



NC DEPARTMENT OF **HEALTH AND HUMAN SERVICES**

Division of Mental Health,
Developmental Disabilities and
Substance Use Services

Side by Side with **DMH/DD/SUS**

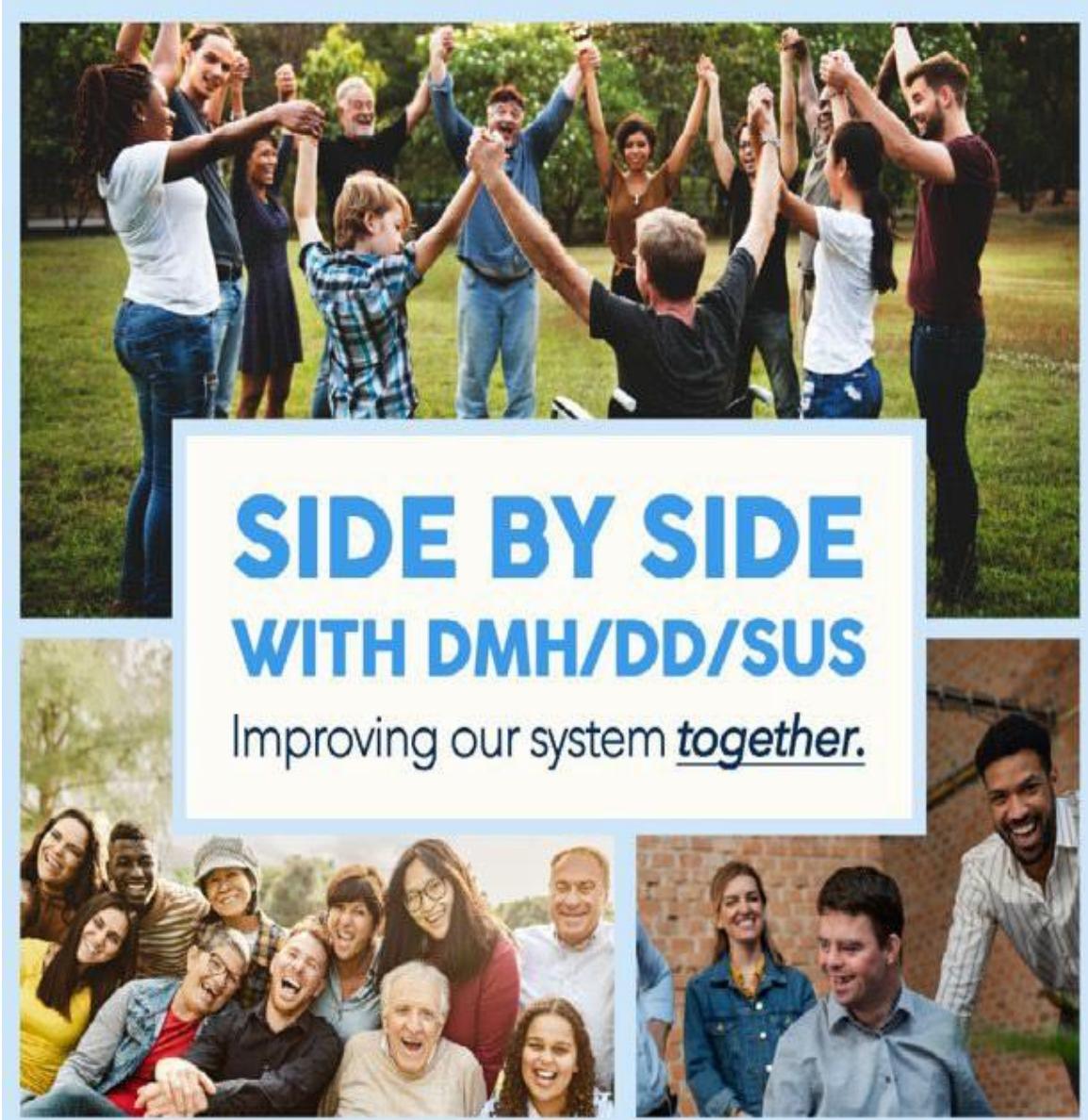
Improving our system together.

