



SERVICES, SUPPORT AND RESOURCES



How to Get Mental Health,
Developmental Disability and
Substance Abuse Services Through
Durham System of Care



The Durham Center is a key partner in Durham System of Care

The Durham Center manages mental health, developmental disability and substance abuse services in Durham County. Although we do not actually provide services, our job is to ensure that local citizens who seek help receive the quality services and supports they are eligible for to help them achieve their goals and live as independently as possible. These services are delivered by a network of private providers who contract with The Durham Center.

Durham System of Care helps The Durham Center work with other community agencies so that services and supports respond to person-specific issues and the larger social conditions that may affect them.

We are committed to services that:

Respect and Support You

- Build on your strengths
- Promote your recovery
- Respect your culture
- Are flexible to meet your changing needs
- Respond to your unique needs

Respond to Real Life Needs

- Provide an array of community services that meet your needs, including assessment, crisis services and treatment
- Provide a choice of providers who can assist you
- Provide active connections to housing, social support, legal assistance and other everyday needs

Are Effective

- Based in research about what works
- Adhere to best-practice quality standards

Are Linked and Coordinated

- Take the burden of coordinating services off your shoulders
- Use teamwork to help connect your services and supports
- Provide a ‘no wrong door’ approach so you can get services and supports from community agencies
- Make the most of our community resources by coordinating and improving existing services and developing new services to better meet your needs

HOW CAN I GET SERVICES?

Durham Center Access (DCA) is the doorway to all of the local mental health, developmental disability and substance abuse services that are part of Durham System of Care.

Walk-in crisis help is also available for emergency situations 24 hours a day at 309 Crutchfield Street, near Durham Regional Hospital in Durham.

If you or a family member needs help for a mental health, developmental disability or substance abuse issue you can call Durham Center Access at 919-560-7100 (or toll-free 800-510-9132) 24 hours a day, 7 days a week.

Reach out for help through Durham Center Access. When you call you can receive information or a referral to an appropriate provider.

Based on the information that you provide, DCA will give you information on providers that may be able to help you meet your needs. Once you select a provider, they will help you connect to that provider for further assessment or help you get immediate assistance in an emergency situation.

If you are referred to one of our provider agencies, you will be asked many questions so that we can better understand your strengths and needs. You should be ready to discuss:

- what kind of help you want and why
- your particular strengths and needs
- past hospital stays and previous treatment
- family and social history
- medications and any allergies you have
- your medical condition

Durham System of Care has developed a Life Planning Kit to help you identify your needs. If you have completed one and wish to share that information, please bring it with you. This should decrease the number of questions you have to answer. To learn more about the Life Planning Kit you can visit www.durhamsystemofcare.org or call 919-560-3706.

You will need to sign several forms that allow your provider to talk to your physician or other professionals to coordinate your care.

If you are a custodial parent or guardian for a minor child or dependant adult, bring the court paper that grants you guardianship to your meeting with the provider.

GETTING STARTED: HOW DO I KNOW WHAT SERVICES I NEED?

It is important that your provider understand your particular goals and priorities so that your services will be of personal value to you. So, you and your provider will meet to talk about what you want and need. You should expect the following process:

Safety and Crisis

Your provider should first help make sure that you are safe and that a crisis can be addressed effectively. You should expect to leave your first meeting with a written safety and crisis plan that you fully understand and feel is reasonable for you.

Goals, Strengths and Needs

Next, your provider should ask you to help him or her understand your strengths and your goals:

What you want from services

How you want services to help you meet your goals

Your priorities for treatment, housing, food, legal assistance, finances and other basic needs

Your preferences about how treatment services are provided

Your strengths and interests

Past treatment experiences

Person-Centered or Family-Centered Plan

Then your provider should explain how a Person-Centered or Family-Centered Plan might assist you in meeting your goals. You and your provider will begin to create this plan together. For children up to age 19 who have emotional disturbances and need services from other agencies as well as mental health services, your child and family will have the opportunity to identify people that can join you as part of a Child and Family Team. The Team will help coordinate the services and supports needed to implement your plan and meet the goals of your child and family.

If you are an adult, you can identify people to help you work through a Support Team to coordinate the services and supports needed to implement your plan and meet your goals.

Best and Evidence-Based Practices

Your provider should also provide you with information on services that are proven to be effective (called best practices and evidence-based practices) along with the current array of services available to you in Durham.



