

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

SCFAC Update

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DMH/DD/SUS

March 12, 2024

MH/SU/IDD/TBI System Announcements & Updates

PROBLEM GAMBLING AWARENESS MONTH

→ SEEKING UNDERSTANDING



March is Problem Gambling Awareness Month, dedicated to increasing public awareness of gambling-related issues and promoting prevention, treatment, and recovery services.

NC DMH/DD/SUS Problem Gambling Program:

- Offers **prevention, education, outreach, and treatment services** for individuals and families affected by problem gambling.
- Provides a **24/7 helpline** (1-877-718-5543) and online chat for immediate support from [MoreThanAGame.nc.gov](https://www.morethanagame.nc.gov)
- Includes resources for youth prevention, professional training, and self-help tools.

ECU Partnership – Gambling Research & Policy Initiative:

- A collaboration between NCDHHS and **East Carolina University** to promote research, inform policy, and support evidence-based prevention and treatment efforts.

Get Involved:

- Access the [Problem Gambling Awareness Month 2025 Toolkit](#) for outreach materials and educational resources.

MARCH IS BRAIN INJURY AWARENESS MONTH



March is Brain Injury Awareness Month, a time to recognize the challenges faced by individuals living with brain injuries and to promote access to support and resources.

DMHDDSUS Resources:

- Access support services for individuals with traumatic brain injury (TBI) through community-based programs.
- Find information on treatment, care coordination, and rehabilitation services for those affected by brain injuries.
- Learn about available state-funded programs for individuals with co-occurring conditions.

Get Involved with the Brain Injury Association of North Carolina (BIANC):

- **Attend Events:** Participate in educational workshops, community gatherings, and virtual awareness events throughout the month.
- **Show Support:** Join fundraising efforts and awareness campaigns to support individuals with brain injuries.
- **Volunteer Opportunities:** Engage with BIANC to help raise awareness and provide direct support to those impacted.

Learn more and get involved: [BIANC Brain Injury Awareness Month](#)

Inclusion Works Lunch and Learn: National Developmental Disability Awareness Month

Inclusion and awareness of people with I/DD is important; about 15% of the world's population has a disability.

Join Inclusion Works to celebrate National Developmental Disabilities Awareness Month, observed throughout March.

Date/Time: Wednesday, March 19, 2025, 12:00-1:00 p.m.

Registration Link: [Register for the webinar](#)

Closed-Captioning & American Sign Language (ASL) Interpreters will be provided.



You're invited!

Register for a Research Session

Over the last year the DMH/DD/SUS has rolled out an Accessible Communications campaign to improve understanding and access to benefits for people with I/DD, TBI, and SMI, with a focus on:

- **Tailored Plans (TPs)**
- **Tailored Care Management (TCM)**
- **1915(i) services**
- **Innovations waiver**

To better understand the impact of the campaign, **we will host an information-gathering session** on your reflections, opinions on the materials, and feedback to inform future content updates.

We invite **partners and stakeholders, including local and state CFAC members**, to attend this 60-minute online focus group and provide input.
Spaces are limited.



Date: March 14th, 11 a.m. EST

Register [here](#) or use the code above.

Thanks for considering participating!

Lunch and Learn Replays

Inclusion Works Employment Model Lunch & Learn



DMH/DD/SUS hosted a webinar that covered different kinds of **employment models** available through **Employment and Independence for People with Disabilities (EIPD)**.

Watch the replay and join Inclusion Works for a discussion on Self-Employment, On the Job Training, Customized Employment, Supported Employment, and Project SEARCH®.

Closed-Captioning & American Sign Language (ASL) Interpreters are provided.

[Visit Inclusion Works](#)

[Watch The Replay](#)

Connections App Lunch and Learn: Supporting Peers and Providers



DMH/DD/SUS has partnered with CHES Health and Trillium Health Resources to provide critically needed support for North Carolinians working toward recovery from substance use disorders.

DMH/DD/SUS hosted a webinar to learn about the resources available through the Connections App, a free digital tool that provides peer support and care management tools for individuals during treatment and recovery.

