

**SECTION III:**

**QUALIFIED PROVIDER  
NETWORK DEVELOPMENT**

**CUMBERLAND COUNTY  
MH/DD/SAS**

**APRIL 1, 2003**

## Local Business Plan: Strategic Plan Matrix

**Area Program(s)/County Program** Cumberland County Mental Health, Developmental Disabilities and Substance Abuse Center

**Contact** Hank Debnam, Phone 910-222-6127, Fax 910-323-0096, [adirector@mail.ccmentalhealth.org](mailto:adirector@mail.ccmentalhealth.org)

**Submission Date** January 2, 2003

### Item: III. Qualified provider Network Development

**Goal 1: The Local Business Plan identifies the current qualified provider services list and service array.**

**Effective Date: July 2004**

#### STEPS TAKEN

a) The QPN Development subcommittee focused a large amount effort and discussion on how to best identify the potential providers within the community to both educate them about the plan and gauge their interest in being part of the QPN once the LME is formally implemented. A survey and cover letter to convey the information and solicit response was sent out to approximately 600 potential providers within the community and a current list of all potential providers has been assembled and is attached. List has not been matched to service array/target populations except in a broad sense. Although providers have been identified, they have not been designated as “qualified”. LME is also listed as

#### STEPS PLANNED

a) List will be matched to service array by provider and service available. List will be continually updated and “qualified providers” will be identified prior to January 2004. As interested providers are identified will begin application process and make appropriate selections.

QPN subcommittee will focus on creating both the final application to be a QPN provider and finalize a process for requesting, receiving, evaluating and securing those providers to meet the service needs of the community.

#### BARRIERS

a) Waiting on complete/ final criteria from State in regards to qualifications and reporting requirements expected of providers.

a potential provider but at this time also not been designated as “qualified”.

*See Attachment III. 1. A. Cumberland County Area Potential provider list grouped by discipline.*

b) A policy and procedures have been developed that assures that all consumers are informed of current resources in a non-biased informational format and ensures a choice of providers appropriate to their services needs and desires.

*See Attachment III. 1. B. Client Access, Follow-up and Waiting Policy and Procedures (Section 41)*

c) A comprehensive assessment of service capacity is currently being undertaken. This data has also been placed in an internal data base for trending and comparison.

A review of existing services array has been completed and is being compared to service needs under new “target population” structure. This includes input from community providers and consumers/ families.

d) Policies have been developed and are attached that indicate how the LME will assure the service array is:

- Culturally diverse.
- Competent to treat co-occurring disorders.
- Skilled at providing one stop

b) Obtain Area Board approval of policy.

A consumer list/ handbook will be developed to assist consumers in selection of provider options/services available.

c) The full process to identify service needs will be repeated on an annual basis.

As part of the application and ongoing monitoring process qualified provider policies and procedures will be reviewed.

This data will also be transposed into a “Map Info” program to demonstrate geographical availability of services.

d) Obtain Area Board approval of the three referenced policies.

Recruit or develop qualified providers capable of meeting criteria. Provide technical assistance or links to available training and materials for community providers to assist

c) Awaiting final version of target population list from State but will vary needs assessment to meet changes as they develop.

- comprehensive service settings.
- Dedicated to delivering consumer-directed supports.
- In compliance with the Federal Synar amendment.

Additionally, the Area Program has designated staff to ensure Synar Amendment Compliance and developed protocols to address this issue from 2002-2005.

them to gain the knowledge and understanding for their staff to be competent in these areas.

*See Attachment III. 1. D. Cultural Sensitivity to Consumers Policy (Section 52)*

*See Attachment III. 1. D. 1. Long Range Planning Policy (Section 74)*

*See Attachment III. D. 2. Synar Amendment Compliance Policy (Section 75)*

e) A large cross section of community providers have met with Area Program staff and discussed the most thorough practical methods to gather a comprehensive description of the size, scope and capacity of all services required by Cumberland County consumers. The Area Program has reviewed services currently provided internally and via contract. Additional discussions have been held around the ways to ensure these services will be delivered in culturally competent and age appropriate settings for clients requiring such accommodation.

f) Area program has developed a policy that shows use of independent practitioners

e) Comprehensive descriptions will be developed as the complete size, scope and capacity of services needed by consumers is determined. Assessment of those services provided by Area Program and community providers will be done prior to implementation to ensure ongoing provision of culturally competent/age appropriate services.

Descriptions once completed will be kept on file and available for review upon request by consumers, providers and regulatory agencies.

The Area Authority will continue to work with providers to ensure they have thorough understanding of requirements for provision of services to target populations.

in service delivery. Report will also indicate the number of qualified providers in the QPN and percentage of total referrals made to the independent practitioners by type of service provided.

f) Obtain Area Board approval of policy.

*See Attachment III. 1. F. Use of Independent Practitioners Policy (Section 76)*

**REVIEWER'S COMMENTS:**

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## Local Business Plan: Strategic Plan Matrix

**Area Program(s)/County Program** Cumberland County Mental Health, Developmental Disabilities and Substance Abuse Center

**Contact** Hank Debnam, Phone 910-222-6127, Fax 910-323-0096, [adirector@mail.ccmentalhealth.org](mailto:adirector@mail.ccmentalhealth.org)

**Submission Date** January 2, 2003

### Item: III. Qualified Provider Network Development

**Goal 2: The Local Business Plan complies with the State Plan requirements in establishing a qualified provider network (QPN).**

**Effective Date: June 2004**

#### STEPS TAKEN

a) A resolution of the governing body has been drafted. Staff provide updates and training to the Area Board members each month during committee and full Board meetings denoting progress towards plan implementation; need to recruit qualified providers and budgetary concerns surrounding both processes.

