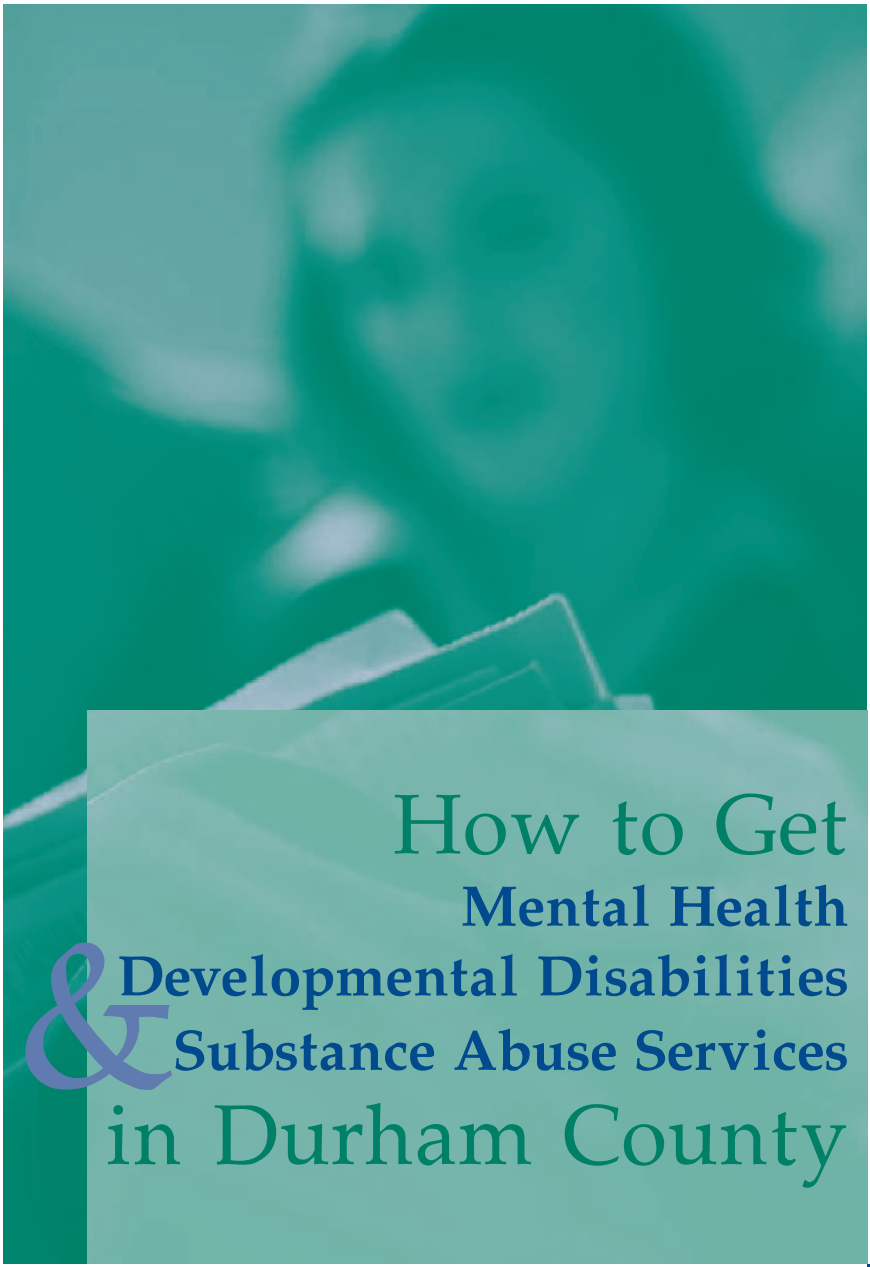
THE DURHAM CENTER

Managing Behavioral Health & Disability Services



How to Get

Mental Health & Developmental Disabilities & Substance Abuse Services

in Durham County

If you are having a mental health, developmental disability or substance abuse emergency, call Durham Center Access at 800-510-9132 or 919-560-7100 or go to Durham Center Access at Central Medical Park, 2609 N. Duke St., Building 900, Durham. Durham Center Access is available 24 hours a day. You do not need an appointment. If you have difficulty getting to Durham Center Access, call and someone will help you with transportation or come to you. If you are having a medical emergency, go to the nearest hospital emergency room or call 911.

