



NC Family to Family Health Information Center

"A beacon for families of children with special health care needs."

NC Family to Family Health Information Center
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Fact Sheet

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How to Access Mental Health and Developmental Disability Services

If your child is diagnosed with a developmental disability or a mental health concern, there may be services available to help your family. To find out what services are available:

- **Call your Local Management Entity (LME).** Each county has a phone number that you can call to schedule an assessment (evaluation) to determine your child's needs. The LME representative will ask for your family's personal information and also about your child's disability. Then, they will help you schedule an appointment to receive an assessment with a local provider. If your child is in immediate danger of harming himself or others, your appointment will be set within two hours.

Find your Local Management Entity (LME) at:

<http://www.ncdhhs.gov/mhddsas/lmedirectory.htm#lmelist>

- **Attend assessment appointment.** During this scheduled appointment, the provider will determine what your child needs and help you apply for any services that your family may be eligible to receive. This is the time to be very honest about your child. Talk about a typical day with your child and their normal behavior, not on their best day.
- **Create a Person-Centered Plan (PCP).** This PCP will be the roadmap for services for your child. You can include as few or as many people as you like in the development of the PCP. Ultimately, you want the PCP to be the guideline for your child's services. It should have their strengths, areas where they struggle, and goals that they would like to accomplish with the help of others.
- **Interview providers.** Once you know what services are available for your child, you can choose who will provide those services. In most cases, it will be a private agency that is monitored by the Local Management Entity (LME). The choice of who provides services to your child is always yours!
- **Begin a Care Notebook.** It's important to keep records of who has contact with your child and what service they are providing. A care notebook can be as formal as a binder with sections for different documents or as informal as simply keeping copies of records in a kitchen drawer. The important thing is to remember where to look when you need these records.



The Family to Family Health Information Center is a program of The Exceptional Children's Assistance Center (ECAC) and is affiliated with Family Voices of North Carolina. This fact sheet was developed with funding from the U.S. Department of Health and Human Services, Health Resources and Services Administration, Maternal and Child Health Bureau, Division of Services for Children with Special Health Needs. The NC Family to Family Health Information Center operates under the auspices of grant # H84MC08000.

FAMILY VOICES®

10/15/2008

How to Access Mental Health and Developmental Disability Services

What types of services and support are available?

- In-home support
- Targeted case management
- Community support
- Residential accommodations
- Day services
- Respite services
- Transportation services
- Specialist behavior support service
- Personal Care
- Crisis services
- Specialized Equipment and Supplies
- Nursing services
- Assistive technology



Ask your case manager about other service options available in your area.

What kind of service is right for my child?

Your case manager will help you determine what services would benefit your child. They will also explain what eligibility services are based on such as income, Medicaid or private insurance coverage, medical need, or availability in your area. For more information visit:

<http://www.ncdhhs.gov/mhddsas/services.htm>

For more Information:

- Request a copy of the **Navigating and Negotiating Developmental Disabilities Services** packet and/or the **Navigating and Negotiating the Mental Health System** packet from the NC Family to Family Health Information Center at (800) 962-6817 ext. 35
- Visit the North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services: <http://www.dhhs.state.nc.us/mhddsas/>