

# #1

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, March 11, 2021 3:36:04 PM  
**Last Modified:** Thursday, March 11, 2021 3:37:14 PM  
**Time Spent:** 00:01:09  
**IP Address:** 174.195.8.73

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Page 1

## Q1

Full Name

Jessica Test

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## Q2

Address

Test

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## Q3

Comments

Test

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# #2

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, March 15, 2021 12:52:10 PM  
**Last Modified:** Monday, March 15, 2021 1:11:53 PM  
**Time Spent:** 00:19:42  
**IP Address:** 104.138.240.195

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Page 1

## Q1

Full Name

Louise B Whealton

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## Q2

Address

5035 Salemtowne Drive  
Winston-Salem NC 27106

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**Q3**

## Comments

While I currently serve as president of the NW Piedmont North Carolina affiliate of the National Alliance on Mental Health (NAMI), I write today as an individual expressing my opinion based on my years of experience as a family member and advocate. Since some NAMI board members do not live in Forsyth County, the NAMI Board of Directors decided to allow members to advocate individually on this issue.

I celebrate Forsyth County's involvement in the mental health care of its citizens. The proposal to implement TWO major changes at almost the same time, however, concerns me greatly, especially now while mental health needs are increasing due to the pandemic. Would it not be wiser to allow Cardinal to fully implement its improvement plan at the same time we all implement the state mandated Medicaid transition?

Citizens have experienced four transitions during the last 20 years – from state control to Hope Ridge to CenterPoint to Cardinal. While well-intentioned, each change resulted in confusion, gaps in service, and extra expenses as we adjusted to new management. Providers, not to mention families, described the difficulty of simply knowing whom to call during the transitions to get help.

It took several years after each transition for the system to stabilize and for participants to learn to navigate its new intricacies. Well-intentioned staff spent valuable time learning the new system instead of delivering care to clients. Good people took jobs elsewhere.

I have served on several committees, notably the CIT planning committee, with Cardinal staff. I have found them responsive and willing to help. I want them to have an opportunity to correct the gaps in services local advocates have identified.

After another year, we will have navigated the initial, inevitable confusion of Medicaid transition, and we can evaluate Cardinal's efforts to address our local concerns. Then it will be time to decide whether to change our LME/MCO.

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# #3

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, March 23, 2021 7:17:03 AM  
**Last Modified:** Tuesday, March 23, 2021 7:21:16 AM  
**Time Spent:** 00:04:13  
**IP Address:** 74.124.180.209

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Page 1

## Q1

Full Name

Vickie Whitley

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## Q2

Address

116 Hendrix Dr  
Kernersville NC

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## Q3

Comments

I think we need a change from a profit driven system to manage Medicaid. A lot of nonprofits depend on this entity to do the hard work in the field, and Cardinal has been profit driven, denying needed services.

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# #4

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, March 24, 2021 10:41:05 AM  
**Last Modified:** Wednesday, March 24, 2021 10:54:13 AM  
**Time Spent:** 00:13:07  
**IP Address:** 23.127.209.108

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Page 1

## Q1

Full Name

Walter Gray

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## Q2

Address

418 e 15th street Winston Salem NC 27105

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## Q3

Comments

I support the effort to keep these care givers in with there respective clients, and lend voice to those who need my support. Do not break up the well established inter action causing unwanted hard ship on clients.

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# #5

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, March 24, 2021 7:07:57 PM  
**Last Modified:** Wednesday, March 24, 2021 7:09:59 PM  
**Time Spent:** 00:02:02  
**IP Address:** 99.167.224.158

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Page 1

## Q1

Full Name

Mildred Perez

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## Q2

Address

2218 Waughtown street  
Winston Salem NC 27107

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## Q3

Comments

I think they should not Disengage I think they are doing a good job

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# #6

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, March 24, 2021 10:11:56 PM  
**Last Modified:** Wednesday, March 24, 2021 10:12:19 PM  
**Time Spent:** 00:00:22  
**IP Address:** 205.182.135.3

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Page 1

## Q1

Full Name

test

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## Q2

Address

test

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## Q3

Comments

test

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#7

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, March 24, 2021 10:00:43 PM  
**Last Modified:** Wednesday, March 24, 2021 10:14:27 PM  
**Time Spent:** 00:13:43  
**IP Address:** 199.101.125.215

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Page 1

**Q1**

Full Name

Sandra Judy

**Q2**

Address

620 Woodlake Park Drive  
Kernersville, NC 27284

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**Q3**

Comments

I am concerned about continuing changes to the LME/MCO's. A few years ago Centerpoint was going to merge with Partner's and Vaya and unfortunately ended up with Cardinal. I will say that thru lawsuits and changes of leadership Cardinal did improve some. My concern now is will Partners be one of the LME/MCO's that gets a contract for the Tailored Plan? If not will we go to another LME/MCO within a few months? Then after a few years with that LME/MCO it could change again possibly to a commercial MCO. It is very difficult as a parent to do future planning for my two children who have severe IDD and severe autism with the behavioral health system continuously changing. Bottom line I wish our county would have left Cardinal sooner and I hope there will be better outcomes with Partners.

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# #8

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, March 25, 2021 7:24:15 AM  
**Last Modified:** Thursday, March 25, 2021 7:32:28 AM  
**Time Spent:** 00:08:13  
**IP Address:** 45.36.34.184

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Page 1

## Q1

Full Name

Michael Tyree

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## Q2

Address

614 Laverton Lane Rural Hall North Carolina 27045

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## Q3

Comments

I think "Change" is very difficult as it, for those of us who aren't disabled.  
So I can only imagine how devastating and disrupting this sort of change might be to someone who is disable or suffers with a mental disorder.  
We should do whatever it takes to create a sense of normalcy for these individuals. Anything else would be cruel and inhumane.

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#9

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, March 26, 2021 6:18:26 AM  
**Last Modified:** Friday, March 26, 2021 6:20:08 AM  
**Time Spent:** 00:01:42  
**IP Address:** 70.231.72.94

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Page 1

**Q1**

Full Name

Concerned

**Q2**

Address

Resident

**Q3**

Comments

Dear Forsyth Board of County Commissioners,

On behalf of Forsyth County, I am writing to express my concern for disengaging with Cardinal Innovations Healthcare.

This decision comes at a time when our state is undergoing two major public health events, we do not need to voluntarily add another. Dealing with our state's Medicaid transition and COVID-19 is enough.

Cardinal has been serving our community for years, and their work and the relationships care coordinators have made with members and their families should not be disrupted at a time like this.

The majority of Cardinal's members are not calling for this change, but they will be severely impacted by it. They are calling on this plan to stop. I would ask you to listen to their voices as well.

I urge you to reconsider this disengagement plan.

With regards,  
2nd Chance Advocate

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# #10

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, March 26, 2021 12:36:31 PM  
**Last Modified:** Friday, March 26, 2021 1:00:51 PM  
**Time Spent:** 00:24:19  
**IP Address:** 72.15.255.84

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Page 1

## Q1

Full Name

Lindsay Locklear

## Q2

Address

5637 Fairway Cove Ct Winston-Salem, NC 27105

## Q3

Comments

I am a resident of Forsyth County and I have worked in the behavioral health field for almost 17 years in various capacities. I have been able to work with all of the MCO's in North Carolina. None of them are perfect and have their own sets of issues. What I can speak to is the chaos that ensues when change occurs for individuals with behavioral health concerns. The services that they rely on would be disrupted, the staff that they have been connected to for years would disappear, and more importantly no one will have a clue on who to speak to get their services reinstated. What you are proposing may have a positive effect on you but not to the people you have been elected to serve. Because I have been in the field, I can tell you that your issues on service array and provider networks are system issues. It will not be any better if you are able to align with another MCO. This decision does not seem to be based in reality. If you are looking for a perfect entity there are none that exist and the grass is not necessarily greener. What you are looking for continues to be nonexistent because of the lack of funds North Carolina receives for these services. Every year it seems that a service has been discontinued or a provider has shut down due to lack of funding. This is a legislative concern that you should be addressing not the MCOs that receive those funds. As a member of this community and someone whose passion is to help others I feel strongly that this disengagement will have more of a negative impact than the positive one you are seeking. With all the additional confusion regarding Medicaid transformation this will be just more thing for individuals to stress over. People have difficulty navigating the system now imagine how hard it will be if there is no one there to guide them. This process to my understanding is a lengthy one and like when most changes occur many will fall through the cracks and not get their needs met. It is my hope that Forsyth County government will change their mind about this process and work through their issues with Cardinal instead of creating more by disengagement. Thank you.

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# #11

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
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**Last Modified:** Friday, March 26, 2021 6:18:57 PM  
**Time Spent:** 00:03:30  
**IP Address:** 24.88.210.0

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Page 1

## Q1

Full Name

s.jacobs

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## Q2

Address

413 e 15th st w-s,nc

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## Q3

Comments

i was suppose to see everyone that said they were my councilors. nobody wants to see me since like they say and they never will.

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# #12

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, March 26, 2021 9:20:17 PM  
**Last Modified:** Friday, March 26, 2021 9:22:19 PM  
**Time Spent:** 00:02:02  
**IP Address:** 75.15.166.147

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Page 1

## Q1

Full Name

Laura sebastian

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## Q2

Address

2500 Miller park Circle Unit B  
Winston Salem NC 27103

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## Q3

Comments

I am against the disengagement plan that will affect the disabled in Forsyth County.

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# #13

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, March 27, 2021 12:33:35 AM  
**Last Modified:** Saturday, March 27, 2021 12:36:12 AM  
**Time Spent:** 00:02:37  
**IP Address:** 174.111.45.88

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Page 1

## Q1

Full Name

Michael Murphy

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## Q2

Address

3335 piney grove road  
Kernersville

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## Q3

Comments

I 100% support the decision to remove Cardinal. It is a horrible organization and does not really care about the people served

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## #14

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, March 27, 2021 8:15:59 AM  
**Last Modified:** Saturday, March 27, 2021 8:35:41 AM  
**Time Spent:** 00:19:41  
**IP Address:** 24.88.189.218

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Page 1

## Q1

Full Name

Sharon A Rimm

## Q2

Address

795 Lancaster Park Ct  
Winston-Salem, NC. 27103

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## Q3

Comments

There is a reason that, several years back, CenterPoint, Partners and Vaya were considering a merger. All three had strong management, but this considered merger never occurred. CenterPoint unfortunately decided to merge instead into Cardinal, an MCO with counties scattered across the state, including in eastern North Carolina.

There is a reason so many counties are leaving or have already left Cardinal. Citizens are currently given few if any choice about their providers, as many providers choose not to do business with Cardinal or in the counties served by Cardinal. Recently Union, Cabarrus and Stanly Counties have all made the decision to leave, and Mecklenburg is considering the same.

Forsyth County is charged with finding the best care for its most vulnerable citizens. County government and the Forsyth County commissioners are right to seek instead a partnership with Partners MCO. They have a strong management style, service provision is carefully considered from the aspect of utilization management, thereby ensuring that appropriate services and level of service are authorized, and they have a strong Provider Network currently in the counties they manage.

Service disruption is likely to be minimal regarding clients who are currently served. Those employees will very likely continue working for their same provider, and the only difference will be that the provider for which they work will instead be contracting with Partners. In all likelihood, there may be an expansion of the Provider Network serving Forsyth County, as Partners has a good reputation and providers will be less reticent to contract with Partners as the MCO with which they are working.

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#15

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, March 27, 2021 4:46:27 PM  
**Last Modified:** Saturday, March 27, 2021 4:51:55 PM  
**Time Spent:** 00:05:28  
**IP Address:** 71.76.202.83

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Page 1

**Q1**

Full Name

Debra M Rhodes

**Q2**

Address

6910 Terrence Knoll Road  
Belews Creek NC 27009

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**Q3**

Comments

The potential fallout to individuals, their families, & the staff of Cardinal Innovations, is immeasurable. Why? Why wasn't the community asked for their input prior to this decision? We have been well cared for all these years. Please, reconsider this decision. Thank you.

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## #16

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, March 27, 2021 5:16:43 PM  
**Last Modified:** Saturday, March 27, 2021 5:37:23 PM  
**Time Spent:** 00:20:40  
**IP Address:** 173.94.6.190

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Page 1

**Q1**

Full Name

Carolyn Myracle

**Q2**

Address

4051 River Branch Lane  
Pfafftown, NC 2040

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**Q3**

Comments

I would like to voice support for Cardinal Innovations. My son has been receiving IDD Innovation services since he turned 18 and he is now 34. Centerpoint was his first provider and Cardinal has been far superior in its organizational approach, its follow through and in its professionalism. My son's case manager has been excellent and always responds to my questions and concerns promptly. She has stayed in close contact during Covid and has provided us calm information and a sense of stability. I have found Cardinal to be accessible, caring and prompt in its services. I think that it is very important to maintain a solid service for those in need and to not change the provider.

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#17

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
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**Last Modified:** Sunday, March 28, 2021 11:33:02 AM  
**Time Spent:** 00:03:19  
**IP Address:** 75.183.41.202

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Page 1

**Q1**

Full Name

Lena M Amar Johnson

**Q2**

Address

5764 Remington Drive

**Q3**

Comments

If disengagement for Forsyth County means giving less than adequate support for those that are disabled, abandon the disengagement!

Public representatives have an obligation to make sure that our disabled are properly cared for and are obligated to work with others as a team to do so. No entity functions well as an island. We are always interdependent.

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# #18

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
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**Last Modified:** Monday, March 29, 2021 5:39:14 AM  
**Time Spent:** 00:03:04  
**IP Address:** 24.88.182.126

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Page 1

## Q1

Full Name

Deidra Munford

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## Q2

Address

4401 Carver School Road  
Winston Salem, NC 27104

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## Q3

Comments

It's already been hard for over a year with COVID-19 and now you want to take away coordinators who have been a constant for them. What is wrong with our system! Leave it like it is for the sake of consistency in someone with a disability!

