



State Consumer and Family Advisory Committee

Meeting Minutes | August 13, 2025

Committee Members Attendance:				Total Attendance:			
Name	In-Person	Virtual	Absent	Name	In-Person	Virtual	Absent
Jessica Aguilar		x		Gene McLendon	x		
Amie Brendle	x			Ashley Snyder Miller	x		
Nathan Cartwright	x			Lilly Parker	x		
Bob Crayton	x			Patty Schaeffer		x	
Crystal Foster		x		Annette Smith	x		
Ada Elizabeth Gil Jimenez	x			Flo Stein	x		
Domenica "Mamie" Hutnik	x			Johnnie Thomas	x		
Jeannie Irby	x			Lorraine Washington	x		
Heather Johnson		x					
Dr Michelle Laws	x						
Lynn Martin		x					
Attendance:				Total Attendance:			
Name	Staff	Guest	Affiliation	Name	Staff	Guest	Affiliation
Jennifer Meade			DMH/DD/SUS	Stacey Harward	x		DMH/DD/SUS
Badia Henderson	x		DMH/DD/SUS	Crystal Dorsey	v		DMH/DD/SUS
Ann Marie Webb	x		DMH/DD/SUS				
Mission: <i>Nothing About Us, Without Us</i>				Vision: <i>A public mental health system that works for everyone.</i>			
Agenda Item/Presenter Discussion:		Main Topic/Goals:		Action Needed:			
1.	Meeting Convened/ Roll Call	- Meeting called to order by Michelle Laws at 9:10 am - Welcomed new SCFAC members - Agenda approved with minor changes - Jonathan Kappler added to agenda - Discussed rescheduling of the Standard Plan Performance Comparison Tool - Motion made to approve the agenda - Motion to approve June's Minutes		Minutes and PowerPoint are posted on the SCFAC Webpage			

2.	Veterans Affairs Program Update Kayreen Gucciardo	• Veteran Population in NC: North Carolina ranks #6 or #7 nationally for veteran populations, though numbers may be underreported. • Veterans Life Center (VLC): Located in Butner, NC, established in 2020 and funded by a mental health block grant. It offers individualized residential programs for at-risk veterans. • Hope for Warriors & Cohen Veteran Network: Nationwide network supporting veterans with mental health and substance use services. • Hope Hearing Outreach Partnership for Empowerment: Focuses on outreach to homeless veterans in NC, connecting them to services and benefits. Building trust requires long-term engagement. • Challenges in Homeless Outreach: Difficulty in identifying and maintaining contact with homeless veterans; trust-building is a long process. • NC Governor's Working Group: Addresses quality of life and care access for Service Members, Veterans, and Families (SMVF). • NC Institute of Medicine: Conducts research to guide veteran-related policy. • New Statewide Study: A 2-year study funded in December 2024, launching March 2025, with a report due November 2026. It includes four work groups: ○ Access to community care ○ Provider cultural competence ○ Family and caregiver need ○ Transition experiences	• Chair would like to have SCFAC tour the Veterans Life Center in Butner • Distribute Veterans resource manuals to members • Outreach to identify more Veteran Programs
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		• Study Method: Statewide interviews with veterans, families, and professionals to shape policy recommendations. • Homeless Data Collection: Annual point-in-time counts each January may miss veteran-specific data due to timing issues.	
3.	DMH/DD/SUS Update Kelly Crosbie, Director of DMH/DD/SUS	• 988 Crisis Line remains a federal priority, especially among NC youth; LGBTQIA+ prompt lost federal funding, but states urge continued use via call/text/chat. • Federal Executive Order addresses homelessness, mental health, and substance use; emphasizes voluntary, dignified care over involuntary commitment (IVC), which is currently overused and lacking safeguards. • Medicaid Changes (HR1) include biannual eligibility checks and new work requirements, creating access barriers for vulnerable populations due to documentation demands and unclear exemption criteria. • Budget Cuts & Rate Reductions: Community mental health and substance use services face 3–10% rate cuts; no new waivers or increases; \$25M in key funding eliminated. Federal block grants remain stable. • Harm Reduction & Community Care: Syringe services save lives but rely on non-federal funds; efforts continue to expand community-based care, reduce stigma, and correct misinformation about IVC and the mental health system. • Advocacy Urged: Stakeholders should contact legislators to restore funding, reduce access barriers, and support	Annual Report posted on the SCFAC Webpage Public Comment Link: https://forms.office.com/g/NLzm1gckte

