



EMPOWERING PEOPLE-STRENGTHENING COMMUNITIES

Serving Citizens of Burke and Catawba Counties

CONSUMER MANUAL

Mental Health, Developmental Disabilities and
Substance Abuse Services

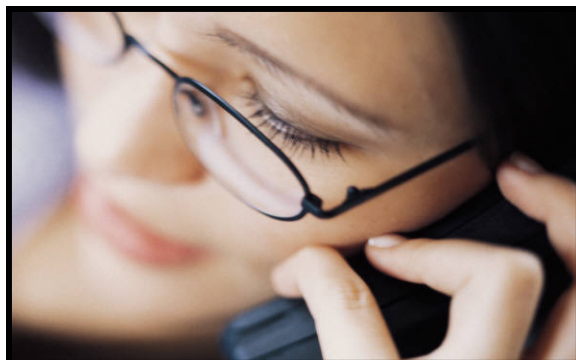
Introduction

Welcome to Mental Health Partners. We manage mental health, developmental disability and substance abuse services in Burke and Catawba Counties. Our network of providers offers a variety of services to meet the needs of individuals with a diagnosis of a mental illness, developmental disability, and/or substance abuse.

This manual will give you general information and direction on who to contact for more specific information. You will also learn ways to be more involved in your services and community. Please read through the next few pages and keep this manual for future use. We hope your experience with Mental Health Partners (MHP) is positive and of benefit to you.

Table of Contents

Access to Services	3
Systems of Care	4
Care Coordination	6
Consumer and Family Advisory Committee	8
Consumer Rights	10
Consumer Rights Committee	10
Complaint Procedures	11
Resources	12



Access to Services

Access Staff will help you find the services you need and are specially trained in gathering information about your concerns. The staff will offer you choices of providers in the community who will best meet your needs. They can help you with emergency situations, schedule appointments or provide information on community resources. There is no fee to call. The information you provide about Medicaid, Medicare, insurance or other financial coverage will be considered in the provider choices given.

TO ACCESS SERVICES, CALL:

1-877-327-2593 (toll free)

TDD/Hearing Impaired: 828-325-4698

Hours: 24 hours per day, 7 days per week,
365 days per year

SYSTEMS OF CARE

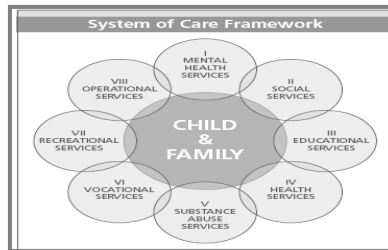
System of Care (SOC) is a nationally recognized philosophy of how care should be delivered. SOC is not a program or service. It is a way to approach services. This approach recognizes the importance of family, school and community.

The goal in System of Care is to create partnerships between individuals, families, and the community agencies with which families have chosen to work. The partnership coordinates services and resources for individuals and families seeking services from multiple agencies. When a child is involved, these partnerships are called Child and Family Team.



- Families are full partners in the process.
- SOC Partnerships are child-centered, family focused and family driven.
- Individuals, families, and agencies work together.
- Families have a primary decision making role in the care of their family member.
- Youth, adults, and families are given complete, accurate, and understandable information that is necessary to set goals and to make choices.
- All families have a voice to advocate on their own behalf.

The SOC Partnerships address the physical, emotional, intellectual, cultural and social needs of children and adults. By building on individual, family, and community strengths, SOC helps children and adults achieve safe and successful outcomes.



Characteristics of System of Care

- The family and their strengths as the focus
- Families as true "partners"
- Partnerships that represent many disciplines
- Access to a variety of resources
- Comprehensive services
- A focus on prevention and early intervention
- Community based ownership
- Sensitivity and responsiveness to cultural differences and special needs
- Coordination with informal and natural supports, like extended family, neighbors and other individuals important to the family
- An individualized approach
- Outcome oriented accountability

SYSTEMS OF CARE CONTACTS

**For more information on Child or Adult System of Care
Call:**

828-439-2535 (Burke County) or
828-327-2595 (Catawba County)



CARE COORDINATION

Care coordination services are provided to Burke and Catawba County consumers that are admitted to a state hospital or are in jail. Care Coordination is also provided to consumers who need help navigating the service system in order to be linked with the correct services.