*See Attachment III. 2. A. Statement and Area Board Resolution.*

b) Preliminary discussion has taken place around compliance with the quarterly reporting

#### STEPS PLANNED

a) Obtain more input from all stakeholders and revise draft resolution as appropriate. Once all feedback is received, a revised resolution will be presented to the Area Board for approval. Local factors that will need to be included are as follows:

- Models of acceptable practice as defined by the State are adopted.
- Both the scope and economies of scale are considered.
- Cost parameters per service category have been determined.

Implement a system to monitor and review

#### BARRIERS

a) Need final criteria and financial reimbursement models from State prior to being able complete this item in a judicious and fiscally sound manner.

requirement of QPN referrals to the Division.

c) In discussions via weekly meetings with a large group of community providers input was solicited around the requirement for an annual review of service capacity need and the numbers and types of providers and provider organizations necessary to meet demand were reviewed.

d) The Area Program with the ongoing participation of the QPN subcommittee consisting of a large group of diverse community providers has drafted the QPN development plan. It has been reviewed and assembled to address all the components required by the State Plan.

*See Attachment III. 2. D. Qualified Provider Network Plan*

provider selection process/ criteria.

b) Statement will be completed when criteria are fully known.

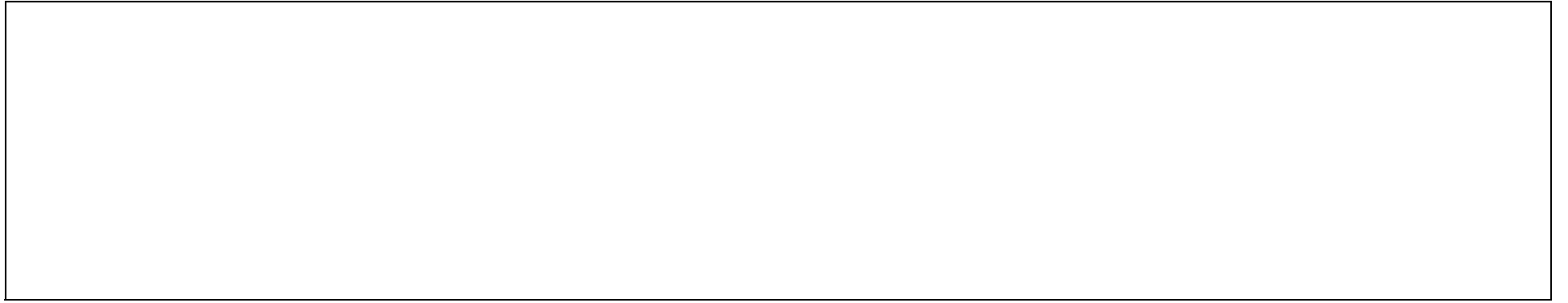
c) Design and implement system for annual review of service capacity/ providers to determine ongoing level of service need.

d) All Aspects of QPN development shared with CFAC, reviewed and any forthcoming comments/ ideals incorporated as appropriate. Surveys to gain provider interest and forums held on ongoing basis. RFP process will be developed as needed. Application/ RFP process to be developed. Contracts will be developed to meet provider/ LME service needs. QPN marketing materials and information will be developed and formatted to be of optimal use to consumers and families.

b) Need Division to provide instructions regarding the quarterly reporting requirement.

d) The LME will need to be empowered to manage network especially where no financial incentive exists for provider to cooperate with LME. Additionally, LME will need financial flexibility to be able to recruit providers for specialty populations or difficult to place clients. State would need to identify financial reimbursement schedule/ rates in order for LME to negotiate and accurately forecasts expenses/ expenditures for target populations. Clarification is also needed from the Division in regards to LME monitoring role as to whether it is all consumers within the service area or only those with which we have a contractual relationship.

**REVIEWER'S COMMENTS:**



## Local Business Plan: Strategic Plan Matrix

**Area Program(s)/County Program** Cumberland County Mental Health, Developmental Disabilities and Substance Abuse Center

**Contact** Hank Debnam, Phone 910-222-6127, Fax 910-323-0096, [adirector@mail.ccmentalhealth.org](mailto:adirector@mail.ccmentalhealth.org)

**Submission Date** January 2, 2003

### Item: III. Qualified Provider Network Development

**Goal 3: The Local Business Plan demonstrates evidence of procedures to manage the provider network.**

**Effective Date: July 2004**

<b>STEPS TAKEN</b>	<b>STEPS PLANNED</b>	<b>BARRIERS</b>
a) The Area Program in weekly meetings with large groups of community providers with different service interests have discussed at length the vehicle by which communication can be most consistently maintained between providers and the LME. Quarterly meetings, website access and mailers/bulletins as needed were agreed upon.	a) Plan quarterly meeting schedules for provider network problem solving and information sharing.	
b) This collaborative group also discussed and agreed that the use of individuals from a pool of willing providers, consumers and LME staff would be the most equitable and fair way to resolve disputes.	b) Develop pool of providers and consumers to serve on arbitration panel to serve as needed to resolve disputes.	
c) Contracting issues have been discussed with	c) Contract templates will need to be developed	c) Waiting to see if Division requires

QPN subcommittee and it was agreed to wait until the Division resolves whether or not to utilize standardized contracts.

based upon final needs assessment. Providers will then need to address any issues they feel are untenable to doing business under the Plan and a final product will be disseminated for their written consent and agreement.

standardized contracts or we will be allowed to use our own which are much superior to the one size fits all approach of contracting.

