

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

Year 1 Annual Report:

State Plan 2024-2029

Public MH/SUD/IDD System

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Agenda

1. Overview of DMHDDSUS Plan 2024-2029
2. Year 1 Plan Progress
3. Initiative Spotlights
4. Next Steps w/ Linkage to Rural Health Transformation Program (RHTP)

DMH/DD/SUS/TBI Plan 2024-2029

What Does the MH/SUD/IDD/TBI 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 Traumatic Brain Injury (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 Substance Use Disorder (SUD)



Priority #4: Build the Workforce

Goals

Strengthen Peer Workforce

Strengthen Direct Support Professional (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 Evidenced
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

Year 1 Plan Progress

Key Accomplishments: Priority #1

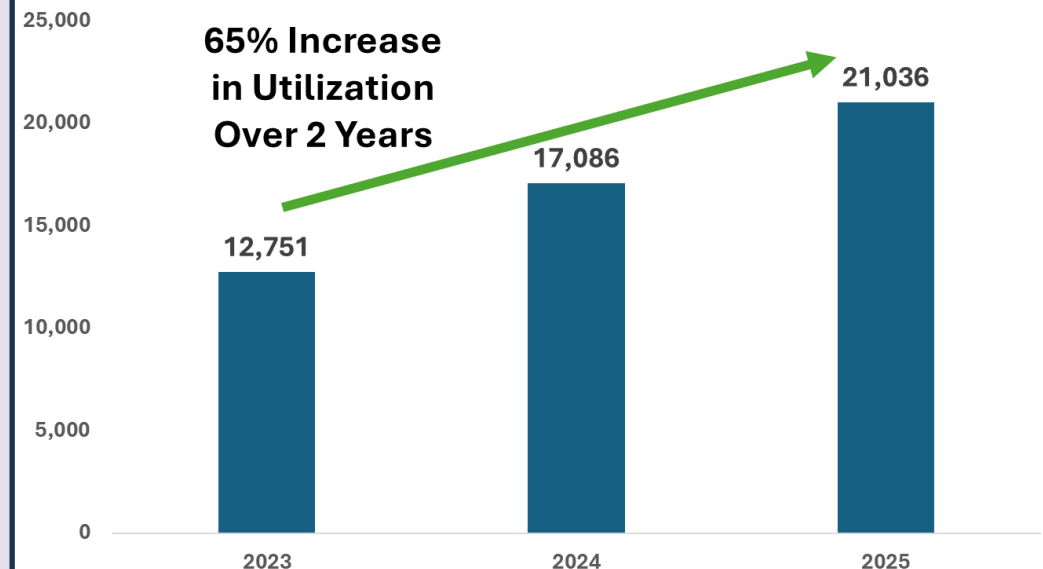
Increase Access to Care Across the State

Year 1 Accomplishments

- Launched **clear communications campaigns** and **crisis service directory** to advertise entry points to accessing care
- Funded community-based organizations to support **outreach and engagement efforts** for at-risk communities
- Expanded **National Alliance on Mental Illness (NAMI) on Campus** chapters
- **Expanding access to care in Certified Community Behavioral Health Clinics (CCBHCs)**, which provide a “one-stop shop” for a range of mental health and SUD services
- Supporting primary care practices in **adopting the Collaborative Care Model**, which provides mild/moderate mental health and SUD treatment in the primary care office
- **Supporting caregivers of family members with mental health, SUD, I/DD, and TBI needs** navigate complex systems through grants to community-based programs



