



STATE OF NORTH CAROLINA
DEPARTMENT OF HEALTH AND HUMAN SERVICES

ROY COOPER
GOVERNOR

KODY H. KINSLEY
SECRETARY

December 18, 2024

SENT VIA ELECTRONIC MAIL


Mr. Brian Matteson, Director
Fiscal Research Division
Suite 619, Legislative Office Building
Raleigh, NC 27603-5925

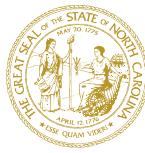
Dear Director Matteson:

Session Law 2021-180, Section 9F.11.(g) requires the Department of Health and Human Services to report on the Behavioral Health Urgent Care Pilot Program established by subsection 9F.11.(a). The report is due to the Joint Legislative Oversight Committee on Medicaid, the Joint Legislative Oversight Committee on Health and Human Services, and the Fiscal Research Division. Pursuant to the provisions of law, the Department is pleased to submit the attached report.

Should you have any questions regarding this report, please contact Karen Wade, Director of Policy, at Karen.Wade@dhhs.nc.gov.

Sincerely,

DocuSigned by:

on behalf of Kody H. Kinsley
65A1EF320AD6419...
Kody H. Kinsley
Secretary



STATE OF NORTH CAROLINA
DEPARTMENT OF HEALTH AND HUMAN SERVICES

ROY COOPER
GOVERNOR

KODY H. KINSLEY
SECRETARY

December 18, 2024

SENT VIA ELECTRONIC MAIL

The Honorable Carla Cunningham, Chair
Joint Legislative Oversight Committee on
Health and Human Services
North Carolina General Assembly
Room 403, Legislative Office Building
Raleigh, NC 27603

The Honorable Donny Lambeth, Chair
Joint Legislative Oversight Committee on
Health and Human Services
North Carolina General Assembly
Room 303, Legislative Office Building
Raleigh, NC 27603


The Honorable Larry Potts, Chair
Joint Legislative Oversight Committee on
Health and Human Services
North Carolina General Assembly
Room 307B1, Legislative Office Building
Raleigh, NC 27603

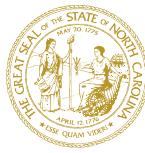
Dear Chairmen:

Session Law 2021-180, Section 9F.11.(g) requires the Department of Health and Human Services to report on the Behavioral Health Urgent Care Pilot Program established by subsection 9F.11.(a). The report is due to the Joint Legislative Oversight Committee on Medicaid, the Joint Legislative Oversight Committee on Health and Human Services, and the Fiscal Research Division. Pursuant to the provisions of law, the Department is pleased to submit the attached report.

Should you have any questions regarding this report, please contact Karen Wade, Director of Policy, at Karen.Wade@dhhs.nc.gov.

Sincerely,

DocuSigned by:

on behalf of Kody H. Kinsley
65A1EF320AD6419...
Kody H. Kinsley
Secretary



STATE OF NORTH CAROLINA
DEPARTMENT OF HEALTH AND HUMAN SERVICES

ROY COOPER
GOVERNOR

KODY H. KINSLEY
SECRETARY

December 18, 2024

SENT VIA ELECTRONIC MAIL

The Honorable Jim Burgin, Chair
Joint Legislative Oversight
Committee on Medicaid
North Carolina General Assembly
Room 620, Legislative Office Building
Raleigh, NC 27603

The Honorable Donny Lambeth, Chair
Joint Legislative Oversight
Committee on Medicaid
North Carolina General Assembly
Room 303, Legislative Office Building
Raleigh, NC 27603


The Honorable Larry Potts, Chair
Joint Legislative Oversight
Committee on Medicaid
North Carolina General Assembly
Room 307B1, Legislative Office Building
Raleigh, NC 27603

Dear Chairmen:

Session Law 2021-180, Section 9F.11.(g) requires the Department of Health and Human Services to report on the Behavioral Health Urgent Care Pilot Program established by subsection 9F.11.(a). The report is due to the Joint Legislative Oversight Committee on Medicaid, the Joint Legislative Oversight Committee on Health and Human Services, and the Fiscal Research Division. Pursuant to the provisions of law, the Department is pleased to submit the attached report.

Should you have any questions regarding this report, please contact Karen Wade, Director of Policy, at Karen.Wade@dhhs.nc.gov.

Sincerely,

DocuSigned by:

on behalf of Kody H. Kinsley
65A1EF320AD6419...
Kody H. Kinsley
Secretary

Behavioral Health Urgent Care Pilot Program

Session Law 2021-180, Section 9F.11.(g)



Report to the
Joint Legislative Oversight Committee on
Health and Human Services
and
Joint Legislative Committee on Medicaid
and
Fiscal Research Division
by
North Carolina Department of Health and Human
Services

December 18, 2024

Introduction

As mandated by S.L. 2021-180 Section 9F.11.(a), the NC Department of Health and Human Services, Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SUS) was allocated \$1.5 million per year for the fiscal years 2021-2022 and 2022-2023, totaling \$3 million in non-recurring funds to be directed to Recovery Innovations, Inc. (RI) for the Dix Crisis Center in Onslow County. The aim of the pilot was to establish a Tier 3 Behavioral Health Urgent Care (BHUC) program to serve individuals experiencing mental health crises requiring urgent care, typically for up to 23 hours.

