

Keeping in Touch...with You

New Telephone Support Line

A new telephone Recovery Support Line is providing non-crisis support to Durham County residents experiencing behavioral health issues. It is available seven days a week from 3:00-11:00pm at (919) 956-9566.

The Recovery Support Line is funded by The Durham Center and operated by Recovery Innovations' Wellness City, a local agency founded on the recovery principles of hope,

personal choice and an environment of wellness and independence for individuals with mental health and substance use challenges.

When you call the Recovery Support Line you will speak to a Peer Support Specialist who has experienced mental health and substance use challenges themselves. They have received comprehensive training and are certified to support other individuals.

The Peer Support Specialists will listen to you and empathize with your situation, and will provide information and referral to appropriate services. They will try to encourage and empower you to find resolution to your individual challenges in a way that fosters a sense of hope, dignity and self-respect.

All calls to the Recovery Support Line are carefully assessed and if appropriate, callers can be connected to

crisis services or other appropriate intervention.

While some callers may use the Recovery Support Line as a regular source of support, they are encouraged to expand their personal resources and natural supports to include family, friends and other community agencies and services.

Recovery Support Line
(919) 956-9566
3:00-11:00pm

Help Coming for Youth Ages 16-21

Beginning October 1 youth ages 16-21 in Durham County will have the opportunity to take part in a new grant-funded project.

BECOMING, which stands for Building Every Chance of Making It Now and Grown Up, will target 16-21 year olds with mental health conditions who are struggling to make

the transition to a productive adulthood and have become disconnected from needed services and supports such as education, families and mentors, and employment opportunities.

Youth will be able to be referred to the project through various avenues including schools, parents, caregivers and guardians,

mental health providers, social services, law enforcement and the judicial system.

Initially, they will undergo a screening process and then they will create an action plan to develop their education and career goals and connect to clinical and support services. The program will also help

fund training, tuition assistance, leisure and recreation fees, transportation, literacy programs and more.

Learn more about
BECOMING online
becomingdurham.org
Coming soon!

Get Involved as Part of CFAC

An important way for our consumers and their family members to have a positive impact on the Durham community is to join the Durham Consumer and

Family Advisory Committee, or CFAC.

Durham CFAC works to identify gaps in services, offer suggestions for long-

term planning, and review organizational documents. CFAC meets on the first Monday evening of each month.

To learn more, contact The Durham Center Customer Service at (919) 560-7200 or email DurhamCFAC@gmail.com.

Reviewing Your Rights as a Consumer

Your Rights

Are you aware of your rights as a consumer of behavioral health services in Durham County?

Your right to be treated with dignity and respect is at the heart of all client rights and responsibilities. You have a right to live your life as normally as possible while receiving treatment.

You have a right to be told the rules that you are expected to follow and the possible penalties for violating those rules in any program you attend or service you receive from The Durham Center providers. Service providers are responsible for explaining their service or program rules as well as penalties for violating those rules to every consumer.

Our policies assure basic human rights to each consumer. Employees and service providers are not allowed to subject a consumer to any sort of neglect, indignity or abuse. Your rights include treatment in the best environment for you with the fewest possible restrictions.

After an initial screening for eligibility for services by Durham Center Access, you have the right to select a service provider to help develop a person-centered plan. You also have the

right to select the service providers that will implement the plan. Your plan must be put into practice within 30 days after completing the assessment with the service provider.

The **ONLY** times you can be treated without consent are:

- In an emergency
- If your treatment has been ordered by the court, when more than one professional agrees that you need that specific treatment to prevent harm or to improve
- If you are under 18 years old and your parents give permission.

You have a right to see the information in your own record *unless* more than one professional determines that it would be physically harmful for you to see it. In order to look at your records, you must make a request to the service provider, as defined in its policies.

In general, the law states that no one can share information with others outside this organization about the services you receive. These same laws, however, require us to share information with others under certain conditions. Exceptions to these conditions apply if you are receiving treatment for substance abuse.

Your Responsibilities

In planning your care with the service provider, you have the responsibility to be open about any of your physical and health problems.

You have the responsibility to keep appointments and attend activities that are a part of your care plan. Call or have someone else call your service providers as soon as you can if you know you cannot keep an appointment so that it can be rescheduled.

It is your responsibility to treat people who work at The Durham Center and for your service providers with respect and consideration. You are also responsible for respecting other consumers' rights and their confidentiality.

Consumer Grievance Procedure

You have the right to voice concerns and complaints relating to the treatment or care you receive, and to a timely response explaining how The Durham Center is going to consider the issue or issues you raise and act upon them.

You also have the right to be free from any pressure intended to discourage you from voicing your concerns or complaints.

If you think a problem exists with your services or you think your rights have been violated, try to talk to

the service provider or your case manager first.

If you are not comfortable talking to the service provider, you can call The Durham Center Customer Service Department. We will listen to you and obtain the information we need to help you find solutions.

