



SANDHILLS CENTER

QUARTERLY COMMUNITY REPORT

January 2017

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A message from the CEO

SANDHILLS CENTER PARTNERSHIPS FLOURISH

Sandhills Center takes a considerable amount of pride in the partnerships we have formed within our communities. Relationships with various organizations are forged with the intent to provide better access to care and positive outcomes for Sandhills Center members who live in Anson, Guilford, Harnett, Hoke, Lee, Montgomery, Moore, Randolph and Richmond counties.

Throughout the last quarter, there were a number of examples that demonstrate our commitment to expanding these collaborations.

By joining forces with local partners in Guilford and Harnett counties, Sandhills Center is now piloting Access2Care kiosks, which are free and anonymous behavioral health self-screening tools similar to the free blood pressure check stations found in pharmacies. Kiosks are now fully operational in four locations, and screenings can be accessed online by anyone living in the Sandhills Center region by visiting SandhillsCenterAccess2Care.org.

Our well-established partnerships with area law enforcement officials, first responders and other agencies have produced more and more Crisis Intervention Team (CIT) graduates each year. The object of CIT is to train first responders to understand people who experience behavioral health crises, de-escalate crisis situations, and get people the help they need.

Sandhills Center continues to take pride in the strong collaborations that exist with our provider network.

This past quarter, one such partnership was on display to a national audience in Washington, D.C. Representatives from Sandhills Center and a network provider were selected to lead an educational session during a national conference.

The topic of the presentation focused on our integrated care data-sharing model, in conjunction with Care Management Technologies (CMT), a behavioral health technology company. Sandhills Center works with CMT and providers to ensure that data is properly used to track and identify appropriate clinical protocols.

Sandhills Center is grateful for the stakeholders who continue to work in tandem with us to make quality outcomes a priority.



Victoria Whitt,
Chief Executive Officer
Sandhills Center

Community

SANDHILLS CENTER LAUNCHES SCREENING RESOURCES

Sandhills Center is pleased to announce that it has launched Access2Care, an evidence-based screening tool to help people who may believe that they are experiencing behavioral health conditions.

Access2Care provides anonymous, confidential, online screenings, as well as educational resources and referral information in English and Spanish. The online resources are available 24 hours a day, seven days a week. Two of the main features include:

- An online platform that can be accessed either through the *SandhillsCenter.org* website, or its own address -- *SandhillsCenterAccess2Care.org*. The screening website is convenient and fully accessible through personal computers, mobile phones and tablet devices.
- Community kiosks, which are privacy booths that are compliant with the Americans with Disabilities Act.

The kiosks provide a place for individuals to take a screening, or use the learning/resource modules, and offers telephone access to licensed clinicians in Sandhills Center's 24-hour Call Center.

Those who wish to take the screenings (for themselves or someone they know) will have a choice between eight different modules. The topics include adult depression, adolescent depression, bipolar disorder, post-traumatic stress disorder (PTSD), generalized anxiety disorder, eating disorders, alcohol use disorder and substance use disorders (including prescription drugs).

The Access2Care website is available to all residents of the nine-county area. Sandhills Center is proud to partner with local organizations to offer privacy kiosks at these locations:

- Guilford County Health Department lobby, 1100 E. Wendover Ave., Greensboro.
- City of High Point Public Library, 901 N. Main St., 2nd Floor, High Point.
- Harnett County Department of Social Services, 311 W. Cornelius Harnett Blvd., Lillington.
- Harnett County Library, 601 S. Main St., Lillington.

The screenings provide immediate feedback and access to important referral information. Results can be printed, or information can be sent via email. A link to Sandhills Center's provider directory is available for treatment and support options. It takes about four minutes to complete a screening. For people seeking help, those few minutes can make a significant difference in charting a path to recovery.

Sandhills Center is in the process of evaluating access to and use of the kiosks to inform future plans for the project.

Access2Care affirms Sandhills Center's commitment to improving access to behavioral health information and treatment to the residents of Anson, Guilford, Harnett, Hoke, Lee, Montgomery, Moore, Randolph and Richmond counties.

www.SandhillsCenterAccess2Care.org

Education

CIT: OUR STRONG COMMITMENT TO CRISIS SERVICES

Sandhills Center has reached new milestones in expanding its Crisis Intervention Team (CIT) training program throughout the nine-county region.

CIT training is a joint effort between Sandhills Center, law enforcement, local National Alliance on Mental Illness (NAMI) chapters, service providers, and the community college system. CIT trains first responders to gain skills to better interact with individuals who experience behavioral health crises. Participants learn to de-escalate situations, and how to recognize people in crisis so they can get the help they need. It also teaches tools to encourage people who need treatment to access services.

CIT for law enforcement personnel is a rigorous 40-hour curriculum that involves classroom training, site visits, role playing and other valuable learning techniques. The certification class designed for emergency medical services (EMS) personnel is a 32-hour course. CIT training is shown to reduce injury rates among officers and individuals with mental illness. Other benefits include: reduced criminal justice system and crisis resource costs; improved confidence in and knowledge of community resources; and a reduction in myths and stigmas, therefore improving collaborations between law enforcement agencies and behavioral healthcare providers.

October was a banner month for Sandhills Center's CIT program as we cosponsored three consecutive sessions of training. A highlight was that we coordinated a CIT class that was part of EMToday, the North

Carolina Office of EMS Conference that is held each year in Guilford County. Twelve EMS professionals from across the state participated.