S.L. 2021-180, Section 9F.11.(f) outlined specific reporting requirements for the program, mandating that Dix Crisis Center submit the following information to DMH/DD/SUS for inclusion in the required report.

1. Number of Individuals Served: the total count of individuals served in the BHUC unit, the average length of stay, and the number of repeat crisis episodes.
2. Comparative Data: a comparison of service outcomes between the BHUC and the facility-based crisis unit at Dix Crisis Center.
3. Occupancy Rates: the level of occupancy during the pilot.
4. Outcome Measures: objective outcomes demonstrating the program's impact on hospital emergency room visits and law enforcement crisis responses.
5. Detailed Budget: a full list of expenditures related to the State appropriations.

Section 9F.11.(g) of the session law required DMH/DD/SUS to, in turn, submit a report, which includes the information referenced above, to the Joint Legislative Oversight Committee on Health and Human Services, the Joint Legislative Committee on Medicaid, and the Fiscal Research Division on the BHUC pilot program by October 1, 2023.

Project Implementation Challenges and Adjustments

Implementation encountered delays due to construction setbacks at the Dix Crisis Center and complications in finalizing fiscal agreements between DMH/DD/SUS, Trillium Health Resources, Onslow County, and RI. The contract was executed in September 2022, with the BHUC facility beginning operations in December 2023. Consequently, \$1,358,930.28 of unexpended funds reverted in FY 2022-2023, and alternative funding was identified to ensure continuity.

Outcome Metrics

The outcome data shown in Table 1 below provides insights into how individuals from various counties (Onslow, Craven, Carteret, and Other/Unknown areas) are served during the period from July 1, 2023, to June 30, 2024.

Key interpretations of the data in the chart below include the following.

1. Onslow seems to have higher engagement from first responders compared to the other counties.

- Emergency room is a primary source of diversion to the BHUC: 383 individuals were diverted from emergency rooms, with the majority from Onslow (i.e., 181 cases).
- A significant number of cases that might have avoided treatment. Specifically, 570 individuals were classified as "*Would not have gone to treatment*," which implies the BHUC played a crucial role in diverting these cases from potential non-treatment.
- Jails and other sources also contributed to a sizable portion of referrals, with 164 diverted from other sources and 137 cases lacking entry or diversion forms.
- Few emergency room or mobile crisis referrals were made. For example, only 13 individuals were redirected to emergency rooms or mobile crisis services.
- A majority of the population was served through State funds.

Table 1: Patient Diversion Data



Dix Crisis Intervention Center YTD Report for OCCOC
Report Period: 7/1/2023 - 6/30/2024

| First Responder Dropoffs | Onslow | Craven | Carteret | Other/Unknown |
|--------------------------|--------|--------|----------|---------------|
| Count | 47 | 10 | 13 | 38 |

| Diverted to DCIC from | Onslow | Craven | Carteret | Other/Unknown |
|----------------------------------|--------|--------|----------|---------------|
| Emergency room | 181 | 38 | 34 | 130 |
| Jail | 11 | 4 | 4 | 11 |
| Other | 59 | 18 | 13 | 74 |
| Would not have gone to treatment | 249 | 54 | 46 | 221 |
| No Entry | 31 | 2 | 6 | 28 |
| No diversion form completed | 0 | 0 | 0 | 70 |
| Total | 531 | 116 | 103 | 534 |

| Diverted from DCIC (at Capacity) to | Onslow | Craven | Carteret | Other/Unknown |
|------------------------------------------------|--------|--------|----------|---------------|
| Caller Declined Alternative Treatment | 15 | 5 | 2 | 43 |
| Emergency Room | 2 | 0 | 0 | 11 |
| Mobile Crisis | 10 | 0 | 0 | 28 |
| Referred To Another Mh Facility/Program | 1 | 0 | 0 | 2 |
| Referred To Other Provider | 0 | 0 | 1 | 0 |
| Referred To Subst. Abuse Treatment Fac/Program | 1 | 0 | 0 | 5 |
| Total | 29 | 5 | 3 | 89 |

| Insurance Source | Count | Percent |
|-------------------|-------|---------|
| Trillium Medicaid | 248 | 19% |
| Trillium State | 695 | 54% |
| Other | 331 | 26% |
| No Entry | 10 | 1% |
| Total | 1284 | |

Additional outcome data relating to Occupancy, referral disposition, length of stay, and readmissions is outlined in Table 2 below.