How can I Get Services?

If you think you or a family member needs mental health, developmental disabilities and/or substance abuse (MH/DD/SA) services, contact Durham Center Access. You can reach Durham Center Access 24 hours a day, seven days a week at 800-510-9132 or 919-560-7100. You may also visit Durham Center Access at Central Medical Park, 2609 N. Duke St., Building 900 in Durham 24 hours a day, seven days a week.

You can call Durham Center Access about an emergency or the need for ongoing services. Based on the information you provide, Durham Center Access will refer you to one of our provider agencies, refer you to a provider agency for further assessment, or refer you for immediate assistance in an emergency situation.

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

- Past hospital stays
- Previous outpatient treatment
- Family and social history
- Medications
- Allergies
- Medical conditions

You will need to sign a “permission for treatment” form, an “ability to pay” form, a release to your insurance company (if you have one), and other 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 dependent adult, bring the court paper that gives you guardianship to your meeting with the case manager.

How do I know Which Services I Need?

You and your case manager will create a person-centered plan, also called a PCP. For children up to age 18 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 work through a Child and Family Team to develop a Child and Family Plan. At your PCP or Child and Family Team meeting, you will choose the services and supports you or your child and family need to achieve the goals you set. You may have friends, family members, advocates or others important to you participate in your PCP or Child and Family Team meeting.

Your PCP or Child and Family Plan will look at many areas of your life, not just your or your family's MH/DD/SA needs, to help you achieve your potential. When you meet with your case manager, don't ask only for specific services—there may be other services or supports you are not aware of that the case manager can assist you with. Talk through your strengths, concerns, hopes and desires. Don't be limited by your current "crisis"—look at what it would take to improve overall quality of life. You want to develop a PCP or Child and Family Plan that is based on whole-life planning, not just on your or your child(ren)'s current needs.

To develop your PCP or Child and Family Plan, you will need to discuss:

- Your strengths and interests
- Your goals and desires for the future
- Supports you have available from others
- Resources you can use in the community to achieve your goals

Be 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 doctors' appointments and balancing his checkbook." Or instead of saying, "I wish I had something to do," you might say, "I like doing things outside such as planting flowers. I would like to work or volunteer where I could be outside."

What Services Do You Offer?

We offer mental health, developmental disabilities and substance abuse services to children and adults in Durham County. Our services include:

Assertive community treatment— a program for adults with severe mental illness who work with a team of professionals to reach their goals

Case management— 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

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

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

Who Provides These Services?

Once you have created your PCP or Child and Family Plan and identified the services and supports you or you and your family need to achieve your goals, your case manager will provide you with a list of service providers. 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.

Some questions you may want to ask about service providers include:

- Do employees receive special training to provide this service?
- Can the family meet the worker before he or she is placed in the home?
- Who do I call if I am having problems with a worker (for example, if the worker is causing problems in the home, arrives late, leaves early or simply is not doing the job as you feel it needs to be done)?
- What can I do to help the provider agency know what our strengths and needs are?
- What is the protocol or steps to follow if the worker does not show up for work and I need a substitute? Who do I call first—the case manager or the provider agency?
- Will the provider agency provide transportation for the individual for the community goals?
- Does the provider agency provide the supplies needed for objectives (for example, if the goal is for a child to learn how to put together a puzzle, does the agency provide the puzzle)?
- Does the provider agency have people qualified to provide more than one service? Which ones?
- What is the "turnover" rate for employees or how long do employees stay with the organization?
- How frequently and by what method is the employee supervised by the provider agency?

If you need help selecting a service provider, your case manager can offer guidance on which service providers may best meet your needs.

How do I Pay for Services?

You and the case manager will also discuss payment arrangements for services. You will need to provide:

- Insurance information
- Proof of income

Some services are covered by insurance, and you will not be billed for those services, except for applicable co-payments. Those without insurance will be billed for services on a sliding-fee scale based on your income.

