



EMPOWERING PEOPLE ~ STRENGTHENING COMMUNITY

## SYSTEM OF CARE

Families and Agencies working together as Partners-  
Meeting the Needs of Children, Adults, and Families

System of Care is an approach to services that recognizes the importance of family, school and community, and seeks to promote the full potential of every child and adult by addressing their physical, emotional, intellectual, cultural and social needs.

Mental Health Partners believe in promoting the practice of collaborating with families and community partners to help each child and family achieve their full potential. We believe in the Hallmarks of the System of Care Approach which include:

- The mental health service system is driven by the needs and preferences of the child and family. It is child-centered, family focused, and family driven building on the strengths of the family and what they do well.
- Family involvement is integrated into all aspects of service planning and delivery. Families are full partners on their child and family teams and are the experts in resources to their own members, other families, programs, and to communities.
- The locus and management of services are built on multi-agency collaboration and grounded in a strong community base. Every attempt is made to provide services within the child and families local community.
- A broad array of services and supports are provided in an individualized, flexible, coordinated manner and emphasizes treatment in the least restrictive, most appropriate setting.
- The services offered, the agencies participating, and the programs generated are sensitive and responsible to cultural differences and special needs.

For an individualized System of Care Training for your agency, please contact the System of Care Coordinator at:

[tconrad@mentalhealthpartners.org](mailto:tconrad@mentalhealthpartners.org)

p/1-877-430-2535 toll free  
p/828-439-2535  
f/828-439-2578



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## Child and Family Teams (CFT)

What is a Child & Family Team?

- CFT is a meeting in which the family members and the agencies working with them come together to create a plan for the child/adolescent and family members. It builds on the strengths of the child/adolescent and family and addresses their needs, desires, and dreams.
- Family members are full partners in the meetings and the planning process.
- Meetings are held at a location that is most convenient and supportive to the family.
- Meetings include people who can help the family succeed, people the family trusts and want to be present.
- Plans are built around what the family does well and does not focus on negative issues.
- CFTs are goal oriented and outcome based.
- CFTs include Family Partners. A Family Partner is a resource to the family who works in the best interests of the family but does not take the place of the family. The family partner helps the family navigate through the system and ensures the family's voice is heard.
- CFT's when followed by the fidelity of the model and including family partners and natural supports for the child/family have been proven to have better outcomes and longer lasting results for families.

\*\*\*Please note that all child serving providers that receive child state funds are required to complete the basic Child & Family Team training which is titled "An Introduction to Child and Family Teams: A Cross System Training from the Family's Perspective." Completion of this training totals 12 contact hours, up to 5 hours of which satisfy service definition training requirements as it relates to the population being served. This requirement is monitored by the LME as outlined in providers contracts and/or during standard monitorings as required by Senate Bill 163. Please refer to upcoming trainings posted on our website for the next available Child & Family Team training.



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***How do I refer a Family for a Child & Family Team Meeting and/or a Family Partner:***

This is a free resource. If the child is under the age of 18 and involved in two or more agencies and you or the guardian would like to request a CFT meeting and/or a Family Partner please complete the referral form listed under Information for Providers titled “Getting Started with the Child and Family Team/System of Care For Agencies” and /or call one of the numbers below.

1-877-430-2535-toll free or 828-439-2535-System of Care Coordinator  
828-323-8056-Lead Family Partner Coordinator

Notification of Out of Home Community Placement for Children/Adolescents must be completed any time a child is placed outside of their home community. This is a requirement of the North Carolina Administrative Rules and Senate Bill 163. This form must be completed by the community support worker and/or the assigned clinician within the child’s “Clinical Home.” You can find the forms under the section in this website listed “Information for Providers” or under NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services website.

If you are placing a child in one of the following residential programs, you MUST receive approval prior to placement from the Local Child Collaborative. You can obtain this by submitting the applications to your System of Care Coordinator for Children who will facilitate the approval process. Consideration will be given to emergency cases. This applies to all residential programs below:

1. Wright School, Whitaker School and State PRTF (psychiatric residential treatment facilities) which are John Umstead and Dorothea Dix.
2. Approval for all Out-of-State Placements.

