

*Making Informed Choices
about Mental Health
Developmental Disability
And Substance Abuse
Residential Treatment Services*

*A Resource Guide for Consumers/ Guardians
who are Selecting a Residential Service Provider*



Table of Contents

Introduction.....page 1

Access to Care.....page 2

Getting the Information You Need.....page 3

Questions for Adult Placement.....page 4

Questions for Child Placement.....page 6

Your Client Rights.....page 8

Other Resources.....page 9

Notes.....page 10



Introduction

Persons with mental health, developmental disabilities or Substance Abuse needs want the same opportunities everyone wants: not just to survive, but to thrive. They want to live in a safe, nurturing, environment where their special needs will be met. Choosing a residential setting can often be a difficult task. This guide book has been developed to assist with the process of selecting a provider and to help ensure that individuals, families and others are informed of their alternatives, opportunities and rights.

The selection of a residential treatment placement is based on consumer/guardian choice. Individuals with disabilities want and expect to control their own lives. This includes having a direct say about the home, community services and supports they receive.

Choosing a residential provider is one of the most important decisions a consumer or guardian can make. When making this decision, it is important to gather information on the history, safety and professional standards of the placement setting. It is also important to consider the personal preferences of the consumer, such as the residential settings' philosophy for treatment, policies on social interactions, religious participation or other factors which impact the individual's well being and quality of life in selecting a provider.

This guide is not intended as a referral guide, but as a toolkit to assist individuals, families and guardians in gathering the information needed to make the best possible choice of a provider.

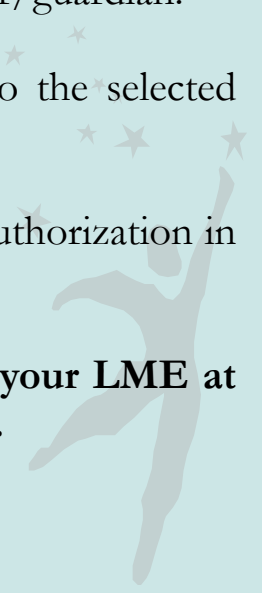
Access to Care and Service Authorization

Cumberland County Mental Health Center, the Local Management Entity (LME) can conduct a screening/assessment to determine an individual's needs for Mental Health, Developmental Disability or Substance Abuse services. This is done through the Screening/Triage/Referral (STR) process. It can be completed in a face to face visit or by telephone.

Steps to Authorize Service

- * If indicated, LME staff will refer the individual for a comprehensive evaluation to assess needs and develop a preliminary service plan. Once the assessment is completed, the LME will review the plan and authorize services based on the assessment. The LME will then provide the consumer/guardian with a list of qualified providers.
- * The consumer/guardian selects a Provider.
- * The selected Provider develops a comprehensive Person Centered Plan (PCP) and submits it to the LME.
- * The LME reviews and authorizes the Person Centered Plan based on medical necessity and best practices.
- * Providers for all authorized services are selected by the consumer/guardian.
- * The LME sends authorization to provide approved services to the selected provider agency/agencies.
- * The Provider Agency/Agencies delivers the services based on authorization in the Person Centered Plan.

If you have any questions about this process, please contact your LME at 910-323-0601 and they will route you to the appropriate person.



Getting the Information You Need...

Your comprehensive Person Centered Plan will identify the services and supports you and your family need to achieve your goals. Once it is complete you will be provided with a list of service providers. All of the Providers on the list are required to meet established standards of care.

It is up to the consumer/guardian to select the residential service provider. Selecting a Residential Service Provider is an important decision, and gathering pertinent information and comparing providers can help you find the best provider to meet your /your child's needs. Some of the things that are recommended in the selection of a Residential Provider include:

- Make a list of things that are important to you in a residential setting.
- Visit the facilities you are considering. Make notes on what appeals to you and what doesn't.
- Interview facility staff or management. It is helpful to prepare a list of questions beforehand and ask the same questions at each facility you visit.
- Contact Advocacy organizations or other families and individuals who are receiving similar services.
- Request all additional information for a specific facility that can be provided. Ask for any of the following that is available:
 - Monitoring Reports
 - Program Accountability Reports of substantiated deficits
 - Medicaid Audit Reports

*The full text of the summary reports from DFS, Program Accountability and Medicaid audits related to specific facilities may be available for review by the person served and/or the guardians.

Questions you can ask when selecting a provider for Adult placement....

Parents/guardians/individuals are encouraged to visit the facility in which they are considering placement. In addition to looking at facility and environmental issues (cleanliness, appearance of the grounds and the home, condition of the stove, food in the refrigerator, closet/drawer space for personal belongings, etc.), the following questions can be asked:

- What is your experience working with persons with the problems I have (or my family member has?)
- How many persons are currently living in this facility? How many persons can live in the facility?
- What is your process in hiring staff?
- Do you check the Health Care Registry as required by the State?
- Other background information checked? Driver's License checked?
- What is your turn-over rate?

- What training does staff of the facility receive on working with persons with the disability I/my family member has? On dealing with behavior problems? On Medication Administration? First Aid, CPR and safety? Special communication needs? How often is staff training updated? How often are staff re-certified?

- How many staff work on each shift to include the midnight -8 am shift? What happens if the resident needs individual attention?

- What type of activities do the residents of this facility participate in both in the home and in the community?

- What input does the person have in planning recreational activities, time with family/friends, time away from home, personal shopping, etc.?

- What is your procedure for giving medications and seeking medical care? How are medications stored? How are medications locked? Who is authorized to administer medications?

Questions for Selecting a Provider.....