Closed-Captioning & American Sign Language (ASL) Interpreters are provided.

[Watch The Replay](#)

DSP Recruitment and Retention Grants

As part of its [Direct Support Professional Workforce Plan](#), NCDHHS has invested **\$3 million** to strengthen North Carolina's **Direct Support Professional (DSP)** workforce, supporting individuals with intellectual and developmental disabilities (I/DD).

- **Provider Agency Grants:** Over 140 agencies received funding to improve DSP recruitment, retention, and job satisfaction.
- **New Opportunities Coming:** A second round of incentives will launch in **Spring 2025**, focusing on recruitment, retention, and training.
- **Inclusion Connects Initiative:** Part of a broader effort to expand access, choice, and community participation for individuals with I/DD.

Learn more: [NCDHHS Press Release](#)



Non-Law Enforcement Transportation (NLET) Program

Now Live: NLET Advisory Group Member Applications

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.

March 2025 Recovery & Overdose Prevention Conferences

NC "One Community in Recovery"

March 5-7 | Greensboro, NC



(Free Registration)

A two-day event uniting recovery professionals and advocates to strengthen recovery efforts across North Carolina.

- Keynotes from national recovery leaders
- Panel discussions, case studies, and networking
- Community connection sessions

Recovery Alliance Initiative (RAI) Symposium

March 13-14 | New Bern, NC



Bringing together individuals and professionals to share insights, support recovery, and implement programming in their communities.

- Explore recovery principles and best practices
- Learn how to apply recovery strategies
- Connect with peers in the recovery movement

NC Summit on Reducing Overdose

March 18-20 | Raleigh, NC



Bringing together government leaders, service providers, and individuals with lived experience to tackle the opioid crisis.

- Focus on prevention, harm reduction, treatment & recovery
 - Interactive workshops and keynote speakers
- \$275 (Regular) | \$40 (Scholarship) |

Deadline: March 11

State CFAC Annual Report Update

March 12, 2025

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SCFAC
Deliverables

| Area | Deliverable | SCFAC Due Date | Progress |
|-------------------------|---|--|---------------------------------|
| Traumatic Brain Injury | Add Extended State plan Allied Health Services to the Innovations Waiver | Phased Implementation beginning October 2024 | In Progress |
| Traumatic Brain Injury | Create TBI dashboard to track data from Medicaid, Tailored Plans, and Standard Plans | July 1, 2025 | In Progress |
| Comprehensive Reporting | Provide a Statewide Comprehensive Gaps and Needs Report in partnership with the NC Quality Improvement Team | January 1, 2025 | In Progress |
| Veterans | Enhance supports for Veterans and families through collaboration such as NCServes Programs | November 11, 2025 | Several initiatives in progress |
| Peer Support | Developing a Standardized Peer Support Curriculum, strong oversight on continuing education, and an ethics board. | January 1, 2025 | In Progress |

SCFAC Deliverables

| Area | Deliverable | SCFAC Due Date | Progress |
|----------------------|---|-----------------|---|
| Private Duty Nursing | Increase private duty nursing rates and implement a procedural policy to ensure PDN nurses receive a portion of the reimbursement rates | January 1, 2025 | Partially concurred, this is a General Assembly request and has a new CMS final rule but not in effect until 2030 |
| Private Duty Nursing | Development of a Private Duty Nursing Dashboard to track specific Medicaid, TP, and SP data | January 1, 2025 | Dashboard has been completed, public release pending department approval |
| IPV & IDD | Require all frontline IDD Service Providers to complete annual training at a minimum of 2-hours | January 1, 2025 | In Progress |
| IPV & IDD | IDD Providers must offer consumers and family/guardians an accessible IPV curriculum | July 1, 2025 | In Progress |
| IPV & IDD | IDD providers establish a reciprocal partnership with at least one IPV provider to ensure effective IPV referral responses | May 1, 2025 | In Progress |

Traumatic Brain Injury

SCFAC Ask: Add Extended State plan Allied Health Services to the Innovations Waiver

DHB Response: Allied support services data does not support adding additional services to the Innovations Waiver. DHB will continue to work with our Allied Health unit and Tailored Plans to make a determination on adding the extended state plan services.

