

2016-2019 Local Business Plan Statewide Initiatives

LME Name:

Statewide Initiative: Transition to Community Living

GS 122C-115.2 Administrative Function Addressed with Initiative (select all that apply):

Planning	Provider Network Dev.	Service Management	Financial Management	Service Monitoring	Evaluation	Collaboration	Access
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Issue:

	June 2017	June 2018	June 2019
Housing Slots to be Requested	an additional 65	an additional 79	an additional 86
Individuals to be Transitioned	an additional 60	an additional 72	an additional 80

Reasons for Action

Sandhills Center has a commitment to the statewide Transition to Community Living Initiative (TCLI) designed to increase the access of persons with mental illness to reside in their community in the least restrictive residential setting of their choice. Given the significant involvement required by partnering agencies across the community to effectively implement this critical initiative, Sandhills Center is developing and strengthening current community collaborations to broker their support in the implementation of this initiative. **As of June 30, 2016, Sandhills Center has transitioned over 100 members to community living.**

Measurable Goal(s) please specify if these are short term (< 1yr.) or long term (> 1yr.)

- * At least 80% of all funded TCLI In-Reach Peer Support Specialist positions will be hired June 30, 2016 and beyond
- * At least 80% of all funded TCLI Transition Coordinator positions will be hired June 30, 2016 and beyond
- * An additional 65 housing slots to be requested by June 30, 2017; Additional 79 to be requested by June 30, 2018; Additional 86 to be requested by June 30, 2019
- * An additional 60 individuals transitioned to community living by June 30, 2017; 72 additional to be transitioned by June 30, 2018; 80 additional to be transitioned by June 30, 2019

LME plan for addressing issue and achieving goals

Sandhills Center plans to ensure success with addressing the above stated Transition to Community Living Initiative goals by implementing a combination of strategic planning, benchmark development and monitoring of progress. The following key steps have been or will be taken:

- * Creation and regular meeting of a cross functional Transition to Community Living Initiative workgroup
- * Creation and continual monitoring of internal benchmarks, more stringent than the announced Transition to Community Living standards, to monitor progress
- * Creation of an internal department of dedicated staff to lead Sandhills Center's implementation
- * Cross-training of additional staff to support dedicated staff members in the implementation
- * Maintaining and strengthening communication between partnering agencies including Divisions of Medical Assistance, MH/DD/SAS, and Aging and Adult Services, and with the Departments of Social Services in our nine county catchment area and community housing coalitions

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LME Name:

* Development of a Sandhills Center Housing Plan to guide our development and utilization of a strong network of housing resources for our members

* Utilizing a care management tool which collects behavioral health data, physical health data and pharmacy data on our members

If necessary, reference hyperlink for additional information on LME-MCO Website

If necessary, please list document name if attachments are submitted with printed copy of LBP

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LME Name:

Statewide Initiative: ACTT/Supported Employment

GS 122C-115.2 Administrative Function Addressed with Initiative (select all that apply):

Planning	Provider Network Dev.	Service Management	Financial Management	Service Monitoring	Evaluation	Collaboration	Access
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Issue:

Reasons for Action

To support members in successfully transitioning to community living, Sandhills Center believes having a strong community network of providers offering supportive services is critical. Also, critically important is having mechanisms in place to ensure that individuals have knowledge and access to the array of services and supports available that will help with successful community living. Supported Employment and Assertive Community Treatment (ACT) services are built on premises that embrace recovery principles. Sandhills Center is currently assessing provider capacity, access and availability as it exists across the service area in order to move forward and make thoughtful decisions to expand Supported Employment and ACT services.

Measurable Goal(s) please specify if these are short term (< 1yr.) or long term (> 1yr.)

- * **Maintain a network of 100%** of ACTT providers demonstrating fidelity to the model and take steps to address any provider found to not meet fidelity
- * **Continue to monitor Supported Employment availability and expand coverage across area; At least 4 sites within catchment area by December 31, 2016; At least 6 sites by December 31, 2017; At least 8 sites by December 31, 2018; At least 9 sites by December 31, 2019**
- * **Explore possibility of an integrated PSR/IPS-SE team in a rural service area to expand access; Plan development by December 31, 2016 with actions taken after as appropriate**
- * **Continue educating members about the availability of Supported Employment with 100% of members approved for housing slots made aware by December 31, 2016 forward**

LME plan for addressing issue and achieving goals

To increase the availability of ACTT, demonstrating fidelity to the model, and Supported Employment services for members with a Mental Health/SMI diagnosis, and to ensure success with the above stated goals, Sandhills Center, is **offering or is planning to implement the following steps:**