Promoting Strengths and Recovery

Your Team should meet with you on a regular basis to make sure that the plan is working and your goals are being met. If the plan isn't working, it should be changed. It should also change as your strengths and needs change. Remember that the whole purpose of your Team and your plan is to help you meet your goals for success and recovery. Anyone can call a Team meeting and your Team should meet as often as necessary.

Child and Family Team or Support Team

You can choose to include family members, friends, advocates and other people important to you to participate in your Support Team or Child and Family Team and help you identify your strengths and meet your goals. Also, in some situations certain Team members are designated by the judicial system. Your provider can help you contact Team members and work with you to coordinate the meeting place, day and time. Child and Family Teams must meet at least every thirty days and the crisis/safety plan must be reviewed at each meeting.

Help your Team understand your needs or those of your child and family by being as specific as possible. Instead of saying, "I wish my adult son could be more independent" you might say "My son needs help managing his doctor's appointments and balancing his checkbook." Or instead of "I wish I had something to do," you might say, "I like doing things outside like planting flowers. I would like to work or volunteer where I could be outside."

WHAT SERVICES DO YOU OFFER?

We offer mental health, developmental disability and substance abuse services to children and adults in Durham County through a large network of private providers. These services include:

*These services are considered Best or Evidence-Based Practices, meaning that significant research has shown them to be effective.

Assertive Community Treatment*

A program for adults with severe mental illness who work with a team of professionals to achieve their goals

Clubhouse

A place for adults with mental illness and substance use issues to receive support, learn new skills and be encouraged to reach their goals

Cognitive Behavioral Therapy*

A form of psychotherapy that emphasizes the important role of thinking in how we feel and what we do

Community Support*

The process of working with adults or children and their families to develop a plan and to coordinate services and supports to help them to reach their life goals

Crisis Stabilization and Crisis Residential

Offered at Durham Center Access, an alternative to a hospital where individuals in crisis can go to receive help; the goal is for individuals to return home as quickly as possible

Evaluation and Testing

Collecting of information about an adult's or a child's and family's life, strengths, needs and abilities

in order to better develop a plan of services and supports

Housing and Residential Services*

Once you are receiving services, your provider can help you decide which residential supports you will need to achieve your goals; this can include various kinds of assistance, like rent subsidies and help with start-up expenses, to help ensure safe, stable housing

General Information

The Durham Center has a Customer Services Department which can provide information and address any complaint you may have about your services. (See page 11.)

Integrated Dual-Diagnosis Treatment*

Improves the quality of life for persons with dual disorders by integrating substance abuse services with mental health services, combining medicines with psychological, educational and social interventions to address the needs of consumers and their families

Intensive In-Home Services*

A team and family approach to provide intensive services for children who have serious emotional disturbances, complex family challenges or serious behavioral problems likely to result in out-of-home placement



Medication Management

Evaluation of medication options by an approved provider to determine which medicine is best, how it should be taken and whether it is working

Multi-Systemic Therapy*

A team and family-based intervention designed to enhance the skills of youth and their families who have anti-social, aggressive/violent behaviors or delinquency issues, including involvement with the juvenile justice system

Outpatient Therapy (individual, family, group)*

Professionals teach new skills or ways to cope with problems

Peer Run Drop-in Center*

A place, like the Triangle Empowerment Center, where individuals with mental illness can go to relax, participate in meaningful activity and socialize in a safe environment

Rapid Response Homes

A safe and therapeutic short-term residential option for children dealing with serious behavioral or emotional disturbances or family crises

Respite Care*

Care for an individual with a disability in the home or other safe place so the family or loved ones

can take a “break” from their caregiving responsibilities

Substance Abuse Detoxification

A monitored process involving abstinence to clear the drug from the body, accompanied by support during the physical and psychological changes that result

Substance Abuse Intensive Outpatient Treatment*

A program that provides the patient multiple sessions per week to learn new behaviors, to participate in self-help groups and to practice relapse prevention strategies

Substance Abuse Residential Services

Provide structured, communal living (such as halfway houses) serving as step-down or transition from more restrictive environments

Supported Employment*

Helps people with disabilities participate in the labor market in jobs they prefer with the level of professional help they need

Wellness Management and Recovery*

Helps individuals with serious mental illness collaborate with professionals, reduce their susceptibility to the illness, cope effectively with their symptoms and grow beyond their mental illness

HOW CAN I HELP MAKE SURE THAT SERVICES WILL MEET MY NEEDS?