Number of Individuals Receiving Services at a CCBHC



Key Accomplishments: Priority #2

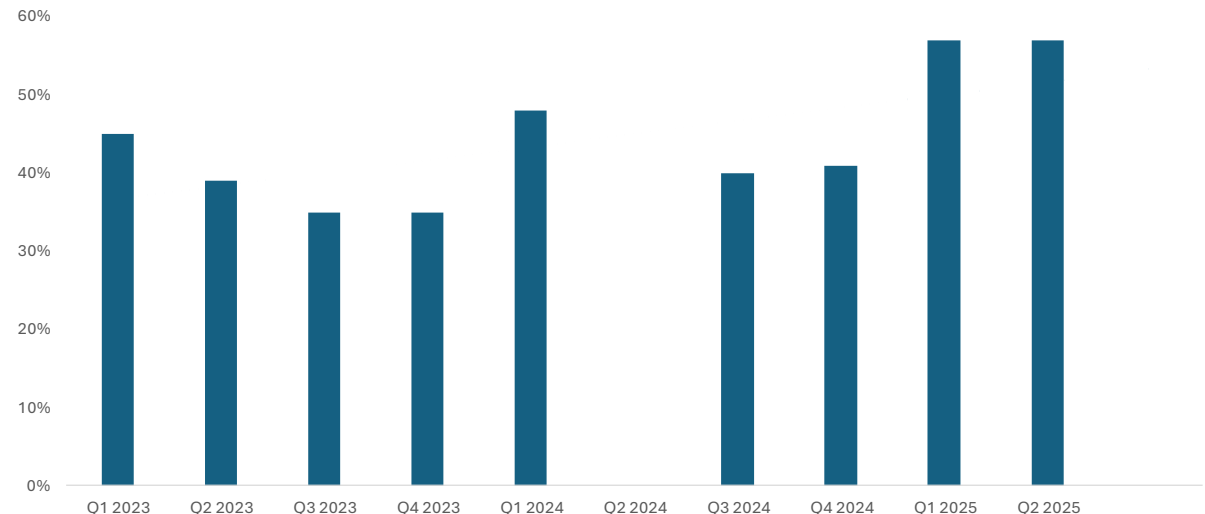
Increase Access to Quality I/DD and TBI Services

Year 1 Accomplishments

- Better connecting people with **1915(i) home and community-based services**
- Creating the [Innovations Waiver Waitlist Dashboard](#) to understand the needs of individuals with I/DD on the waitlist and connect them with appropriate care
- Creating guidance to connect individuals with I/DD and their families with **community resources** and investing in opportunities to connect individuals with I/DD to **employment in the community**



% of People on the Innovations Waitlist who Receive Services Was at a Two-Year High in 2025 (57%)