- * **Promotion of the availability of services through the** existing interdepartmental Transitions To Community Living Taskforce
- * Implementation of a standardized process to ensure education is provided regarding Supported Employment
- * Implementation of a standardized process to monitor the progress of SMI members authorized for Supported Employment services

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- * **Continue requiring** all ACT Teams not meeting measurable fidelity on the TMACT evaluation to submit a Plan of Correction detailing how the provider will come into compliance with the model, including a detailed staffing list including roles and credentialing, total salary cost for each ACT staff member, previous year expense and revenue reports for ACT Team services and a timeline for being in compliance with the ACT Team model
- * If no plan is received by Sandhills Center within the required timeframe, or if the submitted plan is not acceptable, Sandhills Center will consider an agency sanction, up to and including, termination of the agency's contract
- * To increase the number of providers offering Supported Employment Services to members with a Mental Health diagnosis, Sandhills Center is **exploring the possibility of a pilot project integrating PSR/IPS-SE in a rural service area**
- * **To support providers in the delivery of ACTT services, Sandhills Center has increased ACT reimbursement rates by 15% and has expanded the authorization period for members served**
- * **To increase access to ACTT services, Sandhills Center initiated an RFP process to identify a new provider of ACT for the service area and worked with the identified provider to create a new team and expand service capacity**

If necessary, reference hyperlink for additional information on LME-MCO Website

If necessary, please list document name if attachments are submitted with printed copy of LBP

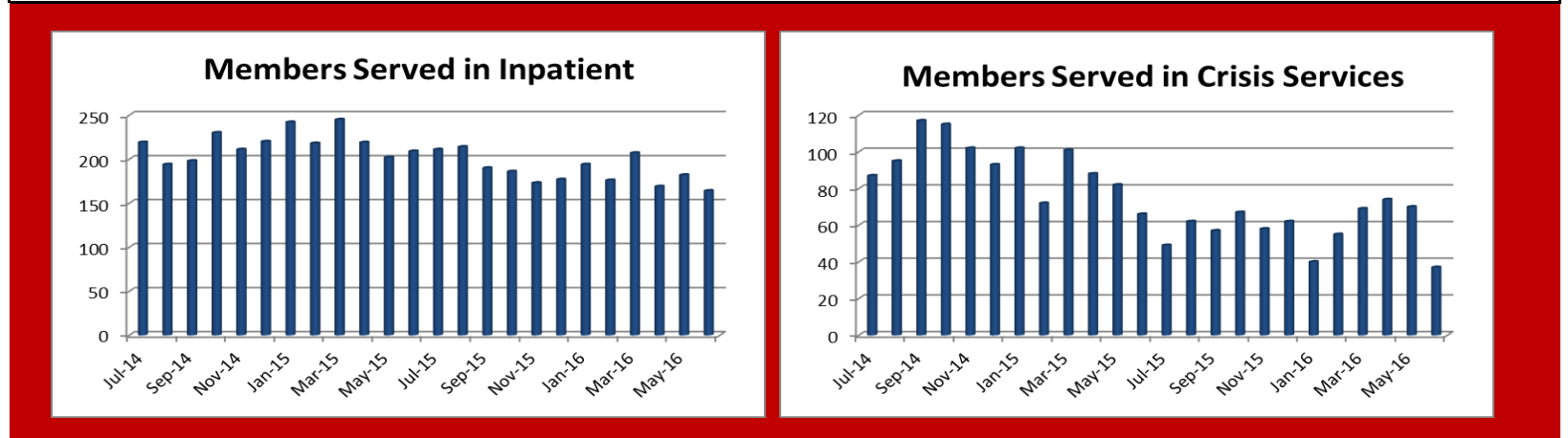
LME Name: Sandhills Center

Statewide Initiative: Crisis Services/ ED Wait Times

GS 122C-115.2 Administrative Function Addressed with Initiative (select all that apply):

Planning	Provider Network Dev.	Service Management	Financial Management	Service Monitoring	Evaluation	Collaboration	Access
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Issue: Reducing Crisis Admissions and ED Wait Times



Reasons for Action

Sandhills Center has a commitment to strengthen, improve and expand crisis services. Sandhills Center also has a commitment to decrease Emergency Department wait times associated with psychiatric hospital admissions. Our efforts to that end are designed to promote early community based strategies and interventions. Improving pre-crisis and crisis services in the community decreases the need for more restrictive interventions. Reducing the number of admissions and the Emergency Department wait times will lessen the strain on emergency department resources.

Measurable Goal(s) please specify if these are short term (< 1yr.) or long term (> 1yr.)