Once you have created your Person-Centered or Family-Centered Plan and identified the services and supports you or you and your family need to achieve your goals, you will begin to work with your Child and Family Team or Support Team to choose providers. Once you begin receiving services from these providers, they should become active members of your Team.

Some questions you may want to ask the professionals on your Team and/or the providers that you are considering include:

Is this a best or evidence-based practice? If so, can you tell me more about these services and how they work? Is there a best or evidence-based treatment available for my or my child's diagnosis? If treatment being recommended is not best or evidence-based, can you tell me why?

What changes should I or my child/family expect to see? How long before you think I/we will see these changes?

What is my role and my family's role in treatment?

Will the provider have any special training needed to provide this service?

Does the provider adhere to System of Care best practices that are person/family-centered and strengths-based, that promote recovery, that partner with others, etc.?

Who do I call if I am having problems with a provider?

Will the provider provide transportation for me to meet community goals?

What is your agency's response if I am or my family is in crisis after hours?

Will the provider agency provide supplies needed to meet the goals that have been established? For example, if a goal is for a child to put together a puzzle, will the agency provide the puzzle?

What is the 'turnover' rate for employees and how long do they stay with the provider organization?

What kind of supervision does the provider receive from the agency and how often?

How many hours of each service can I expect to receive? For how long? How are those decisions made?



HOW DO I PAY FOR SERVICES?

You and your provider will also discuss payment arrangements for services. You will need to provide insurance information and proof of your income.

Some services are covered by insurance and you will not be billed for those, except for any co-payments your insurance requires. If you do not have insurance you will be billed for services on a sliding-fee scale based on your income.

If you need help understanding and/or applying for financial assistance, such as Food Stamps, Medicaid or Supplemental Security Income, your provider will help connect you to the right people and support you in the application process through your Child and Family or Support Team.

For persons who do not speak English as their primary language, we can provide a list of providers who speak languages other than English. We can also make sure that interpreters are available for persons who are deaf or hard of hearing.

Your provider will help connect you to the right people and support you in the application process through your Child and Family or Support Team.



TIPS FOR WORKING WITH YOUR PROVIDER

Here are some tips for developing and maintaining a good working relationship with your provider:

Good communication is critical to a successful relationship. It is very important to let your provider know immediately if you are unsatisfied or are not comfortable with something. Don't be afraid to speak up.

Call your provider on a regular basis.

Discuss with your provider how often you would like to meet and include that in your Person-Centered or Child and Family Plan.

Make it a point to acknowledge the efforts of your provider. A simple thank you can be very rewarding. If appropriate, also let your provider's supervisor know of his/her efforts on your behalf.

Understand that your provider also works with other people. Talk with your provider about the best way to keep him/her informed about how you are doing.

If something doesn't make sense to you or your provider doesn't know the answer to your question, ask him/her to pursue it with someone who could provide the information you need.

Be clear in your communications about your wants and needs. A good provider will use that information to ensure that you get the services and supports you need.

Keep good records in case you need to change providers. This will help introduce yourself and/or family members and your wants and needs to a new provider.



Be clear in your communications about your wants and needs. A good provider will use that information to ensure that you get the services and supports you need.

WHAT DO I DO IF I HAVE A QUESTION OR COMPLAINT?

The Durham Center has a Customer Services Department that you can call or visit when you have a question or complaint or want to provide some positive feedback.

You can reach Customer Services at 919-560-7200 or visit our offices at 501 Willard Street in Durham. We are open Monday through Friday from 8:30am to 5:00pm.

Customer Services 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 you get your needs and rights met

If you think a problem exists with your services or you think your rights have been violated, talk to the service provider or your Support Team or Child and Family Team first. If that does not address

your concern, call Customer Services. They will get information from you so they can work with you and advocate on your behalf to find solutions. If necessary, a Customer Services Specialist may begin a more formal investigation of your concern and make a report. If you disagree with the findings of this report, you may appeal to the Human Rights Committee which will review your complaint and make a determination.