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#19

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
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**Last Modified:** Monday, March 29, 2021 10:19:54 AM  
**Time Spent:** 00:13:14  
**IP Address:** 172.58.157.55

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Page 1

**Q1**

Full Name

Jason Anthony Shookman

**Q2**

Address

620 Stephany Circle  
Rural Hall, NC 27045

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**Q3**

Comments

I am expressing my concerns for disengaging with Cardinal Innovations Healthcare. It is hard enough with Covid-19 and now this. Cardinal has helped and served my needs for years. I have grown fond of my care coordinator and I don't want see any changes. I am not calling for this change and it will severely impact my life. I am calling on this plan to stop. I would ask that you listen to our voices as well. I urge you to reconsider this disengagement plan. Thank you, Jason Shookman

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#20

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, March 29, 2021 1:25:23 PM  
**Last Modified:** Monday, March 29, 2021 1:29:52 PM  
**Time Spent:** 00:04:28  
**IP Address:** 104.138.212.90

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Page 1

**Q1**

Full Name

Corey Williams

**Q2**

Address

455 S. Main Street, Apt. 313  
Winston-Salem, NC 27101

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**Q3**

Comments

I am a person with disabilities and I do not want my care coordinator to change. I like her and have known her for about 8 years. She understands me and cares about me. Because of my autism, I have a hard time with change, and it upsets me and makes me angry and frustrated and sad. It sometimes gives me a meltdown. Please listen to the people who need Cardinal Innovation Services. We don't want to change and have to start all over again. Staying home because of Covid has been hard enough. I don't want to go through anything else that is frustrating. My feelings are important and I hope you are listening. (Typed with help from my mom)

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#21

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
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**Last Modified:** Monday, March 29, 2021 2:34:07 PM  
**Time Spent:** 00:18:17  
**IP Address:** 98.27.1.75

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Page 1

**Q1**

Full Name

von and cheryl mustin

**Q2**

Address

171 carol rd winston salem 27106

**Q3**

Comments

we are parents of a daughter with down syndrome. Rebecca is 37 years old and has been very happy and comfortable with her services and care that she has been receiving from Cardinal through wonderful people that she has learned to love over the years.any changes from the norm will be upsetting to her and seems uncalled for by us!

This is not good news at all! please reconsider your decision

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# #22

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, March 30, 2021 1:50:23 AM  
**Last Modified:** Tuesday, March 30, 2021 1:51:46 AM  
**Time Spent:** 00:01:23  
**IP Address:** 75.61.146.55

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Page 1

## Q1

Full Name

Joreen Ryan

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## Q2

Address

4723 Misty Hill Cir | Clemmon, NC 27012

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## Q3

Comments

I would like to know more to be involved

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#23

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, March 31, 2021 12:08:10 PM  
**Last Modified:** Wednesday, March 31, 2021 1:59:12 PM  
**Time Spent:** 01:51:01  
**IP Address:** 24.163.14.47

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Page 1

**Q1**

Full Name

Judith Johnson

**Q2**

Address

6048 Hedgerow Circle, Clemmons, NC 27012

**Q3**

Comments

Our family member with a mental illness has used the Forsyth County and State designated services and benefits for a good while and it seems that each time the designated LME/MCO provider changes it is difficult for everyone to manage the benefits for a while. We have gone through these changes several times. Since Cardinal Innovations Healthcare has said they will make the changes that are needed that will meet with our approval, I think we should stay with Cardinal. If they do not comply, then BEFORE we make a change, a comprehensive plan with a new LME/MCO as to specifics on how the changes will be implemented, needs to be in place. This way changes in services should be a much smoother operation for everyone and individuals needs will not fall by the wayside. I am appealing to the Forsyth Board of County Commissioners to NOT make a change from Cardinal Innovations at this time. Thank You!

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#24

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, March 31, 2021 2:09:40 PM  
**Last Modified:** Wednesday, March 31, 2021 2:36:17 PM  
**Time Spent:** 00:26:37  
**IP Address:** 75.183.62.81

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Page 1

**Q1**

Full Name

Sarah Potter

**Q2**

Address

3460 Dixiana Lane  
Pfafftown NC 27040

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**Q3**

Comments

I write with very mixed emotions. I value the work done by Shontell and her team. I also recognize that Cardinal has not done what is needed to fill critical gaps in service. Since taking over CenterPoint in 2016 and being chastised on numerous occasions over the years, they continued to fall short in their commitment to serve our county and its vulnerable citizens. However, I have real concerns about additional changes to a system already in the midst of a major transition. I have seen positive changes in Cardinal in recent months after a long period of frustration. There seems to be a difference in attitude and focus and a willingness to work closer with beneficiaries. They have some wonderful staff. I certainly cannot speak to all disability populations, but I do attend various meetings where improvements have been noted. With the Standard Plan going live on July 1, 2021 and the Tailored Plan due to go live a year later, is this a good time to add 4 additional counties to the Partners catchment area? I have the greatest respect for Partners, their CEO, staff, and community work, so I do believe they are the best choice. I simply cannot get over the nagging feeling that we are asking too much in an already chaotic environment and that perhaps we should take a little longer to improve what we have and rectify what is lacking. Maybe a postponement would be advisable. My first priority is those citizens in need of quality services. I am grateful for the oversight and dedication of the Forsyth County Commissioners, their staff, and the collaborating agencies. I will always do what I can to assist with a seamless transition as we move forward together regardless of the MCO in charge.

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# #25

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, April 01, 2021 8:14:23 AM  
**Last Modified:** Thursday, April 01, 2021 8:15:59 AM  
**Time Spent:** 00:01:35  
**IP Address:** 173.94.48.181

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Page 1

## Q1

Full Name

Kathy Woodard

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## Q2

Address

276 Melody Ln

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## Q3

Comments

Our county needs to continue services as before

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#26

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, April 01, 2021 10:30:17 AM  
**Last Modified:** Thursday, April 01, 2021 10:36:59 AM  
**Time Spent:** 00:06:41  
**IP Address:** 71.76.214.159

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Page 1

**Q1**

Full Name

Brenda Griffin

**Q2**

Address

3760 Hastings Rd. Kernersville NC 27284

**Q3**

Comments

From a mother that has a mentally challenge son that is now 30. I can say by no means should they take away from disabled especially mentally challenged. This would be a cruel thing to do. Until you have a child with this you don't know the impact it has on the family both stress and financial. Please reconsider. Thank you

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#27

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, April 01, 2021 12:47:54 PM  
**Last Modified:** Thursday, April 01, 2021 1:14:27 PM  
**Time Spent:** 00:26:32  
**IP Address:** 24.178.147.213

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Page 1

**Q1**

Full Name

Dan Zorn - Provider

**Q2**

Address

8007 North Point Blvd, Winston-Salem, NC 27106

**Q3**

Comments

Esteemed Board:

We respectfully ask that you put the brakes on the Cardinal Disengagement process at this particular moment in time.

Rationale:

1. Medicaid Transformation 2021 is in full play. I have personally been through 4 NC Reforms and they always take time to settle. Moving to another LME/MCO during this dust storm may cause significant confusion for Consumers, and the Providers who serve them.
2. Dust Storm: The MH/SA/IDD service community is on the cusp of changes in Child Welfare, Five New Insurance companies entering the State, changes in the eligibility of Consumers, changes in Case Management and other Service Delivery complications.
3. COVID: For almost a year we've been in a State Of Emergency. As Consumers and Providers start coming out into the light, now is a very fragile time for this dramatic shift.

Summary: We believe that all of our LME/MCO's have their strengths and areas of growth, and we are not asking you to choose. We are simply requesting that you consider the gravity of such a move at this particular time in NC Medicaid history. Once some of these immediate events transpire you would still have the option to leave.

Thank you so much for your time and energy on this very important matter.

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#28

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, April 01, 2021 1:50:20 PM  
**Last Modified:** Thursday, April 01, 2021 1:58:49 PM  
**Time Spent:** 00:08:28  
**IP Address:** 98.101.109.22

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Page 1

**Q1**

Full Name

Samantha Fields

**Q2**

Address

1639 Haversham Park Drive  
Winston-Salem, NC 27127

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**Q3**

Comments

Cardinal Innovations has provided excellent care and services for my 28 year old son with intellectual and medical disabilities. The decision to disengage from Cardinal Innovations is inconsiderate and simply not a good one. It appears those most affected by the decision were not considered much at all. And that is a shame!

As many others have stated, change is extremely difficult for this population. Developing new relationships is certainly challenging for most of them. Please reconsider the disengagement process. Thank you.

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# #29

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, April 02, 2021 11:42:24 PM  
**Last Modified:** Friday, April 02, 2021 11:43:39 PM  
**Time Spent:** 00:01:14  
**IP Address:** 174.194.4.171

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Page 1

## Q1

Full Name

Sara Lee

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## Q2

Address

1254 County club Dr

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## Q3

Comments

Cardinal is terrible! They're all about saving money and not providing the services needed for individuals.

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# #30

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, April 03, 2021 11:18:49 AM  
**Last Modified:** Saturday, April 03, 2021 11:24:36 AM  
**Time Spent:** 00:05:46  
**IP Address:** 104.138.243.64

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Page 1

## Q1

Full Name

Debora M Jensen

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## Q2

Address

3032 Greenhouse Road  
Winston Salem  
NC 27127

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## Q3

Comments

Please continue with the plan to disengage with Carnal. They have proven over time that they are not good for North Carolina. They do not meet our needs at this time. They are not good stewards of our money.

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# #31

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, April 03, 2021 10:32:21 PM  
**Last Modified:** Saturday, April 03, 2021 10:34:57 PM  
**Time Spent:** 00:02:36  
**IP Address:** 99.45.221.201

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Page 1

## Q1

Full Name

Gloria Iris Moreno Tippenhaver

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## Q2

Address

4800S.PINEISLAND RD.LOT 62

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## Q3

Comments

HELP FINE A SECTION HOUSING

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# #32

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, April 03, 2021 11:43:59 PM  
**Last Modified:** Saturday, April 03, 2021 11:45:29 PM  
**Time Spent:** 00:01:29  
**IP Address:** 146.113.160.200

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Page 1

## Q1

Full Name

LINDA MORGAN

---

## Q2

Address

North Shaver

---

## Q3

Comments

LINDA MORGAN

---

# #33

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, April 04, 2021 10:34:54 AM  
**Last Modified:** Sunday, April 04, 2021 10:35:51 AM  
**Time Spent:** 00:00:57  
**IP Address:** 174.108.102.111

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Page 1

## Q1

Full Name

Lashonda Pettice

---

## Q2

Address

1036 N Wendover rd B

---

## Q3

Comments

Help

---

# #34

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, April 05, 2021 1:17:02 AM  
**Last Modified:** Monday, April 05, 2021 1:21:22 AM  
**Time Spent:** 00:04:19  
**IP Address:** 172.58.139.72

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Page 1

## Q1

Full Name

Lady-Drew

---

## Q2

Address

1006 E. Sprague St.

---

## Q3

Comments

We should never decrease nor stop any assistance to support the many individuals on any type of Social Security; Veterans nor, Railroad retirees.

We should support all lives in everyway that we can.

☺

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# #35

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, April 05, 2021 11:10:24 AM  
**Last Modified:** Monday, April 05, 2021 11:13:47 AM  
**Time Spent:** 00:03:22  
**IP Address:** 66.26.99.34

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Page 1

## Q1

Full Name

Maggi McCutchen

---

## Q2

Address

600 Hertford Road

---

## Q3

Comments

Please spend time pondering this  
How about more info through media. Let's not try to solve everything to the time of a dollar Bill.  
Also who else are you considering.

---

#36

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, April 05, 2021 12:40:53 PM  
**Last Modified:** Monday, April 05, 2021 1:03:10 PM  
**Time Spent:** 00:22:16  
**IP Address:** 204.152.2.231

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Page 1

**Q1**

Full Name

Lisa V Menefee

**Q2**

Address

Hall of Justice

**Q3**

Comments

Since Cardinal has been with Forsyth County the children in our Courts have been underserved. There have been many conversations, meetings, promises and plans to change made with the Department of Social Services, the Guardian Ad Litem's office, parent attorneys and Judges all with little to no follow through. The result? Children not receiving timely and much needed treatment; children often left in inadequate placements and receiving little to no treatments; children self harming over and over again and others wreaking havoc in placements and to persons and the list continues.

The Courts have tried every possible way to available to us to have Cardinal to step up and actually serve the children in this community to no avail.

---

# #37

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, April 05, 2021 1:39:18 PM  
**Last Modified:** Monday, April 05, 2021 1:44:58 PM  
**Time Spent:** 00:05:39  
**IP Address:** 70.231.72.23

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Page 1

## Q1

Full Name

Belinda C Lefevre

---

## Q2

Address

1436 Eldorada Road, Winston Salem, NC 27103

---

**Q3**

## Comments

I am writing regarding the motion for Forsyth County to disengage with Cardinal Innovations.

Cardinal requires too many guidelines in order to even decide on services; however, they do not utilize current documentation to come to their conclusions. Excuses of documentation not being uploaded into the system has been the standard reason for their inability to focus on the needs of the consumer.

In the last few years, Cardinal has been approving services and hours based on proven criteria (i.e., Doctors' notes, doctors' statements, medical documentation from other sources, etc.) presented by parents/guardians. In the next year, Cardinal denies those same services based on the information that they had previously approved those services. Cardinal claims to provide the services that their consumers need; however, they take any attempt to cut service hours.

When this decision is made, parents/guardians are then offered the opportunity to an appeal where they must re-present the same documentation to justify the need for services. In some cases, this appeal process works; however, in even more cases, parents/guardians must request a mediation.

Again parents/guardians must present documentation that has previously been presented. Those who represent Cardinal in meditation use outdated documentation to justify their decision. They state that current documentation has not been downloaded into their system. They also will focus only one portion of a person's disability rather than examining the whole composite of health issues and diagnoses.

If mediation does not settle the grievance, the parent/guardian can request a formal hearing. The hearing requires even more meticulous documentation in order for a judge to understand the entire situation.

Per the Forsyth County Commissioner's meeting on 4 March 2023, Ms. Jessica Moore stated that care coordinators were very important to the consumers by creating personal bonds. This statement is untrue. Care coordinators are told to be neutral and unattached with their consumers. Care coordinators are not allowed to advocate for their consumers. This puts the entire process of appeal, mediation, or formal hearing onto the parents/guardians who are already stressed enough.

Care coordinators are basically in place to do paperwork and regurgitate Cardinal rules, regulations, and guidelines. Each monthly visit requires the care coordinator to go through a check list of things to address. Losing the care coordinator should be low on the list of concerns regarding families who utilize Cardinal Innovations. Care coordinators come and go due to illness, retirement, promotion, resignation, termination, or death. Those are the factors of life. There are more pressing issues at Cardinal that need to be considered.

In the years that Cardinal has been in place, I have had approximately five (5) care coordinators. My family has managed to go through these transition periods. One care coordinator had ascertained that my son was high risk. Since there were certain care coordinators who took care of high-risk consumers, she had to leave our service. The new care coordinator was only in place for a few months. We never met her. The only two times I was in communication with her was when she told us she would be working with us, and when she came back from vacation to tell us that she was no longer our care coordinator. She did tell us she would be at my son's Individualized Service Plan (ISP) meeting, but was conveniently called away so that she could not attend. We met the new care coordinator who quickly managed to disqualify my son as high risk. I have had two more care coordinators since. Neither of them has been able to get my son re-classified as high risk. If care coordinators are advocates, wouldn't my son's status be re-certified as high risk?

Ms. Moore also stated that members of the IDD community will not improve and will constantly need services, yet Cardinal continues to try to cut services based on improvement.