*See Attachment III. 2. D. Qualified Provider Network Development Plan*

*See Attachment III. Appendix A. 2.*

**REVIEWER'S COMMENTS:**

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## Local Business Plan: Strategic Plan Matrix

**Area Program(s)/County Program** Cumberland County Mental Health, Developmental Disabilities and Substance Abuse Center

**Contact** Hank Debnam, Phone 910-222-6127, Fax 910-323-0096, [adirector@mail.ccmentalhealth.org](mailto:adirector@mail.ccmentalhealth.org)

**Submission Date** April 1, 2003

### Item: III. Qualified Provider Network Development

**Goal 4: The Local Business Plan complies with State Plan requirements and establishes a system of services and supports for existing populations.**

**Effective Date: July 2003**

#### STEPS TAKEN

- a) The Area Program through its Planning and Collaboration subcommittee has developed a preliminary survey / list of providers/groups that may be willing and able to assist in providing needed services for non-target populations. The subcommittee has compiled a list of approximately 100 persons/ organizations in the community who may have the capacity to assist. These persons / organizations are comprised of members of the faith-based community, other professionals, and community providers willing to provide services at reduced rates or potentially

#### STEPS PLANNED

- a) Completing identification of target and non- target populations. Transition of non-target population will be implemented as generic community resources are confirmed and available. It should be noted that of the 150 resources identified that work on how to appropriately group counseling and support services continues, to include an effort to ensure that resources are not listed that are less than adequate or might potentially place non-target populations at risk.

#### BARRIERS

- a) Final version of target populations from the Division to ensure resources are available, sought in a timely and complete fashion where possible. It is also hoped that any “new” non-target populations that are identified would have a built in appropriate transition period during which services would continue to be funded.

pro-bono in some cases.

- b) The QPN committee also has engaged in discussion around the transition of those consumers who are currently receiving services but who will no longer be eligible due to definitions of target populations, to ensure they do not fall through the cracks. Many community providers seemed unaware that they would no longer get paid for these consumers. There is a great deal of concern that consumers and providers might be caught unawares if this process moves too quickly. The QPN subcommittee to this end sent out approximately 600 surveys of potential provider interest with a cover letter that explained this briefly to try to avoid less than ideal transitional situations for consumers, families or providers.
- b) QPN will continue to try to locate community providers who did not receive the original survey and cover letter in an effort to be all inclusive in this process. Additionally, those who were sent the materials but failed to respond will receive subsequent mailings.

*There are very few individuals in the transitional non-covered target population at this time (21 in Adult Substance Abuse and 14 in Adult Mental Health.)*

*See Attachment X 3: Survey of Counseling and Support Services*

**REVIEWER'S COMMENTS:**

# Cumberland County Mental Health Center

## POTENTIAL PROVIDERS

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# ADULT CARE HOMES

Agnes Adcox Home #1  
E&J Health Care, INC  
Post Office Box 64519  
Fayetteville NC 28306

Countryside Villa  
E&J Healthcare, INC.  
Post Office Box 309  
Wade NC 28395

Forest Hills Rest Home  
Magnolia Lane Health Care INC  
3522 Camden Road  
Fayetteville NC 28306

Happy Valley Retirement Center  
Cindy T. Jacobs  
Post Office Box 277  
Hope Mills NC 28348

Heritage Suites  
New Heritage Place, LLC  
325 North Cool Springs Street  
Fayetteville NC 28301

Hillside Rest Home  
Cidy T. Jacobs  
Post Office Box 64013  
Fayetteville NC 28306

Hope Mills Retirement Center  
Pat H. Piner & Donna Sandy  
Post Office Box 533  
Hope Mills NC 28348

Kozy Kottage  
Neil Jones  
1125 Southern Avenue  
Fayetteville NC 28306

Len-Care Of Cedar Creek, INC  
Shelbia Norris  
1124 Cedar Creek Road  
Fayetteville NC 28301

The Carolina Inn At Village Green, LLC  
405 Forsyth Street  
Fayetteville NC 28303

The Meadows Of Fayetteville, INC  
Post Office Box 1321  
Kinston, NC 28501

# CAP PROVIDER LISTING

Academy Enterprises Corp  
711 Tamarack Drive  
Fayetteville NC 28311

Alpha-Omega Health, Inc  
5710 Oleander Dr., Suite 204  
Wilmington NC 28403

A Small Miracle, Inc  
2018 Ft. Bragg Road, Suite 11613  
Fayetteville NC 28303

A Touch Of Grace  
7028 Kittridge Drive  
Fayetteville NC 28314

Autism Society Of NC  
351 Wagoner Drive  
Fayetteville NC 28303

Bethphage, Inc  
5430 Sandstone Drive  
Fayetteville NC 28311

B.J. Hill & Associates  
601 Mann Street  
Post Office Box 758  
Fayetteville NC 28301