Key interpretations of the data include:

- An occupancy rate of 79% which is only slightly below the target rate of 80%.
- Only 10% of discharged guests were readmitted within 30 days.
- The average First Responder Time was 17 minutes, only slightly above the expected 15-minute response time.

4. Admissions were processed quickly, with an average rate of 6.7 minutes, which exceeds the one hour originally anticipated.
5. The average stay was just above the 3-day expectation.
6. There were 1,204 are unique (i.e., unduplicated) individuals served.
7. A total of 130 individuals were readmitted within 30 days of discharge.
8. The majority of the referrals were self-referrals (i.e., 53%), followed by hospital staff and law enforcement (i.e., 8%).

Table 2: Patient Outcome Data



Dix Crisis Intervention Center YTD Report for OCCOC
Report Period: 7/1/2023 - 6/30/2024

| Incentives | Month |
|---------------------------------------------------------|-----------|
| Occupancy (80% capacity expectation) | 79% |
| Recidivism (less than 25% within 30 days expectation) | 10% |
| First Responder Time (less than 15 minutes expectation) | 17 mins |
| Aftercare Appointment (within 72 hours expectation) | 120.1 hrs |
| Admission Timeframe (1 hour maximum expectation) | 6.7 mins |
| Average Length of Stay (3 day expectation) | 3.3 days |

| Guests Served | Month |
|--------------------------------|-------|
| Total Guests Discharged | 1284 |
| Unduplicated Guests Discharged | 1204 |
| Readmitted within 30 Days | 130 |
| Total Guests Active YTD | 1316 |

| Admission Legal Status | Count | Percent |
|------------------------|-------|---------|
| Voluntary | 1091 | 85% |
| Involuntary | 186 | 14% |
| No Entry | 7 | 1% |
| Total | 1284 | |

| Diagnosis Type | Count | Percent |
|------------------|-------|---------|
| Mental Health | 412 | 32% |
| Substance Use | 855 | 67% |
| No Entry/Unknown | 17 | 1% |
| Total | 1284 | |

| Referral Source | Count | Percent |
|------------------------------------|-------|---------|
| Family | 78 | 6% |
| Friend | 44 | 3% |
| Hospital Staff | 101 | 8% |
| Law Enforcement Officer | 99 | 8% |
| Mental Health Provider | 15 | 1% |
| Mobile Crisis - Law Enforcement | 12 | 1% |
| Mobile Crisis - Self/Family/Friend | 68 | 5% |
| Mobile Crisis - Service Provider | 53 | 4% |
| No Entry | 47 | 4% |
| Paramedic | 14 | 1% |
| Self | 683 | 53% |
| No diversion form completed | 70 | 5% |
| Total | 1284 | |

| Substance Use Dx Type | Count | Percent |
|-----------------------|-------|---------|
| Alcohol | 381 | 45% |
| Cannabis | 1 | 0% |
| Cocaine | 30 | 4% |
| Hallucinogen | 0 | 0% |
| Inhalant | 0 | 0% |
| Nicotine | 0 | 0% |
| Opioid | 293 | 34% |
| Psychoactive | 0 | 0% |
| Sedative | 1 | 0% |
| Stimulant | 149 | 17% |
| | | |
| | | |
| | | |
| Total | 855 | |

This data highlights that the RI BHUC is mostly meeting its occupancy and recidivism goals, while performing well on quick admissions. However, areas like aftercare appointment scheduling could improve. Substance use, particularly alcohol and opioid abuse, dominates the diagnoses. Most referrals are self-referrals, followed by hospital staff and law enforcement. The BHUC pilot has demonstrated clear success in diverting individuals from emergency departments, reducing the burden on hospitals, and law enforcement, and offering immediate stabilization for behavioral health crises.

Financial Overview

Expenditures for the BHUC project includes itemized lists of expenditures such as salaries, employee benefits, program supplies, and professional services, which directly correspond to the allocation of state appropriations. The detailed expenditure charts below provide financial data for RI International's BHUC facility, tracking revenues and operating expenses across various periods from July 2023 to June 2024 (FY24). Key insights are reflected in the data, including the following.

1. Total expenses: \$805,529.94
2. Salary and wages for the year-to-date (YTD): \$498,797
3. Employee benefits YTD: \$125,108
4. Office Occupancy: Rent: \$2,600 per month, for a total of \$29,132 YTD
5. Supplies and services related to programs were relatively minor, with YTD totals of \$1,380 for services and \$7,861 for supplies.