Kelly Crosbie, MSW, LCSW

Director

NCDHHS Division of Mental Health,
Developmental Disabilities, and Substance Use Services

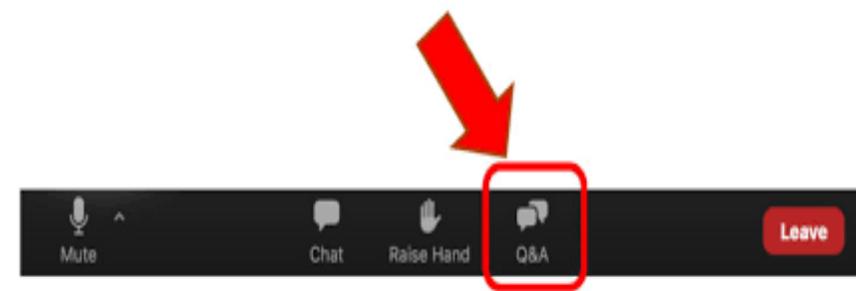
January 12, 2026



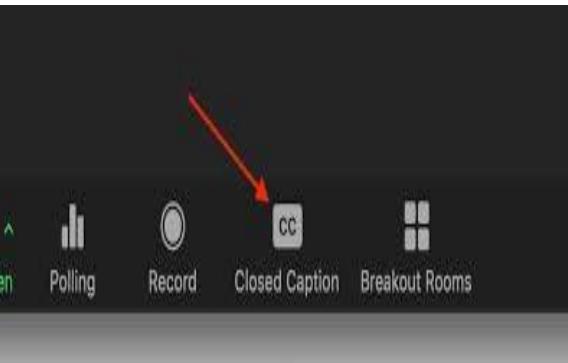
Housekeeping

- Reminders about the webinar technology:

- Please make sure you are using a computer or smart phone connected to the internet, and the audio function is on, and the volume is turned up.
- Please make sure your microphone is muted for the duration of the call unless you are speaking or asking questions.
- Questions can be submitted any time during the presentation using the “Q&A” box located on your control panel, and we will answer as many questions as time allows after the presentation.



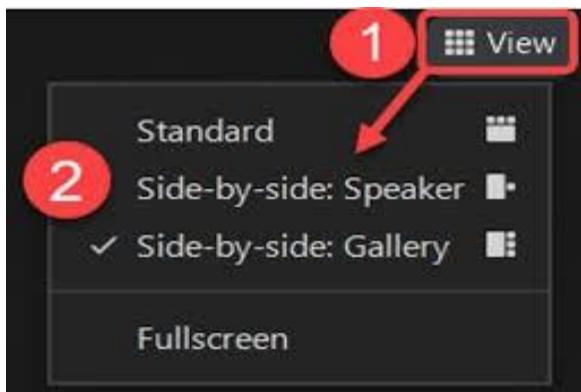
Housekeeping



- American Sign Language (ASL) Interpreters and Closed-Captioning
 - ASL Interpreters and Closed-Captioning options will be available for today's event.
 - For closed-captioning options select the "Closed Caption" feature located on your control panel.

Intérpretes en lengua de signos americana (ASL) y subtítulos:

Habrá intérpretes de ASL y opciones de subtítulos disponibles para el evento de hoy. Para opciones de subtítulos, seleccione la función "Subtítulos" ubicada en su panel de control.



- Adjusting Video Layout and Screen View
 - Select the "View" feature in the top-right hand corner of your screen.

Agenda

1. Introductions
2. Overview of DMH/DD/SUS Strategic Plan 2024-2029
3. Year 1 Strategic Plan Progress
4. Initiative Spotlights
5. Next Steps

Kelly Crosbie, MSW, LCSW, DMH/DD/SUS Director



- 30 years in MH/SU/IDD Field
- 14 years in DHHS
- DMH/DD/SUS since Dec 2022
- Licensed Clinical Social Worker (LCSW)
- Person with lived experience

DMH/DD/SUS Strategic Plan 2024-2029

DMH/DD/SUS Strategic Plan 2024-2029

- In August 2023, DMH/DD/SUS began discussions to identify the Division's initial priorities and goals.
- The Division's Strategic Plan was published in September 2024 in collaboration with the following community partners and incorporated feedback from over 130 public comments:
 - Providers;
 - Local Management Entity/Managed Care Organizations (LME/MCOs);
 - Consumers; and
 - Families.



