



State Consumer and Family Advisory Committee

Meeting Minutes | September 10, 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: Nothing About Us, Without Us				Vision: A public mental health system that works for everyone.			
Agenda Topic/Presenter:	Meeting Minutes:			Action Needed:			
1. Welcome/Roll Call	<ul style="list-style-type: none"> The meeting was called to order by Michelle Laws at 9:04 AM. The agenda was approved following a motion. A motion to approve the August minutes was made and approved. 			Minutes and PowerPoint will be posted on the SCFAC Webpage			

2.	Disability Rights North Carolina (DRNC) Tara Muller, Policy Lead	<ul style="list-style-type: none"> Concerns with Involuntary Commitment (IVC): The Disability Rights NC (DRNC) report, "Overused, Misused, and Harmful," highlights that the IVC system is frequently overused and causes harm. Systemic Litigation: DRNC is pursuing legal action to address systemic issues, including: <ul style="list-style-type: none"> The Samantha R. case, focused on preventing unnecessary institutionalization. The Timothy B. case, addressing the treatment of children with disabilities in the child welfare system. Community Engagement: Public town halls related to the Samantha R. case are scheduled for: <ul style="list-style-type: none"> September 17 at 1 PM September 18 at 6 PM 	<ul style="list-style-type: none"> https://disabilityrightsnc.org/news-events/public-reports/timothy-b-litigation/
3.	DMH/DD/SUS Update Kelly Crosbie, Director of DMH/DD/SUS	<ul style="list-style-type: none"> Ongoing Challenges with Medicaid Managed Care: Tailored Care Management faces significant issues, including care managers' lack of knowledge, poor accessibility, and language barriers. Access to Services: There are widespread problems with service access, particularly in CAP/C (Community Alternatives Program for Children), where denials often occur without proper, appealable notices. Prescription Denials: Patients are frequently denied needed medications due to pharmacies failing to comply with the state's "pay and chase" policy. 1915(i) Services: These services are severely underutilized due to lack of awareness and understanding of eligibility. Monitoring and Oversight: A coalition of legal services organizations is actively monitoring Medicaid managed care across the state. An annual statewide public survey informs advocacy priorities. 	Annual Report is posted on the SCFAC Webpage

		<ul style="list-style-type: none"> • New legislation is being monitored to ensure people with disabilities are not unfairly penalized by work requirements. 	
4.	Public Comment	<ul style="list-style-type: none"> • A legal guardian raised concerns about discriminatory DHHS policies, citing double standards and a lack of reasonable accommodations for individuals with disabilities. • The grievance process was described as ineffective and lacking transparency, with a call for policy reforms, including face-to-face grievance appeals and improved oversight. • A proposal was submitted for a statewide strategic plan focused on Intellectual and Developmental Disabilities (IDD). • A public comment urged limiting the use of the term “behavioral health,” calling it vague and stigmatizing. It was recommended to adopt clearer terms like “mental health services” and implement the change by late 2026. 	<p>Public Comment Link: https://forms.office.com/g/NLzm1gckte</p>
5.	SCFAC Quarterly Annual Report – NCDHHS Response	<ul style="list-style-type: none"> • The group concurred with Recommendations 1, 2, 3a, 3b, 6, 8, 9, 10, and 11. • Partial concurrence was given for Recommendation 7. • State budget impacts on programs—especially those serving vulnerable populations—were discussed. • A review of previous updates and their current status was conducted. • The group discussed the Inclusion Works strategic plan. • There was agreement on the need for increased training and education for both providers and consumers. 	<p>Dashboards NC Medicaid</p> <ul style="list-style-type: none"> • PowerPoint will be posted to the SCFAC webpage • SCFAC will reach out to General Assembly to inform them how important Healthy Opportunities Pilot (HOP) is to the State of NC. <p>https://www.ncdhhs.gov/inclusion-works-strategic-plan-august-2025/open</p>
6.	Standard Plan Performance Comparison Tool Hannah Fletcher, Survey Team Lead,	<ul style="list-style-type: none"> • Exclusion of Behavioral Health: Participants raised concerns that mental health and substance use measures are missing, stressing their importance for a complete assessment of health plans. 	<p>https://www.talkspace.com/</p>

DHB Program Evaluation	<ul style="list-style-type: none"> • Complex Health Needs: The tool should reflect the interconnectedness of behavioral and physical health, as many individuals have dual needs. • Lack of Detailed Metrics: There is a need for more granular data on care quality, especially concerning mental health services. • Consumer Perspective: Star ratings may oversimplify plan quality and mislead consumers about the complexities of care. • Potential for Improvement: Attendees encouraged adding specific behavioral health measures and involving stakeholders with lived experience in tool development. • Need for Clarity: Requests were made for transparency on survey data collection methods, particularly related to mental health service beneficiaries. • Integration with Other Plans: Suggestions included developing tools that compare standard and tailored plans, focusing on denial rates and service access. • Suggested Improvements: <ul style="list-style-type: none"> • Include a behavioral health domain. • Provide disaggregated data for mental health services. • Use patient-centered metrics, such as patient-reported outcomes. • Incorporate specialized behavioral health surveys in collaboration with relevant organizations. • Engage stakeholders with lived mental health experience in development and review. • Establish clear performance benchmarks for mental health. • Track and report denial rates and service authorizations for mental health services. 	
SCFAC Planning	<ul style="list-style-type: none"> • A retreat is scheduled for December 9, 2025. • The group reviewed current subcommittees and their activities. • Committee members signed up for subcommittees they wish to join. 	

	<ul style="list-style-type: none"> • The use of ad hoc committees was also discussed.
Ajournment	<ul style="list-style-type: none"> • 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

October 8, 2025	November 12, 2025
December 10, 2025	January 14, 2026
February 11, 2026	March 11, 2026

Meeting Link: <https://www.zoomgov.com/meeting/register/vJltdeCvqzggHjnU0fZtd1KAyUVavCmeATs>

Participants must register for the meeting before the meeting.