Sometimes, The Durham Center will decide to reduce, suspend or terminate your MH/DD/SA services. You have the right to appeal this decision. Contact Customer Services and they will explain the complaint process and help you make the complaint. Individuals who receive Medicaid assistance have additional ways to appeal and Customer Services can tell you more about them.

Customer Services offers translation services for clients who do not speak English.

What can you do to help improve the services in Durham County?

Consider becoming involved in the Durham System of Care Child and the Family or Adult Community Collaborative! These groups meet monthly and include agency staff, providers and individuals and family members who work together to help improve the quality and coordination of services in Durham. Your provider should know when these meetings occur. For more information on Durham System of Care, you can go to the website: www.durhamsystemofcare.org.

In addition, peer specialists are needed throughout the system. These are consumers in recovery who have been trained to mentor other consumers. For more information, contact Triangle Empowerment Center at 919-687-7700.

WHAT ARE MY RIGHTS?

When you request or receive services, your rights are protected by North Carolina law. Customer Services can provide information about rights to people seeking or receiving services. Information is also available at service provider locations.

You have the right to:

Be treated with respect, self-determination, dignity, privacy and humane care, and to be free from physical punishment, abuse, neglect or exploitation

An individualized, Person-Centered or Child and Family Plan and to participate in the development and review of that plan

Be informed about medications

Refuse treatment

Be informed about the expectations and requirements of your treatment service

Know the cost of services

Confidentiality



Customer Services can provide information about rights to people seeking or receiving services.

WHAT ARE MY CONFIDENTIALITY RIGHTS?

In general, state and federal laws require that information about you be shared only with your permission. However, these same laws require us to share information with others under certain conditions. These include:

A court order

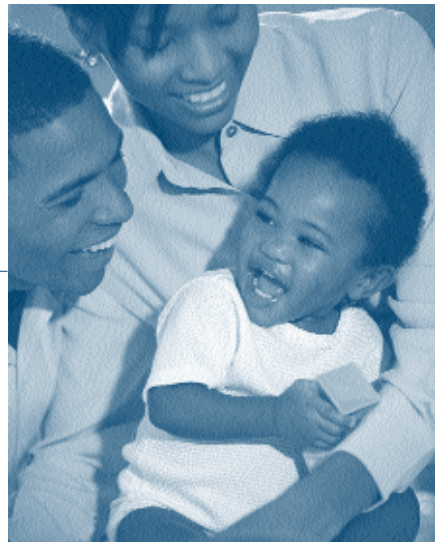
In an emergency

If you are determined to be a danger to yourself or others

As part of an investigation of child abuse

You or your guardian will be asked to sign a “consent to treat” form, which includes general details of how we may share your information. Our Notice of Privacy Practices brochure will give you more specific information on how your health information is protected. For children, you may be asked to sign a form to share information within the System of Care of community agencies. If you move out of the area, contact Customer Services for a referral and the procedure to release your records.

In general, state and federal laws require that information about you be shared only with your permission.



OTHER RESOURCES

Here is contact information for state agencies, advocacy organizations, support groups and information resources that you may find helpful:

State Agencies

NC Division of MH/DD/SA Services
Customer Services and Community Rights
919-715-3197

State Advocacy and Support Organizations

Alcohol Drug Council of North Carolina
800-688-4232

Exceptional Children's Assistance Center &
North Carolina Families United
800-962-6817

Carolina Legal Assistance
(Protection and Advocacy—formerly Governor's
Advocacy Council for Persons with Disabilities)
919-571-0852

Mental Health Association of North Carolina
919-981-0740

NAMI North Carolina
800-451-9682

The Arc of North Carolina
800-662-8706

Local Advocacy and Support Organizations

Alcoholics Anonymous (AA)
919-286-9499

Mental Health Association in Durham
(c/o Linnie Smith, Telecare-Durham ACTT)
919-220-4224

NAMI-Durham
919-231-5016

Narcotics Anonymous (NA)
919-831-5321

The Arc of Durham County
919-493-8141

Durham System of Care
www.durhamsystemofcare.org
919-560-3706

Network of Care
www.durhamnetworkofcare.org





A RESOURCE for Durham County citizens
with complex needs and their families...