The bulk of the expenses are concentrated in salaries, wages, employee benefits, and office occupancy.

| | B | C | D | E | F | G | H | I | J | K | L | M | N | O |
|----|-----------------------------------------|-------------|-----------|-----------|-----------|------------|------------|-----------|-----------|-----------|-----------|------------|------------|----------|
| 1 | RI International | Period 01 | Period 02 | Period 03 | Period 04 | Period 05 | Period 06 | Period 07 | Period 08 | Period 09 | Period 10 | Period 11 | Period 12 | YTD |
| 2 | Trillium Jacksonville BHUC MTD Snapshot | Jul-23 | Aug-23 | Sep-23 | Oct-23 | Nov-23 | Dec-23 | Jan-24 | Feb-24 | Mar-24 | Apr-24 | May-24 | Jun-24 | FY24 |
| 3 | | | | | | | | | | | | | | |
| 4 | REVENUE | | | | | | | | | | | | | |
| 5 | | | | | | | | | | | | | | |
| 12 | Total Revenue | - | - | - | - | - | - | - | - | - | - | | | - |
| 13 | | | | | | | | | | | | | | |
| 14 | OPERATING EXPENSES | | | | | | | | | | | | | |
| 15 | | | | | | | | | | | | | | |
| 16 | Salary & Wages | | | | | | | | | | | | | |
| 17 | Salaries and Wages | 36,662.49 | 42,349.09 | 41,002.41 | 41,567.97 | 41,455.14 | 48,848.37 | 51,444.75 | 42,251.58 | 49,255.50 | 48,891.10 | 49,995.96 | 23,143.01 | 516,867 |
| 18 | Compensated Absences | (19,999.00) | 2,400.21 | 1,672.49 | (848.35) | 1,848.65 | (1,298.54) | 753.92 | (855.16) | 2,795.45 | 2,181.60 | (8,793.68) | (1,605.70) | (21,748) |
| 19 | Overtime | 28.92 | 734.38 | 555.53 | 857.07 | 1,194.26 | 774.48 | 2,808.06 | 4,037.57 | 2,640.79 | 1,801.20 | 118.01 | 385.25 | 15,936 |
| 20 | Shift Differential | 57.32 | 71.49 | 63.52 | 83.13 | 92.96 | 109.43 | 130.73 | 102.57 | 132.09 | 104.45 | 67.37 | 32.55 | 1,048 |
| 21 | On Call Pay | | | | | | | | | | | - | - | - |
| 22 | Standby / Incentive | | | | | | | 150.00 | | | | - | - | 150 |
| 23 | Performance Compensation / Bonus | | | 1,000.00 | 2,200.00 | (1,200.00) | | | | | 2,000.00 | 4,500.00 | (1,500.00) | 8,500 |
| 24 | Contingency - SWB +/- | - | - | - | - | - | - | - | - | - | | - | - | - |
| 25 | Total Salary & Wages | 16,749.73 | 45,555.17 | 44,293.95 | 43,859.82 | 43,391.01 | 48,433.74 | 55,287.46 | 45,536.56 | 54,823.83 | 54,978.35 | 45,887.66 | 20,455.11 | 498,797 |
| 26 | | | | | | | | | | | | | | |
| 27 | Registry Services | | | | | | | | | | | | | |
| 28 | Registry - Nursing / CNA | | | | | | | | | | | | | - |
| 29 | Registry - Physicians / NP | 46.50 | 418.50 | - | - | - | - | - | - | 372.00 | 93.00 | 4,789.50 | 15,252.00 | 20,972 |
| 30 | Registry - Non Medical | - | - | - | - | - | - | - | - | | | | - | - |
| 31 | Total Registry Services | 46.50 | 418.50 | - | - | - | - | - | - | 372.00 | 93.00 | 4,789.50 | 15,252.00 | 5,720 |
| 32 | | | | | | | | | | | | | | |
| 33 | Employee Benefits | | | | | | | | | | | | | |
| 34 | FICA | 2,559.00 | 3,036.39 | 3,005.50 | 3,196.40 | 2,954.26 | 3,649.03 | 3,941.64 | 3,221.17 | 3,861.09 | 3,792.31 | 4,094.98 | 1,551.57 | 38,863 |
| 35 | Medical Insurance | 5,681.39 | 4,297.30 | 5,117.20 | 4,177.40 | 4,177.40 | 4,199.30 | 7,802.20 | 7,959.18 | 7,989.42 | 7,986.73 | 5,695.89 | 5,623.89 | 70,707 |
| 36 | Workers Compensation | 491.28 | 518.74 | 560.50 | 539.30 | 485.69 | 754.51 | 398.10 | 359.21 | 430.85 | 1,243.91 | 892.97 | 345.80 | 7,021 |
| 37 | Unemployment Tax | 172.83 | 173.93 | 105.55 | 108.43 | 87.82 | 141.91 | 518.59 | 316.32 | 245.85 | 235.00 | 231.79 | 69.98 | 2,408 |
| 38 | Employee Educ & Trng - Non-Related | - | 500.00 | - | 50.00 | - | 200.00 | - | 100.00 | 148.00 | 100.00 | - | - | 1,098 |
| 39 | Employee Educ & Trng – Related Party | | | | | | | | | | | - | - | - |
| 40 | Retirement | 624.54 | 734.22 | 648.58 | 703.74 | 700.28 | 653.25 | 935.98 | 722.37 | 778.40 | 735.92 | 674.40 | (2,022.93) | 5,889 |
| 41 | Employee Health | 447.20 | - | - | 385.40 | - | - | 187.20 | 130.00 | - | 130.00 | - | - | 1,280 |
| 42 | Employee Credentials | 565.80 | 88.35 | 576.95 | 614.13 | 14.40 | 15.90 | 238.25 | 13.60 | 15.90 | 16.40 | 36.00 | 15.10 | 2,211 |
| 43 | Relocation / Moving Allowance | | | | | | | | | | | - | - | - |
| 44 | Employee Recognition | - | 88.40 | 25.47 | - | - | 443.66 | - | 126.03 | 216.75 | 75.23 | 238.99 | 215.44 | 1,430 |
| 45 | Meals - non travel related | | | | | | | | | | | - | - | - |
| 46 | Meals - Staff | | | | | | | | | | | - | - | - |
| 47 | Total Employee Benefits | 10,542.04 | 9,437.33 | 10,039.75 | 9,774.80 | 8,419.85 | 10,057.56 | 14,021.96 | 12,947.88 | 13,686.26 | 14,315.50 | 11,865.02 | 5,798.85 | 125,108 |
| 48 | | | | | | | | | | | | | | |

