GreenTree's new location expands **peer-led recovery and crisis support services** in the region.
- Director Crosbie emphasized the state's commitment to **recovery-oriented, community-based alternatives** for individuals experiencing mental health crises.
- The new space continues to support key programs, including:
 - Peer support
 - Recovery services
 - Refuge House
 - Crisis support services

DMH/DD/SUS is proud to partner with GreenTree as we continue strengthening person-centered care and recovery supports across North Carolina.



DMH/DD/SUS Supports Youth Empowerment at WYLD Annual Dinner

November 6, 2025

DMH/DD/SUS participated in the [Wilkes Youth Life Development \(WYLD\)](#) Annual Dinner, where **Jessica Dicken**, Assistant Director for Prevention, delivered the keynote address for this year's theme: *"Our WYLD Story: Chapter 4 – Foundation for the Future."*

Highlights:

- Jessica emphasized the importance of prevention, recovery, and community-based programs in strengthening youth resilience and leadership.
- WYLD's Teen Action Council shared powerful testimonies on advocacy, mentorship, and personal growth.
- The event celebrated key milestones, including:
 - Delivery of the 100th bed through the [Sweet Dreams of Wilkes initiative](#)
 - Expansion of the [Change Wagon](#) "pay as you can" food truck
 - Continued success of youth leadership programs, including [Lead Appalachia](#)

DMH/DD/SUS is grateful to WYLD for its partnership and remains committed to supporting programs that empower youth and build healthier communities across North Carolina.



New NC Program Supports People with Mental Illness Leaving the Justice System

North Carolina is launching a **\$9.5M pilot program** to help people with serious mental health needs successfully return to their communities after involvement with the justice system.

FACT (Forensic Assertive Community Treatment) teams will begin operating in late 2025/early 2026 in:

Pitt, New Hanover, Wake/Durham, Buncombe and Mecklenburg counties.

Teams will provide coordinated support, including:

- Mental health and substance use treatment
- Housing and daily living support
- Job/education assistance

Providers: Strategic Interventions, Carolina Outreach and RHA Health Services.



New Reentry Home Opens in Durham to Support Women After Incarceration

First Lady Anna Stein and DMH/DD/SUS Director Kelly Crosbie joined community partners to celebrate the opening of [Jubilee Home for women](#) in Durham. The new home provides safe housing and comprehensive reentry support for women leaving prison or jail.

Jubilee Home offers:

- Stable transitional housing for up to four women
- Mental health and substance use support
- Employment and life-skills assistance
- On-site Peer Navigators with lived justice-system experience

Jubilee Home is **one of 11 organizations** awarded NCDHHS funding to support justice-involved individuals with mental health or substance use needs.



Director Kelly Crosbie Presents Above & Beyond Award to Congresswoman Deborah Ross at 2025 NAMI NC Conference

DMH/DD/SUS Director **Kelly Crosbie** joined mental health advocates from across North Carolina at the **2025 NAMI NC Annual Conference** on Nov. 7–8, where she presented the **Kelly Crosbie Above & Beyond Award** to **Congresswoman Deborah Ross**.

About the Award

- Named in honor of Director Crosbie for her decades of leadership in expanding mental health support statewide
- Recognizes exceptional advocacy and commitment to improving the lives of people affected by mental illness

2025 Honoree: Congresswoman Deborah Ross

- Recognized for her steadfast support of mental health initiatives
- Honored for legislative leadership expanding access to care and strengthening mental health systems

The Awards Banquet celebrated individuals and organizations making a meaningful impact across North Carolina, continuing NAMI NC's tradition of uplifting community champions.



Stay Connected with Hot Topics!

We can't fit everything into today's presentation, but you can catch all the latest updates **every Tuesday and Thursday** through our **Hot Topics Newsletter** and **webpage**.

- New programs and initiatives
- Community success stories
- Upcoming events and funding opportunities
- Resources you can share with your networks

Sign up for the [Hot Topics Newsletter](#)

Visit the [Hot Topics page](#)

