



SANDHILLS CENTER

QUARTERLY COMMUNITY REPORT

July 2017

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Victoria Whitt

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A message from the CEO

TAKING PROACTIVE APPROACHES

Sandhills Center takes pride in our proactive and creative approaches to addressing today's challenges to providing quality behavioral health services.

We believe that working with community partners and employing evidence-based practices are among the best ways to manage many of the issues that are at the top of our list of priorities.

To address the opioid crisis in the Sandhills Center region, we have forged partnerships with law enforcement and stakeholder organizations, and expanded relationships within the provider network. We have made a concerted effort to offer community education to residents throughout our nine-county region of Anson, Guilford, Harnett, Hoke, Lee, Montgomery, Moore, Randolph and Richmond counties.

Very recently in Guilford County, Sandhills Center started piloting a Dialectical Behavior Therapy (DBT) program for members who are diagnosed with borderline personality disorder. This is an evidence-based practice that we will continue to monitor with the selected provider. We anticipate positive outcomes for those who follow through with the program as DBT therapy has shown to be an effective way for individuals to reach recovery.

We also are excited about the substantial improvements that have been made to our online Provider Directory. This will allow members and their families to make more informed choices within the network. Enhancements to the search features contain the

most current information about services that are available, tailored to the members' unique needs.

It is our commitment that individuals diagnosed with mental illness, substance use disorders and intellectual/developmental disabilities can more readily access resources.

These positive approaches to community partnerships, innovative treatment and member services will enhance the quality of care individuals receive for their unique needs. Ultimately, we believe that these approaches will have a greater impact on improving their lives.



Victoria Whitt,
Chief Executive Officer
Sandhills Center

Community

ADDRESSING THE OPIOID EPIDEMIC

North Carolina Gov. Roy Cooper and Dr. Mandy Cohen, Secretary of the NC Department of Health and Human Services, recently visited Guilford County to participate in a panel discussion with consumers and family members, local officials, law enforcement and service providers. The topic of discussion was the increasing concern over opioid misuse.

CEO Victoria Whitt, a panel participant, noted that Sandhills Center's proactive approach to the epidemic is two-pronged: funding services and providing community outreach. Recognizing that opioid misuse affects people from all socioeconomic backgrounds, including Sandhills Center members, we have developed a community-wide plan to address it. Efforts include:

- Increasing provider reimbursement rates -- by 13 percent -- for opioid addiction services that offer tailored plans and work along with outpatient therapy. We also have opened the network to new medication-assisted therapy providers, and continue to seek new ways to address potential service gaps.
- Offering additional funding to providers to purchase naloxone, and connecting community partners to valuable education on the distribution and use of the overdose-reversal medication.
- Providing matching funds for law enforcement to investigate and take action on illegal prescription abuse including "doctor shopping," stealing prescription medication and forging prescriptions.
- Partnering with network providers to develop additional service options to meet members' needs.
- Coordinating with local partners to research

national and state practices, including "quick response teams" that are being piloted in other communities. These teams respond to overdose-reversal scenes to provide resource materials and encourage individuals to enter treatment.

- Expanding Crisis Intervention Team (CIT) Training for law enforcement and first responders. In total, there are at least 13 week-long CIT classes scheduled in the region during 2017.
- Implementing provider education that focuses on substance and opioid use disorders while coordinating behavioral and physical healthcare, also known as Integrated Care. Programs include training and technical assistance in the areas of opioid treatment, harm reduction and therapy-interfering behaviors.
- Joining community education projects and being active with [Project Lazarus](#), as well as medication take-back events and resource fairs to share information with residents, schools, businesses and neighborhood watch groups. These efforts are ongoing in rural and metro areas, and include the distribution of materials to physicians' offices, and collaborations with partners through advertising and public relations.

Sandhills Center is committed to forging valuable relationships with law enforcement, other agencies and our provider network to find effective solutions for our communities. We recognize that each of our partners holds unique pieces of the puzzle to solving the opioid crisis.

Services

PROVIDER SELECTED FOR DBT PILOT PROGRAM

Sandhills Center is dedicated to the promotion and implementation of evidence-based practices.

Currently, we are in the process of starting a new Dialectical Behavior Therapy (DBT) pilot program, which involves weekly individual and group therapy sessions, 24-hour phone support, and peer support for Medicaid-eligible adults who have been diagnosed with borderline personality disorder (BPD).

Sandhills Center recently announced it has selected Guilford Counseling, PLLC, to implement the pilot program. Guilford Counseling has extensive experience in DBT, a rigorous technique developed by nationally-renowned therapist and researcher Marsha Linehan as a modification of standard Cognitive Behavioral Therapy. The Linehan model is recognized as the treatment of choice for characteristics associated with BPD including impulsivity, interpersonal problems, emotional dysregulation, self harm and suicidal behaviors. DBT focuses on addressing mindfulness, distress tolerance, emotional regulation and interpersonal effectiveness.

The goal of the pilot program is to improve outcomes for individuals, as demonstrated by improved Daily Living Activity scores (DLA20), and reduced use of crisis services.

Sandhills Center staff clinicians formulated the scope of the DBT pilot program based on the Linehan model. A Request for Proposals (RFP) was issued, and question-and-answer sessions were held shortly thereafter. Proposals were received, and the strongest applicants were invited for interviews. Sandhills

Center's contract with Guilford Counseling was finalized in April, and services are now underway.