Mr. Trey Suttons' attempt to pull at heart strings does not address the fact that Cardinal Innovations is not that "in tune" with their consumers. Each family with an IDD member has a story and a complicated situation in their home.

I strongly approve of Forsyth County disengaging from Cardinal Innovations. This incompetence in their services needs to stop.

Sincerely,  
Belinda C. Lefevre

# #38

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, April 05, 2021 1:50:42 PM  
**Last Modified:** Monday, April 05, 2021 1:53:32 PM  
**Time Spent:** 00:02:49  
**IP Address:** 24.88.191.214

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Page 1

## Q1

Full Name

Brigitte Lindsay

---

## Q2

Address

130 Davie Avenue  
Winston Salem, NC 27127

---

**Q3**

## Comments

To Whom it May Concern

I want to comment on the Forsyth County LME/MCO Disengagement from Cardinal Innovations

I just watched the March 4, County Commissioners Meeting in complete disbelief when Jessica Moore and Trey Sutton spoke about care coordinators. It was stated that care coordinators were like part of the family and people have developed a strong bond with their care coordinators. First off the care coordinators cannot advocate for their clients. They cannot help families when a negative decision/denial of services from Cardinal. The care coordinator can only tell you to read the letter and follow the instructions. The care coordinator can listen to you when you have a complaint and pass it along to the powers to be; only to call you later and tell you where to send your letter of complaint. There is no advocacy. We have been with my care coordinator for over 10 years. Our family has a great relationship with her. Cardinal stated that they worked in coordination with communities when they transitioned with CenterPoint to make sure that care coordinators were hired to keep continuity. Should there not be a continuity of care when the transition to Partners occurs? What does the transition plan look like? If our care coordinator is unable to go to Partners, we will miss her. We will develop a good relationship with the new care coordinator – that is how life works.

Another thing Trey and Jessica have stated that for the Spanish speaking population there may not be anyone who speaks the language. Those are bold statements to be making. Is Cardinal the only LME that can only hire people who speak Spanish? Trey and Jessica seem to think that oh it is going to be such a disservice to the families that they will lose their care coordinator and families will be at such a disadvantage. My question is this: What happens to families where the care coordinator, retires, resigns, is fired or dies. The families will make the adjustment.

In dealing with Cardinal our experience has been quite challenging over the past several years. Some examples, Cardinal has approved the same service hours based on the documentation for one annual period, only to deny the same service hours using the same documentation for the next annual period. Services hours have been denied because of a change in the budget. Service hours have been denied because Cardinal did not upload the current documentation. Cardinal has denied hours because they did not look at current documentation. This is frustrating to go through the reconsideration process and then to go to mediation. It is in mediation that Cardinal has admitted to:

The services hours were cut to due to the budget;

The information was not uploaded: (which has happened a couple of times)

The documentation just does not support their original findings.

The same information is presented at mediation that has been submitted to Cardinal.

Cardinal seems to have several areas that need to be addressed as far as the IDD population is concerned. The least of the problems is the care coordinators. There needs to be accountability in the services delivery. Families should not have to go to mediation to get service. What happens to those families who do not know how to advocate for their IDD loved ones?

Our family strongly supports the Forsyth County decision to disengage from Cardinal Innovations. We are looking forward to some decency.

Brigitte Lindsay

---

#39

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, April 05, 2021 3:14:20 PM  
**Last Modified:** Monday, April 05, 2021 3:27:29 PM  
**Time Spent:** 00:13:09  
**IP Address:** 75.183.3.185

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Page 1

**Q1**

Full Name

Shanita Thompson for Richard Furches

**Q2**

Address

2278 Mueller Dr. Apt. 103  
Winston-Salem, NC 27106

---

**Q3**

Comments

Everytime I turn around there are changes.

Why fix what's not broken? It's like, whatever or whichever way you can do this you always find some kind of way to lessen the cost of taking care of people with disabilities. It's a disgrace! You have no idea what and how much it cost for a person to care for a disabled person. The work is never done. You have to constently watch and clean up behind them. You have to do laundry every other day, and sometimes everyday. Who ever the next LME/MCO is, I hope you take into consideration of all the needs for the disabled.

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# #40

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, April 06, 2021 2:00:55 AM  
**Last Modified:** Tuesday, April 06, 2021 2:05:28 AM  
**Time Spent:** 00:04:33  
**IP Address:** 104.138.239.31

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Page 1

## Q1

Full Name

Kevin W. Smith

---

## Q2

Address

2419 Waterbury Street WS NC 27107

---

## Q3

Comments

You all think we won't notice..... WE WILL NOTICE!!!! THE PEOPLE OF WINSTON-SALEM WILL NOTICE!!!! How does this make any sense? Will do like we did trump VOTE U OUT!!!! Shame on you elected officials!!!!!! 😡😡

---

#41

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, April 06, 2021 3:48:51 PM  
**Last Modified:** Tuesday, April 06, 2021 3:52:55 PM  
**Time Spent:** 00:04:03  
**IP Address:** 76.123.214.146

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Page 1

**Q1**

Full Name

Jo Pharr/Brett Pharr

**Q2**

Address

4813 Hawkwood Trail

**Q3**

Comments

I am the Court appointed Guardian of a Person that has been in the Forsythe County Mental Health System for more than 30 years.

I do not agree with the proposed change. For the past 5 years the Cardinal Program, especially the Care Coordinator has provided the best service we have experienced in decades. The State Mandated reduction in Mental Health options have caused tremendous stress on the system. We finally have something that works. It is not broke! Leave it alone.

---

#42

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, April 07, 2021 1:36:44 PM  
**Last Modified:** Wednesday, April 07, 2021 1:41:59 PM  
**Time Spent:** 00:05:15  
**IP Address:** 45.36.58.41

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Page 1

**Q1**

Full Name

Caroline Lawson

**Q2**

Address

2393 Hilltop Dr.  
Winston-Salem, NC 27106

---

**Q3**

Comments

My son, Nolan Scott Lawson, DOB 4-14-98, has been served by Innovations for several years. The case manager he has now, Brenda Johnson, is the best one he has ever had. I feel very confident in her managing my son's case. As a parent of an adult disabled child, it is so comforting to know that someone I trust and is knowledgeable, is serving him. I really hope that she will be able to continue working with him.

---

# #43

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, April 07, 2021 1:44:55 PM  
**Last Modified:** Wednesday, April 07, 2021 1:49:43 PM  
**Time Spent:** 00:04:48  
**IP Address:** 66.57.53.36

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Page 1

## Q1

Full Name

David Krueger

---

## Q2

Address

4024 Fairwind Dr.  
Winston salem NC 27106

---

## Q3

Comments

A family member was at Old Vinyard for a week. (2 years ago) We noted a high level of care cleanliness and professionalism .

---

# #44

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, April 07, 2021 5:47:38 PM  
**Last Modified:** Wednesday, April 07, 2021 5:49:10 PM  
**Time Spent:** 00:01:31  
**IP Address:** 172.58.158.202

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Page 1

## Q1

Full Name

Promis king

---

## Q2

Address

410 East 14th street ws nc 27105

---

## Q3

Comments

I wish for services to stay like they are its great help for my loved one ...NO Changes please

---

# #45

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, April 07, 2021 6:04:27 PM  
**Last Modified:** Wednesday, April 07, 2021 6:11:19 PM  
**Time Spent:** 00:06:52  
**IP Address:** 24.88.171.5

---

Page 1

## Q1

Full Name

Brenda M Foster

---

## Q2

Address

2731 Hope Church Rd Winston Salem N C 27127

---

## Q3

Comments

I am very well pleased with Victory Jackson who had worked with my daughter Nicole Foster . She has gone above and beyond for her calls to ask if we need anything . Please do not do anything to change these services Thanks . Brenda Foster

---

# #46

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, April 07, 2021 6:40:14 PM  
**Last Modified:** Wednesday, April 07, 2021 6:43:15 PM  
**Time Spent:** 00:03:01  
**IP Address:** 174.193.8.210

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Page 1

## Q1

Full Name

Than Giao

---

## Q2

Address

155 Miller Crossing Ct Winston- Salem NC 27103

---

## Q3

Comments

I would like to keep everything the same

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# #47

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, April 07, 2021 6:45:09 PM  
**Last Modified:** Wednesday, April 07, 2021 6:53:16 PM  
**Time Spent:** 00:08:06  
**IP Address:** 174.193.8.210

---

Page 1

## Q1

Full Name

Than Giao

---

## Q2

Address

155 Miller Crossing Ct Winston Salem NC 27103

---

## Q3

Comments

I do not want to change. I would like to keep everything the same and I want Mrs Victoria Jacson work with us . She is a very good person . We like her personally.

---

# #48

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, April 08, 2021 10:11:45 AM  
**Last Modified:** Thursday, April 08, 2021 10:41:17 AM  
**Time Spent:** 00:29:32  
**IP Address:** 70.231.78.74

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Page 1

## Q1

Full Name

Laurie Coker

---

## Q2

Address

2701 Stockton Street  
Winston-Salem, NC 27127

---

**Q3**

## Comments

Forsyth County must proceed with its plan to shift the responsibility of managing local mental health, developmental disabilities, and substance use services to Partners Behavioral Health Management. While this decision was difficult for county leaders, the results of remaining passive on this would continue to be harmful to our local citizens who must depend on public services.

I encounter probably close to fifty individuals monthly through my efforts at our peer support center. What we have learned from assisting them to have needs met and to advocate for themselves is that, in spite of how much time has passed since our current management (Cardinal Innovations) has known of the service access and quality disparities in this system, nothing is different on the ground. People's needs for the treatment and support they deserve and what they experience trying to access services. In fact, there are citizens who have opted to stop using services in our community because of the challenges presented and who find the lack of accountability adds to the burden of being a mental health client. It can add insult to injury, so to speak. These are individuals who are so marginalized in our community and the dehumanizing effort is found not to be worth the risk by some. Perhaps this is a factor in why the numbers of Medicaid eligible folks have declined annually.

Recently I have become aware that Partners Behavioral Health Management has exceeded average state performance levels in many more areas than Cardinal has regarding the implementation of an important mandated initiative. This is significant to me because it presumes that Partners "gets it" as far as implementing projects in a responsive manner and that it bases its efforts on a higher regard for the individuals being served.

Until our public dollars are purchasing services that are having demonstrable positive impact in people's lives, we have a low value system. This will not change until we have more responsive and engaged system administration at the community level.

I urge County Commissioners and Secretary Cohen to proceed with allowing our community to transition to system management that our local citizens need and deserve!

---

#49

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, April 08, 2021 10:32:32 AM  
**Last Modified:** Thursday, April 08, 2021 10:46:17 AM  
**Time Spent:** 00:13:45  
**IP Address:** 45.27.226.202

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Page 1

**Q1**

Full Name

myra smoot

**Q2**

Address

2205 NE 24th street

**Q3**

Comments

I personally have a son that was hit by a car when he was around 7 yrs old, the results of the accident was brain injuries. at the time of that I was a single parent struggling and juggling trying to make ends meet for me and my children's, however because of the accident and Charles psychological weakness it was hard for me to balance things to keep him maintain safe, and most of all to provide him with all the resources available to him as well as others. Charles is now forty years old and has dreams and goals that he would like to try to achieve in his life to have a purpose and fullness to his being. my child is stable in where he's at now in life, he alone with others do not need any disturbances to their lives. Medicaid is very essential for him and many many more in this world, so unless its being changed for the better then it doesn't need any alterations.

---

# #50

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, April 09, 2021 8:19:37 AM  
**Last Modified:** Friday, April 09, 2021 8:21:04 AM  
**Time Spent:** 00:01:26  
**IP Address:** 104.138.239.186

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Page 1

## Q1

Full Name

Jennifer Manning

---

## Q2

Address

1236 Pinebluff Rd

---

## Q3

Comments

Please do not disengage with Cardinal as many need their specific services

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#51

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, April 09, 2021 12:29:58 PM  
**Last Modified:** Friday, April 09, 2021 12:47:02 PM  
**Time Spent:** 00:17:03  
**IP Address:** 163.116.146.115

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Page 1

**Q1**

Full Name

Valetie West Rucker

**Q2**

Address

5 Northwest 30th Street Winston Salem NC 27105

**Q3**

Comments

I am a mother of a special need adult whom Cardinal Innovations have played a big part of my son life and mined as well for many years. They have help me with the services that they provide for my son when I did not have the help to find. Programs to help with the care of my son and a great group home close to me that gives him awesome care. My Care Coordinator is awesome she checks with me every month and make sure everything is going fine if I have concerns about anything concerning my son well being. This would be a great mistake to take this program away from families who Cardinal works with and as a parent have gotten to know and trust.

---

#52

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, April 09, 2021 3:52:38 PM  
**Last Modified:** Friday, April 09, 2021 4:04:22 PM  
**Time Spent:** 00:11:44  
**IP Address:** 45.36.134.217

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Page 1

**Q1**

Full Name

Karen Glenn

**Q2**

Address

829 Woodview Ridge Trl  
Lewisville, NC 27023

---

**Q3**

Comments

Cardinal Innovations has done a great job in Forsyth County since the merger with CenterPoint in 2016. The focus is clearly on the members served and quality services by the Network providers. It would be a travesty for not only the members served but also the contracted providers for the county to disengage. The disruption is unnecessary and uncalled for. Cardinal has provided excellent support and resources to this community and should be allowed to continue its work in this county.

---

#53

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, April 09, 2021 9:35:59 PM  
**Last Modified:** Friday, April 09, 2021 9:45:53 PM  
**Time Spent:** 00:09:54  
**IP Address:** 66.110.252.194

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Page 1

**Q1**

Full Name

Amy Rendon

**Q2**

Address

2046 Rougemount Ln  
Kernersville nc 27284

---

**Q3**

Comments

Please fire Cardinal! None of our kids have gotten the supports they need, have been denied services, have gotten worse waiting for help. We have not been informed of services that could have helped and only found out about some by being persistent and tracking them down ourselves. One of our sons is on his 6th residential treatment, he has been out of our home more than in it and will likely continue the pattern under cardinal of a year in residential, does ok (not good), so is then sent home without proper supports, only to return to residential and start the cycle all over again. He needs long term care or one on one support in home. Instead, he is discharged, family is traumatized and he is returned to the hospital. Last time he was discharged home while actively stating how he was going to harm us including small children. Another son is 8yo and bipolar, we were told by cardinal that he was approved for ncstart but that there was a wait list....ncstart informed us there was no wait list that cardinal was just sitting on the referral for up to a year!

