



## Protocol for Residential Services Letter of Support

This protocol has been established in order to comply with an Amendment to Article 2 of G.S. Chapter 122-C. The Amendment requires prospective residential service providers, licensed through the Division of Facility Services (DFS), to submit a Letter of Support from the LME, along with their license application to DFS, which reflects the need for additional service capacity (beds) in their catchment area.

1. The LME Quality Management Unit will work with the DMH to gather necessary data on a quarterly basis to determine current utilization and capacity for facilities licensed in accordance with G.S. 122C-23.1. This information will be posted on The Durham Center web site and updated quarterly. Prospective residential service providers must first check The Durham Center website ([www.durhamcenter.org](http://www.durhamcenter.org)) to determine whether utilization and capacity for licensed facilities has been exceeded based on the quarterly data. The prospective residential services provider must also review the current bed openings of existing licensed providers on The Durham Center website. The Contracts Management Unit shall maintain data and information on the prospective residential service providers (i.e. copies of applications, number of letters issued for approval/denial, etc.)
2. If utilization and capacity **has not** been exceeded based on the quarterly data and existing licensed providers do not have bed openings, the prospective residential service provider will contact The Contracts Management Unit for a Request for Letter of Support Application. The prospective residential service provider must complete the application and submit their request, in writing, to the Contracts Management Unit, which will include the following information:
  - Licensee name
  - Company name (if different)
  - Mailing address
  - Site address
  - Type of license requested per APSM 30-1, to include license capacity (number of beds), service definition per Division of MH/DD/SAS
  - Program description
  - Designated point of contact within the provider agency: name, position, title, phone number, e-mail address, fax number
3. Following receipt of the information from the prospective residential service provider, The Durham Center Clinical Team shall review and either approve or deny the service provider's request. Letters will be signed by the Area Director and copied to the Director of the Division of MH/DD/SAS and the Section Chief of MH Licensure and Certification, Division of Facility Services.
4. If utilization and capacity **has** been exceeded based on the quarterly data, The Durham Center will **not** provide letters of support to prospective residential providers.
5. If The Durham Center issues a letter of support to a prospective residential services provider and the prospective residential services provider does not obtain a license within **six (6) months**, The Durham Center shall revoke its letter of support. The Durham

Center will only accept **one (1)** request at a time from the prospective residential services provider. After letter of support has been processed, only **one (1)** request for a change of address will be honored. If prospective residential services provider does not follow through with entire process, future requests for letters of support **will not be granted**.

6. The Durham Center **will not** process any Letter of Support Requests if any of the following criteria are applicable:
  - a. The entity is subject to a current payback to any other oversight agency (i.e. DMA, DMH, DSS, and other LMEs).
  - b. The entity is subject to a current Plan of Correction related to but not limited to endorsement, monitoring, complaints, incident reporting, post-payment clinical review, post payment service record, etc.
  - c. The entity is subject to a current Plan of Correction from DMH/DD/SAS, DHSR, DMA or any other LME.

There may be occasions when utilization and capacity have been exceeded, but a specific and specialized residential service need is identified as a gap in the service continuum. When this need is identified it will be posted on the Durham Center web site as a Request for Information (RFI) and/or Request for Proposal (RFP). The Durham Center is responsible and is committed to seeking qualified and competent providers to deliver services for the citizens of Durham with mh/sa/dd disabilities. To this end, when a specialized residential need arises the Durham Center will request a proposal from Providers seeking a Letter of Support to provide this specialized service. This proposal will include, but is not limited to reference to evidenced based/empirical based approaches, commitment to System of Care, provider qualifications, training, etc. Specific requests for proposals and timelines for submission will be posted on the Durham Center web site.

As of **03/16/09**, the Durham Center currently recognizes the following numbers of beds needed for each level of residential care to be at capacity:



.1300 Level II	0 beds
.1700 Level III	0 beds
.1800 Level IV	0 beds
.5600 A SL MI Adult	0 beds
.5600 B SL DD Minor	0 beds
.5600 C SL DD Adult	0 beds
.5600 D SL SA Minor	0 beds
.5600 E SL SA Adult	0 beds
.5600 F SL Assisted FL	0 beds

Please note: For information regarding types of homes, please refer to the APSM 30-1 Manual for definition information. The APSM 30-1 Manual may be found on the Division of Mental Health's website at:  
[http://www.ncdhhs.gov/mhddsas/statspublications/manualsforms/aps/apsm30-1\\_02-26-08.pdf](http://www.ncdhhs.gov/mhddsas/statspublications/manualsforms/aps/apsm30-1_02-26-08.pdf)