



Spirit Restored

2019
ANNUAL REPORT

A DEDICATION

This report is dedicated
to Eastpointe's team of
employees.

In the face of adversity,
you never waver.

During difficult times,
you are determined to
make a difference.

You put your needs aside
in service of your coworkers,
our members, and the
communities of which
we are a part.

Your compassion
is an inspiration.

Thank you.

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LEADING WITH COMPASSION

Many Eastpointe team members were forced to deal with severe damage—or in some cases the complete loss—of their homes during Hurricane Florence. Those who didn't faced other significant hardships.

In the weeks that followed the storm our employees were still focused on being of service—especially to their fellow team members. They immediately launched a donation drive to start the recovery process for those most in need.

The following are employees' firsthand accounts of their coworkers' compassion and generosity:



"The hurricane was one of the lowest points in my life. I never imagined that I would ever have to endure such a tragic event from Mother Nature. The blessings received from my Eastpointe family and Partners, which I now consider extended work family, helped out so much in the recovery process. I will never forget the generosity of all involved."

"To see everything you have underwater was so overwhelming. Not having a home to go to was heartbreaking. The donations and the support from my coworkers, complete strangers, and neighbors were so amazing that it filled me with such gratitude and thankfulness. It humbled me and renewed my faith and spirit."

LEADING WITH COMPASSION

"In a time of complete disaster and devastation surrounding Hurricane Florence, the Eastpointe family rallied together and showed my family what true heart and unrelenting compassion really is. With a complete outpouring of support, encouragement, and love, everyone pulled together and represented the strength of Eastpointe. I will forever be grateful for each and every person!"



Eastpointe employees' homes submerged by flood waters after Hurricane Florence.

"I would like to thank all of the staff members and all participants who helped during a very difficult time. My family was faced with having to endure Hurricane Florence, but we found out we were not alone. All the clothing items and gift cards helped in a tremendous way. Thank you also to Partners for caring...about someone else."

"I am so thankful for the assistance received during my time of devastation. Often when faced with unforeseen circumstances it can be challenging as to how one is going to work through the process. Yet when others, like my Eastpointe Family, come to your aid to assist and provide relief it's like a heavy weight being lifted. The fact that others were concerned about my well-being was heartfelt. Words cannot express just how thankful I am for the acts of endearment and kindness. Knowing others care provides a sense of peace that sets the pace for rebuilding and knowing you are not in it by yourself."



Renewing the Mind, Restoring the Spirit.

This has always been Eastpointe's motto. But we never lived it in quite the same way as we did this year.

Hurricane Florence was the gravest threat we've faced. The destruction it wrought has been well-documented. Less attention has been focused on the stories we'll share, including how the storm galvanized our employees and communities not simply to rebuild but to become more resilient in the process.

One of our roles as organizational leaders is to inspire, but we spent far more time this year being inspired by how our employees responded when our communities needed us the most.

Remaining steadfast during the storm

Many of our staffs' homes were either destroyed or severely damaged during Florence. Despite their personal tragedies, they continued to serve our members, in many cases helping them find new homes before finding their own.

Our Care Coordination Team remained in the field throughout to assist members in need.



We made sure that our shelters were able to engage with behavioral health specialists and that residents had access to the care they needed.

After the storm, we helped I/DD families relocate and repaired the damage to our Transition to Community Living Initiative (TCLI) members' homes. We continued to support area shelters until the day they closed.

To address the tremendous mental health strain, our Community Relations Team added new partners to its community network. They attended more events, delivered more presentations, and reached more people with resources than ever before.

Eastpointe invested over \$800,000 in hurricane response efforts.

Continuing to deliver excellence

As we helped rebuild, we never lost sight of our communities' existing behavioral health needs. We continued to support our providers with rate increases.

We expanded our service offerings. We streamlined our operations. We began participating in a grant program to help our TCLI members live more fulfilling lives in their communities. And we remained dedicated to ending our opioid crisis.

We invested \$1.3 million, above and beyond our hurricane recovery efforts, to strengthen our communities.

Eastpointe accomplished all of this while delivering service levels that, once again, motivated members to recognize us as the top-performing LME-MCO in the 2018 Consumer Perception of Care Report.

This year tested our mettle, but we delivered on our mission.

As an organization, we are looking ahead to 2020 and the launch of North Carolina's Medicaid Transformation stronger and more resilient.

Our accomplishments are only possible because of the support of our Area Board of Directors, Consumer and Family Advisory Committee, Provider Council, and Human Rights Committee.

We're grateful for the continued support and guidance of the Boards of Commissioners and county managers in each of our 10 counties.

To our providers and community partners: Thank you for your support. We look forward to continuing our work together.



Sarah N. Stroud

SARAH N. STROUD

Eastpointe CEO



[Signature]

**THE HONORABLE
JERRY STEPHENS**

Eastpointe Area Board Chairman



Members served

33,948

Eastpointe
At-a-Glance
FY19

289

Employees

32,729

Calls processed

814,270

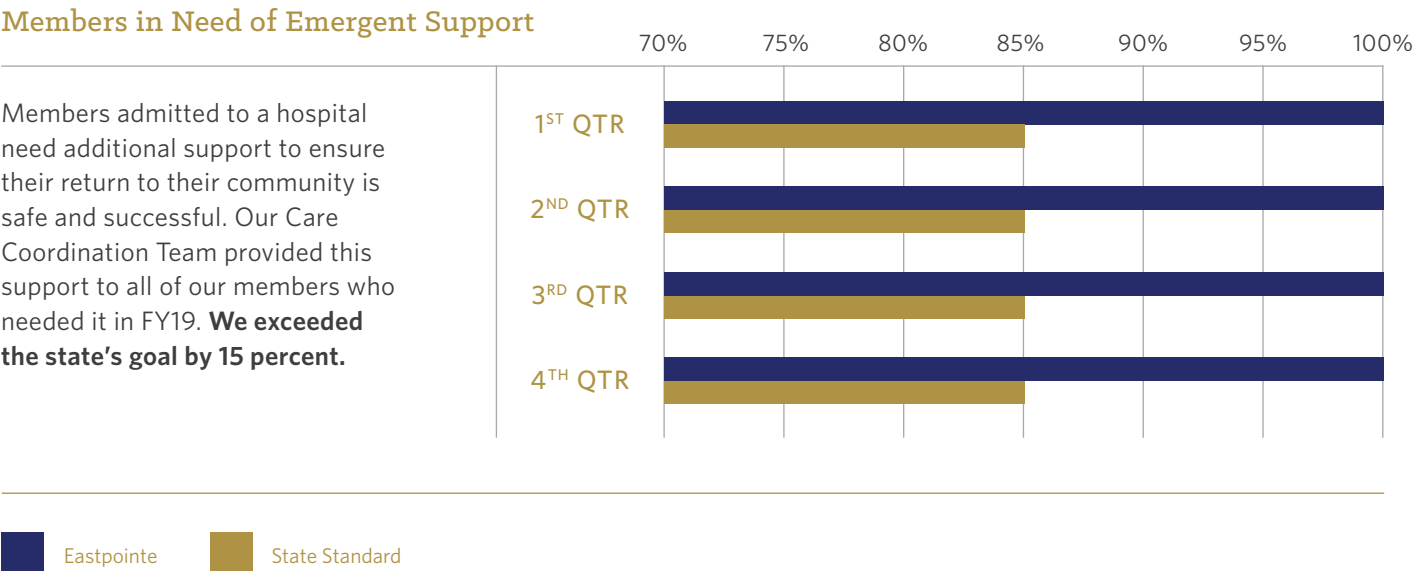
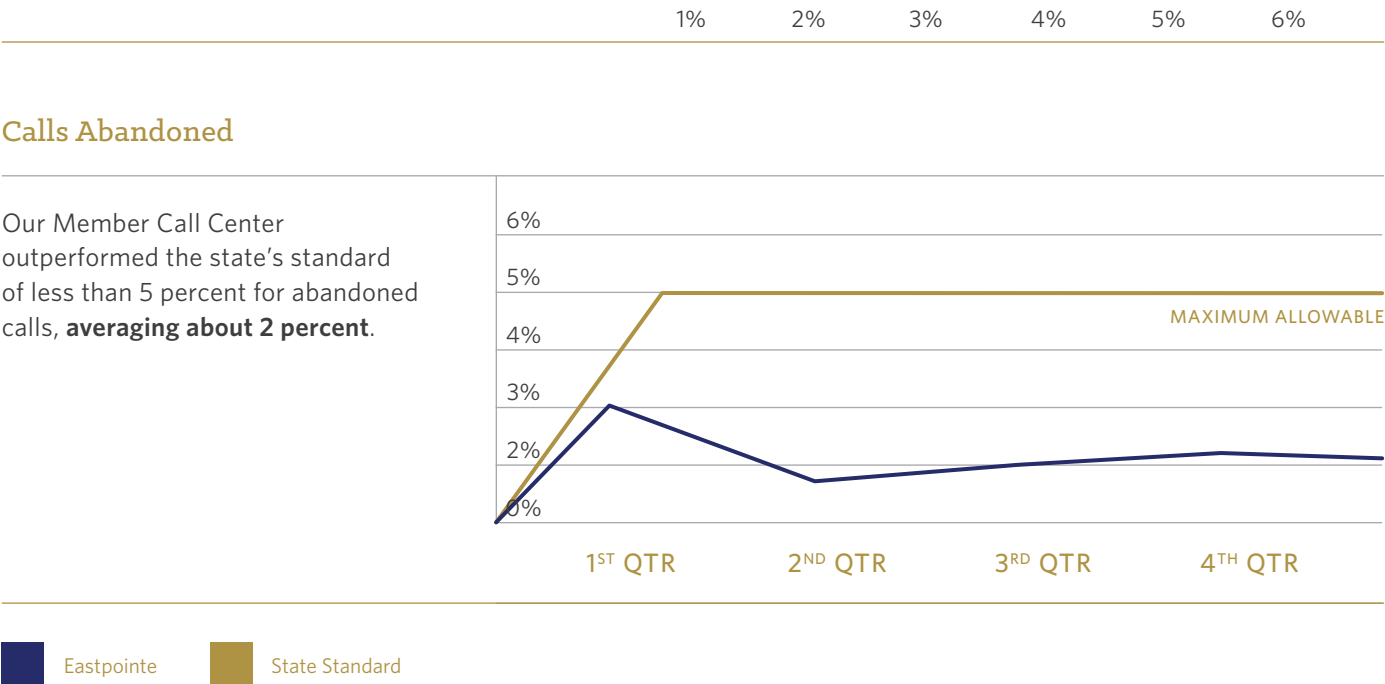
Claims processed

OPERATIONAL PERFORMANCE
Going Above and Beyond

Eastpointe continued to deliver on its commitment to serve members with excellence in FY19.