Another related example of our commitment to evidence-based practices is our recently-completed CBT/DBT training for staff and network providers. Training began in December 2016, and continued through June. It was designed to provide a foundational understanding of CBT and DBT by combining traditional in-person learning experiences with multi-media technology, resulting in continual training and support.

Training began with a two-day, in-person didactic and experiential course in DBT. After that, trainees participated in monthly webinars, and were provided opportunities for consultation based on clinical challenges. To provide this training, Sandhills Center partnered with the Southern Regional Area Health Education Center, the North Carolina Evidence-Based Practices Center and Duke University Medical Center.

Sandhills Center's focus on DBT treatment and professional training improves the knowledge and performance of our staff and provider network, therefore increasing the opportunity for members to receive evidence-based and high-quality services.

Network

SANDHILLS CENTER ENHANCES PROVIDER DIRECTORY OPTIONS

Sandhills Center is committed to ensuring that members have timely and easy access to behavioral health services, and that network providers have the availability to meet members' needs.

A means of accomplishing this goal is to maintain searchable and up-to-date information about network providers, contact information and services offered through the Sandhills Center Provider Directory.

We are excited to announce that Sandhills Center completed Provider Directory enhancements in June. The improvements bring continuity to the existing directory, as well as:

- Specialties that are offered by the provider.
- Whether new members are being accepted by the provider.
- Cultural and linguistic capabilities of network providers.
- Completion of cultural competence training.
- The availability of American Sign Language offered by the provider, or access to a skilled medical interpreter.
- Any physical health accommodations offered by the provider.
- An option to print a full directory, if desired.

The Provider Directory has the ability to display provider services at specific service locations. It also offers information about available therapists, age-disability and other target populations, evidence-based treatment practices, as well as specialties and language options for members. Tracking this information helps to remove members' potential barriers to services, and improves Sandhills Center's ability

to make appropriate referrals to network providers. The Provider Directory is widely used internally by staff, and externally by members and community stakeholders.

We recognize that specific information about network providers must be available -- whether it is in paper or electronic formats -- to meet the needs of enrollees. The most important goal is for the online Provider Directory to be user-friendly, but if members do not have access to the Internet or need printed copies of specific searches, the Sandhills Center Customer Service Department staff fulfills those requests and can answer other questions. Members may contact the 24-hour Call Center at 1-800-256-2452.

The Provider Directory plays an important role in making sure that members get appropriate services. We strive to ensure that it is accurate and up to date, and is presented in a user-friendly manner. We will continue to examine ways to make improvements so that members can easily understand what options are available to them in their time of need, and that they can make informed treatment choices.

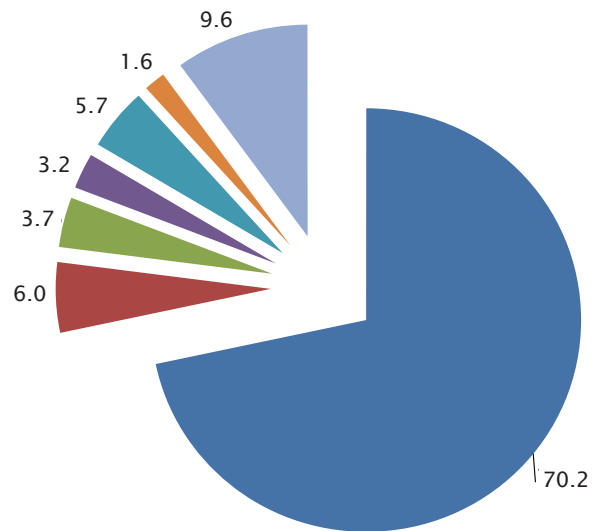
The Provider Directory can be found on our website at this address:

WWW.SANDHILLSCENTER.ORG/PROVIDERDIRECTORY/

Financials

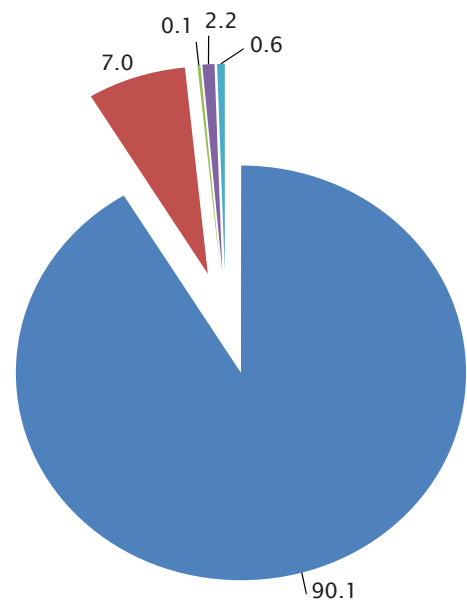
REVENUES

Medicaid Service Contracts	\$231,189,601	70.2%
State, Federal Service Funds and Medicaid Flow	19,387,024	6.0%
County General and Other Local	12,091,305	3.7%
I/DD Treatment Planning Administration and MH/SA/Treatment Planning	10,704,504	3.2%
Medicaid Administration General and LME Administration	18,799,978	5.7%
Medicaid Reserve Funds	5,394,981	1.6%
Fund Balance	31,617,965	9.6%
Total	\$329,185,358	100%



EXPENSES

Contracts	\$296,558,340	90.1%
Personnel	23,125,699	7.0%
Materials and Supplies	434,262	0.1%
Current Obligations	7,118,810	2.2%
Fixed Charges and Capital	1,948,247	0.6%
Total	\$329,185,358	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.