That same month, Sandhills Center also hosted a course for Guilford County EMS personnel.

CIT training is very appropriate for EMS personnel, who often serve our members in crisis situations. Although CIT programs traditionally were designed to improve outcomes for police interactions, we also recognize that EMS providers can potentially help divert individuals to proper care before situations escalate. It is also important for EMS personnel to be trained in the event that they are called to assist law enforcement officials with mental health crisis situations in the absence of CIT-trained officers.

In total for 2016, Sandhills Center sponsored eight CIT classes, with more than 200 graduates. That brings the total number of Sandhills Center CIT sessions to 41, with more than 900 officers, EMS personnel and other first responders benefitting from the program.

Sandhills Center began CIT programming in 2008. Since then, we have provided valuable sessions throughout the nine-county catchment area. We are especially pleased to have expanded this opportunity to EMS personnel who work locally and throughout the state. We look forward to offering these quality programs through 2017 and beyond.

Benchmarks

SANDHILLS CENTER GAINS NATIONAL ATTENTION

Sandhills Center is committed to making quality clinical outcomes a priority. To showcase innovative approaches to data technology as it pertains to integrated physical and behavioral healthcare, Sandhills Center recently was invited to present our model to a national audience.

On Nov. 10, representatives from Sandhills Center and Care Management Technologies, a Relias Learning Company (CMT), along with network provider Carter's Circle of Care, led an important educational session as part of the Open Minds Technology and Informatics Institute Conference in Washington, D.C.

CMT is a firm with broad expertise in behavioral health and advanced technologies. Carter's Circle of Care provides services to adults and youth with complex needs in Guilford County.

The session, entitled "Payer-Provider Collaboration: The Value of Data Sharing for Whole-Person Care," provided attendees with an inside view of how Sandhills Center, CMT and Carter's Circle of Care work together to make integrated care a reality. Highlights of the presentation included an overview of:

- How and why Sandhills Center sets expectations for network providers to institute and deliver integrated care services using data to drive performance.
- The decision points for sharing full claims data with providers to support integrated care efforts, and the challenges and risks that were mitigated to do so.

- How Carter's Circle of Care implemented integrated care services into its operations.
- The challenges of the "gift of data" experienced by the provider, and how they are addressing them.

Presenters were Dr. Anthony Carraway, Sandhills Center Medical Director; CMT's Dr. Courtney Cantrell, former director of the N.C. Department of Health and Human Services, Division of Mental Health, Developmental Disabilities and Substance Abuse Services; and Carter's Circle of Care representatives. The joint presentation was well received. The successful model clearly demonstrates what can be achieved when a provider, an LME-MCO, and clinical data are joined to improve healthcare access and outcomes.

Sandhills Center works with CMT and our provider network to ensure that clinical data is properly utilized on a daily basis. Through this collaboration, providers are able to:

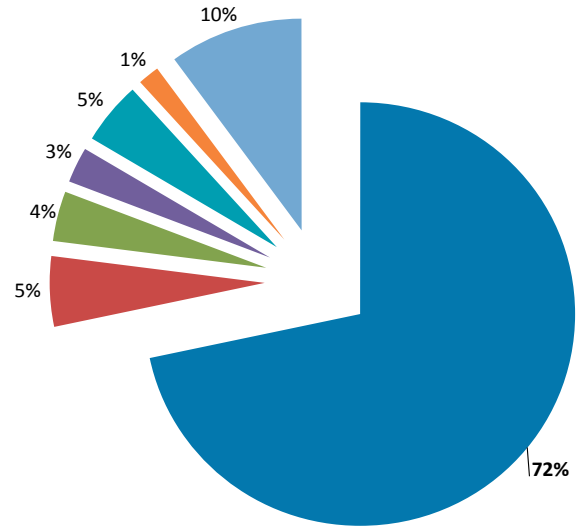
- Track identified measures.
- Take action around care needs and improvement opportunities.
- Incorporate quality measures, evidence-based practices and clinical practice guidelines into clinical protocols.

As a result, CMT tracks the monthly progress of the providers and offers specific comparison reporting. Sandhills Center is proud of our efforts and will continue to monitor the progress of the integrated care model, thereby providing valuable improvements for our members.

Financials

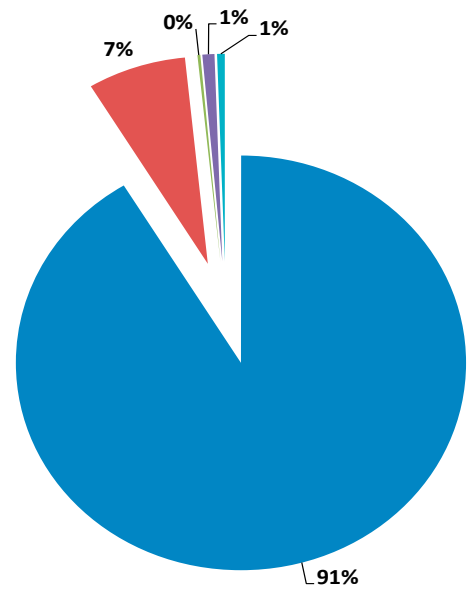
REVENUES

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%





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



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.