



## Weekly Provider Update

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### The Durham Center Closed for Labor Day

The Durham Center will be closed on Monday, September 5 for Labor Day. As usual, Durham Center Access will operate 24/7.

### Recovery Celebration Expands to Include Mental Illness

Durham's sixth annual Recovery Celebration will honor citizens in recovery from mental illness as well as those recovering from addiction. It will be held on September 22 from 4:00-7:00pm at Durham Central Park. To download a flyer, click [here](#). To learn how to take this excellent opportunity to promote the programs and services you provide, click [here](#).

### New Fax Number for Contracts/Provider Relations

For faxing insurance certificates, DMA enrollment letters, Notice of Change forms, licenses and various other communications to the Contracts/Provider Relations Unit at The Durham Center, the new number is (919) 328-6005.

### Insurance Certificates

The Durham Center is still receiving insurance certificates with our old Willard Street mailing address. You are asked to make sure your insurance agency is aware that our address has changed to 414 East Main Street, Durham, 27701. Updated insurance certificates may be submitted to this address or by fax to (919) 328-6005.

### Recovery Support Line on TV8

During September the *In Touch with Durham County Government Show* on Cable Channel 8 will include a discussion of the new Recovery Support Line and the Peer Support Specialists who operate it. For program dates and times, click [here](#).

### Emergency Assistance Program

The Emergency Assistance Program can help individuals with intellectual and developmental disabilities with rental and emergency food assistance and funds for utility bills, prescriptions and medical bills. For more information, click [here](#).

Listing of trainings, programs, services and employment opportunities offered by entities other than The Durham Center are included solely for the information of our readers. Their inclusion here should not be construed as an endorsement by The Durham Center.

### Upcoming 2011 Quarterly All-Provider Meetings

September 21  
December 21

3:00pm  
Durham County  
Administration Building

### Recovery Support Line

(919) 956-9566

3:00-11:00pm  
7 days a week



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## Important Notice About Housing Applications

The Durham Center no longer accepts handwritten, mailed or hand-delivered applications for the Independent Living Initiative or Supportive Housing programs. Instead, complete the appropriate application online, print it out, sign where required and attach necessary documentation. Fax ILI materials to (919) 328-6008 by noon on the Monday preceding Housing Triage. Supportive Housing applications can be faxed at any time and are reviewed on the second and fourth weeks of each month. Access the applications and other housing information, click [here](#).

## Mandatory Electronic Submission of Authorization Requests

Effective October 1 NC law will require that providers submit authorization requests electronically via the vendor's website. To prepare for this transition The Durham Center will provide several live training webinars in the coming months. To access the training calendar, click [here](#). Providers unable to participate in a live webinar can access a pre-recorded webinar for self-paced training by clicking [here](#). The ProviderConnect User Manual can be found by clicking [here](#). The webinar and User Manual contain information on how to obtain a ProviderConnect user name and password.

## Complaints and Grievances

All complaints and grievances coming to The Durham Center are now being handled and resolved by staff in the Quality Management Department. Complaints and grievances should still be directed to (919) 560-7200 or (877) 839-0301. If you have questions you may call (919) 560-7487 or click [here](#).

## Enrolling Medicaid and Health Choice Patients in CCNC/CA

To learn what providers are asked to do to assist consumers in enrolling in CCNC/CA, click [here](#).

## Job Club for Individuals With Disabilities

A weekly Job Club for individuals with disabilities provides an opportunity to discuss current jobs, workplace challenges and a variety of other job-related topics. It is held each Thursday in Durham. To learn more, click [here](#).

## Utilization Review Resources

To access a wide variety of utilization review information and other resources, click [here](#).

### [Durham Center Access](#)

309 Crutchfield Street  
near Durham Regional  
Hospital

Business (919) 560-7305  
Fax (919) 560-7180

[Network of Care](#)  
[durhamnetworkofcare.org](http://durhamnetworkofcare.org)

Providers, please ensure  
that you are part of this  
online resource database!

### [Durham CFAC Meetings](#)

First Monday of each month  
5:30-7:15pm

TROSA  
1820 James Street  
Durham

### [Independent Living Initiative Housing Triage Committee](#)

First and third Tuesday  
of each month  
The Durham Center



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## CAP-I/DD Informational Sessions

Five informational sessions will be held across the state during the second half of September to communicate the changes in the CAP-I/DD Comprehensive and Supports Waivers that will become effective on November 1. For dates and times and registration information, click [here](#).

## Child Sexual Abuse Prevention Trainings

One in four girls and one in six boys will be sexually abused before the age of 18. Stewards of Children trainings will be held on September 16 and October 21 in Durham. Note that you can also request trainings can also be requested for your organization at your location. For more information, click [here](#).

## National CARF Accreditation Training

This training is for agencies that are preparing for CARF re-accreditation. It will be held on September 7 in Raleigh. For more details, click [here](#).

## Faith Institute on Homelessness and Poverty Conference

The Faith Institute is designed to educate the faith community about new ways that are both compassionate and effective to partner with community agencies to fight homelessness and poverty. The conference will be held on September 9 in Durham. To learn more, click [here](#).

## Lesbian, Gay, Bi-Sexual and Transgender Training

BECOMING will host a training on issues surrounding LGBT young adults in our community on September 12 in Durham. Space is limited so please limit attendance to one person per organization. To learn more, click [here](#).

## Parent Education Train the Trainer

An opportunity for social and community service professionals to become trained to deliver an eight-session parent education curriculum called *Parenting Matters* will be held on September 13-14 in Greensboro. To learn more, click [here](#).

## Mental Health First Aid Training

This 12-hour training course is designed to provide important skills useful in helping someone who is developing a mental health problem or experiencing a mental health crisis. It will be held on September 20-21 at Durham Center Access. For more information, click [here](#).

### [Utilization Management Questions or Concerns](#)

April Parker  
(919) 560-7109

### [STR Questions or Concerns](#)

Jackie Truitt  
(919) 560-7505

### [Care Coordination Questions or Concerns](#)

Towanda Witherspoon  
(919) 560-7284

### [UM Information](#)

The email address for UM spreadsheets is UMLME@co.durham.nc.us.

Fax: (919) 560-7377

### [Contracts/Provider Relations Unit](#)

Fax: (919) 328-6005



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## Introduction to Acceptance and Commitment Therapy (ACT)

ACT is based on the view that much of psychological suffering is caused by experiential avoidance and cognitive fusion. This workshop will discuss and demonstrate techniques designed to change the ways that one relates and responds to challenging thoughts, feelings and memories. It will be held on September 23 in Greenville. To learn more, click [here](#).

## Training Information from The Durham Center

To access a listing of additional trainings hosted by The Durham Center go to our online calendar by clicking [here](#). To access the online registration form, click [here](#).

## NC Council Trainings

The NC Council hosts a variety of trainings on a ongoing basis. For more information about what is currently scheduled, click [here](#).

## Job Opportunity at Urban Ministries

Urban Ministries is seeking a part-time instructor for its Recovery Program to provide instruction utilizing the Recovery Dynamics curriculum. To learn more, click [here](#).

## Job Opportunities at Durham's Partnership for Children

Durham's Partnership for Children is seeking a full-time Program Coordinator and a part-time Administrative Coordinator. For more information about both positions, click [here](#).

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