Brandin Manor Family Home Care  
220 Davis Street  
Fayetteville NC 28305

Care Focus  
518 Plaza Boulevard  
Kinston, NC 28501

Caring Support Services  
2607 Fleur Drive  
Fayetteville NC 28306

Carolina Behavioral Services  
Post Office Box 767  
Laurinburg NC 28351

Cnc/Access  
Post Office Box 646  
West End NC 27376

Community Innovations, Inc  
801 Wilson Street  
Whiteville NC, 28472

Community Living Concepts of NC, Inc  
433 S. Meeting Street  
Statesville, NC 28677

Community Residential Svcs, Inc  
1015 Robeson St, Suite 101  
Fayetteville NC 28305

Coordinated Health Svcs, Inc  
7406-I Chapel Hill Road  
Raleigh NC 27607

Crest  
Post Office Box 971  
Fayetteville NC 28302

Easter Seals  
351 Wagoner Drive  
Fayetteville NC 28303

Family Alternatives  
2557 Ravenhill Drive, Suite 1-D  
Fayetteville NC 28303

Forward Care Management, Inc  
Post Office Box 393  
High Point, NC 27261

Graceland Manor  
600 Dowfield Manor  
Post Office Box 35174  
Fayetteville NC 28303

Hines Home Of Hearts Cap Svcs  
727 Spyglass Drive  
Fayetteville NC 28311

Home Health & Hospice Care, Inc  
2402 Wayne Memorial Drive  
Goldsboro NC 27530

Home Health Services Of Cc, Inc  
235 N. McPherson Road, Suite 210  
Fayetteville NC 28303

Inman Home Health  
3724 Sycamore Dairy Road, Suite 16  
Fayetteville NC 28303

Interim Health Care Of Eastern Carolinas, Inc  
2401 Robeson Street  
Fayetteville NC 28305

Katam & Associates, Inc  
Post Office Box 64955  
Fayetteville NC 28306

Loving Care Habilitation Svs  
1048 Wayside Road  
Fayetteville NC 28314

Main Focus, Inc  
528 Andover Road  
Fayetteville NC 28311

Makin' Choices, Inc  
Post Office Box 2973  
Fayetteville NC 28302

Magby Associates, Inc  
1446 Pamalee Drive  
Fayetteville NC 28303

Maxim Healthcare Services  
2915 Raeford Road, Suite 204  
Fayetteville NC 28303

McDuffie DDA Group Home  
1826 Wendover Drive  
Fayetteville NC 28304

Outreach Home Health Svs  
3274 Rosehill Road, Suite 2  
Fayetteville NC 28301

Patterson Home Cap Service  
5212 Mettitt Drive  
Fayetteville NC 28314

Pediatric Services Of America – Nursing  
1208 Cedar Creek Road  
Fayetteville NC 28301

Person Centered Support Services, LLC  
1817 Calista Circle  
Fayetteville NC 28304

Preferred Alternatives, Inc  
224 Old Elizabethtown Road  
Post Office Box 44105  
Fayetteville NC 28309

RACA Services, Inc  
6853 Brasswood Drive  
Fayetteville NC 28314

RALM, Inc  
4620 Murchison Road  
Fayetteville NC 28311

Rha Health Services, Inc  
2248 Wingate Road  
Fayetteville NC 28304

Tala Habilitative Services  
163 Horseshoe Road  
Fayetteville NC 28303

The Arc Of Cumberland County  
3625 Sycamore Dairy Road  
Fayetteville NC 28303

Unlimited Destinations  
422 Durant Drive  
Fayetteville NC 28304

Victor & Associates, Inc  
Post Office Box 261  
Cameron NC 28326

Wilson-Gilmore Services, Inc  
Post Office Box 64724  
Fayetteville NC 28306

Whitfield Homes  
Post Office Box 1021  
Fayetteville NC 28302

# FAMILY CARE HOMES LISTING

Barbie's Family Care Home  
Taft's Creative Svs Council Inc  
Post Office Box 43207  
Fayetteville NC 28309

Brandin Manor Family Care Home  
Arettia W. Robinson  
Post Office Box 35534  
Fayetteville NC 28303

Butler Memorial Center #3  
Annette M. Norris  
2306 Murchison Road  
Fayetteville NC 28301

Graceland Manor  
Elva Colvin  
Post Office Box 35174  
Fayetteville NC 28303

Jean's Rest Home  
Lula Jean McDonald  
114 University Avenue  
Fayetteville NC 28301

Leach's Family Care Home  
Taft's Creative Svs Council, Inc  
Post Office Box 43207  
Fayetteville NC 28309

Loving Care Family Care Ctr  
Daisy C. Palms  
1404 Stansfield Drive  
Fayetteville NC 28303

Magby's Tender Care  
Bessie M. Magby  
Post Office Box 1202  
Fayetteville NC 28302

McLean Family Care Home  
Houston McLean, Jr  
Post Office Box 26081  
Fayetteville NC 28314

McLeod Family Care Center of Fayetteville  
Doris McLeod  
Post Office Box 41135  
Fayetteville NC 28309

Parker House  
Carolyn Parker  
Post Office Box 334  
Fayetteville NC 28301

P&L Family Care Home  
Pearlene Lattimore  
216 Davis Street  
Fayetteville NC 28305

Southern Avenue Rest Home  
Neill Jones  
1124 Southern Avenue  
Fayetteville NC 28306

The Alternative House  
Community Alternative House  
Post Office Box 1721  
Fayetteville NC 28302