We exceeded state standards across all performance measures, including call center accessibility and responsiveness, member request fulfillment, claims payment, and complaint resolution.

Once again, we ensured that our members were able to access the care they needed when they needed it.

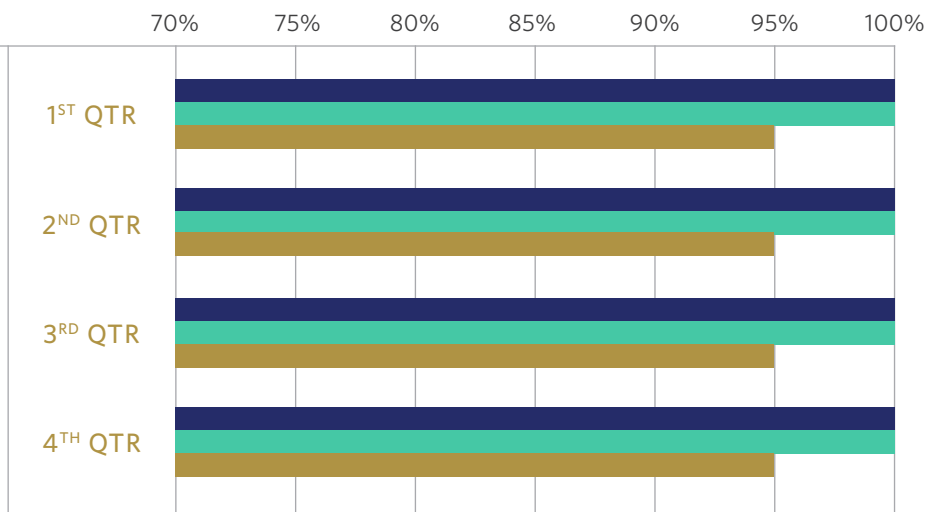


OPERATIONAL PERFORMANCE

Going Above and Beyond

Service Authorization Timeframe

When a member needs help from a provider, Eastpointe must approve the request before it can be provided. We pride ourselves on processing these requests accurately and quickly. **In FY19, we processed 100 percent of our requests faster than required by the state.** During Hurricane Florence, we established emergency protocols so our members could bypass the authorization process altogether and immediately access priority services, including medical equipment.



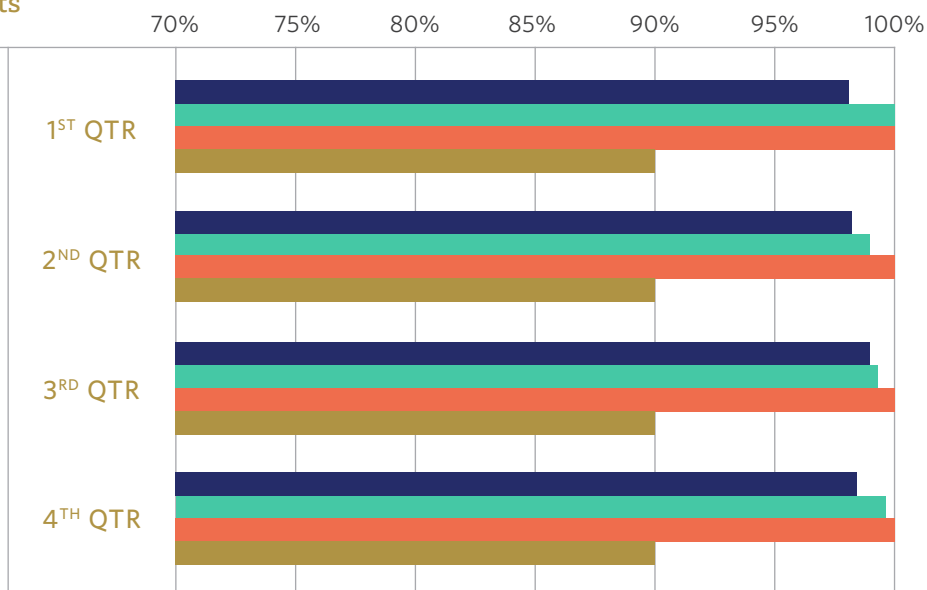
■ % of Medicaid Auth Requests Processed in Required Timeframe

■ % of Uninsured Auth Requests Processed in Required Timeframe

■ State Standard

Processing of Claims and Complaints

The state requires that 90 percent of provider claims and member complaints be processed within 30 days. Eastpointe works hard to maintain strong relationships with both its providers and members. **We processed 99 percent of our providers' claims and 100 percent of our members' complaints within 30 days.**



■ % of Medicaid Claims Processed in Required Timeframe

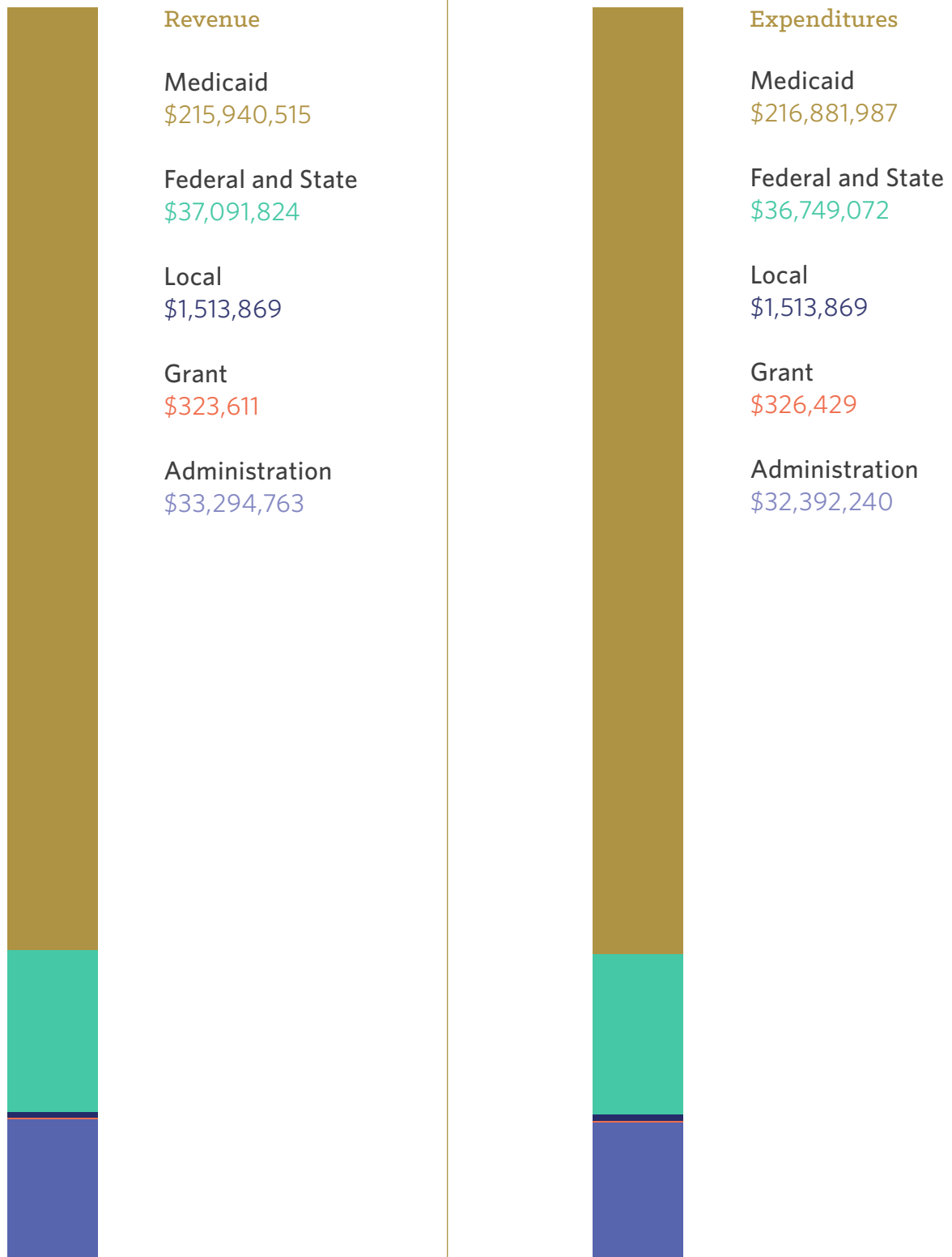
■ % of Uninsured Claims Processed in Required Timeframe

■ % of Complaints Processed in Required Timeframe

■ State Standard

FINANCIAL OPERATIONS

2019 Financial Performance



FINANCIAL OPERATIONS

Improving Member Service Through Automation

To better serve our members and prepare for Medicaid Transformation, Eastpointe's Business Operations Team prioritized the automation of critical daily business activities. Collectively, these changes made the organization more responsive and helped generate additional savings that can be reinvested in our communities.

