



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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Choosing a Service Provider

In North Carolina, each family has the option to choose the agency that will provide mental health or developmental disability services to their child. This gives you the opportunity to interview agencies and their staff to decide which one will best fit your family. The Local Management Entity (LME) will give you a list of agencies that are approved to provide services in your area.

1. Think about what type of person you'd like to have work with your child.
2. Prepare a list of questions both about the agency and about the individual who will be working most with your child.
3. Schedule interviews.
4. Choose the service provider that best meets the needs of your family.

Examples of Questions to Ask:

- What services do you offer?
- Is an emergency phone number available?
- Can I talk to other people that have used your agency?
- How are complaints handled?
- Is your availability flexible to meet our needs?
- What happens if the staff person is out sick?
- Are family members involved in your organization?
- How long have you been with this company and in this position?
- How many other families would you be working with?

Other points to think about :

- How did your child respond to the staff?
- Do the staff members appear to respect cultural differences?
- How long did it take to get appointment?
- How much time was the provider willing to spend with you and your family?
- Did you feel that the staff cared about your child?

Find your Local Management Entity (LME) at:

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



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