Key Accomplishments: Priority #3

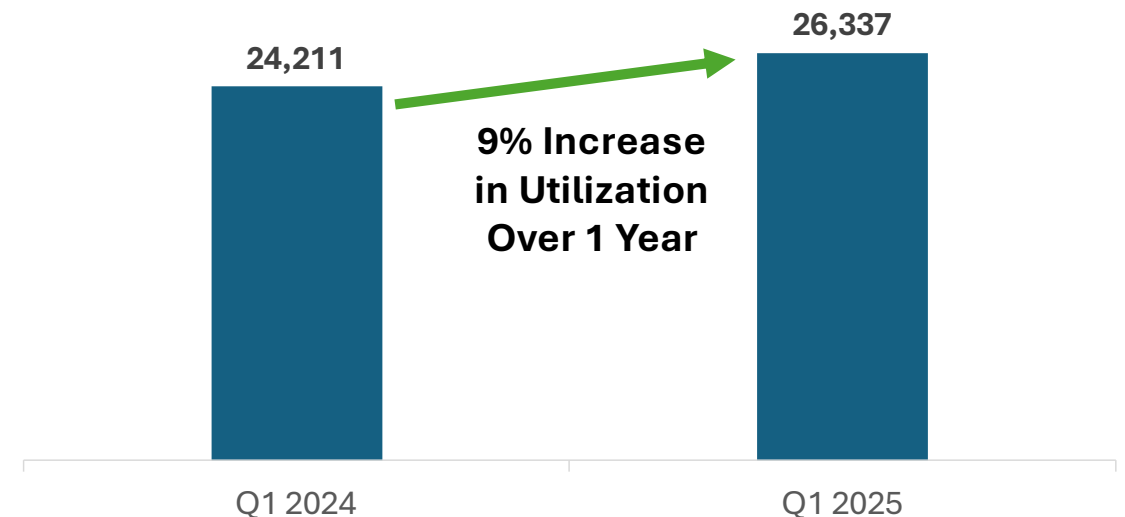
Prevent Substance Misuse and Overdose

Year 1 Accomplishments

- Opened two new **mobile Opioid Treatment Programs** to expand access to evidence-based SUD treatment for people in hard-to-reach communities
- Improved processes to **purchase and distribute over 625,000 doses of naloxone** to reach communities in need
- Investing **\$600,000 in evidence-based treatment for youth experiencing opioid use disorders**, which includes family-based supports, Medications for Opioid Use Disorder (MOUD), peer support, and recovery-supported housing and educational opportunities



Individuals Receiving Services at an Opioid Treatment Center



Key Accomplishments: Priority #4

Build the Workforce

Year 1 Accomplishments

- Launched a **statewide, standardized, and free peer support certification curriculum**
- Launched an **Advanced Direct Support Professional (DSP) course** at three community colleges
- Funded **\$3 million in DSP recruitment and retention initiatives** proposed by DSP provider organizations
- Expanded the Licensed Workforce Loan Repayment Program to fund **\$20 million in loan repayment for licensed professionals**
- Established the Public Service Leadership Program (PSLP) to **create a pipeline of social workers committed to public service** and build leadership capacity in organizations across the state
- **Increased the number of individuals who can serve as a Qualified Professional** to include individuals with an associate's degree and two years of experience

There are **full waiting lists** for the Advanced DSP Course at two community colleges



MONDAY, DECEMBER 1, 2025

NCDHHS Launches Student Loan Repayment Program to Strengthen Mental Health, Substance Use, I/DD and TBI Workforce



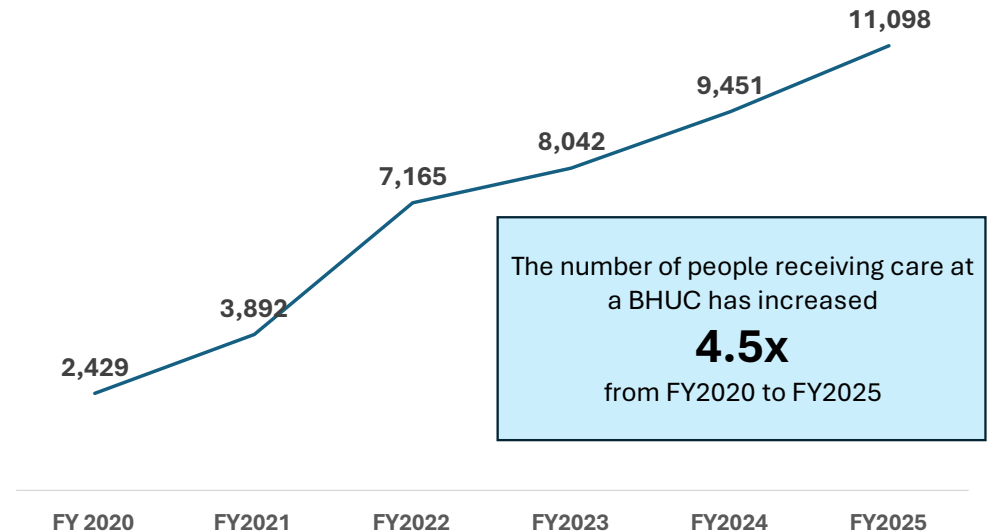
Key Accomplishments: Priority #5

Strengthen the Crisis System

Year 1 Accomplishments

- Educated the public on where to access community crisis services through the **Crisis to Care** campaign
- **Connected teens to peer mentors** who can provide support with mental health issues via text and video calls through the Somethings app
- Established **nine new Mobile Outreach, Response, Engagement, and Stabilization (MORES) teams** to support families with youth in crisis
- Opened **six new Behavioral Health Urgent Care (BHUC) Centers** since May 2024, and **one Facility-Based Crisis Center** in Alamance County in May 2025.

