



SANDHILLS CENTER

QUARTERLY COMMUNITY REPORT

April 2017

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A message from the CEO

WE'RE OFF TO A GREAT 2017

Sandhills Center is proud to have started the new year on a high note.

Very recently, we obtained results of the latest Provider Satisfaction Survey from the North Carolina Department of Health and Human Services (DHHS).

The survey results highlight Sandhills Center's commitment to providing excellent response, resources and communication with our network of providers. We scored the highest among our counterparts in 17 of 23 indicators. We also earned 'Above Average' scores on every question in the 2016 DHHS Satisfaction Survey, with no performance areas rated as the minimum. This also was the highest overall rating among our peer organizations.

Other exciting news involves the new Facility-Based Crisis services unit, which soon will become a reality in the Sandhills Center region. Earlier this year, a central location was chosen in Randolph County that will have 16 beds, and will offer short-term care as an alternative to hospitalization for adults who experience behavioral health crises.

Extensive renovations are underway at 110 W. Walker Ave., in Asheboro, and services are expected to be offered later this year by network provider Daymark Recovery Services.

Also earlier this year, Sandhills Center solidified its commitment to providing Mental Health First Aid (MHFA) training throughout the region. A majority of

our nine counties already have courses scheduled throughout 2017.

MHFA promotes a better understanding of people who are experiencing addictive disorders and mental health challenges. We hope that MHFA training will serve to increase knowledge while helping to reduce stigma and misinformation.

Ultimately, we know that these positive accolades, activities and events are a catalyst for Sandhills Center to continue good works on behalf of our members and the communities we serve.



Victoria Whitt,
Chief Executive Officer
Sandhills Center

Network

SANDHILLS CENTER SCORES HIGH IN PROVIDER SATISFACTION

Annually, the NC Department of Health and Human Services (DHHS) commissions an independent review organization to conduct a Provider Satisfaction Survey. The survey measures the performance of each of the state's Local Management Entity-Managed Care Organizations (LME-MCOs) in meeting community providers' needs and expectations. DataStat Inc. conducted the most recent survey on behalf of The Carolinas Center for Medical Excellence.

The most recent survey was released by NC DHHS in March. It provides an objective comparison of each LME-MCO's performance. Higher responses indicate positive experiences by providers while lower responses indicate opportunities for improvement. We are very pleased with the results.

Here is a summary of some of the highlights:

- Sandhills Center scored as the highest LME-MCO on 17 of 23 questions and was the only LME-MCO to have more than three questions scored as the highest.
- Sandhills Center scored 95.3 percent for the question that rates overall LME-MCO satisfaction. This was the highest score of our peer organizations. Other areas where Sandhills Center scored the highest were:
 - o Accessibility for information, referrals and scheduling of appointments.
 - o Response time for provider needs.
 - o Responsiveness to local community stakeholders.
 - o Accurate, timely processing of claims.
- Informative, helpful training for Information Technology and Provider Network issues and keeping providers updated, as well as answering questions accurately.
- Completing fair, thorough investigations.
- Timely authorization processing with clear explanations for denials.
- Providing a useful website with the tools and materials necessary for successful operation.
- Sandhills Center is the only LME-MCO to score "Above Average" on every question in the 2016 DHHS Satisfaction Survey, with no performance areas rated as the minimum.
- Sandhills Center had 19 results that were statistically higher than the 2016 NC Overall result. The second-highest performers tied with four results statistically higher than the 2016 NC Overall result. Also, we had no result that was statistically lower than the 2016 NC Overall result.

The survey outcomes reaffirm our commitment to working with all community partners to successfully manage behavioral health services in our local communities. It is our belief that strong, collaborative and responsive partnerships with members, their families, local community providers, constituent counties and their respective leadership are key to our successful operation. The Sandhills Center Board of Directors and staff are dedicated to continuing strong partnerships to that end.