---

# #54

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, April 10, 2021 5:49:45 AM  
**Last Modified:** Saturday, April 10, 2021 5:50:30 AM  
**Time Spent:** 00:00:45  
**IP Address:** 45.36.197.52

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Page 1

## Q1

Full Name

Frances young

---

## Q2

Address

1001crown dr

---

## Q3

Comments

None

---

# #55

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, April 10, 2021 2:35:51 PM  
**Last Modified:** Saturday, April 10, 2021 2:54:19 PM  
**Time Spent:** 00:18:27  
**IP Address:** 75.182.180.231

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Page 1

**Q1**

Full Name

Rudolph V Kuser

---

**Q2**

Address

4144 Tolley Ridge Lane Winston Salem NC 27106

---

**Q3**

Comments

In the time frame Cardinal has existed in Forsyth County, there are still too many people on the waiting list for service. That is unacceptable!

---

#56

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, April 10, 2021 3:21:33 PM  
**Last Modified:** Saturday, April 10, 2021 3:30:09 PM  
**Time Spent:** 00:08:36  
**IP Address:** 75.182.180.231

---

Page 1

**Q1**

Full Name

Marlene Kuser

**Q2**

Address

4144 Tolley Ridge Lane, Winston Salem, NC 27106

**Q3**

Comments

Since Cardinal has taken over for Centerpoint, Cardinal has not shown that they are doing a better job. There are still way too many people on the wait list - some are waiting 10 years or more!!! How could this be? We need to disengage from them!!!

---

#57

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, April 07, 2021 5:51:30 PM  
**Last Modified:** Saturday, April 10, 2021 9:14:32 PM  
**Time Spent:** Over a day  
**IP Address:** 104.62.154.19

---

Page 1

Q1

Full Name

Pamela Corbett

Q2

Address

3560 Buena Vista Rd.  
Winston Salem, NC 27107

---

Q3

Comments

Our community has suffered poor access to mental health care since transformation in 2000. Poor leadership at CenterPoint. Financial mismanagement in Cardinal's first years. And egregious shortchanging eligible consumers needing MH/DD/SA care after DHHS forced a change in leadership at Cardinal a couple of years ago.

While I didn't think it was possible, MH/DD/SA services only worsened with each transition over these 20 years. This time, however, Forsyth County leadership stepped in. And when Cardinal failed to deliver on their promises, the County followed through on theirs. Forsyth County Commissioners have requested permission to change providers.

This time, I think our citizens needing MH/DD/SA care have a chance of getting it. Please grant Forsyth County's request to change providers to Partners. After 20 years, we deserve the possibility of getting the services for those who desperately need them.

---

# #58

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, April 11, 2021 1:14:04 PM  
**Last Modified:** Sunday, April 11, 2021 1:16:23 PM  
**Time Spent:** 00:02:19  
**IP Address:** 174.193.19.93

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Page 1

## Q1

Full Name

Kim Greer

---

## Q2

Address

905 Park Place Dr.

---

## Q3

Comments

This is the beat thing that can happen. Please urge Forsyth County to partner with Sandhills. Cardinal is a nightmare to work with. I am a social worker for children in therapeutic foster care and the case managers are not available or active most of the time.

---

#59

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, April 11, 2021 7:00:14 PM  
**Last Modified:** Sunday, April 11, 2021 8:40:37 PM  
**Time Spent:** 01:40:22  
**IP Address:** 104.138.170.205

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Page 1

**Q1**

Full Name

Rep. Evelyn Terry

**Q2**

Address

1224 Reynolds Forest Drive  
Winston-Salem, NC 27107

---

**Q3**

Comments

Thanks for the opportunity to comment publicly about this issue on behalf of many citizens who remain voiceless to speak on it for themselves. As a former member and once chair of our local DSS Board, I write to break the silence of complicity by requesting your serious consideration to follow through with Forsyth County's disengagement process begun last November. Enough is enough: there must be an end point when actions continually disprove words. For the number of years the current provider has had to correct its actions, with very little improvement, the time is now for this County to take action to disengage. We owe as much to those who continue to suffer from medical and health trauma, by promises poorly kept. Enough Public Relations; "for everything there is a season". Finally let me say that this is malice toward none, rather it is just about doing what is right by those who have no voice to speak for themselves.

Again, I thank everyone for addressing the gravity of this conundrum and hopefully to do the right thing.

Very respectfully,  
Evelyn Abrams Terry

---

# #60

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, April 12, 2021 2:03:01 PM  
**Last Modified:** Monday, April 12, 2021 2:10:23 PM  
**Time Spent:** 00:07:22  
**IP Address:** 70.61.127.10

---

Page 1

## Q1

Full Name

Christian Evans

---

## Q2

Address

artist7.cdre@yahoo.com

---

## Q3

Comments

I don't want change! I'm happy with my worker!

---

#61

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, April 12, 2021 2:03:07 PM  
**Last Modified:** Monday, April 12, 2021 2:10:50 PM  
**Time Spent:** 00:07:43  
**IP Address:** 24.88.170.114

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Page 1

**Q1**

Full Name

Atessia Murphy-Cole

**Q2**

Address

445 Salem Vista Court

**Q3**

Comments

I feel that disengaging would mean a whole new host of people our special community will have to be introduced to and get accustomed to. Our special people both young and old do not care for change and like a great deal of stability in their routine. I have an adult special needs person of my own and my experience has been that a constant change of new people coming and going in her life upsets her greatly. I truly hope my words carry some weight as we would like to keep Cardinal as our care coordinator. We have been given a case manager that cares and does all that they can to make sure that our needs are met. And we really would hate to have to get used to a new company as well as care coordinator.

---

# #62

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, April 12, 2021 3:26:34 PM  
**Last Modified:** Monday, April 12, 2021 3:28:20 PM  
**Time Spent:** 00:01:45  
**IP Address:** 71.71.43.22

---

Page 1

## Q1

Full Name

Vera Scobey

---

## Q2

Address

1550 Carters Grove Road Clemmons NC 27012

---

## Q3

Comments

I would rather have my niece stay with Cardinal. We are very satisfied with their service.

---

#63

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, April 12, 2021 7:35:34 PM  
**Last Modified:** Monday, April 12, 2021 8:07:46 PM  
**Time Spent:** 00:32:12  
**IP Address:** 66.26.226.3

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Page 1

**Q1**

Full Name

LeeAnn Ronin

**Q2**

Address

1842 Wallburg High Point Rd. High Point NC 27265

**Q3**

Comments

My name is LeeAnn Ronin. My brother Henry Silvernail and I am co-guardian's for Gregory Silvernail. My brother Gregory Silvernail is at a Group Home under Stillwell Innovations in Forsythe County. Our coordinator for Gregory's special needs is:

Victoria Jackson BS QP, I/DD Care Coordinator – Triad Community Office  
Cardinal Innovations Healthcare  
Forsyth Wellness at Highland Ave.  
650 Highland Ave, Suite 130  
Winston-Salem, NC 27101

She has been with us for years. I have only great things to say for her exceptional ability to find and provide any care for my brother. She keeps in contact with us and advocates for him in all his needs.

This Disengagement plan has very little value to our special population. I can speak with experience when I say that changing this will cause confusion for my brother Gregory and many others. The change will show in the ways care can fall through the cracks. Planning a disruption in services to implement another set of services is truly taking a risk with the needs of this population.

As a guardian for my family member I say Absolutely No to the plan

I Do Not want to lose a coordinator such as Victoria Jackson because someone wants to change what is so obviously working.

---

# #64

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, April 13, 2021 9:22:48 AM  
**Last Modified:** Tuesday, April 13, 2021 9:34:43 AM  
**Time Spent:** 00:11:55  
**IP Address:** 66.57.68.54

---

Page 1

## Q1

Full Name

Lucille Brooks

---

## Q2

Address

731 Ontario Street, Winston-Salem NC 27105

---

## Q3

Comments

As a parent of a down syndrome young adult, I am happy with my care coordinator of 3 years, and QP since 2008. Please re-consider keeping Cardinal Innovations around.

---

#65

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, April 13, 2021 11:53:31 AM  
**Last Modified:** Tuesday, April 13, 2021 11:59:07 AM  
**Time Spent:** 00:05:36  
**IP Address:** 75.15.167.135

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Page 1

**Q1**

Full Name

Natalie McQueen

**Q2**

Address

2912 NE Bon Air Avenue WSNC 27105

**Q3**

Comments

I have a family member in the program, he has grown so much despite his disability. This is a wonderful program I pray we don't lose. I'm satisfied with each care coordinator they keep me updated on everything even if it's something I don't understand. Please keep things like they are. We all will suffer a great deal if things were to change.

---

#66

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, April 13, 2021 1:02:50 PM  
**Last Modified:** Tuesday, April 13, 2021 1:19:41 PM  
**Time Spent:** 00:16:50  
**IP Address:** 66.226.63.213

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Page 1

**Q1**

Full Name

Linda Pauley

**Q2**

Address

PO Box 132 Boonville N.C. 27011

**Q3**

Comments

Disengagement with Cardinal is wise. In April 2019 they conducted a fraudulent audit on Rescare (Winston). They were well aware of the legally binding state contractual discrepancies with Rescare and Cardinal with Medicaid funding. Cardinals Lawyer Justin Richman , Tony Martin UM, Scott Evans UM were well aware of the fraud with Medicaid funding over a two year period. Randy Pelham, a Cardinal Investigator, actually bullied and threatened me to comply. Pre Covid, as a parent, we went without seeing a QP for supervision for a year, as one example of the fraud. It was documented with Rescare that we did, and audited by Cardinal. Sheryl Zerbe and Micheal Penland with Rescare are also well aware of their companies involvement in the fraudulent documentation and funding. I have two years of documentation and emails to back my claims. Thank you for an opportunity to speak in this matter.  
LWPauley

---

# #67

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, April 13, 2021 4:28:16 PM  
**Last Modified:** Tuesday, April 13, 2021 4:30:02 PM  
**Time Spent:** 00:01:46  
**IP Address:** 99.167.224.158

---

Page 1

## Q1

Full Name

Mildred Perez

---

## Q2

Address

2218 Waughtown street Winston Salem Nc 27107

---

## Q3

Comments

Please reconsider the Disengagement

---

# #68

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, April 14, 2021 12:05:36 AM  
**Last Modified:** Wednesday, April 14, 2021 12:11:28 AM  
**Time Spent:** 00:05:51  
**IP Address:** 172.58.139.127

---

Page 1

**Q1**

Full Name

Lady-Drew Boger

---

**Q2**

Address

1006 East Sprague Street  
Winston-Salem; North Carolina 27107-3429

---

**Q3**

Comments

Stop hurting the Disabled lives.

Stop harming any lives.

You are suppose to:  
protect, honor, cherish, respect, assist including, serve all lives for their Safety and, betterment.

Sincerely;  
☐☐Lady-Drew Boger☐☐

---

#69

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, April 14, 2021 7:04:53 PM  
**Last Modified:** Wednesday, April 14, 2021 7:08:21 PM  
**Time Spent:** 00:03:28  
**IP Address:** 174.111.33.242

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Page 1

**Q1**

Full Name

Susanne Eaton

---

**Q2**

Address

681 sun meadows dr

---

**Q3**

Comments

My son receives service through Cardinal. He has a wonderful case manager. She is very helpful, she always returns calls promptly and provides excellent service for my son. We are very thankful for her.

---

#70

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, April 15, 2021 4:26:43 PM  
**Last Modified:** Thursday, April 15, 2021 4:30:34 PM  
**Time Spent:** 00:03:50  
**IP Address:** 162.224.201.254

---

Page 1

**Q1**

Full Name

Victoria Patterson /for Justen Patterson

**Q2**

Address

3136 Luther St  
Winston-Salem, NC 27127

---

**Q3**

Comments

Everything is working GREAT with Cardinal! Do not change!! The person working with us works so well with my son and myself. She knows him and his special needs and ways to work with him, which can only be accomplished by consistently being with him, obtaining his TRUST! She always advises me of anything new and offers to do what ever it takes to take care of Justen! DON'T change anything! Why mess with something that is working so great??

---

# #71

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, April 15, 2021 4:39:25 PM  
**Last Modified:** Thursday, April 15, 2021 5:08:13 PM  
**Time Spent:** 00:28:47  
**IP Address:** 98.26.162.81

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Page 1

## Q1

Full Name

Unhappy Parent

---

## Q2

Address

King Nc

---

## Q3

Comments

What can partners do that Cardinal can not. My child has IDD and any change can destroy him. You are not thinking of all the clients but really it is the MH side that is unhappy. Please reconsider and have people look at state rules. The state determines the services and rules not Cardinal. I am 100% against this

---

#72

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, April 15, 2021 6:42:53 PM  
**Last Modified:** Thursday, April 15, 2021 6:47:18 PM  
**Time Spent:** 00:04:25  
**IP Address:** 216.213.12.223

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Page 1

**Q1**

Full Name

Herman Shouse

---

**Q2**

Address

221 Long Fork rd.

---

**Q3**

Comments

My daughter Sarah Shouse is a client and I want her to stay with Cardinal because she knows the staff that does for her one thing she does not take very good too changes and I dont want to put my daughter through any of that

---

# #73

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, April 16, 2021 10:41:06 AM  
**Last Modified:** Friday, April 16, 2021 10:43:08 AM  
**Time Spent:** 00:02:01  
**IP Address:** 45.36.149.48

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Page 1

## Q1

Full Name

Raymond C McAleer

---

## Q2

Address

6221 Stanleyville Dr, Rural Hall, NC 27045

---

## Q3

Comments

Cardinal is mismanaged from top to bottom and care at the client level is atrocious. I have to deal with and I know no one who likes how they do things. Make the change to Partners happen.

---

# #74

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, April 16, 2021 11:04:59 AM  
**Last Modified:** Friday, April 16, 2021 11:17:35 AM  
**Time Spent:** 00:12:35  
**IP Address:** 172.58.155.158

---

Page 1

## Q1

Full Name

Jason Judd

---

## Q2

Address

943 apple Street  
Winston, NC  
27101

---

## Q3

Comments

You really need to reconsider any other options that are available. Thanks

---

#75

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, April 17, 2021 10:35:48 AM  
**Last Modified:** Saturday, April 17, 2021 10:42:05 AM  
**Time Spent:** 00:06:16  
**IP Address:** 24.88.213.40

---

Page 1

**Q1**

Full Name

Jeanette Brown

**Q2**

Address

1146 E 5th Street

**Q3**

Comments

My son has been a patient at cardinal every since they open, I think this mental health facility is much needed, for Our residence here in Forsyth County. Please by all means lets keep this organization for the Health of Our Patients in family. NOW I do think that, Guardian of the Patients should be able to go back to talk to the Dr. about what has been going on with the patient since they or also a major part of the patients life. Please by all means let's keep the behavioral center to help everyone that needs the help in Forsyth Couty

---

#76

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, April 18, 2021 12:26:58 AM  
**Last Modified:** Sunday, April 18, 2021 12:33:06 AM  
**Time Spent:** 00:06:08  
**IP Address:** 24.163.20.70

---

Page 1

**Q1**

Full Name

Michelle

**Q2**

Address

6868 Orchard Path Dr  
Clemmons, NC 27012

---

**Q3**

Comments

It is vital that Forsyth County disengage with Cardinal Innovations to ensure that families who have been on the waiting list for 12 years with no services in sight receive services. Cardinal Innovations has not been good stewards of our resources as noted many times in our media. My son has currently been on the list for 12 years and we were just called a few weeks ago by Cardinal Innovations stating that they do not anticipate he will have services by the time he turns 18. Something corrupt is going on! Please continue with the disengagement!