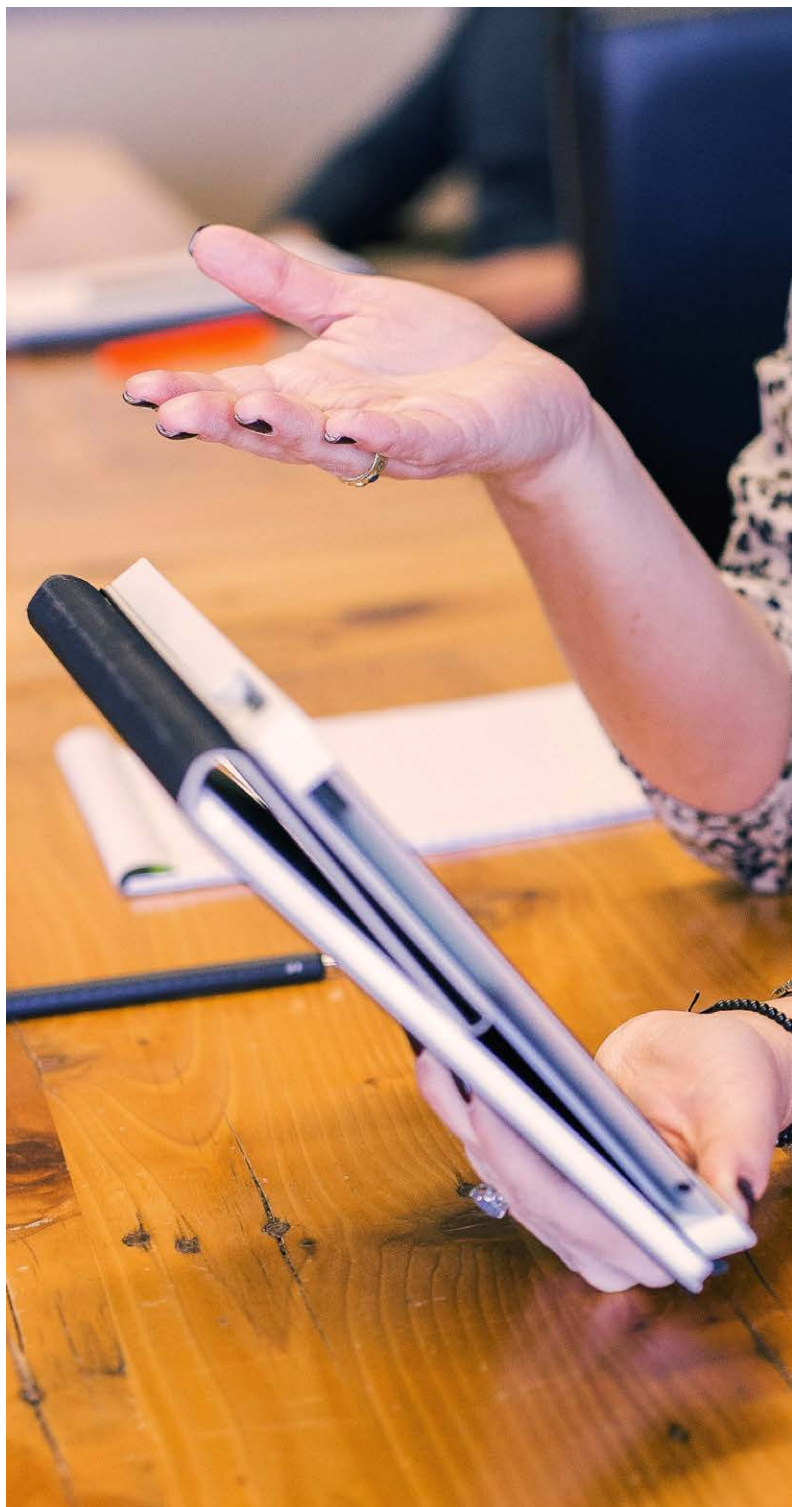
The Finance Staff identified several opportunities for improving efficiency through automation including:

- + Streamlining the purchasing process, from request to approval to vendor submission.
- + Introducing electronic signature software so that internal approvals can be provided more quickly and contracts can be finalized more efficiently.
- + Managing the entire payment process electronically, eliminating paper files.

The resources saved allowed the Finance Staff to spend more time analyzing the organization's performance and making additional recommendations for improvement.

Automation also helped other departments, including Management Information Systems:

- + Omega, our online workflow management system, was updated and is helping save time by better tracking and reporting everything from employees' vehicle reservations to the Quality of Care Department's referrals to members' incarceration status.
- + More reporting automation was added to improve claims processing and ensure our Care Coordination Team can more efficiently conduct member follow up.
- + New measures were instituted to improve our network security.



Eastpointe will continue to invest in new technologies that help us better serve our members and communities.

COMMUNITY INVESTMENT

Generating Savings for Our Communities' Benefit

Our primary goal is to make sure our members can access the care they need when they need it. Our strong operational performance this year allowed us to achieve this goal efficiently and generate financial savings.

Eastpointe invested its available savings in two ways.

First, we maintained our member service levels despite continued reductions in state funding.

Second, we provided more support for the communities we serve. We invested:

Over
\$1.1
MILLION

IN REIMBURSEMENT RATE
INCREASES FOR THE PEER SUPPORT
PROVIDERS IN OUR NETWORK TO
HELP THEM CONTINUE TO PROVIDE
THE HIGHEST-QUALITY CARE.

An Additional
\$200
THOUSAND

TO ADDRESS THE OPIOID EPIDEMIC.

We funded:

- + Opioid task forces to ensure our counties can effectively prevent addiction and assist their residents' efforts to find treatment.
- + Additional case managers to assist those recovering through Family Drug Treatment Court.

We will continue to ensure that the communities we serve are the beneficiaries of our strong performance.

2018 PERCEPTION OF CARE SURVEY RESULTS

Eastpointe Outperforms All Other LME-MCOs in Every Category

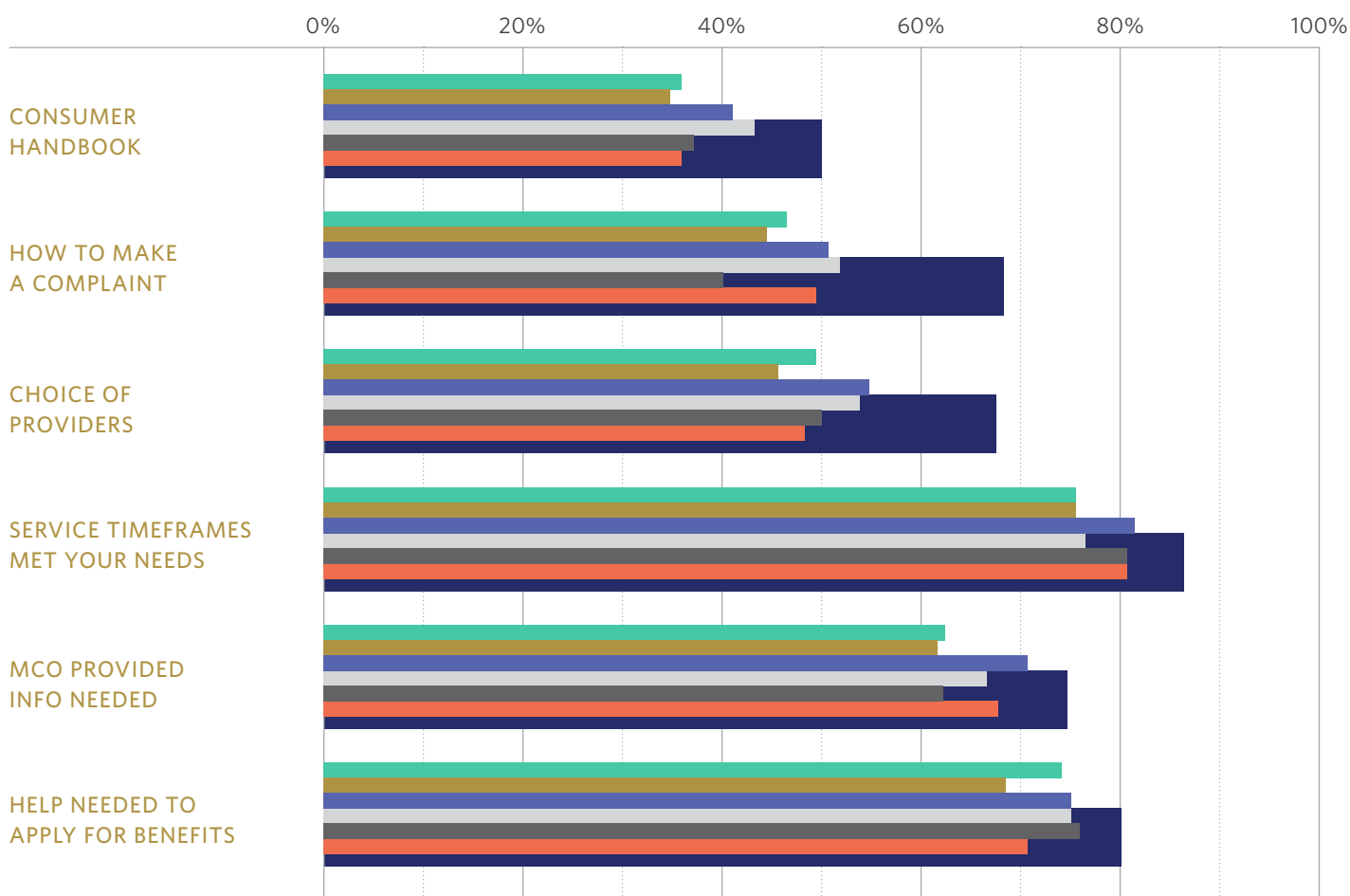
Annually, North Carolina Mental Health and Substance Use Services conducts a Consumer Perception of Care Survey. This survey assesses members' satisfaction and their perceptions of the quality and outcomes of publicly-funded mental health and substance use services.

The surveys are confidential and voluntary. They were completed in providers' offices between May 7 and June 5, 2018.

Again this year, Eastpointe was rated as the top performing LME-MCO. This time, however, members ranked us as the best in every single category!

As always, we are proud to serve our members with excellence, and we're honored by their recognition.

Here is a detailed breakdown of members' feedback:



2018 PERCEPTION OF CARE SURVEY RESULTS

(Continued)

Category Descriptions



Promptly delivering a consumer handbook

Members must receive a handbook within 14 days of initiating services. This handbook provides them with information about their rights and responsibilities while in treatment.



Registering a complaint

Eastpointe's goal is to make sure our members are completely satisfied with their service experience. To make sure we're doing our best, it's critical that they are made aware of the complaint filing process.



