



**SANDHILLS
CENTER**

**QUARTERLY
COMMUNITY REPORT**

July 2016

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A message from the CEO

SANDHILLS CENTER REACHES OUT TO OUR COMMUNITIES

This past quarter was filled with community relations and educational activities throughout the Sandhills Center region.

We extended educational opportunities internally so that network providers could gain more insight into our growing focus on Integrated Care. We started this effort by launching the “*Integrated Care News*” publication, which is widely distributed throughout the provider network and can be found on our website -- SandhillsCenter.org. Two newsletters have been released, with a third coming soon. The first issue featured basic information and explained new “scripts” that Care Coordinators are using when interacting with providers. The second newsletter highlighted metabolic syndrome, a potentially serious disorder that commonly affects people who take certain medications to treat mental illness.

Those in the Sandhills Center provider network also learned more about Integrated Care during Provider Forum/Orientation sessions held in Moore and Randolph counties. More information about the coordination of whole-person healthcare, or Integrated Care, can be found within this report.

Spring typically is a busy time for outreach to external audiences because May is Mental Health Month. This public awareness campaign is a long-standing tradition throughout the United States. Many of the Family Support Programs that are sponsored by Sandhills Center offered public awareness programming activities throughout May.

We also had a significant presence during a City of Greensboro (Guilford County) mental health

community forum. Sandhills Center participated in a health fair in Lee County, and in various other public exhibits in or near Anson, Harnett, Hoke, Montgomery, Moore, Randolph and Richmond counties.

In June, Sandhills Center focused efforts on crisis solutions by sponsoring Crisis Intervention Team (CIT) training and Mental Health First Aid (MHFA) certification classes.

CIT is a joint effort between Sandhills Center, NAMI, law enforcement, local non-profit agencies and the community college system. MHFA is geared toward the general public. Both programs offer training for a better understanding of people who may be experiencing behavioral health crises, and information about how to appropriately handle such situations. Both programs provide tools to encourage those who need treatment to access services.

Sandhills Center stands firm in its commitment to provide important information to our network of providers, stakeholders and the citizens of central North Carolina.



Victoria Whitt,
Chief Executive Officer
Sandhills Center

Services

SANDHILLS CENTER FOCUSES ON INTEGRATED CARE

A major focus of Sandhills Center is embracing the philosophy of Integrated Care.

Integrated Care covers a complex and comprehensive field, and there are varying definitions for it. Many experts agree that solutions can be found in Integrated Care because of the coordination of physical and behavioral healthcare. It produces the best outcomes and is the most effective approach to caring for people with multiple healthcare needs, particularly those who seek treatment for mental health and/or substance use disorders. Integrated Care improves services in relation to access, quality, user satisfaction and efficiency.

Nine providers currently are participating in a Sandhills Center pilot project that is taking Integrated Care one step further. We are using a polypharmacy tool that helps Care Management/Utilization Management, Clinical Screening Triage and Referral, and Care Coordination to identify medication outliers and polypharmacy. These will be addressed through our quality-of-care process. This past February, all prescribers within the Sandhills Center provider network began receiving notice of Behavioral Health and Opioid/Pain Pharmacy Quality Indicators, which are outside of evidence-based practices. This is a joint effort between Care Management Technology and Sandhills Center.

Participation in Integrated Care by the Sandhills Center provider network is essential to our success. Our Medical Director, Dr. Anthony Carraway, has implemented tools and “scripts” for internal use to implement this concept.

Sandhills Center Care Coordinators recently started using the scripts, which contain basic questions

that they ask providers. Here is a sample:

- “Do you have a signed consent form from your patient to request information from other providers who may be involved in their care?”
- “Did you ask your patient for a list of all medications they are taking? Is the name of the prescriber included in the documentation of these medications? For what conditions are these medications prescribed?”
- “Did you have any concerns about physical health issues (for example: obesity, slurred speech, complaints of dizziness) when you last had a face-to-face encounter with your patient? Have you communicated these concerns to your patient’s primary care physician?”

We believe this focus on Integrated Care is in the best interest of our members, and we look forward to continuing to enhance the services offered by our provider network through education and consultation.

“INTEGRATED CARE NEWS” CAN BE FOUND IN THE ‘FOR PROVIDERS’ SECTION OF OUR WEBSITE -- SANDHILLS CENTER.ORG. PUBLISHED MONTHLY, IT CONTAINS INFORMATION FROM ASSOCIATE MEDICAL DIRECTOR DR. KHALIL TANAS.