NETWORK OF CARE

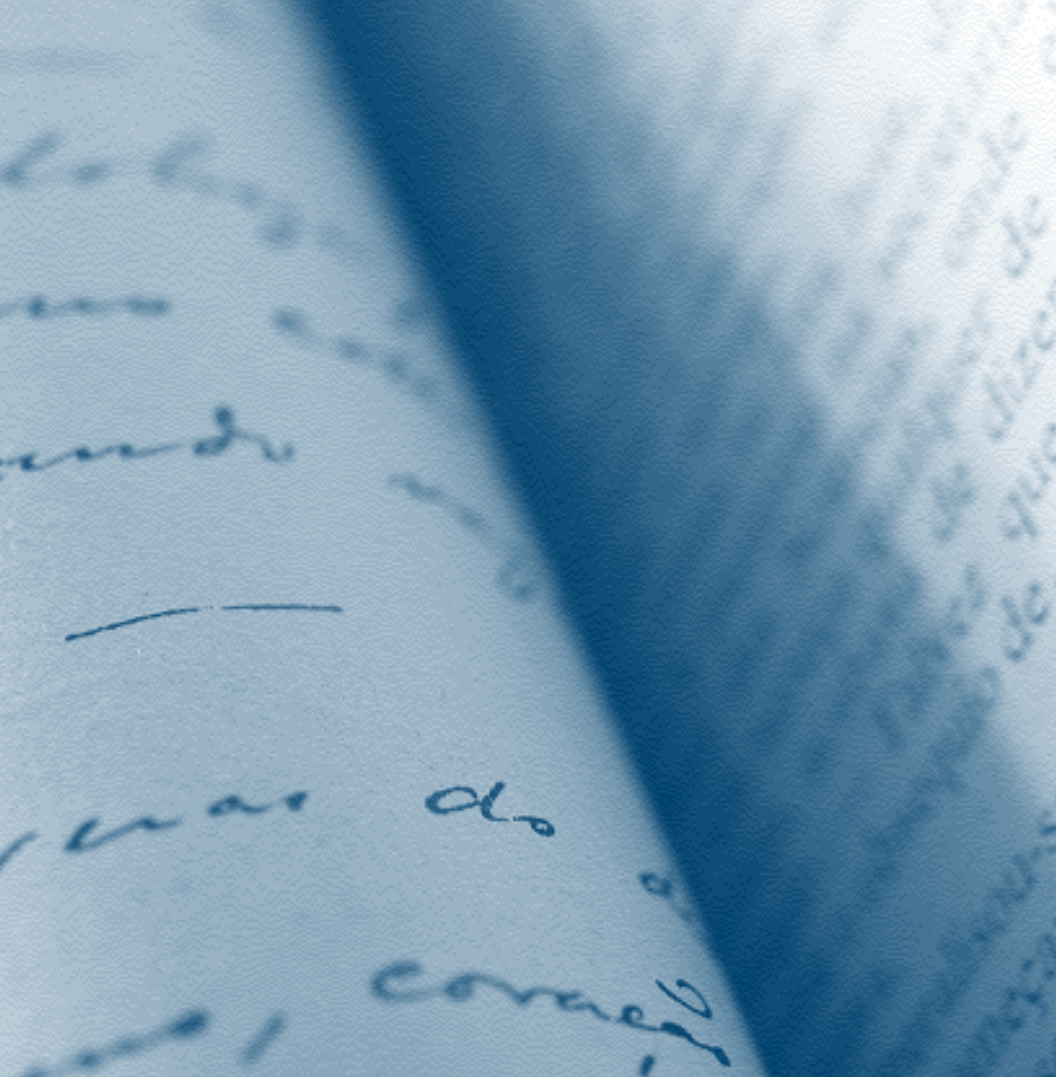
This website provides critical information, communication and advocacy tools to assist individuals and families in finding the best available services. It's a better way to interconnect the community that cares for our families!

Search the database of local service providers

- Browse information about parenting, mental health, Medicare, support groups and many other topics
- Keep up with state and federal legislation affecting services for individuals and families
- Find out where to find the right device to assist people with disabilities
- Learn about private and low-cost health insurance options
- Link to dozens of other helpful websites

www.durhamnetworkofcare.org

Network of Care is sponsored by Durham's award-winning System of Care, a community-wide partnership to assist individuals and families in their efforts to succeed at home, in school, at work and in the community.



501 Willard Street, Durham, NC 27701

Phone: 919-560-7200 • Fax: 919-560-7250

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