# FAMILY/MARRIAGE COUNSELING LISTING

Maria Velazquez-Constas, MED,EDS  
705 Glenville Ave  
Fayetteville NC 28303

Richard S. Daum, MA  
2905 Breezewood Avenue  
Fayetteville NC 28303

Ethel Ethington, SPMFC, LMFT  
2326 Colgate Drive  
Fayetteville NC 28304

Reginald L. Freeman, Jr., M.S.  
201 S. McPherson Church Road  
Fayetteville NC 28303

Louise "Henri" Kelliher  
4400 Ramsey Street  
Fayetteville NC 28311

Assessment Counseling &  
Consulting  
5114 Yadkin Road  
Fayetteville NC 28303

Associates For Family Enrichment  
1319 Fort Bragg Road  
Fayetteville NC 28301

A Center For Marriage & Family Counseling  
1500 Bragg Boulevard  
Fayetteville NC 28301

Cape Fear Counseling Center  
2905 Breezewood Avenue  
Fayetteville NC 28303

Fayetteville Family Life Center  
114 Highland Avenue  
Fayetteville NC 28305

Fayetteville Community  
Counseling  
1500 Bragg Boulevard  
Fayetteville NC 28301

G Goldbolt & Associates  
1713 Boros Drive  
Fayetteville NC 28303

House Of Hope  
4400 Ramsey Street  
Fayetteville NC 28311

Midtown Counseling  
103 Fountain Lane  
Fayetteville NC 28301

New River Genesis Counseling  
201 S. McPherson Church Road  
Fayetteville NC 28303

Rumbaugh Family Treatment Center  
1617-B Owen Drive  
Fayetteville NC 28304

The Grief Support Center  
235 McPherson Church Road  
Fayetteville NC 28303

Woodbridge Alternative  
868 Stoneykirk Drive  
Fayetteville NC 28314

# HOME CARE LISTING

Alpha & Omega Home Care Agency  
1920 Blake Street  
Fayetteville NC 28301

Alternative Home Care Agency  
4620 Murchison Road  
Fayetteville NC 28311

Alternative Home Care Solutions Inc  
111 Lamon Street, Suite 203  
Fayetteville NC 28301

Angel's Home Health  
814 Hope Mills Road  
Fayetteville NC 28304

Apothecare Specialized Home Infusion Services  
1611-A Owen Drive  
Fayetteville NC 28304-3405

Apria Healthcare Inc  
4859 Cumberland Road  
Fayetteville NC 28306

At Arms Reach  
1014-D Robeson Street  
Fayetteville NC 28305-5616

Cape Fear Valley Home Health & Hospice  
3418 Village Drive  
Fayetteville NC 28304

Caring Home Health Care Inc  
1410 Farwell Drive  
Fayetteville NC 28304

Community Home Care And Hospice  
5301 Morganton Road  
Fayetteville NC 28314

Cumberland County Coor. Council On Older Adults  
Inc  
339 Devers Street  
Fayetteville Inc 28303

Easter Seals NC  
351 Wagoner Drive  
Fayetteville NC 28303

Family Medical Supply Inc  
1637 Owen Drive  
Fayetteville NC 28304

Home Caregivers Inc  
3639a Sycamore Dairy Road  
Fayetteville NC 28303

Home Health Services Of Cc Inc  
235 N McPherson Church Road, Suite 210  
Fayetteville NC 28303

Home Health and Hospice Care Inc  
2402 Wayne Memorial Drive  
Goldsboro NC 27534

Inman Home Health  
3724 Sycamore Dairy Rd, Suite 116  
Fayetteville NC 28303

Interim Healthcare  
2401 Robeson Street  
Fayetteville NC 28305

Interim Healthcare  
305 Tilghman Suite A  
Dunn NC 28334

Liberty Home Care  
2175 Village Drive  
Fayetteville NC 28304

Maxim Healthcare Services Inc  
2915 Raeford Rd Suite 204  
Fayetteville NC 28303

Mother's Helper  
Doula Serv Ice Inc  
2504 B Raeford Road  
Fayetteville NC 28305

On-Call Nursing  
2504 Raeford Road Suite 116  
Fayetteville NC 28305

Outreach Home Health Svs  
3274 Rosehill Road Suite 2  
Fayetteville NC 28301

Paradise Professional Health Care Agency  
1448 Pamalee Drive  
Fayetteville NC 28303

Pediatric Services Of America Inc  
1208 Cedar Creek Road  
Fayetteville NC 28301

Pelham Home Health Services  
1804 Murchison Road  
Fayetteville NC 28301

Southern Hospitality  
2310 Southern Avenue  
Fayetteville NC 28306

Preferred Alternatives Inc  
224 Elizabethtown Road  
Fayetteville NC 28306

St Mary's Home Care Agency  
517 Mayview Street  
Fayetteville NC 28306

Professional Family Care Services Inc  
1205 Murchison Road  
Fayetteville NC 28301

Trinity Home Care  
401 East Russell Street  
Fayetteville NC 28301

RHA Health Services Inc  
2248 Wingate Road  
Fayetteville NC 28304

Unity and Diversity Home Health Care  
6149 Santa Fe Drive  
Fayetteville NC 28303

We Care Home Health Agency  
333 Hay Street  
Fayetteville NC 28301

# HOSPICE LISTING

Community Home Care and Hospice  
305 Tilghman Drive  
Dunn NC 28334

# HOSPITAL LISTING

Cape Fear Valley Medical Center  
Post Office Box 2000  
Fayetteville NC 28302

Fayetteville Specialty Hospital  
150 Robeson Street, 4<sup>th</sup> Floor  
Fayetteville NC 28301