Services

SANDHILLS CENTER SELECTS CRISIS FACILITY LOCATION

Sandhills Center plans to have Facility-Based Crisis services fully operational later this year after selecting a Randolph County location to serve residents who live throughout the region.

Sandhills Center recently purchased a building at 110 W. Walker Ave., in Asheboro, that previously was owned by Randolph County government. It currently houses the local county walk-in crisis center. The crisis center will remain open, and the property is under renovation to include a 16-bed non-medical unit that will serve as an alternative to hospitalization for adults experiencing behavioral health crises.

Additionally, the center will have six “observation chairs,” which will provide a period for people to be treated for their particular situation, and their level of care needs assessed for up to 23 hours.

Following this period, if a person is unable to go home, they may be placed in the Facility-Based Crisis center, transferred to a higher level of care, or connected with community providers to receive continued services.

It is Sandhills Center’s goal to see that members who receive crisis services will continue behavioral health treatment by accepting referrals and connections to community providers.

The center will be accessible 24 hours a day, seven days a week for urgent and emergent assessments, as well as involuntary commitment evaluations.

The Randolph County location was chosen due to its geographic center within the Sandhills Center catchment area. Colocation with the walk-in crisis center also is optimal because it allows for a full continuum of crisis services under one roof.

Daymark Recovery Services was selected to provide Facility-Based Crisis services following a rigorous and formal competitive request-for-proposals process. The provider was chosen, in part, due to its history of offering crisis services and its current relationships with other network providers in the Sandhills Center region. Daymark also has a well-established partnership with local hospitals and law enforcement agencies.

Daymark and Sandhills Center have worked together to develop the clinical and financial model for this service. A building analysis was conducted by an architect to determine renovation feasibility for the Walker Avenue location. The architect is working with the North Carolina Division of Health Services Regulation in order to meet requirements necessary for state licensure.

We look forward to seeing the positive impact this service addition will have for the area when it opens later in 2017.

Community

A COMMITMENT TO MENTAL HEALTH FIRST AID

Sandhills Center is dedicated to creating an environment where residents are better able to understand others who are experiencing behavioral health challenges and crises. One way in which we do this is through Mental Health First Aid (MHFA) training.

MHFA is an intensive, interactive 8-hour course that helps participants to identify, understand and respond to signs of addictions and mental illness. Topics covered include depression and mood disorders, anxiety, trauma, psychosis and substance abuse. Instructors teach the concepts of recovery and resiliency, which is a philosophy that people *can* and *do* get better by focusing on their strengths. Those who pass the course receive a three-year certification as a “Mental Health First Aider.” Following are some of our recent achievements in bringing MHFA to several counties in the region:

- We recently partnered with the Division of Mental Health, Dept. of Health and Human Services (DMH, DHHS) and the University of North Carolina (UNC) School of Social Work to bring the 40-hour MHFA train-the-trainer program to the region. It produced 18 new instructors who are now able to facilitate the certification course in their own communities.
- All Corrections Division staff have been trained (as part of a statewide initiative) in all nine Sandhills Center counties, in partnership with DMH/DHHS and UNC.
- To date, Anson County has 65 county and city employees certified as “first aiders.”
- In Guilford County, there are multiple instructors

who offer classes through Cone Health, as well as local universities, network providers and nonprofit agencies.