Tips for Working with Your Case Manager

Following are some tips for developing and maintaining a good working relationship with your case manager.

- Good communication is critical to a successful relationship. It is very important to let your case manager know immediately if you are not comfortable with something or are unsatisfied. Don't be afraid to speak up.
- Call your case manager on a regular basis.
- Discuss with your case manager 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 case manager. A simple thank you can be very rewarding. If appropriate, also let your case manager's supervisor know of his/her efforts on your behalf.
- Understand that your case manager also works with other people. Discuss with your case manager the best way to keep him/her informed.
- If something doesn't make sense or your case manager doesn't know the answer to your question, ask the case manager to pursue it with someone who could provide the information you need.
- Be clear in your communications about your wants and needs. A good case manager will use that information to ensure that you get the services and supports you need.
- Keep good records in case you need to change case managers. This will help reintroduce yourself/family member and your/his/her wants and needs to a replacement case manager.

What do I do if I have a Question or Complaint?

We have a customer service office that you can call or visit when you have a question, complaint or want to provide some positive feedback.

You can reach Customer Services at (919) 560-7200 or visit our office at The Durham Center at 501 Willard Street in Durham. We are open Monday through Friday from 8:30 a.m. to 5:00 p.m.

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 case manager first. For children, work through your Child and Family Team. If that does not address your concern, call Customer Services. Customer Services will get information from you so we can work with you and advocate on your behalf to find solutions.

If necessary, the 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/SAS services. You have the right to appeal this decision. Contact Customer Services and we will explain the complaint process and help you make the complaint. Individuals who receive Medicaid assistance have additional ways to appeal. (*See the enclosed brochure on Medicaid appeal rights.*)

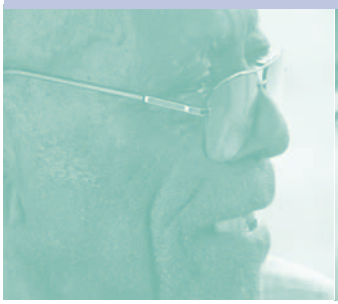
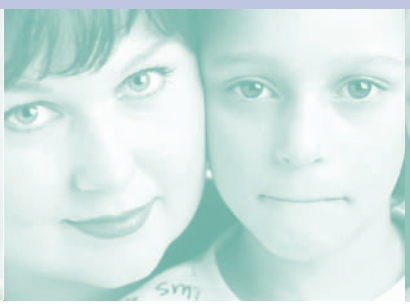
Note: Customer Services offers translation services for clients who do not speak English.

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, 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

What do my Confidentiality Rights Include?

In general, state and federal laws require that information about you is 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 will give you more specific information on how your health information is protected (*see the enclosed brochure on privacy practices*). 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.

Other Resources

Following is contact information for state agencies, advocacy organizations and support groups that you may find helpful.