# MENTAL HEALTH LISTING

Adrian House  
7874 Adrian Drive  
Fayetteville, NC 28314

A.J.'S Services  
1918 Blake Street  
Fayetteville, NC 28302

Alpha #1  
Bethphage, Inc.  
5430 Sandstone Drive  
Fayetteville, NC 28301

Alternative Day Program  
4620 Murchison Road  
Fayetteville, NC 28311

Angel Place  
601 Raynor Street  
Fayetteville, NC 28311

Angels' Wings Residential Facility  
Genesis/New Beginnings  
122 Nantahala Drive  
Linden, NC 28356

Ashton Home For Children  
4224 Forestview Drive  
Fayetteville, NC 28304

Aunt Omie's  
1088 Southern Avenue  
Fayetteville, NC 28306

Autism Society of NC. Cumberland County  
Post Office Box 43022  
Fayetteville, NC 28309

Barbie's Home  
Taft's Creative Service Council, Inc.  
3514 Village Drive  
Fayetteville, NC 28304

Better Living Group Home  
4906 Redwood Drive  
Fayetteville, NC 28314

B.J. Hill & Associates, Inc.  
601 Mann Street  
Fayetteville, NC 28301

Blue Place #1  
Raca Services  
5302 Lowery Court  
Fayetteville, NC 28314

Bridge's Home  
Omni Community Services  
8492 Cedar Creek Road  
Fayetteville, NC 28301

Bright Haven Residential & Community Care  
3608 Throndike Drive  
Fayetteville, NC 28311

Butler Memorial Center  
2305 Slater Avenue  
Fayetteville, NC 28301

Campbell And Associates Inc  
5290 Grimes Road  
Fayetteville NC 28306

Cape Fear Children's Center Of UCP of NC  
511 Wilson Avenue  
Spring Lake NC 28390

Cardinal Clinic L.L.C.  
4155 Ferncreek Drive, Suite #201  
Fayetteville, NC 28314

Carol's DDA Group Home  
Parker Investments Limited  
334 Moore Street  
Fayetteville, NC 28301

Changing Lifestyles  
2310 Enloe Street  
Fayetteville, NC 28304

Chestnut Hills Group Home  
The Autism Society Of North Carolina  
709 Edgehill Road  
Fayetteville, NC 28314

Community Innovations, Inc  
801 Wilson Street  
Whiteville NC 28472

Concordia Support Services  
838 Egypt Road  
Fayetteville, NC 28314

C.R.E.S.T., Inc.  
The C.R.E.S.T. Program  
3426 Bragg Boulevard  
Fayetteville, NC 28303

Comprehensive Health Management Services Inc  
131 Hay Street  
Fayetteville NC 28301

Davis, Lloyd & Associates, Inc.  
6504 Bonnie Bell Lane  
Fayetteville, NC 28314

Davis & Associates  
7115 Evanston Street  
Fayetteville, NC 28314

Delta Group Home  
Post Office Box 87993  
Fayetteville NC 28305

Diyah's Home, Inc.  
218 University Avenue  
Fayetteville, NC 28301

Dynamic Care  
739 Amber Drive  
Fayetteville, NC 28311

DWI Complete Services  
227 South Cool Springs Street  
Fayetteville, NC 28301  
Easter Seal Society Of NC  
351 Wagner Drive  
Fayetteville NC 28303

Elliott's Care, Inc.  
445 Slocomb Road  
Fayetteville, NC 28311

El Elyon Care Services  
5315 Parkton Road  
Hope Mills, NC 28348

Employment Source  
Employment Source, Inc.  
600 Ames Street  
Fayetteville, NC 28301

Evergreen Health Care Service Inc  
501-B Executive Place  
Fayetteville NC 28305

Family Alternatives, Inc  
2557 Ravenhill Drive  
Fayetteville, NC 28303

Fergie's Behavioral Center  
2605 Keats Place  
Fayetteville, NC 28306

F.Y. Group Care II  
975 Comer Circle  
Fayetteville, NC 28314

F.Y. Group Care Facility  
F.Y., Inc.  
6121 Hilco Drive  
Fayetteville, NC 28314

George L. & Bertha M. Butler Memorial Center  
2267 Slater Avenue  
Fayetteville, NC 28301

Golden Opportunity Home For Children &  
Adolescents  
3317 Davis Street  
Hope Mills, NC 28348

Graceland Manor DDA  
408 Pelt Drive  
Fayetteville, NC 28301

Graceland Manor DDA #1  
600 Dowfield Drive  
Fayetteville, NC 28301

Grandview Residential Facility  
1622 Grandview Drive  
Fayetteville, NC 28314

Green's Family Care Home  
529 Albany Street  
Fayetteville, NC 28301

Guardian Angel, Inc.  
4407 Moonstone Court  
Fayetteville, NC 28311

Guardian Services  
4486 Cumberland Road  
Fayetteville, NC 28306

Gutierrez Residential Service  
881 Sunbury Drive  
Fayetteville, NC 28311

Healthplus Therapeutic Services, Inc.  
746 Appalachin Drive  
Fayetteville, NC 28311

Humans United Giving Greater Services  
201 Moore Street  
Fayetteville NC 28301

Innovative Programming Associates, Inc.  
201 Moore Street  
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Jones Group Home  
4055 Dudley Road  
Fayetteville, NC 28301