Key Considerations: Number of IW members using Medicaid State Plan services. As of 2024, of the 14,736 IW slots, 2,357 individuals, or 6.2%, were identified as utilizing Allied Health Services. 97 individuals diagnosed with TBI on the IW accessed Allied Health Services. Further assessment is needed to determine accuracy of current service limitations.

SCFAC Ask: Create TBI dashboard to track data from Medicaid, Tailored Plans, and Standard Plans

DMH/DD/SUS Response: DHHS is committed to creating a TBI dashboard that tracks the data identified in the SCFAC request. The Department is committed to providing this information annually six months after the conclusion of each fiscal year.

- DHB & DMHDDSUS is in the design and data pulling process for the TBI dashboard.
- It will be added to the dashboard link page on the DHHS website.
- It is anticipated to be completed earlier than 7/1/25 deadline.

Comprehensive Service/Provider Network Reporting

SCFAC Ask: Provide a Statewide Comprehensive Gaps and Needs Report in partnership with the NC Quality Improvement Team

DMH/DD/SUS Response: The Division is working towards a comprehensive report related to the Tailored Plans network adequacy annual submissions, along with other measures related to system access and gaps. The report is undergoing a review process now. It will be available early 2025.

Comprehensive Gaps & Needs Report

Purpose:

In response to the recommendation from the State Consumer & Family Advocacy Committee, DMHDDSUS is putting together a comprehensive Gaps, Needs and Provider Network Analysis Report. This report aims to:

- Measure reported gaps in services
- Monitor access to care related performance measures
- Gain insight on the perceptions from individuals in service on system access
- Gain a better understanding to barriers and resource needs

This report offers data and initiatives based to support:

Consumers & Families
Advocates
Providers
LME/MCO/Tailored Plans
Community Stakeholders
State Agencies
Lawmakers

Having awareness about the service system supports the ability to create strategies and viable solutions at every level of our system.

This report looks to include information on:

- Behavioral Health
Provider Network Analysis Overview & Exception Requests
- Medicaid Expansion Measures
- Access To Care Performance Measures
- Perceptions of Care
- NC-TOPPS
- National Core Indicators
- NC Cares 360
- Health Opportunities Pilot
- DMHDDSUS Initiatives

Veterans



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

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

IN-PROGRESS: Actively working on Ask The Question campaign, Collaborating with key community organizations, with guidance of SAMHSA, to revise ATQ materials and train/educate providers and SMVF on its value.

IN-PROGRESS: Actively working with NCGWG to update mission/vision and revitalize commitment to SMVF community via NCServes and NC4Vets.

IN-PROGRESS: NCIOM project to oversee a task force aimed to examine key challenges to veterans' healthcare and improve veterans' healthcare in community settings. Steering committee is being established this quarter and site visits will begin next quarter.

Peer Support Services

SCFAC Ask: Developing a Standardized Peer Support Curriculum, strong oversight on continuing education, and an ethics board.

DMH/DD/SUS Response: DMHDDUS is actively standardizing the Peer Support Curriculum, creating new standardized designation and specialty trainings, and finding an avenue for the Ethics Board with the 2025 General Assembly.

Peer Workforce: Initiatives In Progress

Initiatives

- Standardized Curriculum Committee **16 CPSS from all 3 regions and the Entire State** to help create the curriculum first meeting was July 22. Online Curriculum is completed and being developed into online materials. Launch date set for July 2025.
- **Offering scholarships for peers to take current certification courses at no cost - 100 have been awarded to date**
- Update Qualified Professional definition to clarify **CPSS can supervise other peers**
- Working with UNC School of Social Work to **offer Workforce Preparation Classes** such as: Employment Skills 101, Resume Building, Navigating the Healthcare System, and more
- Peer to Peer Mentoring Application launched and has had over 500 NC CPSS participating