---

#77

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, April 18, 2021 7:54:32 AM  
**Last Modified:** Sunday, April 18, 2021 7:56:30 AM  
**Time Spent:** 00:01:57  
**IP Address:** 134.56.27.188

---

Page 1

**Q1**

Full Name

Yolanda ESmith

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**Q2**

Address

2424 Glenn Avenue Winston Salem North Carolina 27105

---

**Q3**

Comments

Please Do Not Disengage!

---

#78

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, April 19, 2021 9:52:58 AM  
**Last Modified:** Monday, April 19, 2021 9:55:47 AM  
**Time Spent:** 00:02:48  
**IP Address:** 75.183.36.68

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Page 1

**Q1**

Full Name

Myra Greene

**Q2**

Address

6430 WHITE PINES LN  
Pfafftown, NC

---

**Q3**

Comments

I urge you to continue with your plan to disengage business with Cardinal Innovations. As stated multiple times in the media, they have misappropriated funds, which has prevented many families of children with disabilities to EVER get services. My grandson has been on the waiting list for Cardinal Innovation services for 12 years, and his mother was just informed by Cardinal Innovations staff that he probably will not receive services until after he is over 18. Over 18 years is an unreasonable amount of time to wait to receive the services that are needed to provide for a growing child. Their greedy misappropriation of funds have left many families, who already have a lot of stress on them struggling. Once again I urge you to continue with your plan to disengage your relationship with Cardinal Innovations.

---

#79

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, April 19, 2021 3:48:09 PM  
**Last Modified:** Monday, April 19, 2021 4:04:03 PM  
**Time Spent:** 00:15:53  
**IP Address:** 162.236.37.47

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Page 1

**Q1**

Full Name

Jeanne Lenham

**Q2**

Address

2680 Belwick Dr.  
Winston Salem, NC 27106

---

**Q3**

Comments

I was not pleased at all with the recent past news about the mismanagement of state funds by Cardinal. My daughter is a recipient of the Innovations waiver and has received wonderful care from the state. Personally, our case manager at Cardinal is spectacular, and she has not ever been invited to any of the CEO's 5 STAR Christmas parties. However, I cannot deny I have other friends with ID/DD children who also deserve what I receive. If Cardinal's actions can be overseen by someone who can hold them accountable for every cent they receive for their participants, they should be allowed to exist. However, if they are going to continue to spend monies in frivolous, unaccountable ways, which take the needs of my child and my friends' children away, they should dissolve and the money these special needs clients receive for the pros to manage their funding for their lives should be given to another company to handle more honestly and appropriately.

---

#80

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, April 19, 2021 5:28:45 PM  
**Last Modified:** Monday, April 19, 2021 5:35:58 PM  
**Time Spent:** 00:07:12  
**IP Address:** 174.193.15.155

---

Page 1

**Q1**

Full Name

Jeremy ray isley

**Q2**

Address

5641 Gumtree rd.  
Winston Salem,NC 27107

---

**Q3**

Comments

I have been with Cardinal Innovations for my whole life,27 yrs. I have only had 2 coordinators in those years and Sharmin Porto is my longest term coordinator I've had,she started with me when I was 3yrs old,and has been with me now for the past 15 years ,after a brief time with Bonnie Booker. I would be very upset to loose my service coordinator from Cardinal Innovations Sharmin knows me and my family very well,and has always been a great help with all my transitions. I hope to keep Cardinal and Sharmin Porto in the future.

---

# #81

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, April 19, 2021 10:16:08 PM  
**Last Modified:** Monday, April 19, 2021 10:18:45 PM  
**Time Spent:** 00:02:36  
**IP Address:** 172.58.159.200

---

Page 1

## Q1

Full Name

Jimmy Davis

---

## Q2

Address

704 B Cole Ridge Court  
Winston-Salem, N.C.  
27107

---

## Q3

Comments

Cardinal need's to lose their contract.

---

# #82

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, April 20, 2021 3:52:00 PM  
**Last Modified:** Tuesday, April 20, 2021 3:58:32 PM  
**Time Spent:** 00:06:32  
**IP Address:** 107.77.235.52

---

Page 1

## Q1

Full Name

Brendolyn

---

## Q2

Address

120b Crafton Street

---

## Q3

Comments

Change would be very bad fit Charles. McKay now he has been with this company since he was 18 and now almost 39 years has been pleased minimum wage need to be address

---

# #83

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, April 20, 2021 6:03:44 PM  
**Last Modified:** Tuesday, April 20, 2021 6:05:40 PM  
**Time Spent:** 00:01:56  
**IP Address:** 174.247.14.216

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Page 1

## Q1

Full Name

Amber McBride

---

## Q2

Address

3925 Hastings Rd  
Walkertown, NC 27051

---

## Q3

Comments

I oppose this change. We have been with our current case manager for years and she knows my sister well. We do not want to change and I think this will be detrimental to her and to the special needs community.

---

# #84

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, April 21, 2021 8:59:24 AM  
**Last Modified:** Wednesday, April 21, 2021 9:04:20 AM  
**Time Spent:** 00:04:56  
**IP Address:** 45.36.34.227

---

Page 1

## Q1

Full Name

Linda Cook

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## Q2

Address

1627 Weatherend Drive  
Rural Hall NC 27015

---

## Q3

Comments

This is Linda an Donald Cook we want to keep our Case Manager Melissa Horton. She is a WONDERFUL case manger. The BEST at her job. Please reconsider changing Cardinal.  
Thank You And God Bless.

---

#85

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, April 21, 2021 11:36:29 AM  
**Last Modified:** Wednesday, April 21, 2021 12:18:16 PM  
**Time Spent:** 00:41:46  
**IP Address:** 24.88.164.17

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Page 1

**Q1**

Full Name

Mary Moore

**Q2**

Address

2804 Lomond St

**Q3**

Comments

My son, David Lamonte Moore (he goes by Lamonte) has been under Cardinal for many years and has been with his current care coordinator, Jennifer Snipes for over four years. He is a disabled adult with mental and physical disabilities and has recently been diagnosed with pancreatic cancer. The relationship that he has built with her is invaluable and essential to his health and well being. Lamonte does not adapt to change well AT ALL and losing her as his care coordinator will have a harmful impact on the progress he has made being under her care. He will not communicate with others and will shut down, causing stress that could induce seizures as an epileptic and possible other health issues. Lamonte recently suffered a mental breakdown that led to hospitalization and time away from his family and she was there with him every step of the way. I feel that her being there and being that familiar face helped get him back to where he needed to be. Now he is back home and stable with his mental and physical health. Any change that Lamont may experience is always a struggle to adapt whether its a new coat or pair of shoes, but taking Jennifer out of his life, I feel will be detrimental. He has had a difficult time these past couple of years and he needs her in life to continue forward and not regress. She is more than just a care coordinator to Lamonte, she is essential to his health and well being. There have been times when he will not communicate with me or any family but she is there and he will talk to her. Taking her away from Lamonte will have a negative lasting impact on his health and well being and is something we can not let happen. He has had to endure a lot with his mental and physical health and I feel that Jennifer is just as important to him as any prescribed medication for treatment. You would not just change his medication without considering all the possible outcomes or negative side effects and the thought of switching her out his life should also be considered with the same precautions. Please consider my son, David Lamonte Moore, personally when making this decision, please understand that Jennifer is a very vital and important part in his journey to his mental and his physical health.

---

#86

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, April 21, 2021 10:16:42 AM  
**Last Modified:** Wednesday, April 21, 2021 9:30:19 PM  
**Time Spent:** 11:13:36  
**IP Address:** 75.183.3.185

---

Page 1

**Q1**

Full Name

Shanita Thompson for Richard Furches

**Q2**

Address

2278 Mueller Dr Apt103

Winston Salem, NC 27106

**Q3**

Comments

Why change something that's working? It seems like you are trying to get a Healthcare system in place to get lower cost to the people that care for these clients. Working with children/adults is a very hard job and your work is never done. I fee like I should be getting more than I do because the work i do is incredible. Please think about what you are doing!!!!

---

# #87

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, April 22, 2021 8:33:16 AM  
**Last Modified:** Thursday, April 22, 2021 8:48:49 AM  
**Time Spent:** 00:15:33  
**IP Address:** 24.163.28.60

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Page 1

## Q1

Full Name

Nancy Miller

---

## Q2

Address

Box 1826 Clemmons, NC 27012

---

**Q3**

## Comments

Hello,

We do not support leaving Cardinal but can agree that changes should be considered. My understanding is this movement away is for about 1% of the clients....many are foster clients...but, not the majority of those served. We have had some conflict with Cardinal so it has not been a perfect relationship BUT in the end, we retained our hours.

We don't like their headquarters being in the NASCAR building with the luscious surroundings and the image that portrays. Think of a family who has two disabled children trying to grocery shop. The young woman throws herself on the floor of the grocery store and just lays there for 10 minutes. Yes, I witnessed this last week and all I could think of is all the families with NO services....and the NASCAR building.

The complaint of not finding homes for foster clients must be addressed. How do other states manage this successfully? Cardinal should adapt these strategies immediately.

For our family, we do not want to lose our case manager who is excellent and is with Cardinal. The pay and benefits with Partners is not a match with Cardinal and losing her is a real possibility.

The bottom line for us to stick with Cardinal...have a lot more accountability....open up a forum to families to talk to the leadership....make real changes to serving the foster population and avoid the horrendous changes families will have to make. Most of us are trying to survive and we do NOT want more changes , paperwork, meetings, mistakes in processing and more chaos. What if I move to one of the two counties already with Partners??? Then, I start all over.

It's too much when the problem is managing Cardinal in a more responsible and innovative manner. Let's go that route and not throw the baby out with the bath water.

Dr. David E Miller, Nancy S Miller

---

#88

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, April 22, 2021 8:49:41 AM  
**Last Modified:** Thursday, April 22, 2021 8:55:29 AM  
**Time Spent:** 00:05:48  
**IP Address:** 174.194.8.254

---

Page 1

**Q1**

Full Name

Alicia Simmons

---

**Q2**

Address

1059 Whicker Rd  
Walnut Cove NC 27052

---

**Q3**

Comments

Melissa Horton is a WONDERFUL case manager. She's the BEST at here job and really care about her clients. You couldn't ask for a better person. With that being said she's just and AWESOME person. Thank You an God Bless.

---

# #89

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, April 22, 2021 9:58:26 AM  
**Last Modified:** Thursday, April 22, 2021 10:06:42 AM  
**Time Spent:** 00:08:15  
**IP Address:** 74.120.64.247

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Page 1

## Q1

Full Name

Scott W Davis

---

## Q2

Address

6153 Glen Way Drive  
Winston-Salem, NC 27107

---

**Q3**

## Comments

Dear Forsyth Board of County Commissioners,

On behalf of Forsyth County, I am writing to express my concern for disengaging with Cardinal Innovations Healthcare.

This decision comes at a time when our state is undergoing two major public health events, we do not need to voluntarily add another. Dealing with our state's Medicaid transition and COVID-19 is enough.

My handicapped son has had an exceptional experience with the Cardinal Innovations managed care organization/process and the assigned Case Worker has been outstanding. Given my son's disability (Fragile X Syndrome and epilepsy), it would be detrimental to change from his current care team with Cardinal and the success of his ISP plan - this is something, as his parent, I cannot support when considering his overall well-being!

Cardinal has been serving our community for years, and their work and the relationships care coordinators have made with members and their families should not be disrupted at a time like this.

The majority of Cardinal's members are not calling for this change, but they will be severely impacted by it. They are calling on this plan to stop. I would ask you to listen to their voices as well.

I urge you to reconsider this disengagement plan.

With regards,

Scott W Davis

---

# #90

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, April 22, 2021 10:11:07 AM  
**Last Modified:** Thursday, April 22, 2021 10:14:09 AM  
**Time Spent:** 00:03:01  
**IP Address:** 174.111.33.242

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Page 1

**Q1**

Full Name

Susanne Eaton

---

**Q2**

Address

Kernersville, NC

---

**Q3**

Comments

My son has had a good experience with Cardinal. His case manager is absolutely wonderful. SHE has helped us so very much with resources and whatever my son needs. Im very thankful for her and the services my son has received.

---

# #91

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, April 22, 2021 11:56:03 AM  
**Last Modified:** Thursday, April 22, 2021 11:59:31 AM  
**Time Spent:** 00:03:28  
**IP Address:** 174.111.40.139

---

Page 1

## Q1

Full Name

Gloria Wakefield

---

## Q2

Address

4645 Shelton Ridge Rd

---

## Q3

Comments

Please let us keep our health care provider through Cardinal. My daughter has down syndrome and does not handle change.

---

# #92

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, April 22, 2021 4:07:49 PM  
**Last Modified:** Thursday, April 22, 2021 4:08:23 PM  
**Time Spent:** 00:00:34  
**IP Address:** 149.168.230.4

---

Page 1

## Q1

Full Name

Juvenile Court Counselor

---

## Q2

Address

Winston-Salem, NC

---

## Q3

Comments

Cardinal is not helpful.

---

#93

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, April 22, 2021 4:14:22 PM  
**Last Modified:** Thursday, April 22, 2021 4:34:03 PM  
**Time Spent:** 00:19:41  
**IP Address:** 149.168.230.4

---

Page 1

Q1

Full Name

Juvenile Court Counselor

Q2

Address

200 North Main Street Winston Salem , NC 27101

Q3

Comments

Cardinal has always been primarily concerned with what the prior services attempted have been versus what is recommended on their CCA or Psychological assessments. When a juvenile who has never been with the MH or JJ system before comes in with a whole lot happening in their life but they have no history of services however on the assessment from a MH provider is says they need a high level of care the way the system works is they can not get that service and will have to start with the lowest level of care which in turn allows them to keep doing the same thing they have been doing and most of the time getting more legal charges or other issues that arise. This puts the community, juveniles, and their family at risk. Also there are not enough agencies to provide the higher level of care services and most of them do not accept many of our kids due to the high level of needs, aggression, or type of offense. IF they provide that services they should not be allowed to pick and choose. Youth are given a recommendation for what they need and they either can't get the service that is needed because Cardinal will not approve it or there are not accepted by the agency. Cardinal is very slow to get involved and then they drag their feet to tell either us or an agency they need this or that before they can approve it or get involved or get a care coordinator. The length of time it takes to get a service is unacceptable. The best interest of the child and family are not given priority, the demands of Cardinal are a stopgate and feels very greed driven to not give up funds for the needed services. If these kids could get the recommended and needed services in a timely manner the amount of recidivism and severity of the petitions we see could be greatly reduced. It is always a fight it seems and there is always a blame game. It is not need driven, it is policy and procedure driven as there is always an excuse of "well they haven't had this lower level of service yet" or "there aren't any openings or beds available" . I lost trust and faith in Cardinal many years ago and nothing has gotten better or changed. This is not acceptable for our community. It seems that care coordination and MH agencies are working against each other and also MH agencies at lower levels of service will not discharge or recommend a higher level of service because it "looks bad for them to have an unsuccessful client".

