



## State Consumer and Family Advisory Committee

Meeting Minutes | October 8, 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                                      | x                                                                 |                                                                                                                                                                                                                                                                                                                                   | DMH/DD/SUS  | Stacey Harward                                                                                                                                  | x         |         | DMH/DD/SUS  |
| Badia Henderson                                     |                                                                   |                                                                                                                                                                                                                                                                                                                                   | DMH/DD/SUS  | Crystal Dorsey                                                                                                                                  | x         |         | DMH/DD/SUS  |
| Ann Marie Webb                                      | x                                                                 |                                                                                                                                                                                                                                                                                                                                   | DMH/DD/SUS  | Lisa Jackson                                                                                                                                    | x         |         |             |
| <b>Mission:</b> <i>Nothing About Us, Without Us</i> |                                                                   |                                                                                                                                                                                                                                                                                                                                   |             | <b>Vision:</b> <i>A public mental health system that works for everyone.</i>                                                                    |           |         |             |
| Agenda Topic/Presenter:                             |                                                                   | Meeting Minutes:                                                                                                                                                                                                                                                                                                                  |             | Action Needed:                                                                                                                                  |           |         |             |
| 1.                                                  | <b>Welcome/Roll Call</b><br><br>Dr. Michelle Laws,<br>SCFAC Chair | <ul style="list-style-type: none"> <li>The meeting was called to order by Dr. Michelle Laws at 9:02 AM.</li> <li>Lynn Martin made a motion to approve the September minutes with a second motion by Johnnie Thomas.</li> <li>The agenda was approved with an initial motion by Flo Stein and seconded by Mamie Hutnik.</li> </ul> |             | Bob Crayton requested that the September meeting minutes be revised to reflect that Jeannie Irby attended the meeting in person, not virtually. |           |         |             |

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| 2. | <p><b>Office of State Budget and Management (OSBM) Update</b></p> <p>Melissa Roark, Budget Development Analyst</p> <p>Tai Bryant Rochelle, Budget Development Analyst</p> | <ul style="list-style-type: none"> <li>• Dr. Laws prefaced this first presentation by indicating that a request had come from the Contracts and Deliverables Sub-Committee to have OSBM staff attend a meeting and discuss the budget process. <ul style="list-style-type: none"> <li>○ OSBM provides nonpartisan fiscal advice to the Governor and operates under the Governor’s Office—not the General Assembly.</li> <li>○ It has two main roles: budget development and budget execution (post-approval).</li> <li>○ The budget process includes: base budget, change budget, certification, and revisions.</li> <li>○ Legal framework: NC Constitution (Art. III, Sec. 5), State Budget Act (G.S. 143C), and the Budget Manual.</li> <li>○ Budgets are written for a biennium (2 years), starting July 1, 2025 of odd-numbered years (e.g., 7/1/25).</li> <li>○ The budget includes three documents: base budget, budget bill, and committee report.</li> <li>○ If no budget is passed, a Continuing Resolution allows operations to continue.</li> <li>○ The Governor proposes a budget, but the General Assembly must approve it.</li> <li>○ NC is required to maintain a balanced budget.</li> <li>○ Budget development factors: revenue forecasts, population trends, federal mandates, evaluations, strategic plans, legal/audit findings, constituent concerns, and agency requests.</li> <li>○ Funds can’t be spent until the budget is certified.</li> </ul> </li> <li>• Comments from SCFAC members: <ul style="list-style-type: none"> <li>○ State agencies also consider recommendations made by their divisions (needs &amp; requests which may also come from advocate groups, councils, committees, etc.).</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• OSBM staff were asked to do a dedicated training during the SCFAC Retreat.</li> <li>• The Fiscal Research Division staff will be invited for the November SCFAC Meeting.</li> </ul> |
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|    |                                                                                                                                                       | <ul style="list-style-type: none"> <li>○ Politics plays a big role as well in budget creation. Many committee meetings are held with legislators to explain how funds will be used and the impact of those funds.</li> <li>○ The public can sign up to hear the committee discussions (<a href="http://www.ncleg.gov">www.ncleg.gov</a>), but has to be on their agenda to speak.</li> <li>○ Probably the most helpful committee meetings to attend would be the Appropriations or Oversight Committees.</li> <li>○ Division budgets are really the starting point for advocacy groups to be heard during the budget creation process.</li> <li>○ OSBM's counterpart for the General Assembly is the Fiscal Research Division.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |
| 3. | <b>Olmstead Update</b><br><br>Megan Lee, Technical Assistance Collaborative, Senior Associate<br><br>Rebecca Boss, Technical Assistance Collaborative | <ul style="list-style-type: none"> <li>● Technical Assistance Collaborative or TAC staff presented on the Olmstead Plan and are in the process of updating it. <ul style="list-style-type: none"> <li>○ The latest revisions are effective through 2025.</li> <li>○ Would like to receive input from SCFAC about gaps, what is/is not working as they monitor progress of the Plan.</li> </ul> </li> <li>● They covered the history of the Olmstead Plan: a case brought by two women with disabilities who were living in a psychiatric hospital; the Supreme Court later ruled that people with disabilities, including mental illness, receive care in the least restrictive &amp; most integrated setting possible, rather than being kept in institutions or hospitals.</li> <li>● North Carolina has had an Olmstead Plan since 2021, updated in 2023, with quarterly progress reports required from DMH/DD/SUS.</li> <li>● TAC staff seek input on shaping the Plan's direction over the next 2–5 years.</li> <li>● Proposed guiding principles emphasize: <ul style="list-style-type: none"> <li>○ Self-directed, person-centered supports that respect autonomy and dignity</li> <li>○ Full inclusion in community life based on individual interests and choices</li> </ul> </li> </ul> |  |