North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services

Strategic Plan 2024–2029

North Carolina Department of Health and Human Services

September 2024

What Does the Strategic Plan Include?

The Strategic Plan:

1. Lays out DMHDDSUS' mission, vision, and principles;
2. Reiterates DMHDDSUS' commitment to serving all North Carolinians who seek mental wellness or live with a mental health issue, SUD, I/DD or TBI;
3. Includes a focus on underserved populations, including people with co-occurring disorders, people who speak non-English languages, active service members and veterans, and historically underserved groups; and
4. Establishes seven priorities, each with respective goals and initiatives that DMHDDSUS aims to meet (see *next slides*).



DMHDDSUS also published a [Strategic Plan Data Dashboard](#) to measure performance against key targets set out in the Plan.

Strategic Plan Goals (1/2)

The Strategic Plan lays out goals within each Priority that DMHDDSUS aims to meet.



Priority #1: Increase Access to Care Across the State

Goals

Increase Treatment Initiation and Retention

Promote Access to Integrated Care

Increase Caregiver Supports



Priority #2: Increase Access to Quality I/DD and TBI Services

Goals

Increase I/DD Services

Increase TBI Services

Increase Community Living Supports



Priority #3: Prevent Substance Misuse and Overdose

Goals

Increase Primary Prevention and Engagement

Increase Access to Evidence-Based SUD Treatment



Priority #4: Build the Workforce

Goals

Strengthen Peer Workforce

Strengthen DSP Workforce

Increase Licensed Providers

Increase Supports for Unlicensed Providers

Strategic Plan Goals (2/2)



Priority #5: Strengthen the Crisis System

Goals

Connect to Crisis Care

Increase Timely Mobile Crisis Care

Increase Community Crisis Facility Use



Priority #6: Expand Services for Individuals in the Justice System

Goals

Increase Engagement in Deflection and Diversion Programs

Increase Successful Community Re-engagement

Increase Use of Evidence-Based Programs for Justice Involved Youth

Increase Access to Capacity Restoration



Priority #7: Amplify Recovery and Community-Based Services

Goals

Increase Early Detection and Recovery Services

Grow Recovery Supports

Improve Quality of Residential Interventions for Children with Complex Needs

What is the Purpose of the Annual Report?

DMHDDSUS is celebrating successes by publishing its Year One Annual Report in January 2026.

The first year of the Strategic Plan was busy—there have been challenges at the federal and state levels, but there is much to celebrate! The Year 1 Annual Report:

1. Provides key updates on each Strategic Plan Priority, including:
 - a. Information on key accomplishments in Year One
 - b. Performance on Strategic Plan measures as reported in the Data Dashboard
 - c. “Spotlights” community partners that have enabled key initiatives’ success
2. Forecasts DMHDDSUS’ Strategic Plan areas of focus for Year 2 and beyond

DMHDDSUS plans to publish an Annual Report each year of the Strategic Plan to inform community partners and the public about its recent efforts and plans for future initiatives.

Year 1 Strategic Plan Progress

What Progress has DMHDDSUS Made?

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



The NC Innovations waiver covers services for intellectual or developmental disabilities (I/DD) needs, like:

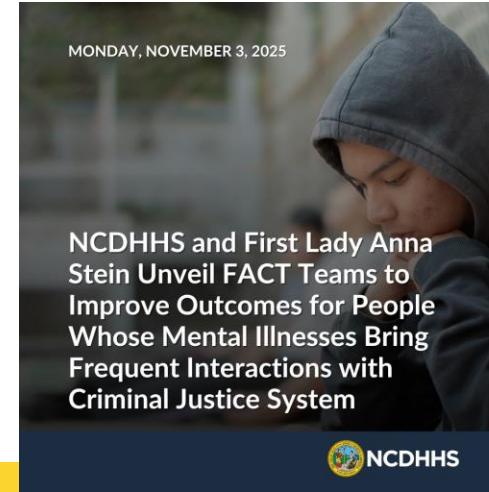
- Help with daily activities
- Car and home modifications
- Breaks for caregivers
- Consultations with specialists
- Job coaching
- Assistive technology

Learn more at Medicaid.nc.gov/innovations. 