- What professional staff is associated with this facility and in what way are they involved with residents of this facility (psychiatrist, RN, primary care physician, clinician)? Are they on-call? How do you handle emergencies?
- How do you communicate with the person/family/guardian about treatment issues, how the person is doing in treatment and in general? How would I-as the parent or guardian-and the person be included in treatment.
- How do you handle incidents and incident reporting? How are family members (guardians) informed of incidents?
- What is your system for handling/monitoring each person's personal spending funds?
- Has this facility had an investigation or visit from the Division of Facility Services (DFS) in the past year? What were the results? Can I review the report?
- Has this facility had any negative findings related to abuse and neglect from the Department of Social Services (DSS)?

Facility_____Contact Person_____Phone_____Date_____



Questions you can ask when selecting a provider for a child placement....

Parent/guardians are encouraged to visit the facility in which they are considering placing their child. In addition to looking at facility and environmental issues (cleanliness, appearance of the grounds and the home, condition of the stove, food in the refrigerator, closet/drawer space for personal belongings, etc.). The following questions can be asked:

- What school district is your facility in?
- How is the group home staff involved in what occurs at school? What would happen if my child were suspended from school - what activities would he/she be involved in all day?
- How many children are currently placed in your home? What are the ages of other children in the home? Are there male and female children in the home?
- How many staff do you have working per children each shift including your midnight to 8 am shift? What would happen if a resident needed more individual attention?
- What is your process in hiring staff?
- Do you check the Health Care Registry as required by the State?
- What other background information is checked? Do you do a Driver's License check?
- What is your turn-over rate?
- What is your procedure for giving medications and seeking medical care? How are medications stored? How are medications locked? Who is authorized to administer medications?
- How are staff members trained to give medications and to work with children in this population? How often is training updated or staff re-certified?
- What type of activities do the children participate in both in the group home and in the community?

Questions for Selecting a Provider for a Child (continued)

Do you have a structured system for earning or losing privileges?

What are your policies on telephone contact and telephone privileges?

When is my child eligible for visits (day or overnight)?

What are your policies on the children participating in religious activities?

Do you offer individual therapy, group therapy or family therapy sessions? If so, how often do sessions occur and who is your clinical services provider -your Qualified Provider (This is a person with at least a 4 year degree with professional experience in the human services field) and what experience do they have working with this population?

How do you communicate with me on how my child is doing in therapy and in general?

How would I - as the parent or guardian-be included in treatment for my child? .

Has this facility had an investigation or visit from the Division of Facility Services (DFS) in the past year? Were there substantiated findings? Can I review the report?

Has this facility had any substantiated findings related to abuse and neglect from The Department of Social Services (DSS)?

Facility_____ Contact Person _____ Phone _____ Date_____



Client Rights

The law guarantees your rights....

North Carolina General Statutes 122C, Article 3, guarantees the right to dignity, privacy, humane care, and freedom from physical punishment, abuse, neglect and exploitation. It is the responsibility of the program that you are receiving services from to provide you or your legally responsible person a written summary of your rights when you are admitted for services.

In a 24-hour Facility....

When you receive care in a 24-hour facility, you have additional rights. You must be informed of these rights at the time of admission to the facility. Your right to dignity, privacy, and humane care includes access to:

- A daily bath or shower;
- Daily shave;
- Services of a barber or beautician;
- Articles for personal hygiene, and
- Bathtubs, showers and toilets which ensure privacy and are adequate for clients with mobility impairments.

The facility will try to provide a quiet atmosphere for sleep during scheduled sleeping hours as well as for periods of personal privacy.

You may decorate the room you reside in, within limits.

The facility will make every effort to protect your personal clothing and possessions, and help you to keep an inventory if you desire.

If you remain in a 24-hour facility for more than 30 days, the facility shall encourage, and assist you, to place your money in outside accounts or follow agency procedure for internal personal account funds.

Questions, Concerns or Complaints

To Contact the LME

CCHMC has a Quality Management Section that you can call or visit when you have a question, complaint or concern or just want to give some feedback. You can reach the Quality Management Section of the LME by calling 323-0601 extension 6303.

Abuse, Neglect or Mistreatment

If anyone has knowledge of, or has reason to suspect that a consumer is being subjected to abuse, neglect, exploitation, or otherwise mistreated, he/she is required to report it immediately by telephone or in person to the Department of Social Services. To report alleged abuse and/or neglect, contact the following agencies:

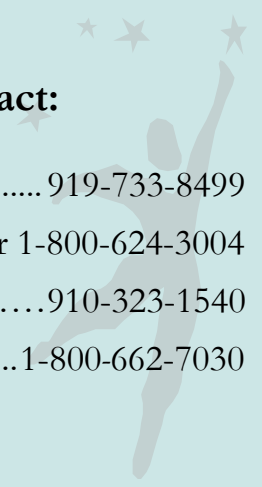
Cumberland County Child Protective Service.....910-677-2450
Cumberland County Adult Protective Services.....910-671-3560

Other Resources/Advocacy Groups

North Carolina Division of Mental Health Accountability Team919-881-2446
NC Division of MH/DD/SAS Customer Services.....919-715-3197
The Governors Advocacy Council for Persons with Disabilities..... 919-733-9250
or the intake line at.....1-800-821-6922
Autism Society of North Carolina.....1-800-442-2762
National Alliance for the Mentally Ill (NAMI) NC1-800-451-9682
Mental Health Association.....910-323-1954
The Arc of Cumberland County.....910-867-2141

If the individual lives in a group home you can contact:

North Carolina Division of Facility Services..... 919-733-8499
For Homes licensed through Division of Mental Health.....or 1-800-624-3004
Cumberland County Department of Social Services.....910-323-1540
Raleigh CARE Line.....1-800-662-7030



NOTES

