Partners’ Local IMPACT

Partners Behavioral Health Management is the local manager of mental health, substance use disorder, and intellectual and developmental disabilities treatment available through Medicaid, state, and county funding. Partners contracts with thousands of behavioral health care providers to ensure that treatment options are available for eligible residents of Burke, Catawba, Cleveland, Gaston, Iredell, Lincoln, Surry, and Yadkin counties.

From managing behavioral health care costs to integrating health care to treat the whole person, Partners strives to improve lives in the local communities it serves. You can see Partners’ local impact in the following programs and projects.

Local IMPACT by the Numbers*

► 40,048 consumers were served by Partners and its providers
► 32,351 consumers with mental health diagnoses were served
► 8,110 consumers with substance use disorders were served
► 3,554 consumers with intellectual and developmental disabilities were served
► 37,205 callers reached out to Partners’ Access to Care line for help
► 59,344 authorizations for services were approved
► 2,032,160 claims were paid

* This data is based on activities conducted by Partners Behavioral Health Management between July 1, 2016, and June 30, 2017

Local IMPACT through Community Projects

Integrated Care Centers
Burke, Cleveland, Gaston, Iredell, and Lincoln Counties

Partners built five innovative, award-winning Integrated Care Centers in its service area. The centers provide one convenient location for people seeking help with addiction, emotional concerns, or other behavioral health issues. Several health care providers share the space in each center and welcome walk-ins, offer appointments, and connect individuals with the care they need most. The five centers include:

The facilities in Morganton, Statesville, and Gastonia provide primary care medical services in addition to the broad array of behavioral health services available in all five centers.

► Lincoln Wellness Center in Lincolnton
► Burke Integrated Health in Morganton
► Ollie Harris Behavioral Health Center in Shelby
► Impact Health of Iredell in Statesville
► Gaston Complete Health in Gastonia

Results: On average, more than 600 people per month receive services at these centers. Many of them would have used hospital emergency departments if these facilities were not available.
Whole Person Integrated Care Model  
**Burke, Gaston, Iredell, and Lincoln Counties**

The Whole Person Integrated Care (WPIC) Model is a research-based, integrated care initiative created by Partners. WPIC is the integration of medical, behavioral, and public health approaches to care for the whole person. The WPIC model expands integrated care beyond the health care sector to include the social determinants of health, or the conditions in the places where people live, learn, work, and play. By tackling all the conditions that impact an individual's overall health, we can improve an entire community's health, reduce health disparities, advance health equity, and optimize public and private resources.

**Results:** Partners is the only North Carolina recipient of a SAMHSA grant from the U.S. Department of Health and Human Services and the Children's Mental Health Initiative. The grant will provide $1 million per year over four years to add new mental health resources for children and families residing in Gaston, Lincoln, Burke, and Iredell counties.

Community Collaboration & Training Programs  
**Burke, Catawba, Cleveland, Gaston, Iredell, Lincoln, Surry, and Yadkin counties**

The key to creating healthy communities is education and resources. That's why Partners' System of Care Department, Geriatric Adult Specialty Team (GAST), and the Partners Training Academy provide FREE behavioral health training for community members, law enforcement, and health care providers. Training topics range from Mental Health First Aid and Crisis Intervention Team training to educational conferences about the Opioid Epidemic and integrated care.

In addition, Partners hosts community collaboration groups so local agencies and residents can work together to identify and solve problems for children, adolescents, adults, and families struggling with mental health and substance use disorders. Partners supports two community collaboration groups in each of the eight counties in its service area: one focused on children and one focused on adults.

**FY17 Results:**

- 137 community and provider training sessions offered
- 2,920 people attended community and provider training sessions
- 236 law enforcement officers completed Crisis Intervention Team training
- 651 people attended the two Partners Health Summit conferences
- 470 Geriatric Adult Specialty Team (GAST) training sessions offered
- 3,405 people attended GAST training sessions
- 16 Community Collaborative Groups create and support local behavioral health programs in the eight counties served by Partners
- 1,861 individuals attended Partners' Community Collaborative Group meetings

Learn more at [www.PartnersBHM.org](http://www.PartnersBHM.org) or reach out to a member of the Partners Team:

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