Ensuring provider choice

Eastpointe's most fundamental role is to connect members with providers who can help when needed. Though we serve one of the most rural areas of the state, we are able to ensure members a choice of providers.



Meeting members' needs for prompt service

Members in need of services are likely experiencing significant stress. The statistics are clear: If a member can't access the services they need in a timely way, they typically don't get treatment at all, leading to poor outcomes.



Providing all necessary information

Informed members make better decisions, especially when a decision is needed quickly. Better decisions lead to better outcomes.



Delivering help applying for benefits

Eastpointe wants to make sure members receive the help they need to ensure they can receive care. Members who don't are unlikely to seek services in the future.



TAKING CARE

Responding to Hurricane Florence

“Take care of yourselves and each other.”

This line ended each of CEO Sarah Stroud’s staff communications during Hurricane Florence.

“Care” is a one-word summary of Eastpointe’s storm management strategy. It perfectly encapsulates the compassion and kindness with which we approached our teammates and members. It also speaks to our collective determination to execute our role at the higher level of precision demanded by the gravest threat we’ve ever faced.

Reinforcing our lines of communication

With advance warning of Florence’s arrival, we invested time to fortify our communications.

Our most critical link was with our providers. We would need constant updates on facility closings so we could help direct our members to where care would be available. We distributed reminders to our network on the protocol for preserving members’ medical records. For many, hard copy records are all they have to ensure they receive the most appropriate treatment.

Coordinating behavioral health coverage at our area shelters was our responsibility. We worked with our providers to ensure each shelter had access to behavioral health professionals for their residents.

We made sure that our most important member link—our call center—would remain up and running. Our back-up systems were tested. Our partners were asked to re-route non-essential calls.

Finally, we issued regular status updates to all of our stakeholders, including our county commissioners and managers, Consumer and Family Advisory Committee, and the local media.

By the time Florence arrived, every participant in our members’ behavioral healthcare lifeline was communicating perfectly.

Despite our thorough preparation, we still faced the daunting task of figuring out how to tend to members’ needs and keep our employees—most of whom were living in the storm’s path—safe.

TAKING CARE

Responding to Hurricane Florence

Helping while in harm's way

Most of our employees faced the unimaginable decision of continuing to serve our members during Florence or dealing with the danger the storm posed to their homes and families.

Hundreds of our employees continued to serve, some of whom lost their homes. Despite our personal tragedies, we still helped every one of our members in need.

We completed 236 calls to area shelters to check occupancy rates, assess residents' behavioral health needs and assist staff from our providers delivering on-site care. If members required transportation to one of our providers' sites, we helped coordinate it, alerting EMTs to those whose care required uninterrupted access to power.

As calls came into our call center, we provided up to the minute information on the status of local shelters and our providers' sites to make sure members were still able to access care.

But it was our selfless colleagues at Partners Behavioral Health Management who helped make the difference. As our employees tended to their families, the Partners team generously volunteered to help answer member calls and direct our Care Coordination Team—which stayed in the field throughout the storm—to members who required their help.

Restoring the spirit

Sarah's reminders to "take care of yourselves and each other" defined Eastpointe's approach to helping our communities rebuild—physically, mentally, and spiritually—after the storm.



We sprang into action on housing issues. We helped I/DD families relocate and began repairing the damage to the homes our Transition to Community Living Initiative (TCLI) members occupied.



Eastpointe remained focused on local shelters' needs. We continued daily check-in calls until each was closed. We hand-delivered toiletries to shelter residents.



Eastpointe and provider staff worked together to visit members as they returned home and began to grapple with the demands of the recovery ahead.



One issue we didn't have was lost medical records. Only two instances of lost records were reported—down from 20 during Hurricane Matthew.



Donation drives were started for staff members who lost their homes. "Unpacking Florence" sessions were coordinated at each Eastpointe location to help employees recover through group support. Employees were also given four paid community service hours in October to aid in our communities' recovery efforts.



In total, Eastpointe invested over \$800,000 during Florence to provide for members, protect employees, and assist in recovery efforts.

In last year's annual report, we said that our employees' "dedicated and selfless pursuit of community service is an inspiration." Hurricane Florence proved this to be prophetic—it also proved it to be an understatement.

The courage and compassion our employees' displayed to protect our members, at grave risk to their own livelihoods, will never be forgotten.

TAKING CARE

Responding to Hurricane Florence

Forever Partners

As we prepared for Hurricane Florence's arrival, we were focused on fulfilling our members' needs and keeping our employees—most of whom were living in the storm's path—safe. Maintaining the necessary staffing levels to serve our members during the storm was a daunting challenge.

As we were mobilizing, CEO Rhett Melton and his team at Partners Behavioral Health Management called and asked what they could do to help.

It was Partners' support that helped us overcome this challenge. They volunteered to help our Care Coordination Team locate members who needed our help. They also dedicated time to manning phones in Scotland County to help members in need.

Partners' generous support saved valuable time; kept both our care coordinators and members safe; and allowed our employees the flexibility to help their families.

We will forever and always be grateful for their help.

And, forever and always,
we will be Partners.

Thank you!



To formally thank Partners for their support, Eastpointe promoted a Facebook post across their service area. Our employees also penned hand-written notes to each of their staff members.

TAKING CARE

Responding to Hurricane Florence

Providing Hope4NC

Florence's devastation forced survivors to manage overwhelming physical, mental and spiritual stress. It was difficult for them to know how to even begin the recovery process.

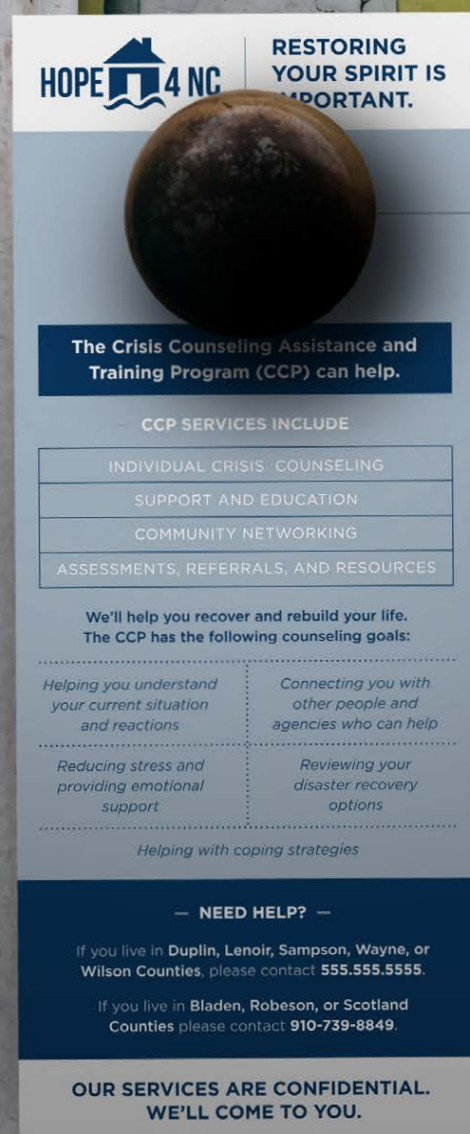
The Hope4NC Program is designed to help survivors manage this overwhelming strain by coordinating the resources necessary to rebuild.

Funded through federal and state grants, Hope4NC has recruited almost 200 crisis counselors to canvass affected communities. Working in teams of two, the counselors meet with survivors, in many cases providing an initial assessment on the spot. The counselors then follow-up with a brief series of home visits.

The goal is to assess all of the person's needs and connect them with the resources necessary to make a meaningful recovery. The counselors remain in contact to make sure the proper care and attention have been delivered.

In the year following Hurricane Florence, Hope4NC helped almost 200,000 people with their physical, mental and spiritual needs.

Eastpointe developed canvassing materials (shown at right and on the following page) and helped raise Hope4NC awareness through an ad campaign. We were proud to partner with the North Carolina Department of Health and Human Services, the Substance Abuse and Mental Health Services Administration, RHA Health Services, and Easter Seals.



HOPE4NC | RESTORING YOUR SPIRIT IS IMPORTANT.

The Crisis Counseling Assistance and Training Program (CCP) can help.

CCP SERVICES INCLUDE

INDIVIDUAL CRISIS COUNSELING
SUPPORT AND EDUCATION
COMMUNITY NETWORKING
ASSESSMENTS, REFERRALS, AND RESOURCES

We'll help you recover and rebuild your life. The CCP has the following counseling goals:

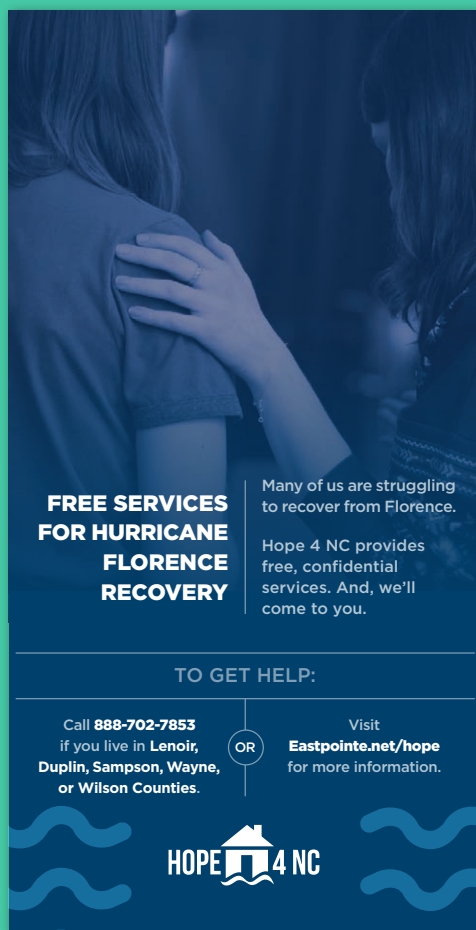
Helping you understand your current situation and reactions	Connecting you with other people and agencies who can help
Reducing stress and providing emotional support	Reviewing your disaster recovery options
Helping with coping strategies	

— NEED HELP? —

If you live in **Duplin, Lenoir, Sampson, Wayne, or Wilson Counties**, please contact **555.555.5555**.