Number of Unique Individuals Receiving Care at a BHUC



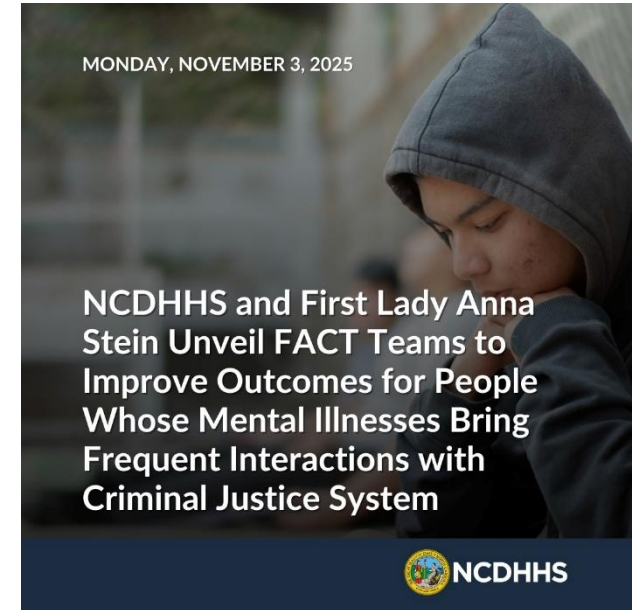
**Peer Support For Teens From
Mentors Who Get It**

Key Accomplishments: Priority #6

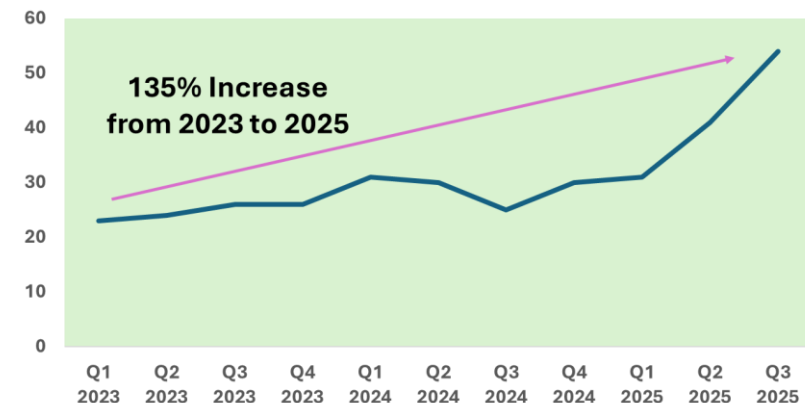
Expand Services for Individuals in the Justice System

Year 1 Accomplishments

- Launched **new Law Enforcement-Assisted Diversion (LEAD) programs**, which allow police and sheriffs to redirect people at risk of being arrested to mental health, medical, and social services.
- Funded **housing and supported employment services** for people re-entering communities
- Expanded programs that **connect people with mental health and SUD services as they exit incarceration** (e.g., NC FIT Wellness, Forensic Assertive Community Treatment (FACT) teams.
- Offered **free mental health and well-being support for justice-impacted youth** ages 13-17 through the Talkspace online therapy app
- **Expanded community-based capacity restoration programs**



Number of People Who Receive Detention or Community-Based Capacity Restoration Services