Peer Workforce: Future Initiatives

Future Initiatives

- Define peer support **specialty job trainings and additional trainings for more robust populations and settings**, including Justice-Involved, Crisis, Emergency Departments, LGBTQ+, Cultural Competency
- **Creating outlines with help from CPSS** for IDD and TBI Peer Mentoring, and Justice and Crisis specialty job trainings
- Development of a **Peer Supervisor Training**
- **UNC to offer job search supports** for NC CPSS and Providers
- Evaluate Ethics Board legislation for possible 2025 introduction to the General Assembly



Private Duty Nursing

SCFAC Ask: Development of a Private Duty Dashboard to track specific Medicaid, TP, and SP data

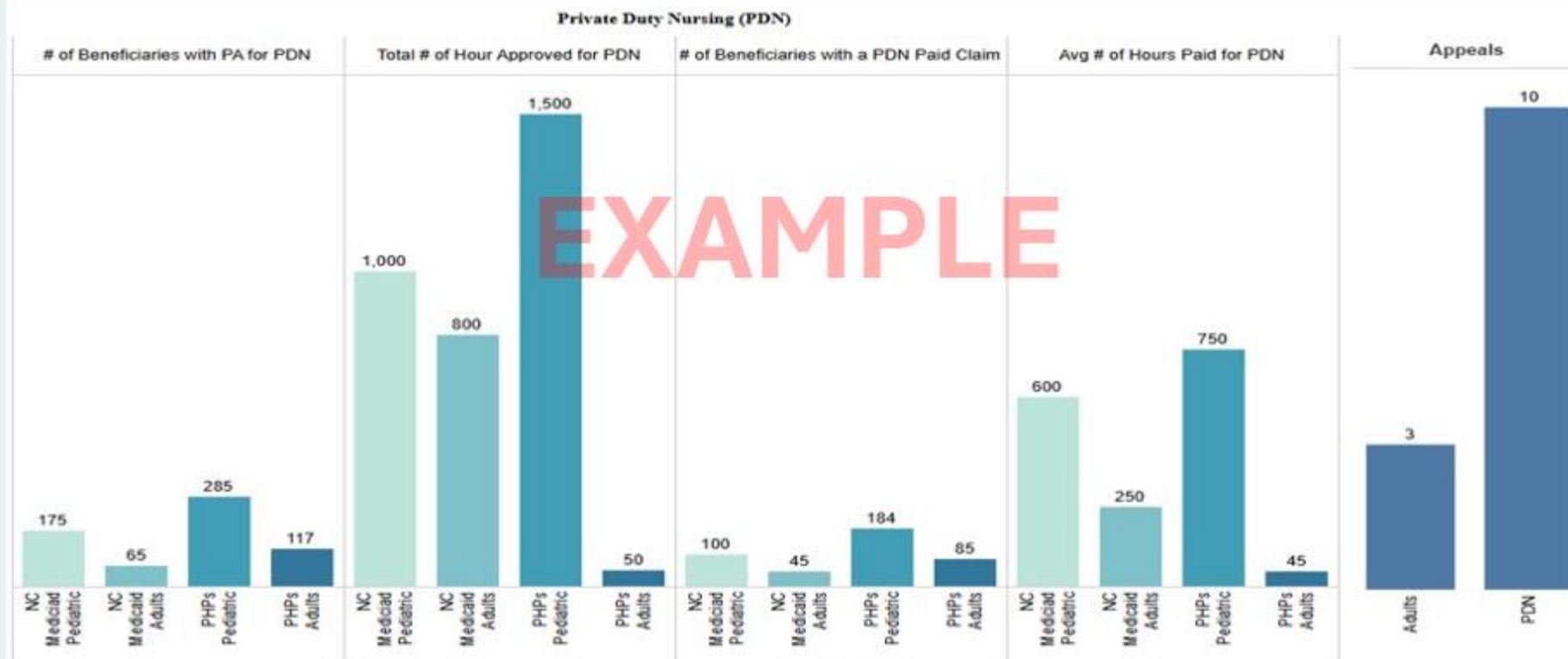
Response: Dashboard is already under development.