---

# #94

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, April 22, 2021 6:23:28 PM  
**Last Modified:** Thursday, April 22, 2021 6:24:35 PM  
**Time Spent:** 00:01:06  
**IP Address:** 71.71.41.171

---

Page 1

## Q1

Full Name

Kristine Drum

---

## Q2

Address

8915 Doubletree Lane, Clemmons, NC

---

## Q3

Comments

I am very happy with my service provider and services through Cardinal and do not feel we need a change.

---

# #95

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, April 23, 2021 12:31:59 PM  
**Last Modified:** Friday, April 23, 2021 12:40:28 PM  
**Time Spent:** 00:08:29  
**IP Address:** 174.111.38.129

---

Page 1

## Q1

Full Name

Betty Green

---

## Q2

Address

3183 Thelbe Lane  
Kernersville, NC 27284

---

## Q3

Comments

Cardinal has served us well over the years. I see no need for change or for disengaging with Cardinal Innovations Healthcare.

---

#96

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, April 25, 2021 11:27:20 AM  
**Last Modified:** Sunday, April 25, 2021 11:38:10 AM  
**Time Spent:** 00:10:49  
**IP Address:** 71.76.204.49

---

Page 1

**Q1**

Full Name

Altagracia Bryant

**Q2**

Address

520 Covington Ridge Rd  
Winston Saleem, NC 27107

---

**Q3**

Comments

Change for a group of individuals with special needs is not taken well. Why make changes when it is not for the benefit of the individuals involved. We are still dealing with this pandemic and other issues, if it works why change it.

Please take into consideration what this will do to the these patients, and the caregivers involved.

I just moved to this area from Tucson, AZ where I worked for a Community Health Center, El Rio for several years and as with any community health center our special needs patients suffer severe anxiety when things get changed these are the people that are always not seen or heard. Please reconsider.

Thank You

Altagracia Bryant

---

# #97

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, April 26, 2021 1:18:20 AM  
**Last Modified:** Monday, April 26, 2021 1:19:58 AM  
**Time Spent:** 00:01:37  
**IP Address:** 24.88.178.223

---

Page 1

## Q1

Full Name

Robert Muecke

---

## Q2

Address

795 Lancaster Park CT

---

## Q3

Comments

Get Cardinal out ASAP!!

---

# #98

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, April 26, 2021 8:14:43 AM  
**Last Modified:** Monday, April 26, 2021 8:19:59 AM  
**Time Spent:** 00:05:15  
**IP Address:** 99.36.101.157

---

Page 1

## Q1

Full Name

Erik Lilje

---

## Q2

Address

3537 N Lakeshore Dr Clemmons

---

## Q3

Comments

The internet is absolutely deluged with ads to comment, which is kind of suspicious actually. I thought 'why not'? So I did a little research on this issue. I read the audit report. It's pretty negative.

While these services are needed, and I'm sure they will continue to be, as a taxpayer I have to take the side of the auditors here.

---

# #99

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, April 26, 2021 8:40:49 AM  
**Last Modified:** Monday, April 26, 2021 8:41:49 AM  
**Time Spent:** 00:00:59  
**IP Address:** 45.36.154.108

---

Page 1

## Q1

Full Name

Brittany @Quick

---

## Q2

Address

School was

---

## Q3

Comments

Whf you play with it sis please call during our birthday

---

#100

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, April 26, 2021 6:40:40 PM  
**Last Modified:** Monday, April 26, 2021 7:07:51 PM  
**Time Spent:** 00:27:10  
**IP Address:** 174.194.19.202

---

Page 1

**Q1**

Full Name

BETTY HOLDER LAMBETH

**Q2**

Address

2439 QUAIL LAKE DRIVE  
CHARLOTTE, N.C. 28210

---

**Q3**

Comments

TO WHOM IT MAY CONCERN,

I, BETTY LAMBETH, MOTHER OF COURTNEY MICHELLE LAMBETH, REQUEST TO KEEP CARDINAL INNOVATIONS. MICHAEL STEED HAS DONE AN OUTSTANDING JOB AS OUR SOCIAL WORKER OVER THE PAST FOUR YEARS. MR STEED ALWAYS RETURNED PHONE CALLS AND HE ACCOMPLISHED MORE IN SIX MONTHS THAN OTHER AGENCIES DID IN OVER TEN YEARS. I WISH THAT ALL DEVELOPMENTALLY DISABLED ADULTS COULD HAVE SOMEONE LIKE MR. STEED. COURTNEY IS VISUALLY IMPAIRED, TOTALLY DEAF AND WHEELCHAIR BOUND. HE UNDERSTANDS HER MANY DISABILITIES AND HELPS US NAVIGATE WHAT IS IN HER BEST INTEREST. THE RAPOR AND TRUST THAT HAS DEVELOPED BETWEEN MY DAUGHTER AND MR. STEED IS VERY SPECIAL. SHE WOULD BE TRULY SADDENED TO LEARN THAT HE HAD BEEN REPLACED. THESE RELATIONSHIPS TAKE TIME TO BUILD, AND SO I AM BEGGING YOU TO PLEASE KEEP CARDINAL INNOVATIONS IN PLACE IN FORSYTH COUNTY. YOUR CONSIDERATION IS GREATLY APPRECIATED.

BETTY H. LAMBETH

# #101

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, April 27, 2021 4:03:16 AM  
**Last Modified:** Tuesday, April 27, 2021 4:07:53 AM  
**Time Spent:** 00:04:37  
**IP Address:** 104.138.237.169

---

Page 1

## Q1

Full Name

Raymond Jones

---

## Q2

Address

316 N Spring Street, Winston-Salem, NC 27101

---

## Q3

Comments

I support Forsyth County's plan for disengagement from Cardinal and a transition to Partners. The county's studies of the issue and its implications, and the unanimous vote of the Commissioners, are compelling and convincing.

---

#102

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, April 27, 2021 4:41:02 AM  
**Last Modified:** Tuesday, April 27, 2021 4:55:11 AM  
**Time Spent:** 00:14:08  
**IP Address:** 24.88.186.46

---

Page 1

**Q1**

Full Name

Sharon Caldwell

**Q2**

Address

625 Clemson Circle Winston Salem NC  
27107

---

**Q3**

Comments

I am a patient and have had to adjust to so many people and changes and I am sick of it. We are disabled and it is it is very unfortunate and unfair that each time we get to know someone we have to start over again getting to know and trust someone else who has our privacy as our best interest for a little while? For how long are this therapist going to be here to help me? Too much adjusting over too many years.....

---

# #103

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, April 27, 2021 1:47:22 PM  
**Last Modified:** Tuesday, April 27, 2021 1:47:48 PM  
**Time Spent:** 00:00:26  
**IP Address:** 75.183.41.139

---

Page 1

## Q1

Full Name

Danija

---

## Q2

Address

Jackson Avenue

---

## Q3

Comments

Good morning to you and your mom and

---

# #104

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, April 27, 2021 2:29:27 PM  
**Last Modified:** Tuesday, April 27, 2021 2:44:17 PM  
**Time Spent:** 00:14:49  
**IP Address:** 24.88.152.155

---

Page 1

## Q1

Full Name

Sharon Cummings

---

## Q2

Address

1768 ridgestone ln kernersville

---

## Q3

Comments

I and many others will be very thankful to leave Cardinal that are getting rich on the people that need help bad.They are the biggest for giving large bonuses so your cc can hold back benefits to get them a bonus. ITS A SHAME TO DO THIS TO THESE PEOPLE WHO NEED HELP WITH IDD. I DONT KNOW HOW THEY SLEEP AT NIGHT OR LOOK THEMSELVES IN THE MIRROR

---

# #105

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, April 27, 2021 3:54:25 PM  
**Last Modified:** Tuesday, April 27, 2021 3:57:57 PM  
**Time Spent:** 00:03:32  
**IP Address:** 174.247.12.64

---

Page 1

## Q1

Full Name

Mac McGee

---

## Q2

Address

3216 Meadow Lane Winston Salem NC 27107

---

## Q3

Comments

We gave great relationship with our case manager. We see no need to change to another company.

---

## #106

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, April 27, 2021 9:32:21 PM  
**Last Modified:** Tuesday, April 27, 2021 9:40:07 PM  
**Time Spent:** 00:07:45  
**IP Address:** 71.71.42.94

---

Page 1

**Q1**

Full Name

Connor Farney

**Q2**

Address

2742 Bartlett Ln  
Clemmons NC 27012

---

**Q3**

Comments

My son Connor Farney is 27 years old and severely disabled. He is on tube feeds and has to be suctioned regularly. without this care he would be in the hospital on a frequent basis. His services through the Inovations program has allowed him to stay in our home and allow us to stay gainfully employed while caring for him. While under Cardinal we have had a wonderful care coordinator for the last two years. He is the best we have had. He checks in with us regularly through home and video visits and phone calls and takes an active interest in Connor's health care team. Bayada home care has provided us with the most wonderful caregiver for Connor for the last two years. She has become part of our family and has helped us keep Connor out of the hospital and keep him well for the last two years.

To start over with another Care coordinator or caregiver would be a disaster for Connor and our family. Cardinal has done a very good job for Connor. I would argue that three may needed reforms in their organization, they should not be changed for the good of their very medically fragile clients.

---

#107

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, April 27, 2021 10:50:39 PM  
**Last Modified:** Tuesday, April 27, 2021 11:18:26 PM  
**Time Spent:** 00:27:47  
**IP Address:** 99.167.226.135

---

Page 1

**Q1**

Full Name

Duane T. Butler

**Q2**

Address

442 Beth Ave  
Winston-Salem, NC 27127

---

**Q3**

Comments

I am writing about my experience with Cardinal Innovations helping my developmentally disabled daughter, Angie. We have had an excellent relationship with all of Angie's caseworkers. Her current caseworker, Dawn Atkinson, is no exception. She has managed to be professional, friendly, and always available when needed. She's great at coordinating the team of Cardinal Innovations, Friendly People That Care group home and day program, and the family. She's always prepared when leading the in-person or remote meetings. She's developed a good rapport with all parties. I firmly believe that changing to another managed care organization would not be advantageous to Angie.

Thank you for your consideration

---

# #108

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, April 28, 2021 8:29:04 AM  
**Last Modified:** Wednesday, April 28, 2021 8:31:02 AM  
**Time Spent:** 00:01:58  
**IP Address:** 24.88.182.40

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Page 1

## Q1

Full Name

Chiquita

---

## Q2

Address

808 Camel Ave

---

## Q3

Comments

Wavier waiting list.

---

#109

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, April 28, 2021 10:12:12 AM  
**Last Modified:** Wednesday, April 28, 2021 10:27:51 AM  
**Time Spent:** 00:15:39  
**IP Address:** 96.10.219.26

---

Page 1

**Q1**

Full Name

Anonymous

**Q2**

Address

Forsyth County

**Q3**

Comments

We have been a contracted provider with Cardinal Innovations since its inception in the Triad Region. We provide an array of services all contracted with Cardinal. Cardinal Innovations is very consumer and provider focused. We appreciate their collaborative culture and accessibility for provider needs. We are involved in Provider Council's and see their dedication to the communities they serve. Cardinal has been willing to work with us when enhanced rates were necessary to sustain much needed services in our communities. Most recently, throughout Covid, they were proactive in offering higher rates to offset increased cost of service delivery. We fear that at this time of transition to Standard/Tailored plans. a change of MCO may cause further confusion and disruption for our consumers.

---

# #110

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, April 28, 2021 3:13:34 PM  
**Last Modified:** Wednesday, April 28, 2021 3:19:19 PM  
**Time Spent:** 00:05:45  
**IP Address:** 107.219.22.186

---

Page 1

## Q1

Full Name

Eulah G. Davis

---

## Q2

Address

1510 Salem Lake Rd Winston-Salem N. C. 27107

---

## Q3

Comments

we have a hard time as is dont want be swicth to any one else itcacard

---

#111

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, April 29, 2021 11:16:35 AM  
**Last Modified:** Thursday, April 29, 2021 11:33:04 AM  
**Time Spent:** 00:16:28  
**IP Address:** 75.183.3.185

---

Page 1

**Q1**

Full Name

Shanita Thompson

**Q2**

Address

2278 Mueller Dr Apt 103 ×  
Winston Salem, NC 27106

---

**Q3**

Comments

As a care provider, I never really thought about how difficult it is to care for someone who is developmentally disabled. It is a hard job and your work with the person who is developmentally disabled is NEVER done. It's a continually 24/7 job. The care coordinator and I have built a close relationship and of course we don't like change. Why try to fix something that is not broken? I love Cardinal Innovations and who would love to see it stay in place.

---

#112

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, April 29, 2021 11:34:48 AM  
**Last Modified:** Thursday, April 29, 2021 11:48:29 AM  
**Time Spent:** 00:13:40  
**IP Address:** 75.191.84.161

---

Page 1

**Q1**

Full Name

Diane Hendrix Everett

**Q2**

Address

454 Lindsay Street  
Apartment G**Q3**

Comments

I am so disappointed that the decision was made without the consent of the people who receive these services through Cardinal Innovations. Please re-consider, this will affect my son in several ways. For one, he is use to seeing the same Care Coordinator- huge changes like this will confuse him. Another is the impact it will have on most of his services, for him and me his care taker. I don't believe this can help in any way! I hope and pray that this decision will be reversed, for the sake of the Clients and their caretakers.

---

# #113

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, April 29, 2021 1:01:31 PM  
**Last Modified:** Thursday, April 29, 2021 1:03:59 PM  
**Time Spent:** 00:02:27  
**IP Address:** 174.247.3.213

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Page 1

## Q1

Full Name

Laura Bellamy

---

## Q2

Address

5955 Puritan Lane  
WS , NC 27103

---

## Q3

Comments

We've been with Cardinal for 15 years or more. The service and guidance they have given us has been invaluable.

---

# #114

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, April 29, 2021 7:21:33 PM  
**Last Modified:** Thursday, April 29, 2021 7:23:37 PM  
**Time Spent:** 00:02:03  
**IP Address:** 45.36.153.144

---

Page 1

## Q1

Full Name

Paula Gustaitis

---

## Q2

Address

1033 Chockecherry Ln  
Lewisville, NC

---

## Q3

Comments

Cardinal Innovations was there when I needed help and didn't know where to turn.