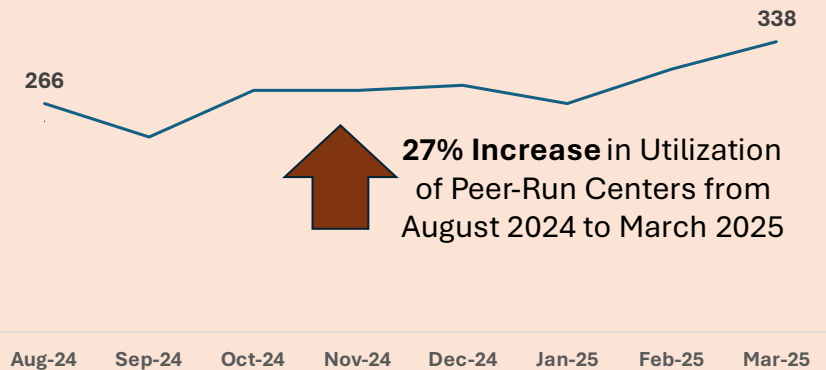
Key Accomplishments: Priority #7

Amplify Recovery and Community-Based Services

Year 1 Accomplishments

- **Supported First Episode Psychosis (FEP) programs** in to support in bolstering their financial sustainability through Medicaid and other state funding
- Opened **three new peer respites**, which provide home-like settings for mental health and SUD treatment with 24-hour access to peer support specialists
- Invested in **36 quality improvement projects across all community-based Psychiatric Residential Treatment Facilities (PRTFs)**
- Launching a **two-year safety initiative**, called Ukeru, at all PRTFs, focused on de-escalating crises and preventing the use of restraint and seclusion

Number of Individuals Who Received Programming at a Peer Run Center



NCDHHS Launches Two-Year Pilot Program Implementing an Alternative to Restraint for De-escalating Crises at Child Residential Facilities



Looking Ahead

Looking Ahead

Over the next year of the Strategic Plan, DMHDDSUS will continue its efforts to:



#1: Improve Access to Care, including by:



- Formalizing the **certification process for CCBHCs**
- Increasing **open access hours and next-day services** for mental health and SUD treatment
- Expanding **supports for caregivers**



#2: Increase Access to Quality I/DD and TBI Services, including by:

- Developing a new **comprehensive TBI State Action Plan**
- Standardizing **care management practices and increasing access to services for individuals with I/DD and TBI**, targeting individuals on the Innovations Waiver waitlist and those with TBI

Looking Ahead

Over the next year of the Strategic Plan, DMHDDSUS will continue its efforts to:



#3: Prevent Substance Misuse and Overdose, including by:

- 
- Developing a **comprehensive prevention and early intervention strategy**
 - Expanding **youth-focused SUD programs**
 - Increasing **access to MOUD in the community** through Mobile Opioid Treatment Programs (OTPs), NC-Psychiatry Access Line (NC-PAL) and community-health centers



#4: Build the Workforce, including by:

- Creating a **sustainable career assistance program for Certified Peer Support Specialist (CPSS)**
- Developing a **peer mentoring curriculum for individuals with I/DD and TBI**
- **Increasing compensation for DSPs** who complete advanced training courses

Looking Ahead

Over the next year of the Strategic Plan, DMHDDSUS will continue its efforts to:



#5: Strengthen the Crisis System, including by:

- Launching a **non-law enforcement transportation pilot** for people who need to be moved from an Emergency Department (ED) to residential treatment.
- Piloting **technology to deploy Mobile Crisis teams** to decrease response times.



#6: Expand Services for Individuals in the Justice System, including by:

- **Improving care** for acute mental health **inside juvenile justice settings**.
- Launching a **mentoring program for justice-involved youth**.
- **Expanding the reach of FACT teams** to address the needs of people with serious mental illness.

Look Ahead

Over the next year of the Strategic Plan, DMHDDSUS will continue its efforts to:



#7: Amplify Recovery and Community-Based Services, including by:



- **Expand and strengthen Clubhouses across the state**, with the goal of opening 7-10 new Clubhouses
- Increasing awareness and funding for **First Episode Psychosis (FEP) programs**
- Increasing **trauma-informed care models** across all PRFTs
- Creating **specialty PRTF programs** for youth with specific behaviors and health needs

Our Continued Commitment

- 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!



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