If you live in **Bladen, Robeson, or Scotland Counties** please contact **910-739-8849**.

OUR SERVICES ARE CONFIDENTIAL. WE'LL COME TO YOU.



**FREE SERVICES
FOR HURRICANE
FLORENCE
RECOVERY**

Many of us are struggling to recover from Florence. Hope 4 NC provides free, confidential services. And, we'll come to you.

TO GET HELP:

Call **888-702-7853** if you live in **Lenoir, Duplin, Sampson, Wayne, or Wilson Counties.**

OR

Visit **Eastpointe.net/hope** for more information.

HOPE 4 NC



HOPE 4 NC

The Crisis Counseling Assistance and Training Program (CCP) offers services to disaster survivors in their homes, shelters, temporary living sites, or places of worship.

FUNDED CCP SERVICES INCLUDE:

- INDIVIDUAL CRISIS COUNSELING
- BASIC SUPPORTIVE OR EDUCATIONAL CONTACT
- COMMUNITY NETWORKING AND SUPPORT
- ASSESSMENTS, REFERRALS, AND RESOURCES
- DEVELOPMENT AND DISTRIBUTION OF EDUCATIONAL MATERIALS
- MEDIA AND PUBLIC SERVICE ANNOUNCEMENTS

The CCP helps people recover and rebuild their lives after a disaster. The CCP supports short-term interventions that involve the following counseling goals:

- Helping disaster survivors understand their current situation and reactions
- Reducing stress and providing emotional support
- Assisting survivors in reviewing their disaster recovery options
- Promoting the use or development of coping strategies
- Connecting survivors with other people and agencies who can help them in their recovery process

If you live in **Duplin, Lenoir, Sampson, Wayne, or Wilson Counties**, please contact **555.555.5555**.

If you live in **Bladen, Robeson, or Scotland** please contact **910-739-8849**.



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

RHA HEALTH SERVICES

SAMHSA Substance Abuse and Mental Health Services Administration

easterseals taking on disability together

What's the mission of the CCP?

The mission of the Crisis Counseling Assistance and Training Program (CCP) is to assist individuals and communities in recovering from the challenging effects of natural and human-caused disasters through the provision of community-based outreach and psychoeducational services.

WHAT IS THE CCP?

The CCP is composed of two grant programs:

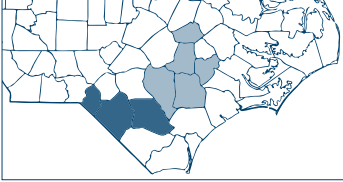
- Immediate Services Program (ISP)**
60 days in duration
- Regular Services Program (RSP)**
9 months in duration

The CCP is:

- Authorized under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act)
- Funded by the Federal Emergency Management Agency (FEMA)
- Requires a presidential declaration of disaster for individual assistance for short-term behavioral health support when disaster response needs are beyond states' capacities
- Administered through an interagency federal partnership between FEMA and the Substance Abuse and Mental Health Services Administration (SAMHSA) Center for Mental Health Services
- Culturally competent, understanding, respectful, and sensitive to the cultural makeup of communities served

QUESTIONS?

If you would like to know more about the CCP, its eligibility criteria, and its application requirements, please contact the SAMHSA Disaster Technical Assistance Center (DTAC).



If you live in **Duplin, Lenoir, Sampson, Wayne, or Wilson Counties**, please contact **555.555.5555**.

If you live in **Bladen, Robeson, or Scotland** please contact **910-739-8849**.

SAMHSA DTAC

1-800-308-3515

dtac@samhsa.hhs.gov

www.samhsa.gov/dtac/ccp

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

SAMHSA Substance Abuse and Mental Health Services Administration

RHA HEALTH SERVICES

easterseals taking on disability together



HOPE 4 NC

**CRISIS COUNSELING
ASSISTANCE
AND TRAINING
PROGRAM
(CCP)**



"I knew I could not do it alone, so I began working with Eastpointe."

Donald Edwards

*Chief of Police, Clinton PD
on implementing positive
change in his community*

COMMUNITY RELATIONS

Strengthening Our Ties

We prioritize being on the ground, every day, in the communities we serve.

With the tremendous behavioral health strain created by Hurricane Florence, our communities needed us to do more in FY19.

And we responded.

We conducted and attended more events and reached more people than ever before in Eastpointe's history:

Planned
or attended

282

EVENTS

Delivered

150

PRESENTATIONS

Manned our
Eastpointe Booth

178

TIMES

Attended over

1,000

COMMUNITY
MEETINGS

Combined, we reached over 26,000 people with information designed to improve and maintain their behavioral health and that of their community.

Restoring our communities' spirit requires our reach to extend into every corner of our service area. Each of our 10 counties is assigned a Community Relations Specialist who serves as their primary point of contact. These Specialists coordinate events, represent Eastpointe on local boards, and advocate for communities' behavioral health needs.

COMMUNITY RELATIONS

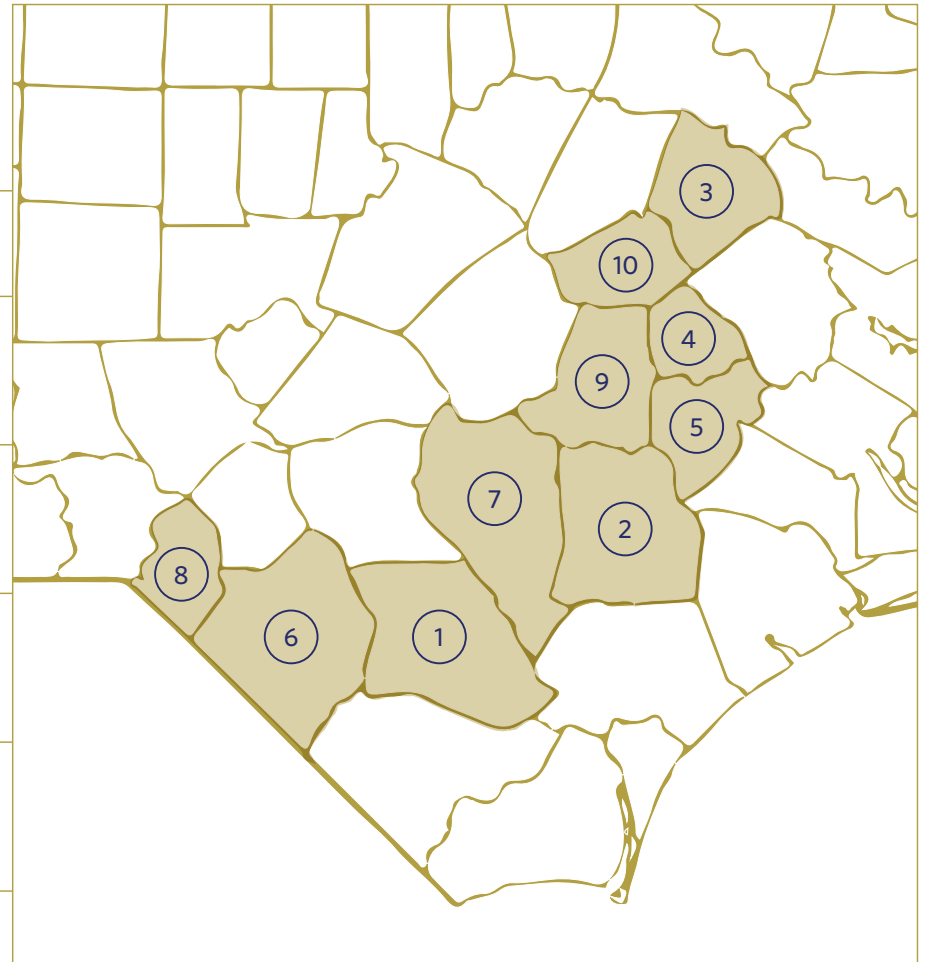
Strengthening Our Ties

They also help to grow and maintain our network of more than **400 community partners**, through which we deliver our behavioral health information.

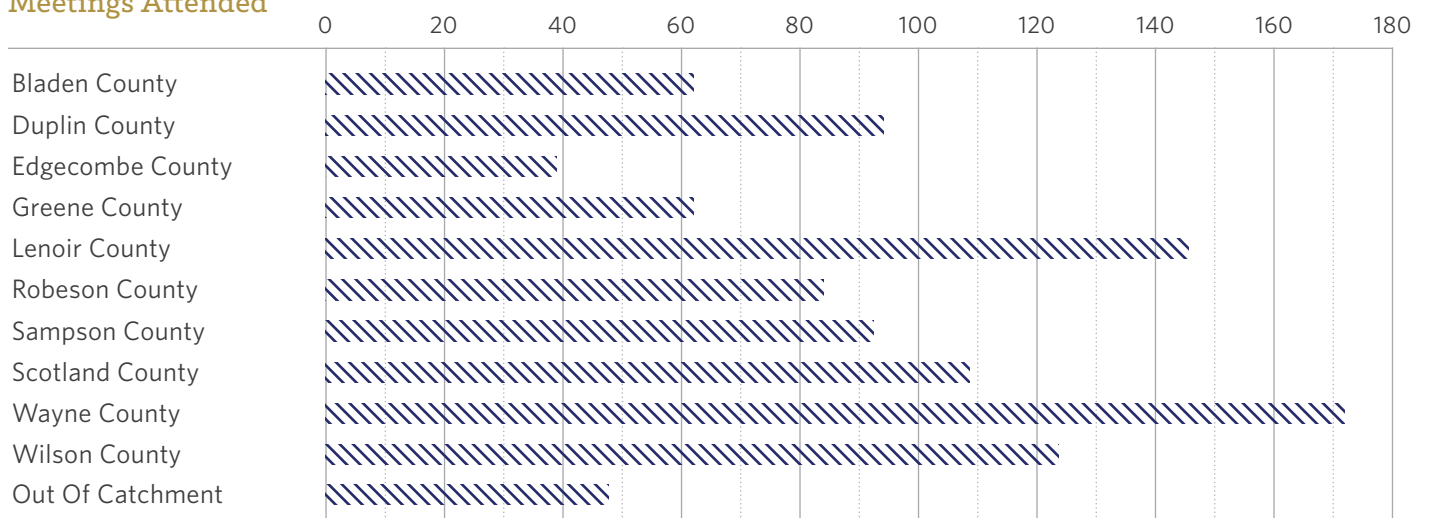
We truly are everywhere, all the time:

1	Bladen County	2	Duplin County
23 Partners		76 Partners	
3	Edgecombe County	4	Greene County
26 Partners		29 Partners	
5	Lenoir County	6	Robeson County
43 Partners		30 Partners	
7	Sampson County	8	Scotland County
60 Partners		24 Partners	
9	Wayne County	10	Wilson County
59 Partners		36 Partners	

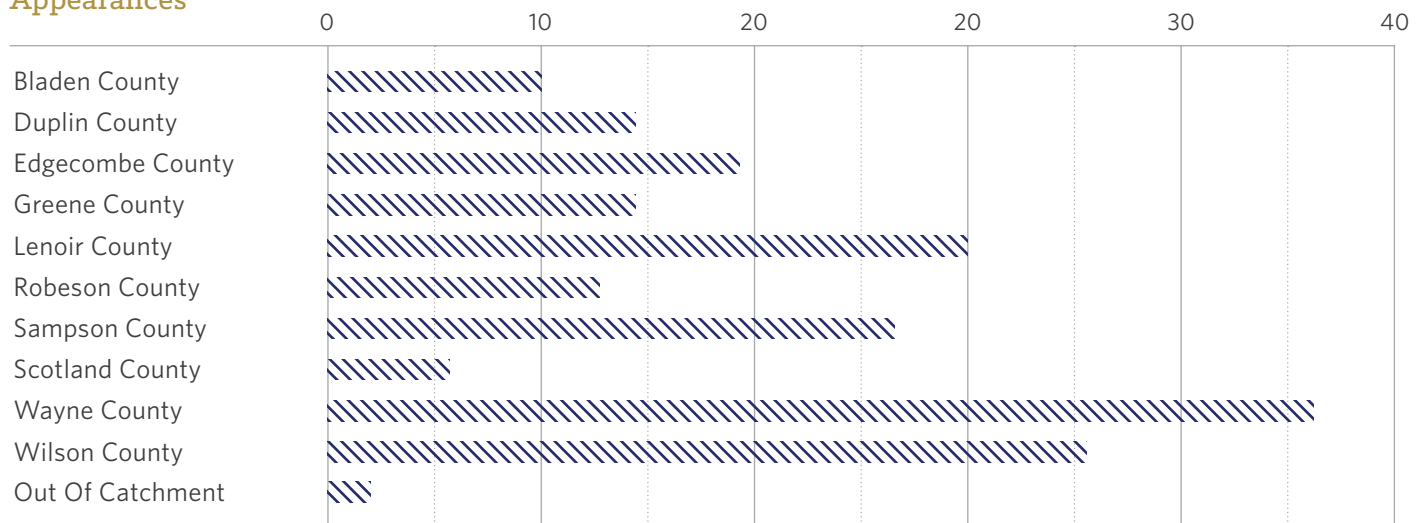
Eastpointe Community Partner Network



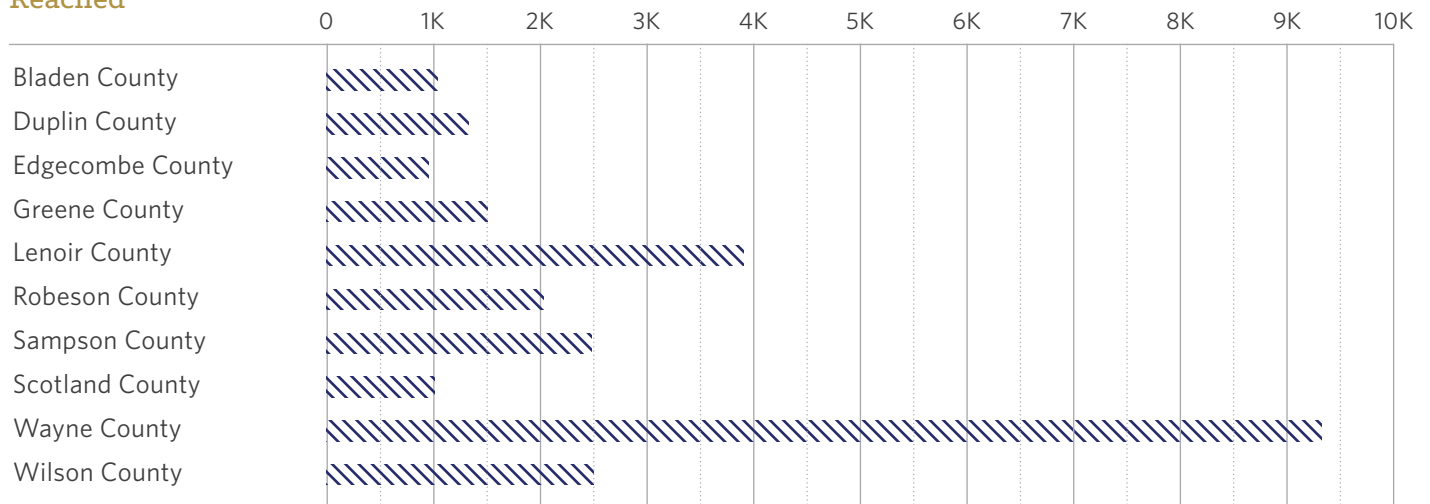
Community Meetings Attended



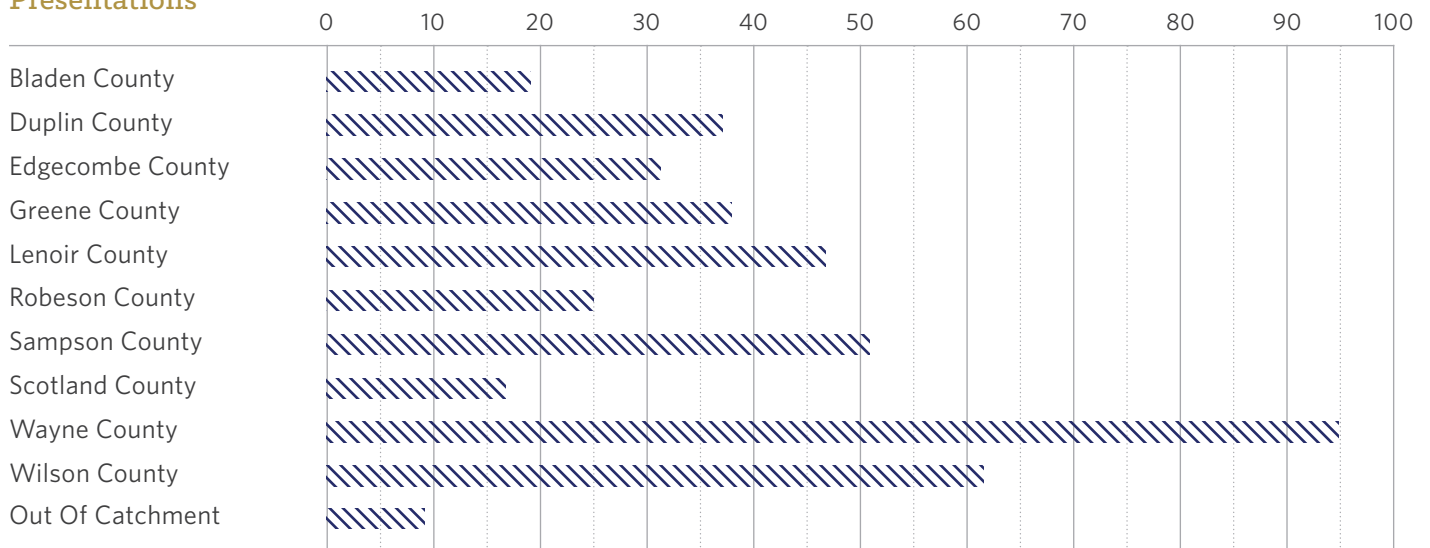
Eastpointe Booth Appearances



Citizens Reached



Events and Presentations



COMMUNITY RELATIONS

Partner Testimonials



Clinton Chief of Police Donald Edwards at the Child Abuse Awareness Walk with Melissa Reese from Eastpointe (third from left) and staff from the Sampson County DSS and Sampson County Health Department.

"There are not enough words to express how important Eastpointe has been to us and our community. Courtney Boyette and Melissa Reese have been outstanding to work with. I look forward to continuing to work with Eastpointe staff and the community of partners they helped bring together as we all continue our efforts to improve services for mental health and substance misuse for our citizens."

Donald Edwards, Chief of Police

Clinton Police Department | Clinton, NC



The Lenoir, Wayne, and Greene County Opioid Crisis Team, including Colleen Kosinski (far left) at the Opioid Response Project Forum in Chapel Hill.

"I am grateful that we have such a strong partnership with Eastpointe, particularly with Courtney Boyette and Venessia Hill in the Community Relations Department. They are strengthening. If there is a mental health need in the community, they are active in helping make connections so no one goes without services. Our community is stronger because of [Eastpointe's] Community Relations Department. We are so fortunate to have Mental Health First Aid, CIT training, Narcan, and, of course, your expertise in mental health available to us. The population we serve is so fragile and would not get what they need without Eastpointe's support. Thank you so much for all you bring to our community."

Colleen F. Kosinski

District Administrator | North Carolina Judicial Branch

COMMUNITY RELATIONS

Partner Testimonials



Tracey Simmons-Kornegay (left)
with Melissa Reese from Eastpointe.

“Over the last year, the relationship between Eastpointe LME/MCO and the County of Duplin has grown...to better serve the citizens of Duplin County with behavioral health and substance use disorders.”

Tracey Simmons-Kornegay, PharmD
Duplin County Health Director



Candice Rountree (fourth from right) at Wilson County's Overdose Awareness Event with community partners including Eastpointe's Tiffany Purdy (eighth from left).