Applications for the above can be accessed at [www.ncdhhs.gov/mhddsas/childandfamily/framework.htm](http://www.ncdhhs.gov/mhddsas/childandfamily/framework.htm)  
You may contact the Child System of Care Coordinator at any of the following:

[tconrad@mentalhealthpartners.org](mailto:tconrad@mentalhealthpartners.org)

1-877-430-2535 toll free or 828-439-2535  
828-439-2578-fax

Please send applications to Tara Conrad, System of Care Coordinator at  
Mental Health Partners  
305 East Union St., Suite A135  
Morganton, NC 28655



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***Child Community Collaboratives:***

In North Carolina, Community Collaboratives have been established within each catchment area as a means to better serve children with serious emotional and behavioral challenges and their families. The vision is that in order to create services that are of high quality, culturally competent, coordinated, and easily accessible, all partners, especially families, need to come together to plan, deliver and evaluate these services. The collaborative consist of families and program level decision-makers from the following local human service agencies:

LME	LEAs	Faith Communities
DSS	Private Providers	Other Interested Parties
DJJDP	Courts	
Families	Community Organizations	

The functions of the Community Collaboratives include:

- Overseers of service implementation
- Coordinators and communicators of system related information
- Monitors of system implementation and practice change
- Advocates for children and families
- Plan developers (i.e., training, cultural competency, service gaps, etc.)
- Recruiters of service providers
- Carryout the Comprehensive Treatment Services Program (CTSP) MOA
- Make decisions about CTSP non-UCR funding
- Approve applications for Wright and Whitaker Schools, and State PRTFs (John Umstead and Dorothea Dix)
- Approve applications for Out-of-State placement



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*For Burke County-* The Child Collaborative meets the First Monday of each month from 8:30-10:00 am at the FIPP building on J. Iverson Riddle Campus.

*For Catawba County-* The Child Collaborative meets the Third Wednesday of each month from 11:00-12:30 at the first floor conference room in the First Plaza Building on Tate Blvd.

For more information: Contact Tara Conrad, System of Care Coordinator at :

[tconrad@mentalhealthpartners.org](mailto:tconrad@mentalhealthpartners.org)

1-877-430-2535 toll free or 828-439-2535

828-439-2578-fax

Mental Health Partners has a Client Rights Committee (CRC) to manage the operations that involve client rights issues. The CRC is charged with ensuring the protection of client rights for all clients served by providers in the MHSCC service area. The CRC is made up of volunteers who donate their time and energy to make certain that client rights are upheld. Members are from different disability groups and ages and work together. CRC members are appointed by the MHP Board.

The responsibilities of CRC are to:

1. Oversee compliance with North Carolina client rights and confidentiality laws; and
2. Oversee procedures established for processing grievances, alleged violations of rights, and concerns about restrictive treatment and access to services.

### 2008-09 CRC MEETING SCHEDULE

All meetings are open to the public.

<b>Date and Time</b>	<b>Location</b>
Aug. 4, 2008 at 6:00 PM	5th Floor Conference Room A First Plaza Bldg., Hickory, NC
Oct. 6, 2008 at 6:00 PM	5th Floor Conference Room A First Plaza Bldg., Hickory, NC
Jan. 5, 2009 at 6:00 PM	5th Floor Conference Room A First Plaza Bldg., Hickory, NC
Apr. 6, 2009 at 6:00 PM	5th Floor Conference Room A First Plaza Bldg., Hickory, NC



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For further information on the CRC, please contact the MHP Customer Service Department at 1-877-484-2595.

### **CUSTOMER SERVICES**

**FOR HELP IN A CRISIS  
OR  
TO ACCESS SERVICES  
CALL:**

**1-877-327-2593 (toll free)**

**TDD/Hearing Impaired: 828-325-4698**