[NCDHHS, First Lady Anna Stein and Jubilee Home Celebrate Opening of New Women's Home in Durham](#)

THURSDAY, OCTOBER 30, 2025



Key Accomplishments (1/2)

DMHDDSUS has made the following select accomplishments in striving to meet its goals.



Priority #1: Increase Access to Care Across the State

- Expanded access to care in Certified Community Behavioral Health Clinics (CCBHCs), including a **65% increase in utilization**



Priority #2: Increase Access to Quality I/DD and TBI Services

- Increased the number of individuals receiving 1915(i) home and community-based services by **more than 2,200 people** in fiscal year 2025, a **21% increase** from the start of the fiscal year



Priority #3: Prevent Substance Misuse and Overdose

- On behalf of organizations, purchased over 700,000 doses of Naloxone in 2025, which rapidly reverses opioid overdoses.



Priority #4: Build the Workforce

- Launched a statewide, standardized, and free **Peer Support Certification Curriculum**
- Launched the Public Service Leadership Program to create a **sustainable pipeline of social workers**

Key Accomplishments (2/2)

DMHDDSUS has made the following select accomplishments in striving to meet its goals.



Priority #5: Strengthen the Crisis System

- Opened **six new Behavioral Health Urgent Care Centers (BHUCs)** and **one new Facility-Based Crisis Center** to provide community-based crisis care



Priority #6: Expand Services for Individuals in the Justice System

- Increased the number of people who receive detention or community-based capacity restoration services by **135%** between 2023 and 2025



Priority #7: Amplify Recovery and Community-Based Services

- Achieved a **27%** increase in utilization of peer-run centers from August 2024 to March 2025

Initiative Spotlights



Reid Bowman

United Chinese Americans
(UCAUSA)



Lily Chen

United Chinese Americans
(UCAUSA)



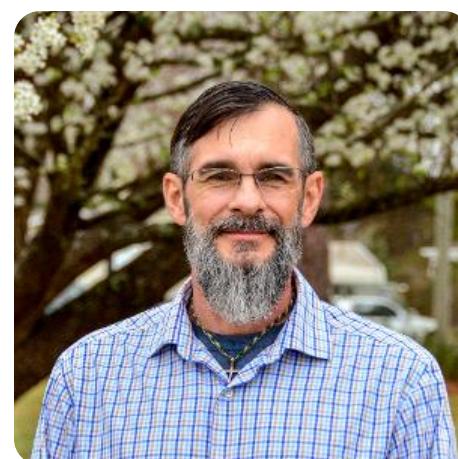
Amy Miller

OE Enterprises



Billie Avery

Morse Clinic



Benjamin Horton

Asheville Buncombe Community
Christian Ministry (ABCCM)



Michelle Ivey

Daymark



Rev Dave Crispell

Jubilee Home



Keith Collins

Jubilee Home



Shannon Rudisill

GreenTree Peer Support Program

UCA Waves Supporting Mental Health for AAPI Communities

Priority #1: Increase Access to Care Across the State

Overview: UCA Waves focuses on addressing the cultural, linguistic, and system barriers to mental health care for Asian American and Pacific Islander (AAPI) residents, including first- and second-generation immigrants, refugees, students, parents, and members of the LGBTQIA+ community.

In 2025, DMHDDSS provided **two grants** to UCA Waves to support outreach and engagement efforts in the AAPI community.

Allowed UCA Waves to scale up peer support programs, education efforts, youth development programs, and expand outreach efforts

Funded one-on-one mental health education through Community Health Workers



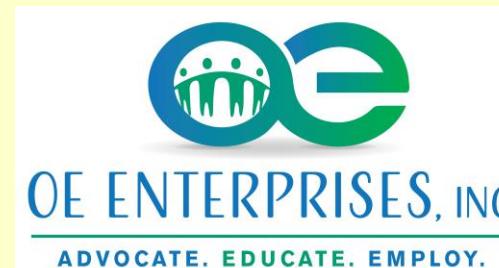
OE Enterprises' Inclusion Works Provider Innovation Initiative

Priority #2: Increase Access to Quality I/DD and TBI Services

OE Enterprises was one of four providers that were awarded funding through the Inclusion Works Provider Innovation Initiative to **strengthen efforts to connect people with I/DD to competitive integrated employment (CIE)**.

Their initiative will **expand employment opportunities**, increase education and outreach efforts to **build community awareness** of CIE, and strengthen their staff capabilities.

