

FINDING SERVICES

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How can I find services for problems with mental health, developmental disabilities or substance abuse, if I live in Burke or Catawba County?

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The first step in finding services is to call **ACCESS at 1-877-327-2593 (toll free)**. ACCESS staff are trained in gathering information about your concerns. ACCESS staff work for Mental Health Partners (MHP). Mental Health Partners is a Local Management Entity or LME. MHP is a government funded agency that manages state and federal funding for Burke and Catawba County citizens in need of mental health services. MHP is not a service provider and does not provide treatment. When you call, the ACCESS Unit will schedule you an appointment with one of the providers in the community.

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When can I call ACCESS?

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The ACCESS Unit operates 24 hours a day, every day of the year. ACCESS has the ability to schedule appointments and respond to crises during all hours of operations.

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What happens when I call ACCESS?

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ACCESS staff, who are licensed clinicians, will ask you about your concerns and problems. They are trained in gathering information and finding resources that can help you. From the information you give, they may be able to offer

a choice of providers in the community who will best meet your needs. ACCESS staff will help you in emergency situations, schedule appointments and/or provide you with information on community resources. Individuals who may have problems with substance abuse are given priority for admission into treatment programs.

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Can I have someone call for me?

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Yes. Someone else may call, but they will need to have your personal information, if you need to have an appointment scheduled. In most situations, it is best if you are near by to answer questions.

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What type of personal information is needed?

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The staff member you speak with will conduct a standard interview with you. These questions help ACCESS staff understand your problems and find the best help and/or information for you. The licensed clinician may also need to know your name, date of birth, phone number and/or address to make the referral for services.

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How much will this cost?

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There is no fee to call the ACCESS line. Information you provide about Medicaid,

Medicare, insurance or other financial coverage will be considered before you are given choices of providers. If you have a limited income, some providers may use a sliding scale to determine if a fee needs to be paid for their services.

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How long will it take to get an appointment?

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ACCESS staff may be able to schedule an appointment for you during your phone call. Attempts are made to schedule the appointment date as soon as possible.

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What happens after an appointment is scheduled?

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The ACCESS staff member will give you information on what to expect during your first appointment. They will also make sure you have directions and contact information for your provider. You may also be offered a time to visit and tour the program before your scheduled appointment.

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If I need to reschedule the appointment, who should I call?

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Call the provider directly to reschedule your appointment.



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What services are offered?

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Services are provided based on your needs. These can include basic services such as outpatient therapy, psychiatric services, and other services.

Examples of other services include Community Alternative Program (CAP)-MR/DD; State-funded and Enhanced.

CAP-MR/DD includes the following:

- Adult Day Health
- Crisis
- Day Supports
- Home and Community Supports
- Home Supports
- Individual Caregiver Training/Education
- Long-term Vocational Support
- Personal Care Services
- Residential Supports
- Respite
- Specialize Consultative Services
- Supported Employment

State funded services include the following:

- Adult Developmental Vocational Program
- Day/Evening Activity
- Developmental Therapies
- Family Living
- Group Living
- Independent Living

- Long-term Vocational Support
- Personal Assistance
- Residential
- Respite
- Supervised Living
- Supported Employment

Enhanced services include the following:

- Assertive Community Treatment Team
- Community Support Team
- Day Treatment
- Diagnostic Assessment
- Crisis
- Intensive In-Home Services
- Multi-Systemic Therapy
- Opioid Treatment
- Psycho-Social Rehabilitation (PSR)
- Residential Treatment
- Substance Abuse Treatment
- Targeted Case Management
- Therapeutic Foster Care

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What do I do if I want to change providers?

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You can talk to your current provider; tell them you would like to change providers and ask for a referral; or, you can call **ACCESS** at **1-877-327-2593 (toll free)**.



Empowering People ~ Strengthening Community

www.mentalhealthpartners.org



FINDING SERVICES
 In The
MH/DD/SAS SYSTEM
 In Burke & Catawba Counties