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|  |  | <ul style="list-style-type: none"> <li>○ Timely, equitable access to appropriate services in accessible, affordable communities</li> <li>● Comments and feedback from the group: <ul style="list-style-type: none"> <li>○ The current focus is narrow, overlooking issues like supports and services for individuals with lower acuity.</li> <li>○ Core principles should be integrated into every service, with clear action steps to address any gaps identified.</li> <li>○ Significant gaps exist, including the housing crisis and TBI Waiver challenges—people are often turned away due to disabilities, and medical necessity criteria can block access to needed services like respite, leading to family burnout.</li> <li>○ People struggle to direct their own lives because the system lacks understanding of their needs.</li> <li>○ The list of fundamental principles is being shared with the Governor, relevant departments, community providers, and advocacy groups.</li> <li>○ Once adopted, the principles will guide strategy development, implementation, and evaluation to better support individuals and families.</li> <li>○ Concerns raised about the current lack of service coordination compared to when LMEs managed it directly.</li> <li>○ Data is needed to support requests to the General Assembly, especially regarding the lack of support for people with Traumatic Brain Injury (TBI).</li> <li>○ Many individuals require case management just to handle denials and paperwork.</li> <li>○ Aging parents worry about the living arrangements for their adult children with Intellectual and Developmental Disabilities (IDD).</li> <li>○ Families are frustrated with excuses, lack of service follow-up, excessive paperwork, and financial waste.</li> <li>○ Individuals denied services should have clear appeal rights.</li> <li>○ Medicaid faces increased challenges due to budget cuts.</li> </ul> </li> </ul> |  |
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|    |                                                                  | <ul style="list-style-type: none"> <li>• TAC will continue engaging the community for input through the end of the year.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| 4. | <b>DMH/DD/SUS Update</b><br><br>Kelly Crosbie, Division Director | <ul style="list-style-type: none"> <li>• Community Support: Following recent tragedies, resources like the 988 Suicide &amp; Crisis Lifeline, Peer Warmline, and SAMHSA Disaster Distress Helpline are being promoted.</li> <li>• Federal Shutdown: No current service disruptions or furloughs; grants and SNAP/WIC funded through October.</li> <li>• Grants &amp; Medicaid: Medicaid remains the largest public funder; federal grants target uninsured/underinsured; major grants stable with some increases.</li> <li>• State Opioid Response (SOR) Grant: <ul style="list-style-type: none"> <li>○ \$36.5M from SAMHSA over two years supports treatment, prevention, and recovery.</li> <li>○ Over \$1M annually spent on Naloxone in high-risk areas.</li> <li>○ Focus on youth opioid misuse; MOUD provided in 42 jails.</li> <li>○ Priority populations include women (including pregnant), veterans, transition-age youth, and people with opioid use disorder.</li> <li>○ Kellin Foundation and Hights selected to support transition-age youth.</li> </ul> </li> <li>• Mental Health Block Grant (MHBG): <ul style="list-style-type: none"> <li>○ Set asides for First Episode Psychosis (10%) and crisis services (5%), including supplemental funding for homelessness and Serious Mental Illness in FFY 2026.</li> </ul> </li> <li>• Substance Use Prevention, Treatment, and Recovery Services Block Grant (SUPTRS):</li> </ul> |  |