---

# #115

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, April 30, 2021 4:06:47 AM  
**Last Modified:** Friday, April 30, 2021 4:09:40 AM  
**Time Spent:** 00:02:52  
**IP Address:** 174.111.23.81

---

Page 1

## Q1

Full Name

Rebecca king

---

## Q2

Address

Forsyth county resident

---

## Q3

Comments

Change is a good idea. Keep moving forward

---

#116

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, April 30, 2021 1:50:00 PM  
**Last Modified:** Friday, April 30, 2021 2:02:36 PM  
**Time Spent:** 00:12:35  
**IP Address:** 74.187.132.53

---

Page 1

**Q1**

Full Name

Belinda Cuthrell for son: Christopher Cuthrell

**Q2**

Address

4581 Herry Street Winston Salem, NC 27105

**Q3**

Comments

I request to keep the services of Cardinal Innovations Triad Region. They have continuously helped Christopher and our family being considerate, making us aware of opportunities for him, and finding options as needed to better enrich his adult life. Thank you

---

#117

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, April 30, 2021 2:06:29 PM  
**Last Modified:** Friday, April 30, 2021 2:20:23 PM  
**Time Spent:** 00:13:54  
**IP Address:** 149.168.230.4

---

Page 1

**Q1**

Full Name

Juvenile Court Counselor

**Q2**

Address

200 N Main Street  
Winston-Salem, NC 27012

---

**Q3**

Comments

The biggest challenge has been access of care, especially when it comes to out of home placement for juveniles. Having to fail at the lowest level of care before even being considered for the next level of care (much less the appropriate level!) is counter-productive for the families we serve.

Analogy: treating a broken bone with a band-aid until an orthopedist can see the patient to set the broken bone in 90 days is not helpful. In fact, what could have been a relatively treatable condition by the right physician may become more challenging to even an orthopedic specialist/surgeon if there is an excessive period of time without the appropriate care. At the end of the day, it would cost less to access the appropriate level of care from the beginning.

Also, care coordinators are too few and it is too difficult to obtain their supportive services. Even then, court counselors seem to have to work harder than care coordinators do at assisting families with accessing services. Of course, the larger problem is the dysfunctional/non-functioning Mental Health System in our state. There aren't enough service providers to meet the needs of the people who so desperately need help.

---

# #118

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, April 30, 2021 8:54:48 PM  
**Last Modified:** Friday, April 30, 2021 8:55:42 PM  
**Time Spent:** 00:00:54  
**IP Address:** 206.85.194.70

---

Page 1

## Q1

Full Name

Lisa Byrf

---

## Q2

Address

364 Sandburg rd  
Union Grove  
NC 28689

---

## Q3

Comments

Please don't take this away, it is so needed

---

# #119

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, April 30, 2021 10:04:32 PM  
**Last Modified:** Friday, April 30, 2021 10:17:44 PM  
**Time Spent:** 00:13:11  
**IP Address:** 107.207.232.160

---

Page 1

## Q1

Full Name

Robin Hermida

---

## Q2

Address

205 Pitcher Ct  
Winston Salem, NC. 27103

---

## Q3

Comments

My son has been on the waiting list since 2011, TEN YEARS. He sees all kinds of specialists regularly. I'm so afraid one day he may lose his Medicaid. Please don't end this program, getting on it is like winning the lottery in the disability world. I can't stress it enough,

---

#120

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, May 03, 2021 10:43:31 AM  
**Last Modified:** Monday, May 03, 2021 10:51:41 AM  
**Time Spent:** 00:08:10  
**IP Address:** 149.168.230.4

---

Page 1

**Q1**

Full Name

Juvenile Justice

**Q2**

Address

200 N Main Street  
Winston-Salem NC 27101

---

**Q3**

Comments

Since working with Cardinal things have not always been transparent when it comes to providing services of mental health, at times there are long periods of no updates from care coordination. Any client that I have referred for the most part has gotten denials indicating that the criteria for mental health is not met or there is not a higher level of care available. This frustrates the families and there are not any alternatives provided by the agency.

---

#121

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, May 03, 2021 10:56:39 AM  
**Last Modified:** Monday, May 03, 2021 11:03:32 AM  
**Time Spent:** 00:06:52  
**IP Address:** 72.15.255.84

---

Page 1

**Q1**

Full Name

Kevonna Martin

**Q2**

Address

1348 Green Oaks, Unit B  
Charlotte, NC 28205

---

**Q3**

Comments

Dear Forsyth Board of County Commissioners,

On behalf of Forsyth County, I am writing to express my concern for disengaging with Cardinal Innovations Healthcare.

This decision comes at a time when our state is undergoing two major public health events, we do not need to voluntarily add another. Dealing with our state's Medicaid transition and COVID-19 is enough.

Cardinal has been serving our community for years, and their work and the relationships care coordinators have made with members and their families should not be disrupted at a time like this.

The majority of Cardinal's members are not calling for this change, but they will be severely impacted by it. They are calling on this plan to stop. I would ask you to listen to their voices as well.

I urge you to reconsider this disengagement plan.

With regards,  
Kevonna Martin

---

# #122

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, May 03, 2021 2:16:18 PM  
**Last Modified:** Monday, May 03, 2021 2:17:35 PM  
**Time Spent:** 00:01:17  
**IP Address:** 104.138.244.176

---

Page 1

## Q1

Full Name

Mary Miller

---

## Q2

Address

2037 Clayburne Dr  
Winston Salem, NC 27103

---

**Q3**

## Comments

Dear Secretary Cohen,

Our daughter Dana is 58 years old. She has a diagnosis of schizophrenia. Dana receives monthly doctors visits at Baptist Hospital with Dr. James Kimball. Dana in the past has had many, many hospitalizations, as many as 4 or 5 in one year, many involuntary commitments done by my husband and me because we believed she was a danger to herself and sometimes to others. Cardinal had no contact with Baptist Hospital, Forsyth Hospital, and Holly Hills Hospital in Raleigh where Dana had received treatment. I contacted Cardinal to get CST services for Dana, she did not want ACT because she wanted to keep her doctor. Dana did well with Daymark CST, then they discontinued services and it took Cardinal almost a month to switch Dana to Monarch, during this time Dana was hospitalized again. Monarch services were done by good people who needed more training in how to perform this service. I went to the Regional Director repeatedly asking them to monitor this provider and that both providers had locked their doors and were not answering telephone calls. Basically, not offering any adult services. We had two Triad CFAC consumers come to Cardinal besides me, we had another consumer come to Triad CFAC begging for services. I chaired that meeting and was told by staff that I let him talk too long, ten minutes beyond the three minute limit. NAMI NW NC had the same issues addressed at their support meetings. GreenTree Peer Support also had the same issues. This was repeatedly addressed to staff at Triad CFAC and to the Regional Director at Cardinal. I had also emailed the CEO and Board Chair, and at the Forsyth Mental Health Collaborative. Staff ignored me and these problems and to this day still refuses to monitor services. I went to the county and Shontell Robinson went to Daymark and Monarch. I have been a member of Cardinal Triad CFAC since 2016, before that with CenterPoint, also a past Board member of CenterPoint and a Board member of NAMI NW NC. My husband and I are in our 80s Dana will not survive when we are gone if Cardinal remains her MCO.

Thank you for addressing these problems. Please contact me if you need additional information.

Sincerely,

Mary Terrell Miller

---

#123

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, May 03, 2021 1:15:11 PM  
**Last Modified:** Monday, May 03, 2021 3:12:06 PM  
**Time Spent:** 01:56:54  
**IP Address:** 24.163.23.152

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Page 1

**Q1**

Full Name

Phyllis Marshall-Rice

**Q2**

Address

604 Ravenhill Court, Clemmons, NC 27012

**Q3**

Comments

My care coordinators at Cardinal have always done a great job of listening to the needs of my son (22, has Down syndrome) and providing good support. The upper management at Cardinal, however, should have been charged and prosecuted for misappropriation of funds (lavish board meetings). It's a shame that those actions, in addition to the exorbitant rent at the NASCAR Museum Building left such a blemish on Cardinal and those that remained - those that are the worker bees actually serving the needs of the client and the families.

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# #124

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, May 03, 2021 11:06:48 PM  
**Last Modified:** Monday, May 03, 2021 11:08:44 PM  
**Time Spent:** 00:01:55  
**IP Address:** 45.36.147.242

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Page 1

## Q1

Full Name

Lisa Weaver

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## Q2

Address

4204 Clarendon Creek Court

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## Q3

Comments

Please do not remove this service, it is very helpful to members of our community with disabilities

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#125

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, May 04, 2021 6:29:38 AM  
**Last Modified:** Tuesday, May 04, 2021 6:50:00 AM  
**Time Spent:** 00:20:22  
**IP Address:** 71.69.104.8

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Page 1

**Q1**

Full Name

Beverly Moore

**Q2**

Address

614 Arbor Road

**Q3**

Comments

Cardinal funds support services for my adult son with intellectual and developmental disabilities, including autism and aggressive behaviors. Over the years, his support needs have changed as his life circumstances changed: "graduating" high school, death of his close grandmother, transitions due to day program services being terminated because of aggressive behaviors, Covid-19. Cardinal, often after requests for reconsideration or reassessment, approved the services he needed. These times of transition are difficult especially for a person with autism. It took phone calls and specific conversations with Cardinal's internal review teams to figure out the intensity of my son's needs and the process for documenting it. In the end, Cardinal recognized the need and assisted our family with the process.

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#126

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, May 04, 2021 8:58:47 PM  
**Last Modified:** Tuesday, May 04, 2021 9:13:04 PM  
**Time Spent:** 00:14:16  
**IP Address:** 66.57.196.78

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Page 1

**Q1**

Full Name

Darrell E Gordon

**Q2**

Address

311 Mountain View Dr  
Kernersville NC

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**Q3**

Comments

Please reconsider disengagement from Cardinal. My son is a 23 yr old with Down Syndrome and autism. He has done very well with Cardinal which has provided him with a kind, caring and concerned case manager. I worry how such a change will affect him.

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#127

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, May 05, 2021 10:20:14 AM  
**Last Modified:** Wednesday, May 05, 2021 11:13:33 AM  
**Time Spent:** 00:53:18  
**IP Address:** 173.94.196.211

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Page 1

**Q1**

Full Name

Ricky Thurmon Graves

**Q2**

Address

303 Whip O Will Way Road Reidsville NC 27320

**Q3**

Comments

I am commenting on the disengagement of Forsyth County from Cardinal Innovations Healthcare as the LME/MCO for the Triad area. I am currently one of the Co-Chairs for the Triad CFAC. Although I reside in Rockingham County, we are under the CIH umbrella for behavioral health services. Since Forsyth County is the largest county in the Triad catchment area, I believe it would be a great loss of services to our county if CIH could no longer provide care service assistance regarding Rockingham citizens needing care from Forsyth County providers. I understand the need for CIH to improve their realm of support and care for foster care. It's imperative that these and other services are met timely to insure they're aiding those in need.

Foster care, adult, mental health, substance use disorder, IDD services and any others have always had a gap in service for one reason or another, however, mainly funding since it impacts providers to hire front line care staff at reasonable wages to meet the needs and funds to drive the service. We know CIH is large LME/MCO that are thriving to improve internally and externally. According to information we are receiving, CIH is addressing the concerns of the county and Hopefully will continue to improve on service delivery to meet Forsyth County's and others under their umbrella needs.

In conclusion, however the state rules, Forsyth County will still need to hold CIH or any LME/MCO accountable for services rendered to the high quality possible.

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# Christopher C. Colenda, MD, MPH

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Wednesday, March 31, 2021

Members of the Forsyth County Board of Commissioners

Regarding: Public Comment on Cardinal Innovations.

Dear Commissioners:

Thank you for your service and governmental stewardship to the citizens of Forsyth County. Public service is a high honor, as well as a tough “job.”

My name is Christopher C. Colenda, MD, MPH. I serve as the appointee to the Board of Directors of Cardinal Innovations Healthcare (Cardinal) of Mandy K. Cohen, MD, MPH, Secretary, North Carolina Department of Health and Human Services (NC DHHS).

**Personal Background:** I’ve been a member of the Cardinal board since January 2018, shortly after NC DHHS took management control of Cardinal and reconstituted the Board of Directors. I am the only physician on the Board of Directors. I have specialty training in psychiatry, geriatric psychiatry, and public health. I have had a long career as a clinician, physician-scientist, educator of students in the medical and health professions, and responsibilities as a senior healthcare executive. Virtually all of my career has been anchored in public sector and safety-net healthcare delivery systems, integrating general and behavioral healthcare service lines, and advancing the quality and effectiveness of health services through health services and implementation science research.

Earlier in my career, I was Associate Chair of Psychiatry, Section Head of Geriatric Psychiatry, and Associate Director for the Sticht Center on Aging (Psychiatry and Behavioral Sciences) at Wake Forest University School of Medicine (WFUSOM). I also served as Chief Operating Officer for Wake Forest Behavioral Health and was the interim Chief Medical Officer for WFUSOM and NC Baptist Medical Center’s HMO - QualChoice of North Carolina.

My academic and administrative career continued at Michigan State University where I was Chair of the Department of Psychiatry in the College of Human Medicine. Later I became Dean and Vice President for Medical Affairs in the College of Medicine at Texas A&M University Health Sciences. I hold the title of Emeritus President/CEO of the West Virginia University Health System (WVU Medicine) and former Chancellor for Health Sciences at WVU. I have an unpaid, non-clinical appointment as adjunct professor in the Section of Gerontology and Geriatrics at WFUSOM.

**Cardinal Board Responsibilities:** I have focused my board priorities on service accessibility, provider quality and accountability, financial stewardship, and the responsiveness of the organization to service challenges that are inherently found among the member population that we serve. I co-chair the Performance, Evaluation, and Compensation Committee, chair the Litigation Committee, and serve on the Executive Committee.

**Personal Perspectives of Cardinal:** Cardinal is a safety-net behavioral healthcare MCO. As such Cardinal is responsible for coordinating and managing the delivery of care to members with complex neuropsychiatric and behavioral conditions ranging from severe psychiatric illnesses (severe mental illness or SMI), intellectual and development disorders (IDD), substance use disorders (SUD), traumatic brain injuries (TBI), and children with significant psychiatric and behavior conditions requiring coordination with children’s welfare services necessary to provide safe environments for therapeutic services. The population health and therapeutic needs for our members, and their family support networks, are the most daunting and demanding within the United States healthcare system.

