

# System of Care

The Durham Center operates on the philosophy of System of Care, an integrated network of community services and resources supported by a partnership between families, professionals and the community in all aspects of service planning and delivery.

The Core Values of The Durham Center's System of Care:

- ▶ Services and supports provided for individuals and families should promote the inherent value of each individual and provide each the opportunity to grow and develop to his or her fullest potential.
- ▶ Services and supports should be strength-based, person-centered and family-focused, with the needs of the individual and/or family dictating the types and mix of services and supports provided.
- ▶ Services and supports should be neighborhood- and community-based, with the community determining local service needs and how these services are delivered.
- ▶ Agencies, programs and services should be responsive to the cultural, linguistic, racial and ethnic strengths and differences of the individuals and families they serve.

# The Durham Center

## Administration

The administration is responsible for leading the LME transition team and overseeing all program activity, ensuring continuity of services and developing community partnerships.

## Contracts Management

Contract Management is responsible for developing and monitoring contracts, and endorsing providers that support quality care for clients according to county, state and federal regulations.

## Customer Services

Customer Services creates, promotes and sustains an organizational focus on the needs of internal and external customers and consumers with an eye on improving quality of treatment and efficiency of services.

## Finance

The Finance Department is responsible for providing strong financial accountability relating to budgeting, billing, auditing and financial analysis of revenue and expenditures.

## Quality Management & Information Technology

Quality Management & Information Technology is responsible for developing and implementing a quality management system including data management and reporting that is integrated philosophically in every department within the organization and ensures a quality experience for each customer.

## System of Care

System of Care oversees a comprehensive spectrum of mental health and other services and supports to form a coordinated network of care for children and adults.

## Utilization Management

Utilization Management ensures that services are medically necessary and that client services are delivered based on clinical standards according to state and federal guidelines.



# Customer Service

The Durham Center is committed to customer service. We have a customer service office that clients can call or visit when they have a question or complaint or want to provide some positive feedback. Customer Services can be reached by calling (919) 560-7200 or visiting our office at **The Durham Center at 501 Willard Street in Durham.** Customer Services is open Monday through Friday from 8:30 a.m. to 5:00 p.m. Translation services are provided for clients who do not speak English.

Customer Services provides clients information about:

- ▶ Client rights under North Carolina law
- ▶ How to file a complaint, grievance or appeal
- ▶ Eligibility for services
- ▶ Educational materials and classes
- ▶ Advocacy to help clients get their needs and rights met

Customer Services also provides speakers, displays and promotional materials for a variety of community events, offering education and information on mental health, developmental disabilities and substance abuse topics and services.

501 Willard St.

Durham NC 27701

919-560-7200

[www.durhamcenter.org](http://www.durhamcenter.org)



## Vision

We are a community with energy and momentum that embraces people with disabilities as equal partners and valued citizens. When citizens with disabilities reach their full potential, the entire community benefits.

## Mission

We pursue a community effort dedicated to supporting the lives of citizens affected by mental illness, developmental disabilities and substance abuse by assuring a collaborative, accessible, responsive and efficient system of services and supports.



# Durham Center Access

If you are seeking mental health, developmental disability or substance abuse services or are faced with an emergency in one or more of these areas, call 919-560-7100 or 1-800-510-9132.

The Durham Center established Durham Center Access so people can get information about mental health, developmental disabilities and substance abuse services 24 hours a day, seven days a week.

Durham County citizens can call Durham Center Access about an emergency or the need for ongoing services. Citizens who are experiencing a mental health, developmental disability or substance abuse crisis can go directly to 309 Crutchfield Street, Durham, near Durham Regional Hospital. Clinical staff is available 24 hours a day for walk in crisis services.

Based on the information provided, Durham Center Access will give a referral to an agency contracted with The Durham Center for further assessment or will provide immediate assistance in an emergency situation.

## Services Provided

People who are referred to a case management agency by Durham Center Access will create a person-centered plan, also called a PCP, or for children a Child and Family Plan. At the meetings to develop these plans, clients choose the services and supports they need to achieve their goals.