| | | | | | | | | | | | | | | |
|----|----------------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|--------|
| 49 | Travel | | | | | | | | | | | | | |
| 50 | Travel - Local Mileage | 53.82 | 116.77 | (44.23) | - | 428.34 | - | - | - | - | - | - | - | 555 |
| 51 | Travel - Out of Town Domestic | - | 192.00 | 115.00 | - | - | - | - | - | - | - | - | - | 307 |
| 52 | Travel - International | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 53 | Total Travel | 53.82 | 308.77 | 70.77 | - | 428.34 | - | - | - | - | - | - | - | 862 |
| 54 | | | | | | | | | | | | | | |
| 55 | Office Occupancy | | | | | | | | | | | | | |
| 56 | Rent - Non-Related Party | 2,600.00 | 2,600.00 | 2,600.00 | 2,600.00 | 2,600.00 | 2,600.00 | 2,600.00 | 2,600.00 | 2,600.00 | 2,600.00 | 2,600.00 | 2,600.00 | 31,200 |
| 57 | Rent - Related Party | | | | | | | | | | | | - | - |
| 58 | CAM / Association Fees | | | | | | | | | | | | - | - |
| 59 | Event/Meeting Space Rental | | | | | | | | | | | | - | - |
| 60 | Utilities | | | | | | | | | | | | - | - |
| 61 | Utilities - Water & Sewer (RIP) | | | | | | | | | | | | - | - |
| 62 | Utilities - Electric (RIP) | | | | | | | | | | | | - | - |
| 63 | Janitorial Services | | | | | | | | | | | | - | - |
| 64 | Repairs and Maintenance - Facility | 107.00 | - | - | - | - | 425.00 | - | - | - | - | - | - | 532 |
| 65 | Real Estate Taxes | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 66 | Total Office Occupancy | 2,707.00 | 2,600.00 | 2,600.00 | 2,600.00 | 2,600.00 | 3,025.00 | 2,600.00 | 2,600.00 | 2,600.00 | 2,600.00 | 2,600.00 | 2,600.00 | 29,132 |
| 67 | | | | | | | | | | | | | | |
| 68 | Client Occupancy | | | | | | | | | | | | | |
| 78 | Total Client Occupancy | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 79 | | | | | | | | | | | | | | |
| 80 | Program Services | | | | | | | | | | | | | |
| 81 | Laboratory Services | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 82 | Travel - Client | | | | | | | | | | | | - | - |
| 83 | Vehicle Related Expenses | | | | | | | | | | | | - | - |
| 84 | Security Services | | | | | | | | | | | | - | - |
| 85 | Linen Services | | | | | | | | | | | | - | - |
| 86 | Pharmacy Services | | | | | | | | | | | | - | - |
| 87 | Client Stipends | | | | | | | | | | | | - | - |
| 88 | Contract Required Event | | | | | | | | | | | | - | - |
| 89 | Other Professional Program Services | 122.88 | 122.88 | 122.88 | 368.64 | 122.88 | 122.88 | 99.33 | - | 99.33 | 99.33 | 99.33 | 198.66 | 1,579 |
| 90 | Translation & Interpreter Services | | | | | | | | | | | | - | - |
| 91 | Training Expense Clients - Non-Related Party | | | | | | | | | | | - | - | |
| 92 | Training Expense Clients - Related Party | | | | | | | | | | | - | - | |
| 93 | Vehicle Lease | | | | | | | | | | | | - | - |
| 94 | Total Program Services | 122.88 | 122.88 | 122.88 | 368.64 | 122.88 | 122.88 | 99.33 | - | 99.33 | 99.33 | 99.33 | 198.66 | 1,380 |
| 95 | | | | | | | | | | | | | | |
| 96 | Program Supplies | | | | | | | | | | | | | |
| 97 | Recreational Supplies | | | | | | | | | | | | - | - |