Education

CRISIS TRAINING OFFERED IN TWO COUNTIES

Sandhills Center hosted Crisis Intervention Team (CIT) training in Guilford County the week of June 20. There were 21 participants from the Guilford County Sheriff's Office, Greensboro Police Department, UNCG Police Department, Guilford Technical Community College (GTCC) Police Department, Guilford County EMS, and the Graham Police Department (Alamance County). CIT trains first responders and law enforcement to safely interact with individuals who are experiencing mental health crises. This training improves the likelihood that people with mental illness will receive treatment, when appropriate, in lieu of incarceration. It also provides the opportunity for meaningful discussions with people who have mental illnesses, intellectual/developmental disabilities or substance use disorders.

Instructors were from Sandhills Center, the Guilford County Magistrate's Office, Daymark Recovery Services, Monarch, RHA Behavioral Health, Therapeutic

Alternatives, Caring Services, Cone Health, Youth Focus, Alzheimers NC, ACTS Ministry, Mental Health Associates of the Triad, and the Center for Behavioral Health and Wellness. Sandhills Center partnered with GTCC, the Guilford County Sheriff's Office and NAMI-Guilford to provide this 40-hour program.

Since 2008, Sandhills Center has provided CIT training to 836 first responders. Future programs are scheduled in Lee (August), Guilford (September) and Randolph (October) counties.

Also in late June, Sandhills Center held the third Mental Health First Aid (MHFA) training class this year for Richmond County Department of Social Services (DSS) employees. So far, 59 people have been trained in an effort to certify all county workers.

MHFA training helps citizens identify and respond to signs of mental illness and substance use disorders. It is not intended to help diagnose individuals. Curriculum topics include suicide prevention, support strategies and interventions for panic attacks, overdose and trauma. Role-playing activities allow for skills to be applied in real-life crisis situations.

The importance of MHFA is widely recognized. The NC Department of Health and Human Services plans to train all state employees with help from Local Management Entities-Managed Care Organizations such as Sandhills Center. Recently, Gov. Pat McCrory said that North Carolina now has more people trained in MHFA than any other state in the country.



Pictured: Members of the June 2016 CIT class in Guilford County. More classes are scheduled throughout the catchment area in the coming months.

Community

SANDHILLS CENTER CELEBRATES MENTAL HEALTH MONTH

For nearly 70 years, mental health agencies throughout the United States have celebrated May as Mental Health Month.

This year, Sandhills Center sponsored and participated in a number of community-based activities to bring education and awareness to members and residents who live in our nine-county catchment area, including:

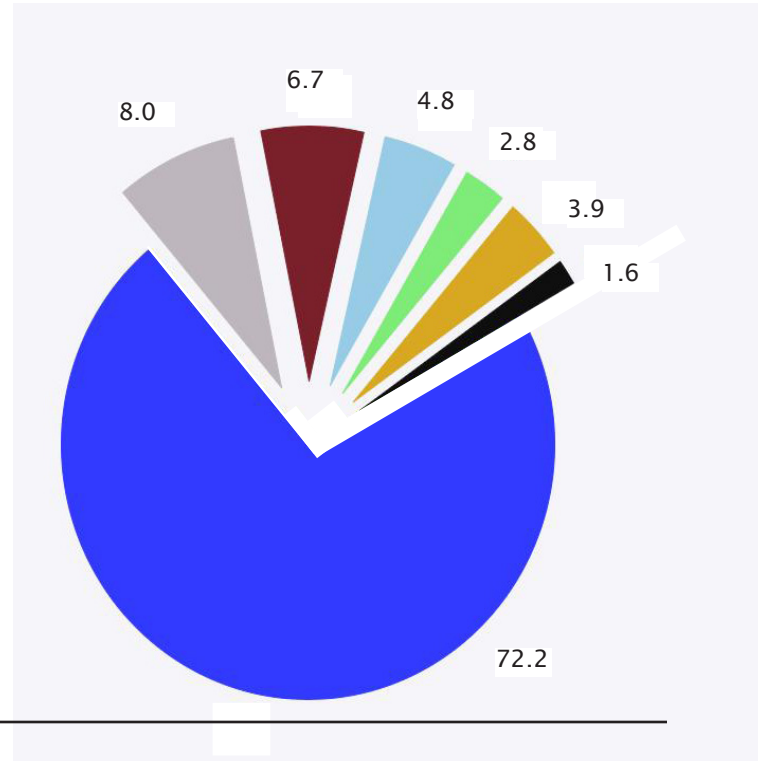
- **Anson County** -- Art Restores the Soul (ARTS) event in Wadesboro. An award-winning artist brought together children 8 years of age and older to express themselves through painting.
- **Guilford County** --
 - The Guilford County Board of Commissioners proclaimed "May is Mental Health Month."
 - The City of Greensboro's Human Relations Commission hosted a Mental Health Awareness Forum, with Sandhills Center and other community agencies lending support.
- **Harnett, Hoke and Lee Counties** --
 - Children's Mental Health Awareness Week and Conference was held in partnership with NAMI of Cumberland, Lee and Harnett Counties. Families in Hoke County were encouraged to attend, as well.
 - Sandhills Center staff hosted an informational booth at the Lee County Mental Health Fair.
- **Moore County** --
 - NAMI and Sandhills Center advocacy programs cosponsored Children's Mental Health Matters.
- Sandhills Center staff provided mental health information to participants in the NC Post-Adoption Conference Health Fair, an event designed to address the unique issues that adopted children face.
- **Montgomery and Randolph Counties** --
 - The Autism Spectrum Community Group gathered for its monthly meeting to offer support for families. The event was sponsored by the Randolph-Montgomery Family Support Program and Sandhills Center.
 - National Children's Mental Health Awareness Day was held at the Randolph-Asheboro YMCA, sponsored by the Randolph-Montgomery Family Support Program.
 - Sandhills Center cosponsored the "Mental Health and Substance Abuse Symposium: Trends & Transition," with Randolph Community College. The symposium is an annual event.
- **Richmond County** -- Sandhills Center's Connections Family Support Program, in partnership with NAMI-NC, offered a workshop in Rockingham featuring Robert David Sr., founder of Huge in Spirit. Participants learned valuable information about exercise and its effect on stress, depression, anxiety, ADHD, PTSD and trauma.