“Wilson County's Department of Social Services (DSS) places great value on lifelong learning. Eastpointe's monthly educational opportunities afford our community, and our staff members, an opportunity to learn more about a wide variety of topics. DSS often hosts these monthly sessions and we are appreciative of Eastpointe's commitment to raising awareness and educating the public on issues related to mental health, substance misuse and developmental disabilities.”

Candice Rountree
Wilson County DSS

COMMUNITY RELATIONS

Partnering with First Responders Through Crisis Intervention Team Training

Eastpointe has been conducting Crisis Intervention Team (CIT) Training since April 2008.

CIT is designed to improve the way law enforcement, EMS, fire and rescue, and phone-based crisis support staff respond to people experiencing mental health crises. The goal is to ensure those experiencing a crisis can get the help they need when it can have the biggest impact.

FY19 was a record-breaking year for Eastpointe's CIT efforts: We helped coordinate 19 classes and train 248 officers! Since 2008, we've now helped coordinate 90 classes across our catchment area, graduating 1,200 first responders.

Our FY19 CIT classes included:



Wayne County EMS graduates,
October 2018



Telecommunicator graduates from Edgecombe,
Lenoir, and Wilson Counties, February 2019



Robeson County law enforcement
graduates, February 2019



Graduates from Edgecombe County,
Wilson County and Vidant, April 2019



Sampson County law enforcement graduates, March 2019



Robeson County law enforcement graduates, June 2019



Wayne County EMS graduates,
March 2019



Bladen County law enforcement
graduates, March 2019



Bladen County EMS graduates,
February 2019



Wilson County law enforcement
graduates, May 2019

COMMUNITY RELATIONS

Providing Behavioral Health Support for Schools

Our school systems' behavioral health needs are growing. So, too, are Eastpointe's efforts to meet them. We help by providing education and training, from elementary through college.

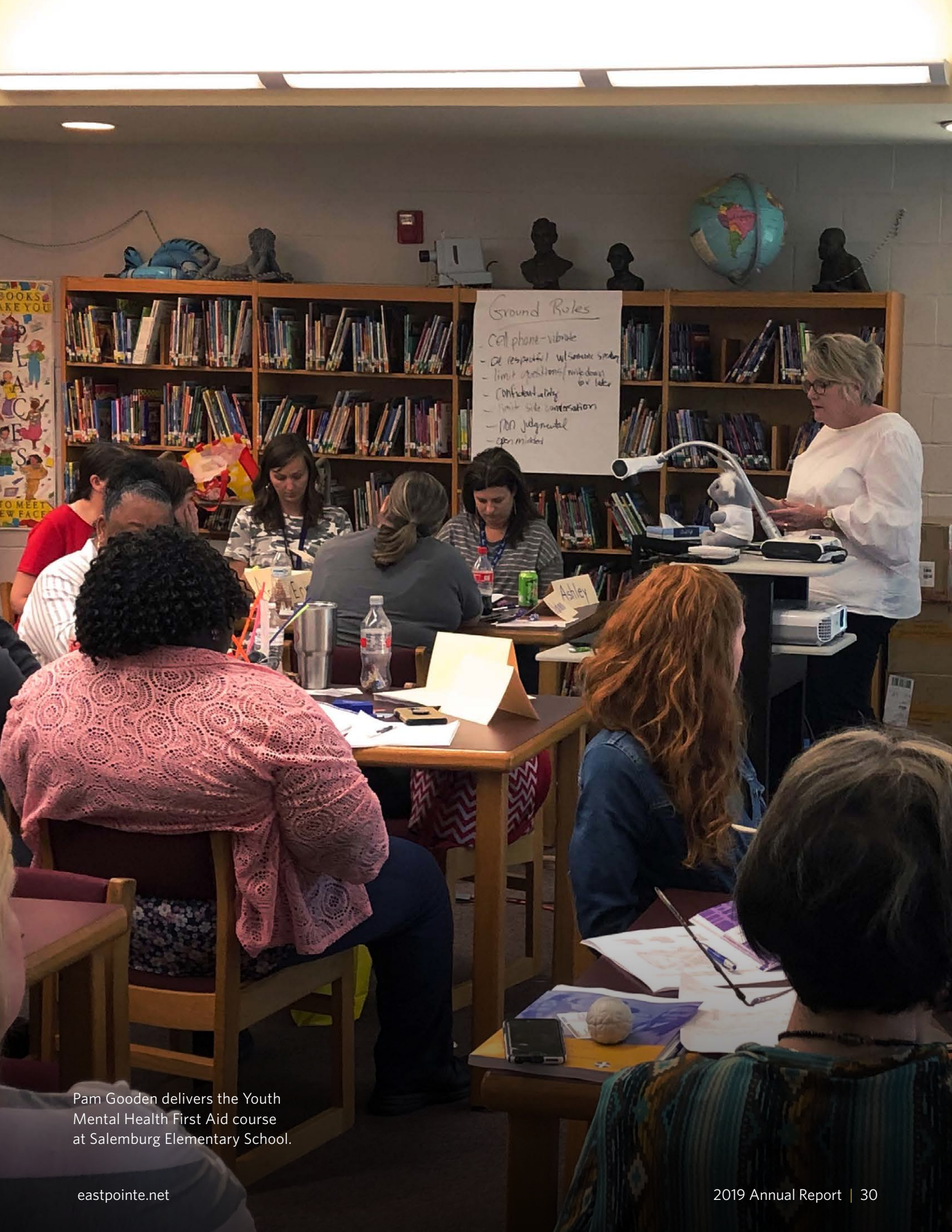
This year, we partnered with Clinton City and Sampson County Schools to offer Youth Mental Health First Aid for about 100 school personnel. Both districts recognized the need for their staffs to be better equipped to work with students and families with behavioral health needs.

In October, Eastpointe participated in Red Ribbon Week activities to help kids in elementary and middle school stay drug free. During prom season, we dispersed Prom Promise Cards to high schools to help prevent underage drinking. In September, we recognized National Recovery Month by partnering with colleges to offer information fairs with local substance use recovery resources.

Moving forward, Eastpointe's Community Relations Department will be partnering with the Sandhills Center to adapt the 40-hour, first responder-focused Crisis Intervention Team Training curriculum for school personnel.

The new training, "Mental Health Crisis Prevention & Intervention for Schools", will be piloted in Eastpointe's catchment area with the support of the Superintendent of Clinton City Schools.





Ground Rules

- Cell phone-vibrate
- Be respectful w/ someone speaking
- Limit questions/interruptions or later
- Confidentiality
- Limit side conversation
- No judgment
- Open minded

Pam Gooden delivers the Youth Mental Health First Aid course at Salemburg Elementary School.

COMMUNITY RELATIONS

Helping Prevent Suicide

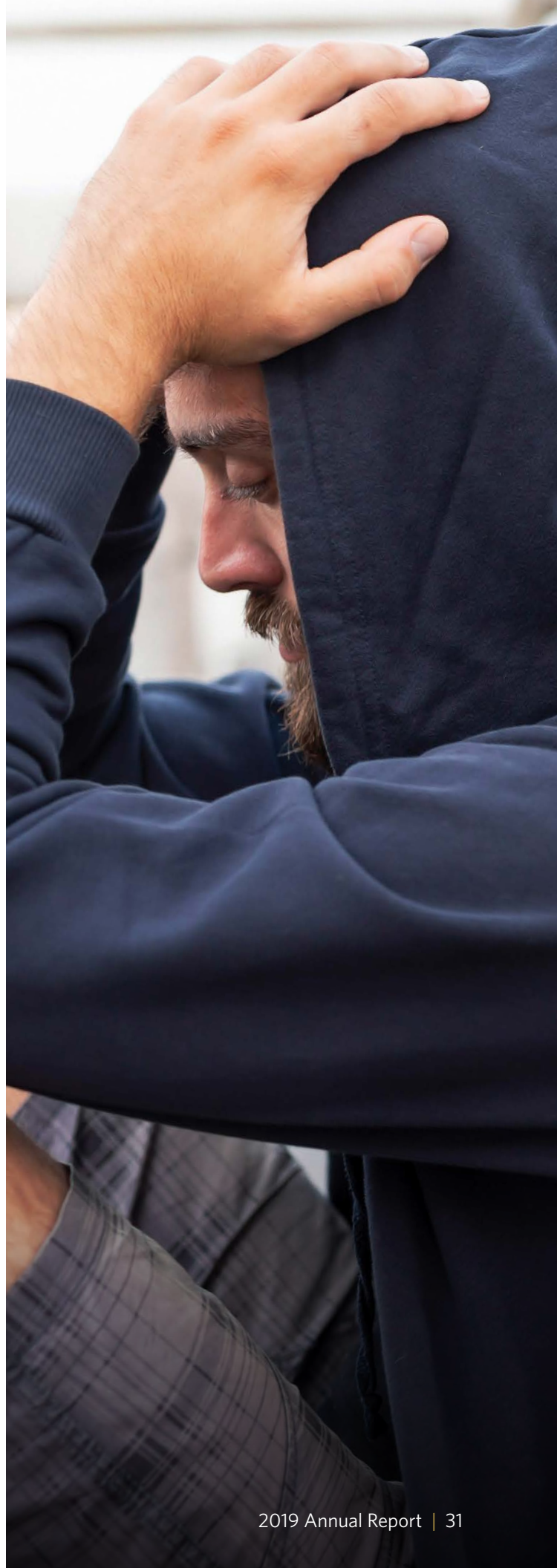
In September 2018, Eastpointe was awarded a North Carolina School Safety Grant in the "Training to Increase School Safety" Category.

Our application was accompanied by 30 letters of support from school systems, juvenile justice organizations, law enforcement, health departments, and child welfare organizations.

The grant supported the delivery of CALM Training: Counseling on Access to Lethal Means. CALM is a suicide prevention program. We helped conduct two initial workshops. The first, in November 2018, was held in Kinston. The second, in February 2019, was held in Lumberton.

We trained a total of 93 people, including school personnel, Eastpointe staff, and provider representatives.