The Durham Center
Customer Service
(919) 560-7200
Toll-free (877) 839-0301
414 East Main Street
Durham, NC
M-F, 8:30am-5:00pm

Customer Service can provide you with information about:

- Your rights under North Carolina law
- How to file a complaint, grievance or appeal
- Eligibility for services
- Educational materials and classes
- Advocacy to help meet your needs and rights.

You can also contact these additional resources for help:

Governor's Advocacy Council for Persons with Disabilities

1-800-821-6922

The NC Mental Health Consumers Organization

1-800-326-3842

Keeping in Touch...with You

Medicaid Waiver Update

Our state government is working to make the public system of mental health, developmental disability and substance abuse services more effective and efficient.

Part of its plan includes offering Local Management Entities (LMEs) like The Durham Center the opportunity to apply for waivers of federal

Medicaid rules that would provide them with greater flexibility in how they spend federal and state funding for these services.

The goal of this added flexibility is to improve citizen access to behavioral health and primary care services, to improve the quality of all services, and to use public funding more efficiently.

The Durham Center has applied to be one of these LMEs, working with the LMEs in Cumberland and Johnston Counties.

We have already conducted two informational meetings in Durham to explain to interested citizens what the waiver means.

If our application is approved, we will begin

communicating much more information in print materials, through our website, and in public meetings throughout our community.

Our commitment is to serve you well and to make sure you understand how changes in the way services are delivered affect you.

Screening and referral and crisis help are available 24/7 at (919) 560-7100 or toll-free (800) 510-9132
Visit The Durham Center online at www.durhamcenter.org

From:
The Durham Center
414 East Main Street
Durham, NC 27701

Durham County's Crisis Services: There When You Need Them

When citizens of Durham County find themselves in mental health, developmental disability or substance abuse crisis, a variety of services and options is available to help.

Durham Center Access is the 24 hour a day, 365 day a year gateway to all of the services managed by The Durham Center. Citizens can call (919) 560-7100 or toll-free (800) 510-9132 anytime of the night or day to talk to a trained clinical professional.

This clinician can help arrange a comprehensive assessment to determine needed services and can assist in identifying

community resources to help address the caller's need.

If a caller is determined to need crisis assistance, he may be directed to come to the **Durham Center Access Crisis Facility**. The staff there works to stabilize people in crisis and to set them up with follow-up care so that they can return in a timely fashion to their natural support systems.

The facility is located at 309 Crutchfield Street near Durham Regional Hospital. Citizens may also come directly to the facility without a referral 24 hours a day.

A **Psychiatric Walk-In Clinic** is housed at the Crisis Facility for adults and children who need immediate access to psychiatric clinical services. This clinic can provide assessment, stabilization, brief treatment and linkage with community services including crisis services.

Trained professionals from the **Durham Center Access Mobile Crisis Team** can come directly to a citizen in crisis, wherever he or she might be. Team members provide short-term crisis response, stabilization and intervention for adults and children in crisis.

It is important to mention that if you feel that you are in crisis, the first line of help should be your case manager or other behavioral healthcare professional. Always have their emergency after-hours contact information handy.

Durham Center Access
24 Hours a Day
(919) 560-7100
Toll-free (800) 510-9132

Durham Center Access
Crisis Facility
309 Crutchfield Street
Durham, NC near
Durham Regional Hospital

Additional Resources

Alcohol/Drug Council of NC – alcoholdrughelp.org

Alcoholics Anonymous – aa32.org, (919) 286-9499

The Arc of NC – arcnc.org

Assoc. for Persons in Supported Employment – apse.org

Autism Society of NC – autismsociety-nc.org

Disability Rights North Carolina – gacpd.com

Durham Council for Children with Special Needs – dccsn.org, (919) 956-5016

Durham Network of Care – durhamnetworkofcare.org

Durham System of Care – durhamsystemofcare.org

Family Support Network of NC – fsnnc.org

First in Families of North Carolina – fifnc.org

Governor's Advocacy Council for Persons with Disabilities – (800) 821-6922

Housing Resources from The Durham Center – durhamcenter.org/index.php/provider/docs/housing_docs

NAMI Durham – (919) 231-5016

Narcotics Anonymous – (919) 956-5900

National Mental Health Consumers' Self-Help Clearinghouse – mhselfhelp.org

National Suicide Prevention Lifeline – (800) 273-TALK

NC Collaborative for Children, Youth and Families – nccollaborative.org

NC Council on Developmental Disabilities – nc-ddc.org

NC MH Consumers Organization – (800) 326-3842

NC National Guard Integrated Behavioral Health System – (800) 621-4136

Substance Abuse and Mental Health Services Administration (SAMHSA) – samhsa.org

THE DURHAM CENTER HAS MOVED

The Durham Center is now located on the second floor of the new Durham County Human Services Building at 414 East Main Street