		vulnerable populations through education, partnerships, and documentation assistance.	
4.	Public Comment	• NCSibs Presentation: NCSibs, NC's chapter of the Sibling Leadership Network, supports adult siblings of people with disabilities—often overlooked despite playing lifelong caregiving roles. The group provides education, resources, and community support, and seeks collaboration from the SCFAC and broader community to strengthen outreach and services. • 2024 NC Client Perceptions of Care Report: Shared without details. • Provider Accountability: DHHS allowed Medicaid providers to remain active despite license issues; concerns raised after the Life Touch LLC fraud case and audit findings. • Committee Representation Questioned: Calls for more authentic representation of people currently on Medicaid with lived experience. • Abuse Reporting Concerns: A parent raised concerns over lack of transparency and accountability in reporting and resolving abuse within CAP/Innovations services, urging better communication and mandated procedures for families. • Policy Issues: DHHS policies allow agencies unchecked discretion, leading to inconsistency, double standards, and discrimination—specifically referencing Trillium's grievance procedures.	• Discussion occurred on committee's role on fraud oversight; consensus to allow the system to handle investigations, with emphasis on accountability and transparency. • State CFAC decided to draft a general letter DHHS and legislature for increased accountability and oversight, with out naming specific cases.
5.	SCFAC Annual Report – NCDHHS Response	• Recommendation Responses: ○ Concurred: Recommendations 1, 2, 3a, 3b, 6, 8, 9, 10, 11 ○ Non-Concurred: Recommendations 4, 5 ○ Partial Concur: Recommendation 7	Dashboards NC Medicaid • Power point is on the SCFAC web page

		• Healthy Opportunities Pilot (HOP): ○ Addressed non-medical needs (food, housing, transportation, safety) under the 1115 waiver. ○ Delivered over 1 million services to ~40,000 high-needs Medicaid members. ○ Cut healthcare costs and improved outcomes. ○ Funding ended July 1, 2025, due to exclusion from recent mini budget. ○ Network leads funded through Sept. 2025; statewide expansion stalled pending new funding. • Medicaid & Behavioral Health Policy Updates: ○ State CFAC recommends a standardized Medicaid policy and a task force for mental health parity. ○ Policy development guided by Physician Advisory Group and public comment. ○ Annual legislative oversight of utilization management (UM) processes. ○ Acknowledged inconsistencies across new managed care system; base policies set minimum standards. ○ Biannual policy accommodation cycle planned with increased stakeholder input. ○ New consumer councils (Beneficiary Advisory Council & Medicaid Advisory Committee) created; first meetings upcoming. ○ Therapy visit limits for adults (Policy 10A) were increased and approved by CMS in Nov. 2023; no further changes expected.	• SCFAC shall reach out to GA to inform them how important Hop is to the State of NC.
6.	Jonathan Kappler	• Medicaid Budget Cut: Facing a \$319 million reduction due to decreased General Assembly funding, affecting care	

Deputy Secretary for External Affairs/ Chief of Staff	access, including dental; longer wait times and higher out-of-pocket costs expected. • Service Utilization & Data Concerns: Most beneficiaries don't hit service caps, but outliers exist. Concerns raised over data reliability and transparency in provider reporting. • Waivers & Expansion: Cost-saving waivers submitted; statewide expansion is in legislative planning stages. • Stakeholder Engagement: Meetings scheduled to discuss cut impacts; stakeholders urged to stay engaged and provide feedback to legislators. • Program Reach: Medicaid serves ~600,000 individuals. A simplified recertification process (e.g., checkbox for unchanged info) is being considered. • Behavioral Health Recommendation: Expand funding for crisis services like urgent care, detox, peer respite, Mobile Crisis, and Moors Program. • Housing Support: Strategic plan promotes community-based housing; "Back at Home" program has assisted 755 households since Jan 2024. • Waitlist Tracking: New dashboard coming by year-end to show waitlist data by county, service, and Medicaid status; process review underway to improve accuracy and clarify status of those who decline services.	
Adjournment	• Motion made to end meeting at 3:15 pm – all agreed • SCFAC web page link: State Consumer and Family Advisory Committee NCDHHS	

2025 Meeting Dates: Second Wednesday of Every Month

September 10, 2025	
October 8, 2025	November 12, 2025

Meeting Link: <https://www.zoomgov.com/meeting/register/vJltdeCvqzgqHjnU0fZtd1KAyUVavCmeATs>

Participants must register for the meeting before the meeting.