When a consumer is preparing to leave a state hospital or jail, the Care Coordinator works to ensure that proper discharge plans are in place for the consumer. This could involve linking the consumer with a service provider or coordinating with a current service provider.

State hospitals include Broughton, John Umstead, Dorothea Dix and ADATC. Care Coordination is also provided to consumers who reside or need placement at J. Iverson Riddle Center.



Referrals are automatic when a consumer enters a state facility. A consumer may also refer him or herself for the service by contacting the care coordinator.

For more information on Care Coordination, Call:

828-439-2535 (Burke County) or

828-327-2595 (Catawba County)

Consumer and Family Advisory Committee

The Consumer and Family Advisory Committee (CFAC) works with Mental Health Partners (MHP) to serve people living in Burke and Catawba Counties. The CFAC is a way for consumers to provide input about services provided through MHP and its provider partners. The CFAC is made up of people who receive services and/or Their family members. The elected members, Representing specific disability areas and ages, volunteer their time and energy to ensure that the consumer's voice is heard. They work together across the disabilities.

The Responsibilities of the CFAC

- identify gaps in services
- assist in identifying underserved populations
- provide advice to MHP about new models of service and additional services
- review and comment on the state and local service budgets
- observe and report on the implementation of state and local business plans
- participate in the review of quality improvement measures
- ensure consumer and family participation in all quality improvement projects, at the provider and local managing entity levels



All meetings are held on the second Tuesday of each month at 6:00pm. The meetings are open to the public and public participation is welcome. Citizens who are interested in learning more about the role of the Consumer and Family Advisory Committee are invited to contact the MHP Customer Service Department at 1-877-484-2595 (toll free) or 828-327-2595.

Consumer Rights

Your rights as a consumer are protected under North Carolina law. When you request or receive services, your provider should give you written information on your rights.

Basic rights include that:

1. You will be treated with dignity and respect;
2. You will be free from mental and physical abuse, neglect, and exploitation;
3. Your privacy and confidentiality, in accordance with the law, will be maintained;
4. You will be given the opportunity to participate in the development of your person centered plan; and
5. You will be informed about treatment services, including medication.



You may contact your provider for a detailed explanation of your rights.

Consumer Rights Committee

Mental Health Partners (MHP), serving Burke and Catawba Counties, has established a Client Rights Committee (CRC) to manage the operational oversight of client rights issues. The CRC is charged with ensuring the protection of client rights for all consumers served by providers in the MHP service area.

The CRC is made up of volunteers who donate their time and energy to ensure that client rights are upheld.

Members represent specific disability areas and ages and work together across the disabilities. CRC members are appointed by the MHP Board.

All CRC meetings are open to the public. For further information on client rights or the MHP Client Rights Committee please call MHP Customer Services at 1-877-484-2595 (toll free) or 828-327-2595.

Complaint Procedures

You have the right to have your concerns about services heard. Any questions, concerns, or complaints you have about services you are receiving can be addressed by the provider. Every provider must have a process for listening to your concerns and responding in a timely manner. All concerns and complaints will be addressed with no actions or retaliation taken against you for making the complaint. Services cannot be withheld from you due to a complaint being filed.

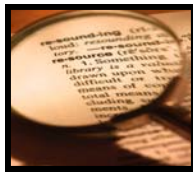
Complaints can also be filed with Mental Health Partners through the Customer Services Department.



Please try to resolve your concerns with the provider first. However, if you feel uncomfortable talking with the provider or your issue is not addressed or resolved, contact MHP Customer Services at 1-877-484-2595 (toll free) or 828-327-2595.

Resources

- Disability Rights NC1(877) 235-4210 Toll Free
- NC Division of MHDDSAS:
Advocacy and Customer Service1(919) 715-3197
- National Alliance on Mental Illness.....1(800) 451-9682
- NC DHHS Careline.....1(800)862-7030
(TTY) 1(877)452-2514
www.ncdhhs.gov/ocs/careline
- Referral Hotline.....211 or 211.org
- Alcoholics Anonymous.....www.alcoholicsanonymous.org
- Health
Finder.....www.healthfinder.org
- Narcotics Anonymous.....www.na.org
- Schizophrenia Anonymous.....www.NSFoundation.org
or 1-800-482-9534
- National MH Clearinghouse.....www.mhselfhelp.org



Mental Health Partners
Customer Services
1-877-484-2595
8:00 am - 5:00 pm
www.mentalhealthpartners.org