- * Continue Crisis and ED efforts in place to reduce the number of members requiring hospitalization to no more than a monthly average of 200 by December 31, 2016; to no more than 180 monthly average by December 31, 2017; to no more than 170 monthly average by December 31, 2018; to no more than 165 monthly average by December 31, 2019
- * Continue Crisis and ED efforts in place to reduce the number of members requiring crisis services to no more than a monthly average of 75 by December 31, 2016; to no more than 70 monthly average by December 31, 2017; to no more than 65 monthly average by December 31, 2018; to no more than 60 monthly average by December 31, 2019
- * Develop and release a Request for Proposals process to identify at least 1 additional Facility Based Provider in the network to offer an alternative to hospitalization and/or ED services with service availability no later than December 31, 2017

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LME plan for addressing issue and achieving goals

Sandhills center has plans to achieve the above stated goals by taking the following steps:

- * Continued collaboration with community partnerships to strengthen the continuum of care for crisis services and to increase the awareness, among providers, members and community stakeholders, of crisis services available in the community including walk-in crisis, telepsychiatry, Crisis Intervention Teams and other resources
- * Collaboration with contract Mobile Crisis Team to conduct crisis assessments in the community and assist in appropriate transitions
- * Strengthening and standardizing an efficient process to ensure members receiving crisis intervention services have adequate follow-up and to ensure transitions between crisis serving agencies are effective for members
- * Collaboration with magistrates, law enforcement, human services agencies and hospital personnel to ensure appropriate exchanges of information occur and that the pre-determined crisis plans of recidivistic members are consistently executed
- * Alleviate barriers to services by exploring and presenting data to Quality Management program for analysis and program planning
- * Improve review and identification of highest risk/highest need members to consistently assign high risk members to Care Coordination
- * Continue offering Crisis Intervention Training programs throughout the region to assist law enforcement officers in understanding and responding to members in crisis situations
- * Develop and provide crisis prevention training for the provider network, including exploration of Mental Health First Aid Training, to improve consumer outcomes and increase community partners' understanding of how to respond to crisis scenarios and providers' understanding of crisis planning requirements for individuals at higher risk for an incident

If necessary, reference hyperlink for additional information on LME-MCO Website

If necessary, please list document name if attachments are submitted with printed copy of LBP

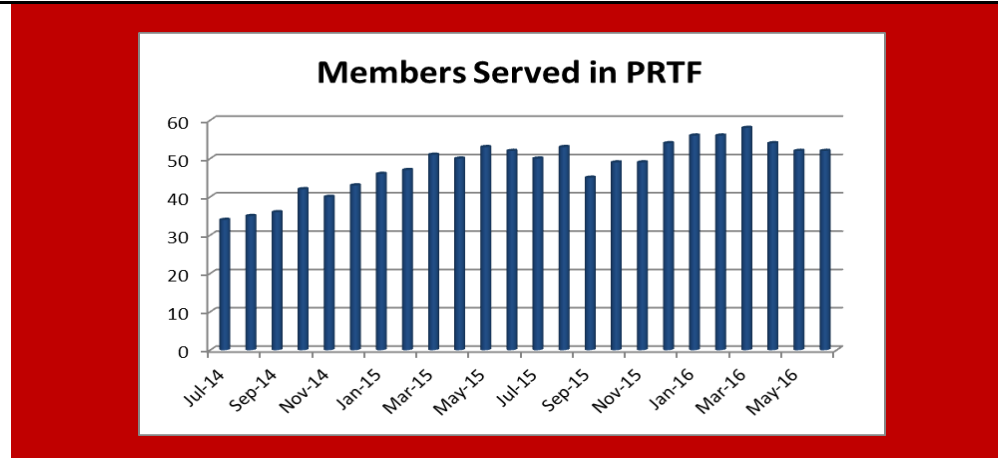
LME Name:

Statewide Initiative: Closer to Home-PRTF

GS 122C-115.2 Administrative Function Addressed with Initiative (select all that apply):

Planning	Provider Network Dev.	Service Management	Financial Management	Service Monitoring	Evaluation	Collaboration	Access
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Issue:



Reasons for Action

Sandhills Center has a commitment to the statewide goal of reducing out of state placements when youth require a PRTF level of care. Sandhills Center's earlier efforts have resulted in a reduction of out of state placements, a reduction we plan to maintain over the next three years. In addition, Sandhills Center has a commitment to reducing lengths of stay in these out of home placements. A system of care approach is the philosophy and framework by which such reductions will be guided and applied at all levels of Sandhills Center's infrastructure and across the network of community based services and supports that are organized to meet the challenges of these youth.

Measurable Goal(s) please specify if these are short term (< 1yr.) or long term (> 1yr.)

