

**From:** [noreply@civicplus.com](mailto:noreply@civicplus.com)  
**To:** [Mandy Connie](#); [Debbie Harris](#)  
**Subject:** Online Form Submittal: Contact Us Form  
**Date:** Thursday, June 24, 2021 2:53:01 PM

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## Contact Us Form

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Reason for Contact is to:	Send a Message
Select a Department	All County Commissioners
Subject	Disengagement
Name	Teresa McKeon
Address	1900 S. Main St.
City	Lexington
State	NC
Zip Code	27292
Phone	3362482842
Email	teresamckeon@arcdavidson.org
Question/Comment	Good afternoon, The Arc of Davidson County, Inc. has provided advocacy, support and direct services for people of all ages with intellectual and developmental disabilities for over 60 years. Our agency has been with Cardinal since the MCO was Piedmont Behavioral Health. One of our concerns is ensuring that providers within the current Cardinal network have the opportunity to provide

feedback into the potential disengagement process. In researching Vaya, I discovered a far greater array of innovative services than have been offered by Cardinal and took note of how these services, under the pending merger, could enhance the lives of people in Davidson County-particularly those who do not have the Innovations Waiver. Several are in-lieu of services which require state approval. I cannot say that Sandhills offers the same creativity in services-but do ask that providers of all three disciplines (MH/SUD/IDD) come to the table to share their feedback on the implications of migrating to another MCO as we have detailed knowledge of gaps in services. I am concerned that people we support may lose current services, or may have diminished opportunities due to a potentially smaller service array. Thank you so much for your consideration.

---

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**From:** [Casey R. Smith](#)  
**To:** [teresamckeon@arcdavidson.org](mailto:teresamckeon@arcdavidson.org)  
**Cc:** [Whitt, Victoria](#); [Ward, Anthony](#); [Commissioners](#); [Fred McClure](#); [Chuck Frye](#); [Debbie Harris](#); [Trish Baker](#)  
**Subject:** Disengagement - Response to Online Submission  
**Date:** Monday, August 30, 2021 10:04:03 AM  
**Attachments:** [image001.png](#)

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Ms. McKeon,

The County received your concerns regarding the transition from Cardinal to Sandhills via the online message board. As you are aware, a representative from Arc of Davidson County attended the transition team meeting on August 20, 2021. There Sandhills Center Executive staff walked everyone through the now “abbreviated” transition timeline as prescribed by the state as well as issues providers foresaw with transitioning of current members etc. The providers that attended were able to Q&A Cardinal’s contract transition team as well as Sandhills staff to better understand how / what member information is critical in order to ensure a proper transition. Further, the issue of provider service rates was also discussed. Lastly, we have another transition team meeting scheduled in September and Sandhills is planning community events (possibly at DDCC) specifically for providers. I hope this helps answer your questions as I have placed Sandhills Leadership staff on this response should you need them.

Thank you so much for your response.

“Good afternoon,

The Arc of Davidson County, Inc. has provided advocacy, support and direct services for people of all ages with intellectual and developmental disabilities for over 60 years. Our agency has been with Cardinal since the MCO was Piedmont Behavioral Health. One of our concerns is ensuring that providers within the current Cardinal network have the opportunity to provide feedback into the potential disengagement process. In researching Vaya, I discovered a far greater array of innovative services than have been offered by Cardinal and took note of how these services, under the pending merger, could enhance the lives of people in Davidson County-particularly those who do not have the Innovations Waiver. Several are in-lieu of services which require state approval. I cannot say that Sandhills offers the same creativity in services-but do ask that providers of all three disciplines (MH/SUD/IDD) come to the table to share their feedback on the implications of migrating to another MCO as we have detailed knowledge of gaps in services. I am concerned that people we support may lose current services, or may have diminished opportunities due to a potentially smaller service array. Thank you so much for your consideration.”

**Casey Smith**

County Manager  
Davidson County Government  
County Manager’s Office  
913 Greensboro Street, Lexington, NC 27292  
1.336.242.2213 office  
[Casey.Smith@DavidsonCountyNC.gov](mailto:Casey.Smith@DavidsonCountyNC.gov)

[www.co.davidson.nc.us](http://www.co.davidson.nc.us)



**From:** [noreply@civicplus.com](mailto:noreply@civicplus.com)  
**To:** [Mandy Connie](#); [Debbie Harris](#)  
**Subject:** Online Form Submittal: Contact Us Form  
**Date:** Tuesday, June 29, 2021 12:21:12 PM

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Reason for Contact is to: Express an Opinion

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Select a Department All County Commissioners

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Subject Realignment with Sandhills Center