OE Enterprises Employment Specialists **help connect individuals with I/DD to work in their communities**, with the aim of ensuring everyone who wants to work has the opportunity, support, and belief that they can succeed.



Morse Clinic's Mobile Opioid Treatment Program (OTP) Delivering Service to Hard-to-Reach Populations

Priority #3: Prevent Substance Misuse and Overdose

NC's **first mobile OTP** began providing services through Morse Clinic with the goal to save as many lives as possible through **easily accessible Medications for Opioid Use Disorder treatment.**

Since July 2025, the mobile OTP unit has:

- Served over 150 patients
- Transferred over 50% of clients to other OTPs to continue receiving life-saving treatment

Morse Clinic recently acquired a second mobile unit, which will bring OTP to Granville and Franklin counties.



Creating Peer Support Training Curricula by Peers, For Peers

Priority #4: Build the Workforce

- Based on feedback from community partners, DMHDDSUS invested in development of a **statewide, free peer support specialist certification curriculum** in 2025
- The **online and in-person curriculum** were launched in the summer and fall of **2025**, respectively.



- The curriculum was developed in collaboration with **16 Certified Peer Support Specialists (CPSS)**, like Benji Horton, from across North Carolina.
- Bringing the various experiences of CPSS together **better prepares peers** to view their work through multiple lenses and is an important step in professionalizing peer support in North Carolina.



Benji (far right) with members of the North Carolina Certified Peer Support Specialist Workgroup, many of whom supported curriculum development

Daymark's MORES Program Supporting Families During and After a Crisis

Priority #5: Strengthen the Crisis System

DMHDDSS is expanding the number of MORES teams across the state, which provide **wrap-around support for families during a child's mental health or SUD crisis**, and after the crisis is over.



Daymark's Success



Daymark's MORES program has been able to **keep children in their homes and communities**, diverting them from placement in institutional and DSS settings



The program also helps families **address their unmet health related social needs**, helping to prevent the next crisis.

A New Beginning for Individuals Re-entering Communities Through Jubilee Home

Priority #6: Expand Services for Individuals in the Justice System

In November, Jubilee Home opened a new home in Durham where women reentering their communities after incarceration can heal and seek stability in a safe, supportive environment.



- This initiative addresses one of the **key challenges people face after incarceration**—finding a safe and stable place to live.
- Women in the home will have access to **wrap-around peer support services** from individuals with experience with the justice system.
- This **builds on prior work by Jubilee Home** to support individuals returning to communities after incarceration with housing, peer support, and connection to treatment.

Turning Crisis into a First Step Toward Recovery at GreenTree's Refuge Program

Priority #7: Amplify Recovery and Community-Based Services



In October 2025, Green Tree opened **the Refuge**, a 4-bedroom space that can host people for up to 72 hours, providing **peer support services** and **connecting people to resources** to address their immediate needs.



“For the first time in a very long time, I feel hope that things can get better.” – GreenTree Refuge guest



Looking Ahead

Looking Ahead

- In the Year 1 Annual Report, DMH/DD/SUS also **highlights goals and initiatives that will be the focus of the Division from 2026-2029.**
- We are **grateful to our community partners** in making the Strategic Plan a success in its first year, and **look forward to continuing to work with you** to improve mental health, SUD, I/DD, and TBI services and support in North Carolina.
- North Carolina's health system is **likely to face continued funding challenges**-we pledge to **continue to work creatively** with our community partners to **launch new initiatives** and identify **opportunities to improve financial stability** for community-based providers.

Thank You!

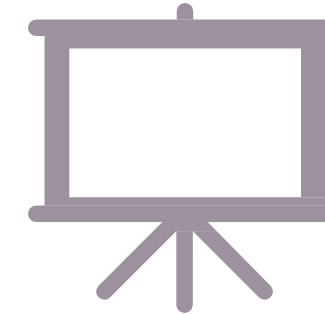


NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

Division of Mental Health,
Developmental Disabilities and
Substance Use Services



Questions and feedback are welcome at
BHIDD.HelpCenter@dhhs.nc.gov.



The recording and presentation slides for this
webinar will be posted to the [Community
Engagement & Training](#) webpage.



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

Stay Connected with DMHDDSUS



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



[Join our
Mailing List](#)