

**Public Comments Received on
Davie County's Plan of Disengagement from
Cardinal Innovations Healthcare and
Alignment with Partners Health Management**

On August 2, 2021, the Davie County Board of County Commissioners chose to pursue a relationship with Partners Health Management to manage our citizens' behavioral health services funded by federal, state and county dollars, including Medicaid. Partners is a Local Management Entity/Managed Care Organization (LME/MCO), a governmental entity which manages the county's mental health, intellectual/developmental disability and substance use services. Currently, our behavioral health services are managed by Cardinal Innovations Healthcare. However, Partners' intentional focus on community interaction and high-engagement with stakeholders and other attributes more closely align with Davie County's vision and strategic planning. Davie County believes this realignment will better serve the community and its needs.

The law requires Davie County to seek public comment on this Disengagement Plan for 60 days from the posting of the Disengagement Plan on the county website. The following comments were received by Davie County during the 60-day public comment period:

Comment #1

Julie Whittaker
Mocksville, NC

Davie Bone, Davie County Manager
Suzanne Wright, Director of the Consolidated Departments of Health and Human Services

RE: Davie County LME/MCO Disengagement Plan

The positive aspects of the plan are that the county intends to seek a shortening of the disengagement process/approval timeline, the Committee of Stakeholders being formed for Transition Planning, and the "5 Ps." V. DISENGAGEMENT, a. Transition Planning

On the list of those to be included on the committee is "Consumer and Family Advisory Committee (CFAC) or consumer representative." I wish to help you understand that the current CFAC structure allows for 3 persons from each of the 5 counties in a Cardinal Innovations Region. The three persons from a county are intended, when possible, to represent the first three identified disability areas: Intellectual Differences, Serious Mental Illnesses, and Substance Use Disorders. Most recently, there was the addition of a 4th seat to represent persons with Traumatic Brain Injury, but we have been caught short by the Disengagements of being able to add persons representing this designation

in the Triad Region. A common complication is the prevalence of persons with multiple diagnoses; those fitting SMI and SUD are very common, increasingly persons on the Autism Spectrum are recognized to have co-occurring SMI and/or SUD. Davie currently has three CFAC Representatives serving on the Triad CFAC, two fit into co-occurring categories.

- Recommendation 1- The transition committee should include at least 4 and perhaps 5 CFAC/Client representatives. Each of the 4 disability areas should be represented, they each have different service opportunities, different needs, and different experiences of importance. I recommend that you consider a 5th, because of comprehensive experience with both county services and through the LME/MCOs.
- Implement a method to learn personal/private testimony from stakeholders needing to maintain privacy. Quite honestly, for speaking publicly could be a matter of personal or even public safety.

Regarding the “5Ps;” while people are foremost in mind, there is a property matter to be considered, The Davie Wellness Center. While Cardinal Innovations does not own the building we know as the Wellness Center, when they took over operations from Center Point Human Services, they committed to continuing the work started by CPHS in establishing Wellness Centers in each of the Triad Counties. It is not the building or the location that is important, it is the opportunity to have a place dedicated to community inclusion, a touch point for those new to the world of mental ill being, and an education center. It was and can continue to be a valuable community resource.

- Recommendation 2- I strongly encourage discussion with Partners on a partnership with Davie County to maintain a Wellness Center in Davie County. In section b. Continuity of Services Plan in bold “In addition and as applicable, Davie County will work with Partners in the development of a strong communication plan to address and include Transitions to Community Living Initiative (TCLI) eligible individuals and their legal guardians.” I am sure this initiative is needed.

- Recommendation 3- Davie needs to take a serious look at the housing opportunities in the county for persons struggling with mental ill being in all varieties. There is need for temporary, transitional, and permanent supported housing. Supported includes opportunities for affordable housing options, and opportunities for support staff at varied levels to help persons maintain wellness and reach success with recovery or be there for them in the long term as they need.

In section c. Notification of Stakeholders- while everything should be posted to the website, there should not be an expectation that citizens check the website daily for postings or notifications that may be hidden under different department tabs and with near dates. There has been a lack of Press Releases and news coverage of Davie’s

considerations of Disengagement from CIH. The Enterprise Record is a primary source of information for people in Davie. Some prefer to read the Winston-Salem Journal.

- Recommendation 4- The effort to inform Davie's Stakeholders of this process needs to be more comprehensive and timelier, using every means available to reach citizens of all ages via varied information sources.

Respectfully submitted for consideration,

Julie Whittaker

Comment #2

How will Davie be more engaged with Partners than with Cardinal? Limited providers here in Davie means always going to surrounding counties. How will Partners attract providers and build relationships with our county officials and consumers to effectively identify and communicate the county needs. Too often a board member will attend and then stop. We need leadership and partnerships.