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Name Stacy Garrison

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Address 140 Fisher Farm Rd

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City Lexington

---

State NC

---

Zip Code 27292

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Phone 336-596-4976

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Email stacyg517@gmail.com

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Question/Comment I was just made aware of your decision to move away from Cardinal and realign with Sandhills Center and I wanted to let you know that I don't want you to do it. My daughter has been receiving services since the day she was born. It started out with DC Early Intervention, then Piedmont, and now Cardinal. The transitions are usually messy and confusing to the people receiving services. I am completely happy with Cardinal and was

absolutely thrilled about the merger with Vaya and I wanted you to know that. In your "DAVIDSON COUNTY LME/MCO DISENGAGEMENT PLAN" over and over it talks about transparency, transparency, transparency. I don't see where you are being transparent at all. It would not have been hard to come up with a list of people receiving services right now through Cardinal and asking their opinion before you decided what YOU think is best for the disabled population of Davidson County. My life is difficult enough as it is and I hope that money wasn't the deciding factor in your decision to make it harder. I wish you would have given the merger with Vaya a chance before you chose to do this. I am also disappointed, but not surprised that my local government is not working for me and my family.

---

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**From:** [Casey R. Smith](#)  
**To:** [stacyg517@gmail.com](mailto:stacyg517@gmail.com)  
**Cc:** [Whitt, Victoria](#); [Ward, Anthony](#); [Debbie Harris](#); [Commissioners](#); [Fred McClure](#); [Chuck Frye](#); [Jason F. Hicks](#); [Trish Baker](#)  
**Subject:** Realignment with Sandhills Center - Response to Online Submission  
**Date:** Monday, August 30, 2021 9:26:03 AM  
**Attachments:** [image001.png](#)

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Ms. Garrison,

The County received your concerns regarding the transition from Cardinal to Sandhills via the online message board. The County went through an extensive process of engaging Cardinal leadership on issues we were having related to how service provisions were delivered. Unfortunately, the issues persisted and the County was afforded the option to disengage and select a new MCO. I can assure you money was not the deciding factor, rather the “personal quality” with which Sandhills provides services to its current Counties, made the decision very easy. I have placed the Executive Leadership for Sandhills on this response, as they are committed to a proper transition of current members during this tough time.

Thank you so much for your response.

“I was just made aware of your decision to move away from Cardinal and realign with Sandhills Center and I wanted to let you know that I don't want you to do it. My daughter has been receiving services since the day she was born. It started out with DC Early Intervention, then Piedmont, and now Cardinal. The transitions are usually messy and confusing to the people receiving services. I am completely happy with Cardinal and was absolutely thrilled about the merger with Vaya and I wanted you to know that. In your "DAVIDSON COUNTY LME/MCO DISENGAGEMENT PLAN" over and over it talks about transparency, transparency, transparency. I don't see where you are being transparent at all. It would not have been hard to come up with a list of people receiving services right now through Cardinal and asking their opinion before you decided what YOU think is best for the disabled population of Davidson County. My life is difficult enough as it is and I hope that money wasn't the deciding factor in your decision to make it harder. I wish you would have given the merger with Vaya a chance before you chose to do this. I am also disappointed, but not surprised that my local government is not working for me and my family.”

**Casey Smith**

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[Casey.Smith@DavidsonCountyNC.gov](mailto:Casey.Smith@DavidsonCountyNC.gov)  
[www.co.davidson.nc.us](http://www.co.davidson.nc.us)



**From:** [noreply@civicplus.com](mailto:noreply@civicplus.com)  
**To:** [Mandy Connie](#); [Debbie Harris](#)  
**Subject:** Online Form Submittal: Contact Us Form  
**Date:** Friday, August 27, 2021 7:53:45 PM

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Reason for Contact is to:	Voice a Concern
Select a Department	All County Commissioners
Subject	Sandhills
Name	Sherrie of M Garrison
Address	218, Lester Drive
City	Lexington
State	NC
Zip Code	27292
Phone	3364255500
Email	sherriegarrison2@gmail.com
Question/Comment	I am a mother of a special needs son why wasn't we asked our opinion on switching our innovation to sandhills

---

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**From:** [Casey R. Smith](#)  
**To:** [sherriegarrison2@gmail.com](mailto:sherriegarrison2@gmail.com)  
**Cc:** [Whitt, Victoria](#); [Ward, Anthony](#); [Commissioners](#); [Fred McClure](#); [Debbie Harris](#); [Chuck Frye](#); [Trish Baker](#)  
**Subject:** Sandhills - Response to Online Submission  
**Date:** Monday, August 30, 2021 9:49:27 AM  
**Attachments:** [image001.png](#)

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Ms. Garrison,

The County received your concerns regarding the transition from Cardinal to Sandhills via the online message board. The County setup the message board for citizens to utilize in order to provide feedback to County Leadership on this exact topic. Further, the County discussed this issue in several public meetings, which led to a resolution approved by the Board of Commissioners asking the state for permission to disengage from Cardinal. That action also created a pathway to seek a new partnership with another state endorsed MCO such as Sandhills Center. I have placed the Executive Leadership for Sandhills on this response, as they are committed to a proper transition of current members during this tough time.

Thank you so much for your response.

I am a mother of a special needs son why wasn't we asked our opinion on switching our innovation to sandhills

**Casey Smith**

County Manager  
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