| | | | | | | | | | | | | | | |
|-----|------------------------------------------|--------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|--------|
| 98 | Special Events | 35.00 | - | 370.23 | - | - | 140.94 | 1,897.44 | - | 46.76 | - | 940.19 | - | 3,431 |
| 99 | Cleaning Supplies | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 100 | Client Supplies | - | - | - | - | - | 57.12 | - | 20.23 | 187.30 | 21.65 | 8.75 | - | 295 |
| 101 | Kitchen Supplies | | | | | | | | | | | | - | - |
| 102 | Other Program Expenses | - | - | - | - | - | 44.55 | - | - | - | 6.57 | 15.00 | - | 66 |
| 103 | Recovery in Action Days Hui (Flexifunds) | | | | | | | | | | | - | - | |
| 104 | Program Supplies - Food | - | 22.50 | - | - | - | - | - | - | - | - | 14.99 | - | 37 |
| 105 | Program Supplies - Non-Food Items | - | - | - | - | - | 109.42 | 14.99 | - | 216.03 | - | 123.93 | 19.97 | 484 |
| 106 | Medical Supplies | 68.87 | 129.48 | 557.27 | 52.12 | 521.18 | 852.39 | 53.95 | - | 530.41 | 747.71 | 53.90 | 1,151.67 | 4,719 |
| 107 | Training Materials - Non-Related Party | - | - | - | - | - | - | - | - | | | | - | - |
| 108 | Training Materials - Related Party | - | - | - | - | - | - | - | - | | | | - | - |
| 109 | Start Up | - | - | - | - | - | - | - | - | | | | - | - |
| 110 | Total Program Supplies | 103.87 | 151.98 | 927.50 | 52.12 | 521.18 | 1,204.42 | 1,966.38 | 20.23 | 980.50 | 775.93 | 1,156.76 | 1,171.64 | 7,861 |
| 111 | | | | | | | | | | | | | | - |
| 112 | Office Supplies & Equipment | | | | | | | | | | | | | - |
| 113 | Office Expenses | 294.16 | - | 259.38 | 603.91 | 6.58 | 99.76 | 387.87 | 31.29 | 396.28 | 37.53 | 277.71 | - | 2,394 |
| 114 | Postage and Shipping | - | - | - | - | - | 58.70 | - | 6.99 | 54.40 | 88.18 | 52.71 | 17.07 | 278 |
| 115 | Printing and Copying | - | - | - | - | - | 143.33 | 244.98 | - | - | - | - | - | 388 |
| 116 | Minor Equipment Purchases & Repair | - | - | 1,903.60 | - | - | - | - | - | - | - | 3,024.00 | 342.80 | 5,270 |
| 117 | Equipment Lease | | | | | | | | | | | | - | - |
| 118 | Equipment Maintenance Agreement | - | - | - | - | - | - | - | - | | | | - | - |
| 119 | Total Office Supplies & Equipment | 294.16 | - | 2,162.98 | 603.91 | 6.58 | 301.79 | 632.85 | 38.28 | 450.68 | 125.71 | 3,354.42 | 359.87 | 7,971 |
| 120 | | | | | | | | | | | | | | |
| 121 | Insurance | | | | | | | | | | | | | |
| 122 | Other Insurance | - | - | - | - | - | - | - | - | | | | - | - |
| 123 | Insurance - Automobile | | | | | | | | | | | | - | - |
| 124 | Insurance - Property | | | | | | | | | | | | - | - |
| 125 | Insurance - General & Profess. Liability | 550.46 | 1,017.09 | 1,029.62 | 1,061.29 | 1,015.52 | 1,216.71 | 1,121.21 | 1,142.09 | 1,342.60 | 1,252.31 | 1,078.74 | 846.94 | 12,675 |
| 126 | Total Insurance | 550.46 | 1,017.09 | 1,029.62 | 1,061.29 | 1,015.52 | 1,216.71 | 1,121.21 | 1,142.09 | 1,342.60 | 1,252.31 | 1,078.74 | 846.94 | 11,828 |
| 127 | | | | | | | | | | | | | | |
| 128 | Telephone | | | | | | | | | | | | | |
| 129 | Telephone - Voice & Data Lines | 316.92 | 126.68 | 316.92 | 302.77 | 302.77 | 494.12 | 303.91 | 276.94 | 276.94 | 161.79 | 161.79 | 161.79 | 3,203 |
| 130 | Cell Phones & Wireless Data | 154.71 | 214.71 | 214.95 | 155.07 | 158.52 | 158.22 | 158.61 | 158.55 | 158.70 | 158.10 | 158.58 | 158.37 | 2,007 |
| 131 | Total Telephone | 471.63 | 341.39 | 531.87 | 457.84 | 461.29 | 652.34 | 462.52 | 435.49 | 435.64 | 319.89 | 320.37 | 320.16 | 4,890 |
| 132 | | | | | | | | | | | | | | - |
| 133 | Other Expenses | | | | | | | | | | | | | - |
| 134 | Meals - not travel related (business) | | | | | | | | | | | | | - |