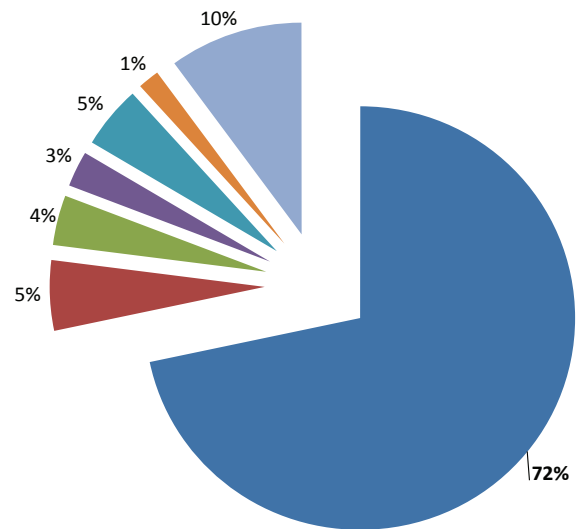
- Hoke County has 20 Department of Social Services (DSS) employees who have received training.
- Two Lee County DSS employees graduated from the MHFA instructor training.
- In Montgomery County, DSS has 23 employees trained in MHFA. Also, a Montgomery County Community College faculty member graduated from the instructor training and has started scheduling classes for other faculty and staff that will be open to county employees and, eventually, community members.
- All Richmond County DSS and Health Department employees have completed MHFA training.
- Seven new instructors graduated from a train-the-trainer course in Randolph County. Randolph Health currently is scheduling classes for all hospital staff and plans to be part of the effort to train all government employees. Randolph Community College has three MHFA instructors who are scheduling classes for staff and the public. All Randolph County Library employees have been trained in MHFA, as well.

As a result of these recent successes, many future Sandhills Center-sponsored courses are planned within the region in 2017. Our commitment to this effort demonstrates our strong desire to invest in public outreach and educational activities that strengthen our communities.

Financials

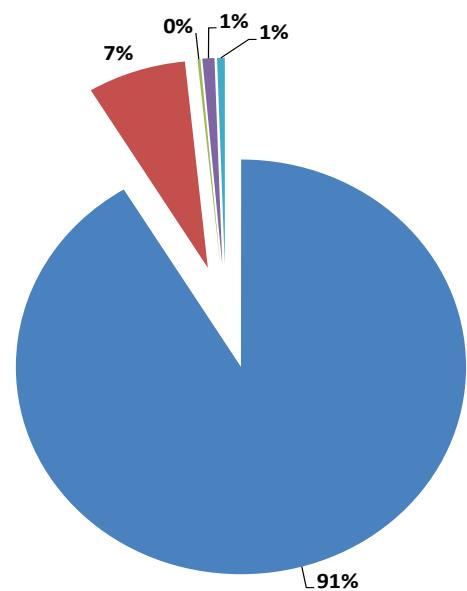
REVENUES

Medicaid Service Contracts	\$225,043,471	71.7%
State, Federal Service Funds and Medicaid Flow	16,793,226	5.3%
County General and Other Local	11,982,305	3.8%
I/DD Treatment Planning Administration and MH/SA/Treatment Planning	8,542,425	2.7%
Medicaid Administration General and LME Administration	14,918,839	4.8%
Medicaid Reserve Funds	5,069,688	1.6%
Fund Balance	31,617,965	10.1%
Total	\$313,967,919	100%



EXPENSES

Contracts	\$286,671,738	91.2%
Personnel	22,177,518	7.1%
Materials and Supplies	655,013	0.2%
Current Obligations	2,738,042	0.9%
Fixed Charges and Capital	1,725,608	0.6%
Total	\$313,967,919	100%





SANDHILLS CENTER

24-HOUR CALL CENTER

1-800-256-2452

TTY -- 1-866-518-6778

FOR MORE INFORMATION, VISIT:

SandhillsCenter.org

FREE AND CONFIDENTIAL ONLINE BEHAVIORAL HEALTH SELF SCREENINGS:

SandhillsCenterAccess2Care.org



ACCREDITED
Health Network
Expires 05/01/2019



ACCREDITED
Health Call Center
Expires 05/01/2019



ACCREDITED
Health Utilization
Management
Expires 05/01/2019

Sandhills Center is nationally-accredited

Sandhills Center assures that people in need of assistance have access to quality mental health, intellectual/developmental disabilities and substance abuse services in the central North Carolina counties of Anson, Guilford, Harnett, Hoke, Lee, Montgomery, Moore, Randolph and Richmond.