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|    |                       | <ul style="list-style-type: none"> <li>○ Budget ~\$60 million, 20% for prevention, majority for treatment.</li> <li>○ NC received nearly \$1 million supplemental funding through 9/30/26.</li> <li>○ Providers must register with Controlled Substances Reporting System (CSRS).</li> <li>● New Initiatives: <ul style="list-style-type: none"> <li>○ \$6 million allocated for community-based services targeting older adults, faith groups, veterans, ESL speakers, and LGBTQIA+ communities.</li> <li>○ Awareness events: Hispanic Heritage Month, Disability Employment Awareness Month, Fireside Chat on Inclusion Connects to improve support for people with IDD.</li> <li>○ Launch of free teen mentoring app SOMETHINGS and therapy app Talkspace for justice-impacted youth.</li> <li>○ Greensboro opened NC's second Mobile Opioid Treatment Provider, with six more planned.</li> <li>○ Webinar held on Fetal Alcohol Spectrum Disorder (FASD).</li> <li>○ Suicide Action Plan released for 2026-2030.</li> <li>○ ASL services for 988 celebrate their 2nd anniversary.</li> </ul> </li> <li>● Director Crosbie invited questions not covered in the meeting to be sent to her.</li> </ul> |  |
| 5. | <b>Public Comment</b> | <p>There were no comments from the public, but the group did utilize this time for discussion:</p> <ul style="list-style-type: none"> <li>● IDD Services Are Suffering: Ongoing service cuts and workforce shortages are severely impacting individuals with IDD. Families</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |

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|    |                                                                                                                                                                                                    | <p>often have only one support staff and face growing isolation and fear of losing services.</p> <ul style="list-style-type: none"> <li>• Lack of Inclusive Dialogue: There's a need for more diverse voices at the table to address real-life challenges families face daily. Important topics like Self-Directed Care and Innovations Waiver cuts were not adequately discussed.</li> <li>• Division Presentations Need Broader Focus: Current presentations are not addressing all target populations, especially families using Self-Directed services who are experiencing significant staff shortages.</li> <li>• Access to Care Remains Difficult: Families report years-long struggles to access psychological services for loved ones with IDD. Co-occurring conditions complicate care, and some hospitals reject patients based on the LME/MCO listed on Medicaid cards, despite accepting Medicaid overall.</li> </ul>                                 |                                                                                                                                                                                                 |
| 6. | <b>SCFAC Planning</b> <ul style="list-style-type: none"> <li>• Sub-committees work</li> <li>• Report out</li> <li>• November planning session</li> </ul> <p>Dr. Michelle Laws,<br/>SCFAC Chair</p> | <ul style="list-style-type: none"> <li>• Contracts Sub-Committee: Met informally; working on how to access needed data to address key priorities like network adequacy and quality of care.</li> <li>• Data Requests: Dr. Laws urged Dr. Clapp (DHB) to prioritize SCFAC's data requests.</li> <li>• Advocacy Letter:</li> <li>• Dr. Laws is drafting a letter to address Medicaid cuts, provider rate reductions, and their impact on individuals and families.</li> <li>• SCFAC members will review and approve the letter for submission to the General Assembly (GA) and the Governor.</li> <li>• A press conference was recommended when presenting the letter to the GA.</li> <li>• Key GA committee meetings: October 14 – Medicaid and Health &amp; Human Services Oversight.</li> <li>• Meetings next week at the GA (Tuesday, Oct. 14) <ul style="list-style-type: none"> <li>○ Joint Legislative Oversight Committee on Medicaid</li> </ul> </li> </ul> | <p>The Tailored Plans will be rescheduled for the December SCFAC Meeting.</p> <p>They have asked to delay the presentation on the Children and Families Specialty Plan until a later point.</p> |

- Joint Legislative Oversight Committee on Health and Human Services
- After much discussion, Dr. Laws made a motion that the letter be drafted, reviewed by SCFAC members and sent to the GA and Secretary.
  - Crystal Foster made the first motion
  - Jeannie Irby seconded the motion
  - Bob Crayton and Heather Johnson voted “no,” citing that they had not had the opportunity to review the completed letter prior to the vote.
- Another motion was made to move forward with having a press conference when the letter is presented to the GA
  - Crystal Foster made the first motion
  - Mamie Hutnik seconded the motion
  - Bob Crayton voted “no.”
- November Meeting Planning:
  - Tailored Plans moved to December.
  - Children and Family Specialty Plan to be presented in November, as new info is expected.
  - DHHS Secretary Sangvai will attend after lunch; Standard Plans will present in the afternoon.
- Quality of Care Presentation:
  - Concerns raised about an earlier presentation on a proposed Chief Quality Tool; Dr. Moss will return to address feedback.
- Questions remain about getting access to dashboards, particularly the TBI Dashboard and the PDN Dashboard.
- Discussion on what topics to recommend for the State to Local CFAC meetings, which are open to the public.

#### **Adjournment**

- Crystal Foster made the motion to adjourn



- Mamie Hutnik seconded the motion

**2025 Meeting Dates: Second Wednesday of Every Month**

|                          |                                                |
|--------------------------|------------------------------------------------|
| <b>November 12, 2025</b> | <b>SCFAC Planning Meeting December 9, 2025</b> |
| <b>December 10, 2025</b> | <b>January 14, 2026</b>                        |
| <b>February 11, 2026</b> | <b>March 11, 2026</b>                          |

**Meeting Link:** <https://www.zoomgov.com/meeting/register/vJltdeCvqzgqHjnUOfZtd1KAyUVavCmeATs>

**Participants must register prior to the meeting.**