## Christopher C. Colenda, MD, MPH

In my judgment, Cardinal management has made unprecedented strides in transforming a dysfunctional and highly politicized behavioral health MCO into one of the most forward thinking and member focused organizations of which I have been a party to. That is not to say that there aren't operational challenges that impact the welfare of Cardinal members, and concurrently strain the financial and human resources of local governmental agencies. These have become flash points of controversy. In my experience, however, Cardinal management, along with Board input and representation, have made good faith efforts to address these challenges, including those in Forsyth County.

**Comments on Disengagement Resolution:** I would like to make the three points about Forsyth County Commissioners resolution to disengage from Cardinal Innovations Healthcare as the county's LME/MCO.

1. **Compare Performance Across Common Data Sets:**

Behavioral health MCOs do not deliver services. They manage provider networks necessary to deliver services required for its members. Safety-net behavioral health MCOs manage the most complex patient populations in the US healthcare system. They require suites of services that cut across multiple provider types, service settings, clinical conditions and are not "time-limited" due to the biological, psychosocial and environmental nature of their illnesses or conditions.

In my oversight role on Cardinal's Board, I have become quite familiar with the fact that the NC LME/MCO's use different methods to measure quality and performance, on everything from financials to operational outcome measures, resulting in widely different presentation of performance measures. For this reason, it is vitally important that LME/MCO comparisons use common data management tools and practices across a broad range of performance measures categories.

***Request Consideration:*** When considering partnering with another NC LME/MCO, due diligence should include side-by-side, apples-to-apples comparisons of Cardinal's and other NC LME/MCO outcome measures such as: accessibility; network sufficiency; quality and qualifications of providers; member and consumer satisfaction; and National Committee for Quality Assurance (NCQA) Managed Behavioral Healthcare Organization performance measures. Cardinal's performance is on par or exceeds NC LME/MCO peers.

2. **Medicaid Transformation: Moving to the Tailored Plan for Individuals with SMI, TBI, IDD and other Severe Behavioral Health Conditions:**

As I write this letter, NC DHHS is launching "Standard Plans" for Medicaid enrollees that will place a large number of them into one of six authorized health care plans (both for-profit and not-for-profit MCO entities). Those with SMI, TBI, IDD and other severe behavioral health conditions will be assigned to Medicaid "Tailored Plans," that will initially be managed by NC's current behavioral health LME/MCOs. Tailored Plans will be expected to manage and integrate both behavioral and general healthcare services. They will be expected to have sufficient provider networks and administrative infrastructure to support both behavioral health and general healthcare services for their members.

Cardinal's Board and management are committed to the success of integrated care for our members. Further, we believe that success for our members and their families is contingent upon local management, oversight and engagement with both behavioral health and general healthcare providers, plus effective engagement with regional governmental and non-profit agencies. This is hard work, disagreements occur, and solutions require ongoing close working relationships among all parties.

It is unclear to me the degree to which other NC LME/MCO have invested the resources necessary to build the infrastructure to effectively coordinate and integrate behavioral and general healthcare

## Christopher C. Colenda, MD, MPH

services for their members. Behavioral health services and the implementation science research literature is quite clear, however. Integration of behavioral and general healthcare services, termed “collaborative care” models, provide the best outcomes for high-risk patient populations such as those assigned to the Tailored Plans. Cardinal’s Board and management team are committed to these principles that provide the best clinical and psychosocial outcomes.

***Request Consideration:*** When considering partnering with another NC LME/MCO, due diligence should include examining how other potential LME/MCOs are structuring their capacity to manage integrated behavioral and general healthcare services. Cardinal has invested time, expertise, human and financial resources in preparation for Medicaid Tailored Plan transformation.

3. **Child Welfare Services:** In August 2020, Chair of the Board, Bryan Thompson, JD, and I met with representatives from the Forsyth County commissioners and the Forsyth County Department of Social Services (DSS) regarding challenges with placements, payments, and transitions of care for children with significant behavioral disturbances requiring placement. Children with behavioral health conditions who fall through safety-net system gaps create urgent crises that are visible, generate immense emotion and finger pointing, and are traumatic to patients, families and providers. Too often these crises lead to conflict between MCOs and responsible DSS agencies or healthcare providers.

I have personal experience with such conflict, as a clinician requesting services from a behavioral health MCO on behalf of my patients; as an HMO chief operating officer making judgments on the medical necessity to authorize clinical services; and as a CEO who was accountable for the quality, accessibility and financial performance of the largest safety-net healthcare delivery system in West Virginia.

After receiving the important feedback at our August 2020 meeting, we directed management to address, not only the acute problems identified in the meeting, but the systemic problems of child welfare services for which Cardinal is responsible. This, along with other operational challenges, formed the foundations of Cardinal’s Plan of Action that was presented and endorsed by the Board in December. Moreover, the NC DHHS has been fully transparent with counties and stakeholders across the state that the needs of children involved with social service systems cannot be met without wholesale system reform.

***Cardinal’s Plan of Action Outcomes:*** In the near-term Cardinal implemented two solutions to help deal with this challenge: 1) a sub-capitated payment system to county DSS agencies, based on historical county level payment experience, and 2) an expansion of foster care homes to service children’s needs. They accomplished this by both increasing the number of homes under contract by 50% in the past nine months, and streamlining the contracting approach so that providers can quickly add more homes.

In designing the new model of care for these youth, Cardinal drew upon best practices from around the country, and has dedicated considerable resources to create a viable bridge for counties between the current LME/MCO system and the eventual statewide plan. By passing through a portion of their monthly capitation to county DSS agencies for every child in custody, Cardinal created a flexible funding stream available to the counties to address immediate placement needs when a child comes into custody. The agreement for Forsyth County represents \$3M in funding over two fiscal years; however, it is my understanding that the Forsyth County assistant county manager and DSS have repeatedly declined the agreement. I believe that this example reflects Cardinal’s commitment to local needs, the advantages of

## Christopher C. Colenda, MD, MPH

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local/regional MCO oversight and programmatic responsiveness, and executing innovative solutions to challenging problems.

Importantly, a capitation agreement model, similar to the sub-capitation model described above, is being considered by NC DHHS as one pillar for a single state-wide plan to the manage care for this challenging population of children who require multidimensional wrap around services.

Last, Cardinal has moved forward with intensive in-home services to help keep families unified in times of crises, including specific programs that leverage evidence-based practices; partnered with one agency to bring the "Treatment Foster Care Oregon" program to NC to support higher needs adolescents; partnered with two faith-based organizations to support children impacted by human trafficking; and initiated a collaboration with Crossnore and Forsyth DSS to develop emergency placement options for children who come into DSS custody.

As you are aware, Forsyth County is not the only county seeking to disengage from Cardinal Innovations. A common complaint among the those wishing to disengage has been "Cardinal's unresponsiveness" to perceived service provision deficiencies, and its "corporate" approach to managed care activities and responsibilities. A legacy of both real and perceived "trust worthiness" has plagued Cardinal's reputation, as well.

Respectfully, I hear your concerns, but believe they are misplaced. From my position as a Board member, and providing advice and oversight, Cardinal's management team is earnest and adaptive in providing managed care services to members, their families and their social support networks. Collectively, we strive to improve care delivery, and meet the unique needs of each community, while balancing the regulatory constraints of Medicaid behavioral health managed care.

As you consider your future options, I ask you to conduct fair and temperate due diligence when comparing Cardinal's capabilities with other peer NC LME/MCO organizations.

Thank you for the opportunity to provide open comment. And thank you for your on-going service to the citizens of Forsyth County.

Sincerely,



Christopher C. Colenda, MD, MPH  
Board Member | Cardinal Innovations Healthcare

Jason A. Shookman  
620 Stephany Circle  
Rural Hall, NC 27045

March 29, 2021

Dear Forsyth Board of County Commissioners,

On behalf of Forsyth County, I am writing to express my concern for disengaging with Cardinal Innovations Healthcare.

This decision comes at a time when our state is undergoing two major public health events, we do not need to voluntarily add another. Dealing with our state's Medicaid transition and Covid-19 is enough.

Cardinal has been serving our community for years, and their work and the relationships care coordinators have made with members and their families should not be disrupted at a time like this.

The majority of Cardinal's members are not calling for this change, but they will be severely impacted by it. They are calling on this plan to stop. I would ask you to listen to their voices as well.

I urge you to reconsider this disengagement plan.

With regards,

Jason A. Shookman

MARTHA Y. MARTINAT  
120 SHERWOOD FOREST ROAD  
WINSTON-SALEM, NORTH CAROLINA 27104

April 9, 2021

Dear Sirs:

As a former member of the  
N.C. Commission on MH, IDD, SAS and a  
former chair of the Forsyth MH Collaborative,  
I am still very much an advocate for  
those who are MH Challenged.

Despite realignment efforts, there are  
still clients (patients)

not receiving medically prescribed  
services — even medicines.

It is critical for re-alignment  
to proceed.

Thank you.

Yours truly,

Martha Martinat

Phone:

336-768-0339

STALEY  
6025 Kempsford Court  
Kernersville, NC 27284  
[taradstaley@gmail.com](mailto:taradstaley@gmail.com)

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Dear Forsyth County Commissioners,

Thank you for “flying away” from Cardinal Innovations. I recently learned that the Board has initiated the process of disengagement<sup>1</sup>. As a parent with a severely autistic 18-year-old son who has been denied services from Cardinal over the years—to the point we have had to leave him for weeks in ER departments at both Forsyth and Baptist Hospitals to get help—I am completely ecstatic about this news. I praise the Board for taking a bold step in favor of the many IDD families that have suffered under the wing of such a shady, non-transparent MCO that has come under fire many times from State Auditor Beth Wood<sup>2,3</sup>.

I am writing to not only thank you for making this decision, but urging the Board to stick with it. According to the article printed in the *Triad Business Journal*, “Trey Sutton, who took over as Cardinal’s CEO in 2018, believes he can still reach an agreement to continue services. Next week, Cardinal is rolling out a new child welfare model, with a \$30 million investment over two years.”

I cannot emphasize enough: **STAY AWAY FROM THIS INEPT ORGANIZATION**. Our struggles, listed below, show that Cardinal obviously cares more about profit than people:

- Our son, William, was placed on the CAPS/Innovations Waiver wait list in 2008 when Centerpoint managed mental health services for Forsyth County. We received respite and after-school assistance until 2016, when Cardinal replaced Centerpoint<sup>4</sup>. These services were immediately terminated for families of four with incomes exceeding \$30k due to a “lack of funding,” we were told.
- William’s case was then transferred to a “care coordinator” at Cardinal who never returned our calls, and we were literally ousted from the system. It has taken four years, several police reports, bruises, shattered glass and blood, broken computers, unhinged doors, sexual harassment, damaged walls, and long stays in the ER to finally get Cardinal’s help and attention.
- Cardinal recently restored 8 hours/week of respite, but failed to secure any other assistance. The “care coordinator” assigned to us over the summer abruptly closed William’s case, dubbing it “episodic care.”
- We recently learned from a psychiatrist at Baptist Health that Cardinal is responsible for generating referrals to programs that would benefit William, such as *NC Starts* or the BART program at *Murdoch Developmental Center*. We are clueless as to why these referrals have not been made or mentioned.
- Staff continue to hide information about William’s status on the CAPS wait list. A psychologist even stated in a recent evaluation that “it would be beneficial for William’s parents to be able to estimate how much longer it might take him to receive a slot on the Innovations Waiver.” But...
- We learned December 28, 2020, that William was once again denied an Innovations slot, even though our application included the following information:
  - “William is severely autistic with aggressive and destructive behaviors that put his home and family at risk. Comorbidity conditions include severe OCD and ODD. Additionally, he has a disturbing attraction to his mother, rendering potential harm to her. We can provide his latest psychological evaluation, photos, recordings and school IEP as evidence of his profound IDD.
  - “The school shutdowns due to covid-19 have exacerbated every behavior problem he had, while also generating new ones such as self-injury, screaming and stomping.
  - “William’s abusive behaviors are triggered by events as simple as brushing up against him (he will retaliate by hitting the offending person or object). He refuses to wash his hands, which is dangerous given the current pandemic. His OCD rituals govern everything he does, from eating,

to turning on the lights, to lifting the toilet lid. Yawning distresses William to the point he screams, gouges at his eyes, and asks for matches so he can set them on fire. Correcting him over these behaviors usually results in physical assaults to his parents.

- "He has bruised his 61-year old father several times and shoved his mother twice. Asking or trying to assist him with self-care will also set him off physically or verbally. These behaviors happen daily, rendering family life a complete nightmare. We have called the Forsyth County Sheriff several times and attached the reports to this application. Deputies initially discussed the consequences of his behaviors. Subsequent calls to the Sheriff's office resulted in long hospital confinement, in the behavioral health wards of both Forsyth and Baptist's Emergency Departments."

Right now, Cardinal staff is providing us with no clear answer about this recent slot denial. Given the gravity of the above information, *what does it take to get one of these slots?*

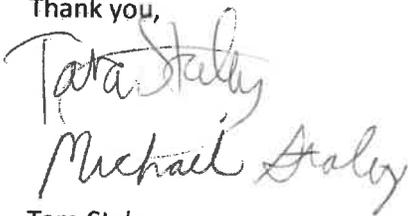
The demand for IDD services in NC is much, much greater than what our government cares to provide. To make matters worse, we have an MCO that partitions these services out according to very unclear criteria. It is always a mystery: *who gets what, when and how?*

From our experience, this is how it goes with such a merciless MCO in charge: Parents are given a contact name and number, who then gives another contact name and number—repeat *ad nauseum*—all the while being told, "You have to keep advocating, keep fighting, keep calling." The psychological and physiological stress of IDD caregiving is more than enough; but to *also* have to "fight, advocate and call" for help over many, many years has damaged my health, to the point I suffer a-fib attacks, stage 2 hypertension, autoimmune disorders and major depressive disorder. My medicine cabinet includes a litany of beta blockers, anti-depressants, benzodiazepines, antihistamines, sleeping pills and supplements.

This information should be enough to see that re-alignment with Cardinal would truly be a "cardinal sin" and a serious travesty not only for our family, but for thousands of others who wake up to the daily nightmare that constitutes IDD parenting.

Therefore, I applaud you for making this decision—and sticking with it. You can find a much, *much* better MCO.

Thank you,



Tara Staley  
Michael Staley  
Kernersville

1. Finnegan, Daniel. "Forsyth County begins process to end relationship with Cardinal Innovations Healthcare." *Triad Business Journal*. Nov 13 2020.
2. Goldsmith, Thomas. "State audit: NC DHHS's failure to set proper rates kept dollars from mental health patients." *NorthCarolinaHealthNews.org*. Jan 25, 2019.
3. Hoban, Rose. "Mental health advocates say the reckoning at Cardinal Innovations was a long time coming." *NorthCarolinaHealthNews.org*. Nov 29, 2017.
4. Craver, Richard. "Forsyth board begins shift toward funding Cardinal for behavioral health services." *Winston-Salem Journal*. Jun 2, 2016.