Katam & Associates  
6959 Bostick Drive  
Fayetteville, NC 28314

Kelly's Home  
389 Bahama Loop  
Fayetteville, NC 28314

Kinder Home  
2469 Culbreth Road  
Fayetteville, NC 28314

Lafayette Relapse Prevention Services  
2410 Gary Street  
Fayetteville, NC 28311

Light House Group & Associates, Inc.  
5435 Overhills Road  
Spring Lake, NC 28390

Magby Associates, Inc  
1448 Pamalee Dr  
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Mahogany  
6852 Mahogany Road  
Fayetteville, NC 28304

Maranatha House  
208 Campbell Avenue  
Fayetteville, NC 28302

Mary Rebecca Home  
1398 McArthur Road  
Fayetteville, NC 28311

McArthur Home  
4704 Pamlico Road  
Fayetteville, NC 28304

Mcduffie DDA Group Home  
1826 Wendover Drive  
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Mother's Helper Doula Svc Inc  
2504-B Raeford Road  
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My Brother's Place  
1116 Quail-Meadow Drive  
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Myrover-Reese Fellowship Homes, Inc.  
560 Wilkes Road  
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Naomi Williams  
Post Office Box 478  
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New Hope Group Home  
1323 Worstead Drive  
Fayetteville, NC 28304

New Life Youth Home  
9361 Castle Falls Circle  
Fayetteville, NC 28314  
New Life Youth Home  
9361 Castle Falls Circle  
Fayetteville, NC 28314

Nova House  
6427 Northfield Court  
Fayetteville, NC 28303

Omni Visions Inc  
3414 Regiment Drive  
Fayetteville, NC 28303

Open Arms  
3413 Sanderosa Road  
Fayetteville, NC 28301

Our House  
5201 Hornbeam Road  
Fayetteville, NC 28304

Our Place Group Home  
1767 Rim Road  
Fayetteville, NC 28314

Patterson's Group Home  
5212 Merritt Drive  
Fayetteville, NC 28314

Pearl's Angel Care, Inc.  
1423 Grandview Drive  
Fayetteville, NC 28314

Peterkin & Associates, Inc  
131 Hay Street  
Fayetteville, NC 28301  
Caring Family Network  
2939 Breezewood Ave  
Fayetteville, NC 28303

Precious Haven Inc  
532 Wayland Drive  
Fayetteville, NC 28314

Professional Family Care Services, Inc.  
1205 Murchison Road  
Fayetteville, NC 28301

Preferred Alternatives, Inc  
Post Office Box 44105  
Fayetteville, NC 28306

Rainey Therapeutic Home  
5921 McDougal Drive  
Fayetteville, NC 28304

RALM, Inc  
Post Office Box 1721  
Fayetteville, NC 28302

Reid Therapeutic Home  
6547 Brookshire Street  
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Release It & Let It Go  
872 Hilton Drive  
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Rha Health Services, Inc.  
2248 Wingate Road  
Fayetteville, NC 28304

Rising Stars Residential Facility, Inc.  
2809 Eldorado Road  
Fayetteville, NC 28306

Shepard's House  
6959 Bostic Drive  
Fayetteville, NC 28314  
Sierra's Residential Service  
Post Office Box 655  
Lillington NC 27546

Sophia B. Pierce & Associates Inc  
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South Of Rae  
7529 Southgate Road  
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Spigner Management Systems, Inc.  
205 Scott Avenue  
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Sunrise Group Home  
I Can & Associates, Inc.  
7237 Godfrey Drive  
Fayetteville, NC 28303

Tala Habilitative Services  
163 Horseshoe Road  
Fayetteville, NC 28303

T & S Group Home  
1122 Cedar Creek Road  
Fayetteville, NC 28301

The Amoni Group LLC  
7712 N Ancon Drive  
Fayetteville NC 28304

The Harlow House  
3935 Foster Drive  
Fayetteville NC 28301

Trucare Home  
5628 Birch Road  
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Unlimited Destinations I  
403 Rodie Avenue  
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Unlimited Destinations li  
521 School Street  
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Wilson-Gilmore Services, Inc  
3721 Legion Road  
Hope Mills, NC 28348

Woodbridge Alternatives, Inc  
Attn: Michael Singletary  
Post Office Box 1852  
Fayetteville, NC 28302

Woodcrest Home For Children  
607 Platinum Street  
Fayetteville, NC 28311

Woodglen Home For Children  
1225 Faison Avenue  
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Wright Home  
Omni Community Services  
150 Alpha Drive  
Fayetteville, NC 28311

YCT (You Can Too)  
3501 Hanover Drive  
Hope Mills, NC 28348

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Fayetteville NC 28303

IHS of Fayetteville  
2461 Legion Road  
Fayetteville NC 28306

Carolina Health Care Center Of Cc, Lp  
4600 Cumberland Road  
Fayetteville NC 28306

North Carolina State Veterans Nursing Home  
214 Cochran Avenue  
Fayetteville NC 28301

Century Care Of Fayetteville, Inc  
707 Murchison Road  
Post Office Box 1803  
Fayetteville NC 28302

The Rehabilitation and Health Care Ctr At Village  
Green  
1601 Purdue Drive  
Fayetteville NC 28304

Golden Years Nursing Home  
7348 North West Street  
Post Office Box 40  
Falcon NC 28342

Whispering Pines Nursing Home  
523 Country Club Drive  
Fayetteville NC 28301

Highland House of Fayetteville, Inc  
Post Office Box 35887  
Fayetteville NC 28303