| | | | | | | | | | | | | | | |
|-----|------------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|------------|-----------|--------|
| 135 | Professional Fees - Accounting | | | | | | | | | | | | | |
| 136 | IT software and service related expenses | (179.91) | 59.97 | - | - | - | - | - | - | - | - | | | (120) |
| 137 | Professional Fees - Legal | | | | | | | | | | | | | - |
| 138 | Professional Fees - Consulting | - | - | - | 3,133.94 | - | - | - | - | - | - | | | 3,134 |
| 139 | Payroll/Benefit Miscellaneous Expense | | | | | | | | | | | | - | |
| 140 | Board Expenses | | | | | | | | | | | | | - |
| 141 | Conference Expense | | | | | | | | | | | | | - |
| 142 | Over/Short/Small Bal Adjustments | | | | | | | | | | | | | - |
| 143 | Software & Service Related Expenses | | | | | | | | | | | 13,284.99 | 13,328.46 | 13,285 |
| 144 | Non-Reimbursable Expenses | | | | | | | | | | | | - | - |
| 145 | Bank Service Charges | | | | | | | | | | | | - | - |
| 146 | Advertising - Employee / Recruiting | | | | | | | | | | | 90.00 | - | 90 |
| 147 | Advertising/Sponsorships | | | | | | | | | | | | - | - |
| 148 | Public Relations Expenses | | | | | | | | | | | | - | - |
| 149 | Promotional/Marketing Expense | - | 159.54 | - | 61.39 | - | - | - | - | - | - | 559.28 | - | 780 |
| 150 | Dues and Subscriptions | | | | | | | | | | | | | - |
| 151 | Licenses and Fees | | | | | | | | | | | | | - |
| 152 | Donations | | | | | | | | | | | | | - |
| 153 | Business Taxes | | | | | | | | | | | | | - |
| 154 | Interest Expense | | | | | | | | | | | | | - |
| 155 | Mortgage Interest Peoria / Cambridge | | | | | | | | | | | | - | |
| 156 | Other Financing Cost Peoria / Cambridge | | | | | | | | | | | | - | |
| 157 | Bad Debts | | | | | | | | | | | | | - |
| 158 | Gain / Loss on Currency Exchange | | | | | | | | | | | | | - |
| 159 | Loss on Asset Disposal | | | | | | | | | | | | | - |
| 160 | Other Related Party Expenses | | | | | | | | | | | | | - |
| 161 | Penalties / Fines / Late Fees | | | | | | | | | | | | | - |
| 162 | Prior Year Expense | - | - | - | - | - | - | - | - | - | - | | | - |
| 163 | Total Other Expenses | (179.91) | 219.51 | - | 3,195.33 | - | - | - | - | - | - | 13,934.27 | 13,328.46 | 17,169 |
| 164 | | | | | | | | | | | | | | |
| 165 | Property Management | | | | | | | | | | | | | |
| 191 | Total Property Management Expen | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 192 | | | | | | | | | | | | | | |
| 193 | Direct Allocation Expenses | | | | | | | | | | | | | |
| 194 | Billing Services & Data Reporting | 712.36 | 2,510.20 | 1,389.35 | 1,542.86 | 1,954.38 | 1,538.47 | 2,202.04 | 2,493.54 | 2,731.27 | 2,374.51 | 2,396.47 | 2,123.73 | 23,969 |
| 195 | Quality & Compliance | | | | | | | | | | | | | - |
| 196 | Electronic Health Record | 1,105.63 | 2,155.45 | 2,084.65 | 2,224.82 | 1,896.34 | 2,370.91 | 2,582.07 | 2,371.32 | 2,209.13 | 3,092.40 | (9,374.20) | (384.34) | 12,334 |