State Agencies and Advocacy Organizations

Alcohol Drug Council of North Carolina
800-688-4232

Arc of North Carolina
800-662-8706

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

Governor's Advocacy Council for Persons with Disabilities
919-733-9250

Mental Health Association of North Carolina
919-981-0740

NAMI North Carolina
800-451-9682

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

Local Support Groups

Alcoholics Anonymous (AA)
919-286-9499

Durham Council on Alcoholism & Drug Dependence
919-493-3114

Mental Health Association in Durham
919-281-5404

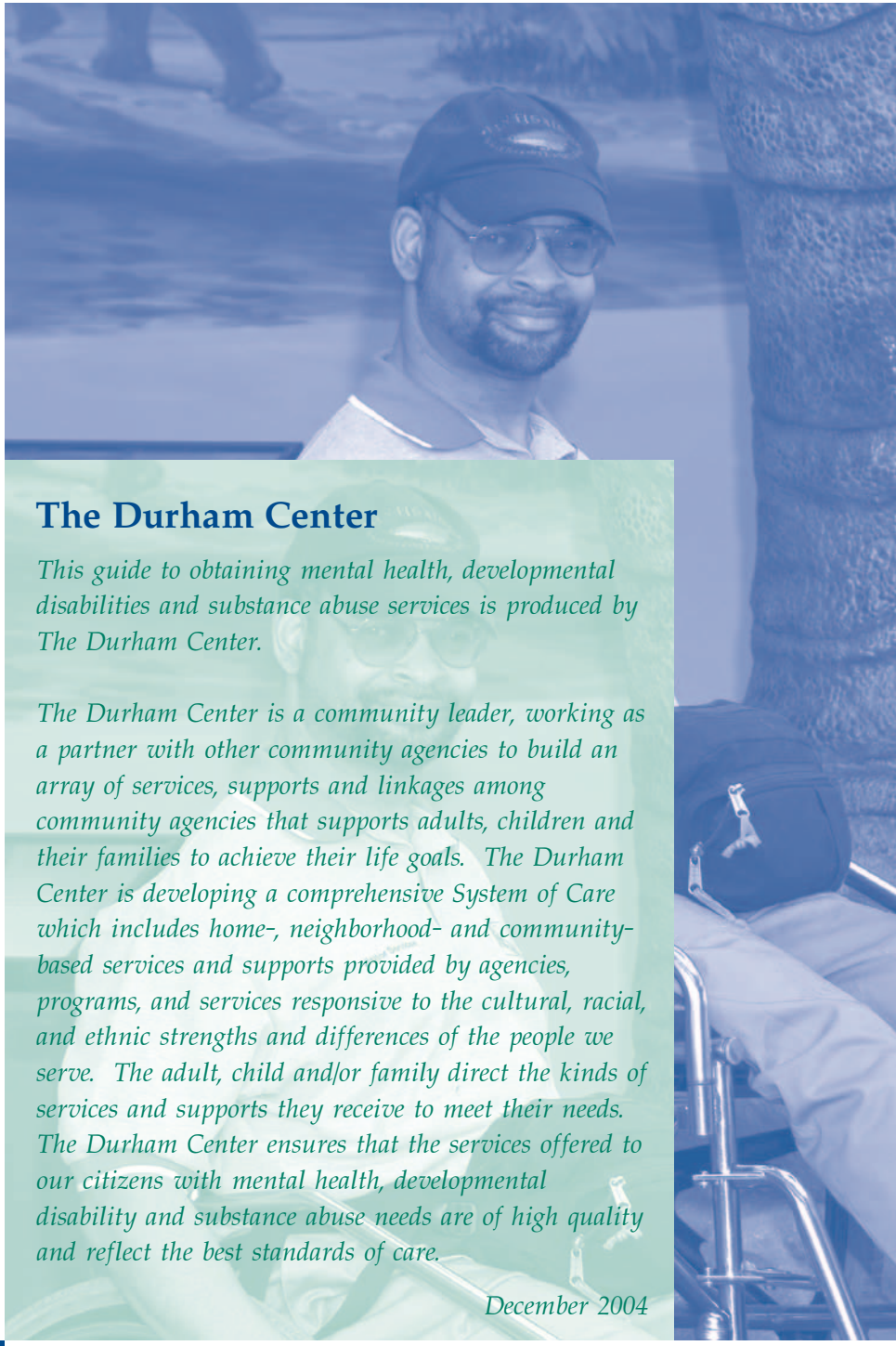
NAMI Durham
919-489-0514

Narcotics Anonymous (NA)
919-956-5900

The Arc of Durham County
919-493-8141

Strong Families Durham
919-560-7245

THE DURHAM CENTER
Managing Behavioral Health & Disability Services



The Durham Center

This guide to obtaining mental health, developmental disabilities and substance abuse services is produced by The Durham Center.

The Durham Center is a community leader, working as a partner with other community agencies to build an array of services, supports and linkages among community agencies that supports adults, children and their families to achieve their life goals. The Durham Center is developing a comprehensive System of Care which includes home-, neighborhood- and community-based services and supports provided by agencies, programs, and services responsive to the cultural, racial, and ethnic strengths and differences of the people we serve. The adult, child and/or family direct the kinds of services and supports they receive to meet their needs. The Durham Center ensures that the services offered to our citizens with mental health, developmental disability and substance abuse needs are of high quality and reflect the best standards of care.

December 2004

501 Willard St. • Durham NC 27701 • 919-560-7100 • www.durhamcenter.org