PDN Dashboard:

- Management of Hurricane Helene flexibilities caused a delay in launch of the LTSS Dashboard
- Projected launch after April 1st. The Dashboard has been created; final edits and socialization of the dashboard are in progress.
- PDN Dashboard will be incorporated into the LTSS Dashboard.



Private duty nursing is a substantial, complex, and continuous skilled nursing care approved for actively enrolled Medicaid beneficiary who meets the clinical eligibility criteria.



Proposed Display of the PDN Dashboard
Draft Data

IPV & IDD



SCFAC Ask: Require all frontline IDD Service Providers to complete annual training at a minimum of 2-hours

DMH/DD/SUS Response: By 6/30/2025, we will begin development of an IPV and healthy relationship training for those working with people with I/DD and TBI. Curriculum will be developed by experts in IPV and healthy relationships in the specified population.

SCFAC Ask: IDD Providers must offer consumers and family members and guardians an accessible IPV curriculum

DMH/DD/SUS Response: DMHDDDSUS will work with IPV experts, Accessible Communication experts, and people with lived experience to support the development of an accessible curriculum for IPV prevention. This curriculum will be available for all individuals with disabilities to access by 7/1/2025.

Status Update:

- As part of our DSP Workforce initiatives, DMHDDSUS is leading the development of a standardized Core Competency Curriculum
- Scope of work is in development.
- Will include Interpersonal Violence (IPV) recognition, prevention, and education in addition to the requirements outlined in statute and clinical coverage policy.
- Current timeline to be live by Fall 2025

SCFAC Ask: IDD providers establish a reciprocal partnership with at least one IPV provider to ensure effective IPV referral responses

DMH/DD/SUS Response: DMHDDSUS will develop and launch an IPV-I/DD-TBI collaborative that will meet once per quarter. The purpose of this collaborative will be to share resources and build connections between IPV Service Providers and experts, I/DD Providers, TBI Providers, and Tailored Plans. DMHDDSUS will advertise, recruit, provide administrative support, and facilitate all meetings. The first collaborative meeting will launch by 7/1/2025.

Status Update:

- DMHDDSUS met SMEs within the spaces of healthy relationships, IPV, & IDD. Experts represented NC Coalition Against Sexual Assault (NC CASA), Impact Health, Help Mate Domestic Violence Services, and Carolina Institute for Developmental Disabilities.
- DMHDDSUS is establishing the IPV Working Subcommittee as part of the Inclusion Connects Advisory Committee (ICAC).
- The first IPV working subcommittee meeting will be held in July 2025.
 - Will meet at a minimum quarterly each year.
 - Additional ad hoc meetings will be scheduled as necessary
 - DMHDDSUS will advertise, recruit, provide administrative support, and facilitate all meetings.
- Subcommittee Goals:
 - Establish a collaborative to connect with IPV experts, Accessible Communication experts, and people with lived experience to support the development of an accessible curriculum for IPV prevention.
 - To share resources and build connections between IPV Service Providers and experts, I/DD Providers, TBI Providers, and Tailored Plans.

The Department either partially concurred with later deadlines or did not concur with the below recommendations. Please refer to the official response provide by the Department.



| Area | Deliverable | SCFAC Due Date | Progress |
|---|--|-----------------|---|
| Substance Use Disorder and Opioid Use Funding | Provide additional funding to LME/MCOs and/or community-based organizations to develop and sustain new and existing substance use programs | January 1, 2025 | Did not concur with recommendation |
| CAP Waivers | Include the option of "Relative as Provider" under all of the CAP Waivers | October 1, 2025 | Did not concur with recommendation |
| Private Duty Nursing | Increase private duty nursing rates and implement a procedural policy to ensure PDN nurses receive a portion of the reimbursement rates | January 1, 2025 | Partially concurred, this is a General Assembly request and has a new CMS final rule but not in effect until 2030 |