- * Maintain at no more than 7 out of state PRTF placements by June 30, 2017; no more than 7 by June 30, 2018; no more than 7 by June 30, 2019
- * Maintain the percentage of out of state PRTF placements to no more than 25% of total placements by June 30, 2017; 25% by June 30, 2018; 25% by June 30, 2019
- * Maintain the average length of stay in PRTF to no more than 5 months by June 30, 2018, and reduce the percentage of youth staying longer than 250 days to no more than 15% by June 30, 2019

LME plan for addressing issue and achieving goals

Sandhills Center plans to ensure success in addressing the above stated PRTF reductions by implementing a combination of intra-structure (internal) and inter-structure (community) activities. The following steps have or will be taken:

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- * Increase Care Coordination Department involvement with youth in a PRTF for the purpose of facilitating transition and discharge planning, including access to both MH/SA and IDD Care Coordination for members with a dual diagnosis
- * Develop a system to identify youth who are at risk of referral to a PRTF level of care and ensure that lower levels of care are explored prior to admission into a PRTF including a review of any residential placements specializing in treating specific identified behaviors
- * Maintain and strengthen communication between partnering agencies involved in youth placement or diversion including provider agencies, community stakeholders (Department of Social Services, Department of Juvenile Justice, Guardian ad Litem, local law enforcement, Juvenile Crime Prevention Councils, etc) and guardians by providing access to and facilitating availability of information, resources and technical assistance to mental health resources in the Sandhills Center catchment area.
- * Developing, maintaining and distributing access to a database of the NC PRTFs, noting expertise of each and specialty populations each serves, to better match youth to appropriate and shorter PRTF placement when necessary.

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LME Name:

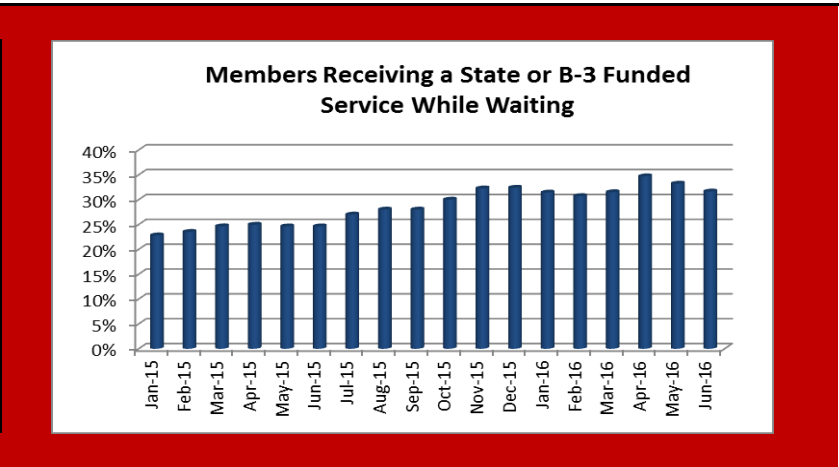
Statewide Initiative: IDD Waitlist

GS 122C-115.2 Administrative Function Addressed with Initiative (select all that apply):

Planning	Provider Network Dev.	Service Management	Financial Management	Service Monitoring	Evaluation	Collaboration	Access
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Issue:

Sandhills Center Members on the IDD Wait List	
Anson County	25
Guilford County	814
Harnett County	50
Hoke County	42
Lee County	32
Montgomery County	12
Moore County	137
Randolph County	104
Richmond County	50
Total Members	1,266



Reasons for Action

Sandhills Center has a commitment to the statewide goal of reducing the number of Intellectual and Developmental Disability members waiting for services and has a plan of action for reducing the current 1,266 Sandhills Center members waiting for services locally. While members are waiting for services, Sandhills Center is taking all appropriate action to provide access to care through any available resources and/or funding.

Measurable Goal(s) please specify if these are short term (< 1yr.) or long term (> 1yr.)

- * Increase the number of members receiving State or B-3 Medicaid services to 33% by June 30, 2017; to 34% by June 30, 2018; to 35% by June 30, 2019
- * Reduce the number of individuals waiting by accepting and timely processing 100% of Innovations slots provided to Sandhills Center

LME plan for addressing issue and achieving goals

Sandhills Center plans to ensure success in addressing the above stated goals by implementing the following steps:

- * Continual assessment of B-3 Medicaid service availability and increase the number of members receiving the identified services by increasing the availability of Medicaid B-3 services
- * Management and use of North Carolina Innovation Waiver Slots as allocated by the Division of Medical Assistance and through the use of available turnover slots at the end of each waiver year
- * Increase Care Coordination involvement in the identification of available services, supports and referrals to meet needs and coordinate care
- * Strengthen ongoing efforts to identify and assess member's needs and assure appropriate placement on the waiting list

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* Identify and use any available State funded services to assist in meeting identified needs

* Maintain and strengthen communication with members and/or their families by obtaining updates and any status changes

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