| | | | | | | | | | | | | | | |
|-----|---------------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|-------------------|
| 197 | Contracts and Credentialing | | | | | | | | | | | | | |
| 198 | Local Shared Services | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 199 | Regional Services | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 200 | Regional Services II | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 201 | PLACEHOLDER | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 202 | PLACEHOLDER | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 203 | PLACEHOLDER | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 204 | Direct Services Non Reimbursable | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 205 | Total Direct Allocation Expenses | 1,817.99 | 4,665.65 | 3,474.00 | 3,767.68 | 3,850.72 | 3,909.38 | 4,784.11 | 4,864.86 | 4,940.40 | 5,466.91 | (6,977.73) | 1,739.39 | 34,564 |
| 206 | | | | | | | | | | | | | | |
| 207 | Capital Expenditures: | | | | | | | | | | | | | |
| 210 | Total Capital Expenditures | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 211 | | | | | | | | | | | | | | |
| 212 | Indirect Allocation Expenses | | | | | | | | | | | | | |
| 213 | Indirect Admin Svs - Executive | 1,025.84 | 2,082.07 | 1,903.16 | 2,032.00 | 2,445.43 | 3,151.07 | 3,090.44 | 2,941.36 | 2,429.00 | 2,566.41 | 2,198.90 | 2,051.18 | 27,917 |
| 214 | Indirect Admin Svs - Finance | 859.87 | 1,993.53 | 1,209.85 | 2,356.05 | 1,969.01 | 1,758.61 | 1,896.25 | 1,837.27 | 2,540.40 | 2,117.38 | 1,844.97 | 2,358.18 | 22,741 |
| 215 | Indirect Admin Svs - HR | | | | | | | | | | | | | - |
| 216 | Indirect Admin Svs - MIS | 297.02 | 1,413.65 | 1,208.05 | 1,238.37 | 1,506.16 | 1,226.67 | 1,184.51 | 1,137.95 | 1,152.35 | 1,138.05 | 2,496.19 | (3,336.12) | 10,663 |
| 217 | Indirect Nonreimbursable Contra | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 218 | Sub Total Indirect Allocations | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 219 | Indirect Admin Svs - Non Reimbursab | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 220 | Total Indirect Allocation Expenses | 2,182.73 | 5,489.25 | 4,321.06 | 5,626.42 | 5,920.60 | 6,136.35 | 6,171.20 | 5,916.58 | 6,121.75 | 5,821.84 | 6,540.06 | 1,073.24 | 60,248 |
| 221 | | | | | | | | | | | | | | |
| 222 | Total Expenses | 35,462.90 | 70,327.52 | 69,574.38 | 71,367.85 | 66,737.97 | 75,060.17 | 87,147.02 | 73,501.97 | 85,852.99 | 85,848.77 | 84,648.40 | 63,144.32 | 805,529.94 |
| 223 | | | | | | | | | | | | | | |
| 224 | Adjusted Invoice amount | (35,462.90) | (70,327.52) | (69,574.38) | (71,367.85) | (66,737.97) | (75,060.17) | (87,147.02) | (73,501.97) | (85,852.99) | (85,848.77) | (84,648.40) | (63,144.32) | (805,529.94) |

Conclusion

This report demonstrates that the Behavioral Health Urgent Care Pilot has met legislative requirements, both in terms of service provision and financial accountability. The program has addressed crisis behavioral health needs in the region and demonstrated a need for statewide expansion, supported by the consistency of reported outcomes and financial integrity.

The investment in the Onslow RI BHUC is one of many investments into the crisis system across the State. We are excited to see the RI BHUC improve access to Behavioral Health Crisis care in the Eastern part of North Carolina and serve key unmet needs. Overall, BHUCs play an important role as a crisis response and stabilization facility that serves as an alternative to the Emergency Department. In SFY 2022, 6,797 individuals were served in BHUCs across the State. In SFY 2023, that number increased with 7,008 individuals being served in BHUCs across the State. Future investment into BHUCs using ARPA-Medicaid Expansion incentive payments allocated in the budget for SFY2024 and 2025 will be used to increase the number of facilities available, expand their operating hours, and improve the quality of services provided.

DMH/DD/SUS's goal for the Crisis System is to provide high quality, timely, standardized treatment to anyone in crisis across the State. DMH/DD/SUS is using Crisis Now! as a model for this initiative, which outlines three key components of an effective crisis system: Someone to Call (e.g., 988), Someone to Respond (e.g., Mobile Crisis), and Somewhere to Go (e.g., BHUC). DMH/DD/SUS has received funding to invest in crisis system infrastructure (e.g., BHUCs, mobile crisis), in crisis stabilization (e.g., 3-way beds), in establishing a non-law enforcement transportation pilot, and in crisis system technology. DMH/DD/SUS released a plan for investments through the addition/expansion of nine BHUC's over the next two years in Alamance, Buncombe, Caldwell, Haywood, Onslow, Pitt, Rockingham, Rowan and Vance counties; the Rockingham facility opened in April 2024. DMH/DD/SUS continues to engage with consumers, providers, hospitals, and LME/MCO partners to receive feedback on planned Crisis System investments.