Just as important, we also helped 22 individuals become CALM trainers in a day-long workshop in March 2019 in Goldsboro. With more people prepared to deliver CALM trainings in more communities, we will be better prepared to provide suicide counseling across our service area in the years to come.



Fighting the Opioid Crisis

Eastpointe continues to support all of our counties in their efforts to prevent and treat opioid overdoses.

In addition to our financial investments in county-based opioid task forces, our Community Relations Specialists attend each task force meeting and provide on the ground activity support when needed.

In FY19, we also provided funding for an additional case worker in Family and Drug Treatment Court

to better serve those recovering from opioid abuse through the legal system.

Eastpointe also continues to support first responders by delivering Narcan kits to agencies in need.

In January 2019, the Community Relations Staff delivered 360 kits to eight counties:



Bladen

Eastpointe's William Sellers (left) delivers Narcan to Bladen County first responders.



Sampson

Eastpointe's Melissa Reese delivers Narcan to Clinton Police Chief Donald Edwards (center) and Cpl. Donald Fisher.



Edgecombe

Eastpointe's Tiffany Purdy (center) delivers Narcan to Edgecombe County CORE members.



Scotland

Eastpointe's William Sellers (right) delivers Narcan to Robert Sampson, Scotland County Assistant EMS Director.

COMMUNITY RELATIONS



Lenoir

Eastpointe's Courtney Boyette delivers Narcan to Lenoir County EMS Deputy Director James Hood.



Robeson

Eastpointe's William Sellers (left) delivers Narcan to Robeson County EMS Director Patrick Cummings.



Wilson

Eastpointe's Tiffany Purdy (left) delivers Narcan to Shannon Nichols, HOPE Alliance Coordinator, Wilson Police Department.



Wayne

Eastpointe's Venessia Hill (fifth from left) delivers Narcan to Wayne County first responders.

Network At-a-Glance

335 providers across
the state are available
to serve our members.

247

PROVIDER
AGENCIES

47

LICENSED
INDEPENDENT
PRACTITIONERS

41

HOSPITALS

THE PROVIDER NETWORK

Expanding to Meet Members' Needs

As we continue to prepare for the Medicaid Transformation, we are continuously assessing and evaluating our provider network to ensure it's meeting all of our members' needs and delivering whole person care.

This year we expanded access to:

Applied Behavior Analysis (ABA)

ABA is an Autism treatment. Though there is a shortage of ABA providers across the state, Eastpointe was still able to expand its offering to ensure that services could be provided in the communities we serve.

Integrated Primary and Behavioral Health Services

Eastpointe is continuing its work with an innovative provider that is expanding locations with integrated primary and behavioral health services. They now operate six of these centers, with another slated to open in FY20.

Substance Use Services

Our counties are continuing the fight against opioid addiction, and so are we. Eastpointe further expanded access to opioid treatment, the Substance Abuse Intensive Outpatient Program and Substance Abuse Comprehensive Outpatient Treatment services this year.

State-Funded Peer Support Services

Peer support services are structured and scheduled activities for adults with a mental health or substance use disability. Peer support is an individualized, recovery-focused approach that promotes the development of wellness, self-management, coping skills, and independent living skills. The goal is to help make sure

members are able to find and maintain employment and remain fully engaged in their community.

Eastpointe invested \$1.1 million in rate increases for our peer support providers to help ensure they can continue to provide the highest-quality services.

Forensic Evaluations

This is an evaluation of an individual's capacity to stand trial. We expanded access to this service after noticing an increase in requests through our Member Call Center. These evaluations typically need to be scheduled weeks in advance. With more evaluators in our network, turnaround times will decrease.

Residential Treatment (Level III for dually diagnosed children)

We expanded access to residential treatment facilities that provide a structured, therapeutic and supervised environment to improve the level of functioning for children who have been diagnosed with both mental health and substance use challenges.

Eastpointe's expanded provider network offerings reached across all 10 of our counties, benefitting all of our members.



Reorganizing to Better Serve Our Providers

The stronger Eastpointe's provider relationships, the better our members' outcomes. Our ability to continually strengthen our provider connections means that we can all work to deliver members high-quality services more effectively and be better prepared for Medicaid Transformation.

In April 2019, we restructured our Network Operations Department and improved our provider credentialing process.

Since our founding, we've operated a Network Operations Call Center. The Provider Relations Staff handled calls from all providers within our network, assisting with any need, from claims to utilization management (UM) to network operations questions, etc.

Utilizing input and guidance from our Provider Council, the changes we made in FY19 increased our efficiency while improving on our excellent customer service:

All claims calls are now being handled through the Claims Department Call Center. Likewise, UM calls are handled through the UM Call Center.

The Network Operations Provider Relations Staff transitioned into the role of Provider Relations Account Representatives (PRAR). Now, each PRAR is assigned to a specific group of providers, so there is better continuity. There are also specific staff assigned to work with providers to complete the credentialing process.

In addition to these dedicated staff, Network Operations continued to review other ways to expedite credentialing, including the establishment of a partnership with the Council for Affordable Quality Healthcare designed to eliminate duplicative work and reduce paperwork requirements.

This has been a challenging year but one that has positioned Eastpointe to better serve both its provider partners and members.



TRANSITION TO COMMUNITY LIVING INITIATIVE

Promoting Whole Person Care Through Community Inclusion

The Transition to Community Living Initiative (TCLI) is designed to help provide whole person care for those with behavioral health challenges. Living in the community is strongly tied to better behavioral health outcomes because, among other things, it's a more effective way to provide for the social determinants of health, including social network engagement, education, employment, etc.

But just because a member is living in a community doesn't mean they are able to truly be a part of it. There are several activities in which members want to participate—from working, to running errands, to participating in their favorite leisure time activities—but for which they lack the time and, in many cases, the money. This is especially true in the rural areas Eastpointe serves, which typically don't offer public transportation.

Members who live in the community but remain disconnected from it are risking their behavioral health. Data shows that community participation is associated with quality of life and recovery.*

In FY19, we set out to make sure our TCLI members were truly engaged with their communities.

Eastpointe's goals were to increase community integrated housing stabilization, improve members' ability to work through adversity, and to improve members' quality of life.

We achieved this through a grant from the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services to fund a Community Inclusion Pilot Program.

This pilot began in spring 2018 with our partners, the Alliance of Disability Advocates of North Carolina (ADANC) and Temple University. Eastpointe identifies candidates from among its TCLI members who would benefit from stronger community integration. We then refer interested members, of which there have been 53 to date, to ADANC.

An ADANC Community Inclusion Specialist then works one-on-one with the member to identify what resources they'd like to access and create a plan for how to do it. Based on this plan, ADANC provides the member with an opportunity to access Freedom Funds from our grant to help them get to, and participate in, their chosen activities.

1

Members request access to Freedom Funds in writing to show why the activities in which they want to participate are important to their well-being and recovery. Eastpointe reviews and approves the requests.

2

After a member's Freedom Funds have been approved, we then track activity completion and assess how it's helping them develop stronger community ties.

Though Freedom Funds eventually became unavailable over the course of the year, Eastpointe was able to use them to create a program that helped restore our communities' spirit.

* Source: Burns-Lynch, Salzer, & Brusilovskiy, 2016

COMMUNITY INCLUSION

Member Story



Patricia “Pattie” Lee entered the Transition to Community Living Initiative (TCLI) in 2018. Eastpointe learned of her interest during an outreach visit to the Hamlet House Adult Care Home, where she was recovering from medical problems, ending her cocaine addiction, and working through her diagnosis of Major Depressive Disorder.

Pattie moved into a two-bedroom, two-bathroom house (shown on the following page) on August 30, 2018. The property also has a big backyard so she can play with her seven grandchildren.

Because of limited transportation options and her fixed income, Eastpointe referred Pattie to the Alliance of Disability Advocates of North Carolina (ADANC) to participate in the Community Inclusion Pilot Program.

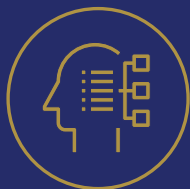
Her Community Inclusion Specialist from ADANC assisted her with creating a community engagement plan and setting goals. As part of the plan, ADANC helped her get a certified emotional support dog named Lucky.

Pattie has been determined to execute her plan. She’s now actively involved with church activities at the Jehovah Witness Kingdom Hall. She’s devoted to “Jehovah” for giving her the spiritual guidance to maintain her sobriety.

She has maintained her sobriety for almost three years. Given all she has to look forward to, Pattie plans to stay that way. She gives all praise to Eastpointe’s TCLI Program, ADANC, and Jehovah for her success in her beautiful home.



Pattie Lee's new home.



New Community Crisis Services Plans Created

In 2018, the State Legislature adopted new laws governing custody and transportation for anyone under an involuntary commitment (IVC) order.

The legislature dictated that law enforcement, local acute care hospitals, and mental health providers work together to develop the plans and necessary transportation agreements.

That's exactly what we did in FY19.

Across our 10-county catchment area, Eastpointe staff collaborated with all of these stakeholders to help implement these revised plans. Eastpointe's role is to arrange for the first commitment examination, along with a health screening, for individuals under an IVC order.



Tailored Plan Preparations Accelerate

Eastpointe is preparing to compete to become a Behavioral Health-I/DD Tailored Plan Administrator in North Carolina's new Medicaid System. With the Tailored Plan RFP expected in early 2020, we began investing time and resources to ensure that we can fulfill this new role with the same level of excellence we have achieved as an LME-MCO. These investments include:

- + Beginning the National Committee for Quality Assurance's accreditation process
- + Initiating the search for a new Care Management technology platform to better serve our members
- + Establishing relationships with the organizations chosen to be Standard Plan Administrators
- + Working with Standard Plan Administrators and other stakeholders to develop Community Crisis Services Plans
- + Educating our provider network on the pending changes to behavioral healthcare management

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Our success this year was possible only with the support of our Area Board of Directors.

Thank you for
your support!



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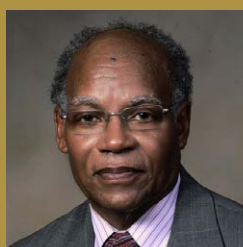
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