Each year, Mental Health Month helps to decrease stigma, which can be a barrier to individuals seeking treatment. Sandhills Center recognizes the importance of providing outreach activities that are key to early intervention for mental health and substance use challenges.

Financials

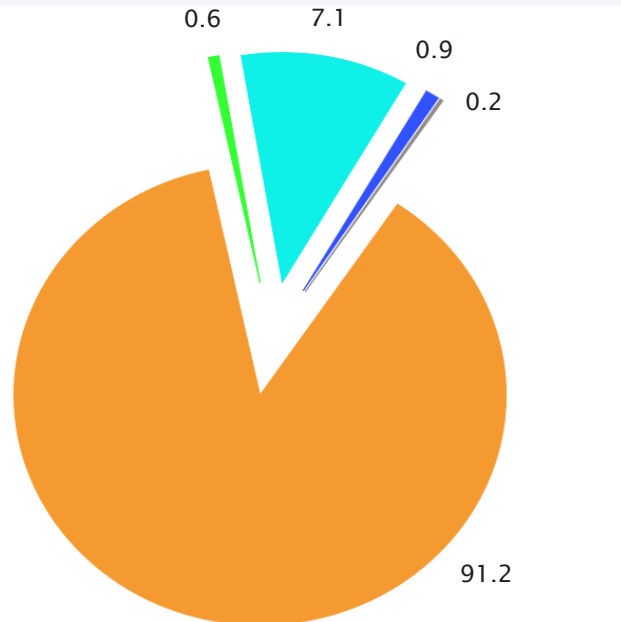
REVENUES

Medicaid Service Contracts	\$220,674,204	72.2%
State, Federal Service Funds and Medicaid Flow	24,416,548	8.0%
County General and Other Local	12,049,153	3.9%
I/DD Treatment Planning Administration and MH/SA/Treatment Planning	8,376,572	2.8%
Medicaid Administration General and LME Administration	14,630,934	4.8%
Medicaid Reserve Funds	4,971,259	1.6%
Fund Balance	20,528,883	6.7%
Total	\$305,647,553	100%



EXPENSES

Contracts	\$278,780,831	91.2%
Personnel	21,715,274	7.1%
Materials and Supplies	655,013	0.2%
Current Obligations	2,738,042	0.9%
Fixed Charges and Capital	1,758,393	0.6%
Total	\$305,647,553	100%





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

1120 Seven Lakes Drive
West End, NC 27376

For 24-hour assistance -- 1-800-256-2452

Individuals with hearing or speech impairments, please dial TTY 1-800-855-2880

Administrative offices -- (910) 673-9111

SandhillsCenter.org

SERVING ANSON, GUILFORD, HARNETT, HOKE, LEE, MONTGOMERY, MOORE, RANDOLPH AND RICHMOND COUNTIES