The Durham Center contracts with more than 80 service providers in the area to provide these mental health, developmental disabilities and substance abuse services to children and adults in Durham County. For those clients who do not speak English, we can provide a list of providers who speak languages other than English. All of our providers meet established standards of care.

Examples of services offered by our provider community include:

**Assertive Community Treatment Team**—a program for adults with severe mental illness who work with a team of professionals to reach their goals

**Clubhouse**—a place for adults with mental illness to receive support, learn new skills and be encouraged to reach their goals

**Community Support**—the process of working with adults or children and their families to develop a plan to meet life goals and coordinating various services and supports that will help adults, children and their families meet those goals

**Crisis stabilization and crisis residential**—offered at Durham Center Access, a place where individuals in crisis can go that is not a hospital to receive help. The goal is for individuals to return home as quickly as possible

**Emergency crisis services**—services such as phone support, facility-based evaluation and support, or hospital care in response to a MH/DD/SA emergency

**Employment services**—assistance for adults to learn job skills and receive support in the job setting

**Evaluation and testing**—collection of information about an adult's or child's and family's life, strengths, needs and abilities in order to better develop a plan of services and supports

**Home-based services for families**—services and supports in the home and community to help a child remain at home and be successful

**Housing and residential services**—secure, safe and supportive living arrangements

**Information and referral**—information to address a concern including individuals or organizations that provide help

**Medication management**—evaluation of medication options to determine which is best, how it should be taken and if it's working

**Outpatient therapy (individual, family and group)**—professionals teach new skills or ways to cope with problems

**Prenatal Substance Abuse Treatment**—Provides direct substance abuse treatment and referrals to pregnant women who are substance abusers, their children and IV drug users

**Respite care**—care for an individual with a disability in the home or in a safe place so the family or loved ones can take a “break” from their caregiving responsibilities

**Substance abuse detox**—help for individuals with an addiction to drugs or alcohol

**Substance abuse treatment**—services and supports to help people with drug and alcohol problems

The Durham Center is responsible for ensuring that Durham County citizens who seek help for mental illness, developmental disabilities and substance abuse receive the services and supports for which they are eligible to achieve their goals and to live as independently as possible. The Durham Center is also responsible for making sure that Durham County citizens receive quality services and that their individual rights are protected.

Approximately 7,000 children and adults in Durham County receive mental health, developmental disability and substance abuse services and supports through the Durham Center provider community.

The Durham Center is responsible for making sure that people receive the services they need through 24/7/365 face to face and phone screening and crisis services. People seeking services are then offered a choice of agencies to provide ongoing care. The Durham Center authorizes the appropriate amounts of services, ensures service quality and that regulatory standards are met, manages contracts with provider agencies and manages state funding. The Durham Center also develops the provider community and offers customer service for all individuals receiving services.

## Values

The guiding principles for The Durham Center's values are person centered, relationship driven, system focused, efficient and effective.

- ▶ We value finding ways to nurture our community's strengths to accomplish what none of us can do alone.
- ▶ We value the involvement of stakeholders for the advancement of all citizens in our diverse community.
- ▶ We value partnerships with community agencies that ensure best practices are applied through person-centered planning.
- ▶ We value community resources that offer durable ways to support people with disabilities.
- ▶ We value community partners that leverage dollars and develop in-kind partnerships to respond to the MH/DD/SA needs of all citizens.
- ▶ We value advocacy efforts that challenge the service delivery system to improve continuously.
- ▶ We value accountability of all parties in the MH/DD/SA services system.
- ▶ We value exemplary practices that lead to meaningful outcomes and are cost effective.
- ▶ We value high consumer and family satisfaction.
- ▶ We value collaboration with our community partners and stakeholders.
- ▶ We value building community capacity that includes the identification of existing community resources and gaps.
- ▶ We value services and supports that are consumer and family friendly, age appropriate and culturally competent.
- ▶ We value the flexibility of the MH/DD/SA services system to provide services and supports when needed, at the level needed, and in the amount necessary so that people may enter and exit components of the system as their needs change without fear of reentry complications.
- ▶ We value ongoing community education that helps eliminate stigma and discrimination.