Woodlands Assisted Living & Rehabilitation Center  
400 Pelt Drive  
Fayetteville NC 28301

# OUT OF COUNTY CONTRACTORS

Day-By-Day Treatment Center  
Post Office Box 600  
Selma, NC 27576

Mental Health Assoc. Of NC  
3820 Bland Road  
Raleigh, NC 27609

Health Management Resources, Inc  
110 Hemlock Drive  
Lexington, NC 27292

Interpreter's, Inc  
Post Office Box 604  
Wake Forest, NC 27588

Arc NC Life Guardianship  
Supports & Services  
4200 Six Forks Road, Suite 100  
Raleigh, NC 27609

Ade, Inc  
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916-A Hay Street  
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Angel Place  
601 Raynor Drive  
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Bright Haven Residential & Community Care Inc  
Post Office Box 9338  
Fayetteville NC 28311

Cardinal Clinic LLC  
4155 Ferncreek Dr #201  
Fayetteville NC 28314

Carolina Behavioral  
Healthcare Services  
Post Office Box 17621  
Raleigh NC 27619

Cassia  
310 Penn Avenue  
Fayetteville NC 28301

Cumberland House  
519 Oakridge Avenue  
Fayetteville NC 28305

Davis/Lloyd & Associates  
6504 Bonnie Bell Lane  
Fayetteville NC 28314

Fresh Start  
2703 Ft Bragg Road  
Fayetteville NC 28301

Guardian Angel, Inc  
806 Stamper Road #202  
Fayetteville NC 28302

My Brother's Keeper  
Route 5 Box 319  
Fayetteville NC 28306

My Brother's Place  
1116 Quail Meadow Drive  
Fayetteville NC 28314

Second Chance  
316 Murray Fork Drive  
Fayetteville NC 28314

Sierra's Residential Services, Inc  
292 Sierra Trail  
Spring Lake NC 28390

T&T Residential Services Ind  
Post Office Box 40353  
Fayetteville NC 28309

Tiffany Home For Children  
5491 Lazybrook Court  
Fayetteville NC 28311

Willows Group Home  
503 Old Wilmington Road  
Fayetteville NC 28301

Woodbridge Alternative, Inc  
Post Office Box 1852  
Fayetteville NC 28302

Woodcrest Home For Children  
607 Platinum Drive  
Fayetteville NC 28311

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Cumberland County MHC  
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Fayetteville NC 28314

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Fayetteville NC 28301

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Fayetteville NC 28304

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Spring Lake NC 28390

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5732 Bear Creek Circle  
Fayetteville NC 28304

Andrew R. Zelno, LCSW  
Cumberland County MHC  
Fayetteville 28305

# SUBSTANCE ABUSE LISTINGS

Advanced Treatment Systems Of NC, Inc.  
3423-A Melrose Road  
Fayetteville, NC 28304

Cape Fear Intergroup Association  
310 Green Street  
Fayetteville NC 28301

Falconcrest Clinic  
907 Hay Street  
Fayetteville NC 28301

Highland Clinic  
823 Elon Street, Suite 209  
Fayetteville NC 28303

KV Consultants & Associates  
2606 Raeford Road, Suite 32  
Fayetteville, NC 28303

Life Concepts  
2520 Murchison Road, Suite 5a  
Fayetteville NC 28301

Raintree Clinic  
804 Stamper Road  
Fayetteville NC 28303

The DWI Center  
916-A Hay Street  
Fayetteville NC 28301

Three Heart Clinic  
Post Office Box 41303  
Fayetteville NC 28309

VA Medical Center  
2300 Ramsey Street  
Fayetteville NC 28301



5. Persons who select CCMHC as their Service Provider for admitted to periodic, day, or 24-hour services shall be advised in writing when assigned to a waiting list when sufficient resources are not available for immediate service delivery and shall be encouraged to select a qualified private provider. Should individuals elect to wait for services with the CCMHC, they will be assigned to a waiting list. Waiting lists are established based on priority of need in accordance with procedures established by respective programs. Persons on waiting lists are provided information regarding expected commencement of services.

## POLICY

<b>CUMBERLAND COUNTY MENTAL HEALTH CENTER</b>	Section No. 52 Page 1 of 1
Subject: Cultural Sensitivity to Consumers Effective Date: Responsible Official: <u>Managed Care Director</u> <del>Substance Abuse Education Supervisor</del>	Supersedes: Section 52 Dated: February 3, 1999
Approved by the Area Board _____ . Recorded in Area Board Minutes dated _____, Paragraph __, page _____.	

1. It shall be the policy of the ~~Center~~ Area Program to respect and be responsive to the unique, culturally defined needs of the various consumer populations receiving services. The goals of this policy are to maintain a respectful service delivery environment free of offensive practices and conditions and to recognize each client's unique value, contributions, and potential as a consumer of ~~Center~~ Area Program services.
2. It shall be the policy of the Area Program that the criteria and selection process for qualified provider network shall be the primary means for developing and assuring that the array of services available to eligible clients is culturally diverse, competent to treat co-occurring disorders, skilled at providing one-stop comprehensive service settings, dedicated to delivering consumer-directed supports, and the providers are in compliance with the Federal Synar Amendment.
3. The Area Director shall develop procedures designed to implement this policy within all ~~Center Area Program programs and~~ Center Area Program services.

# DRAFT

## POLICY

<b>CUMBERLAND COUNTY MENTAL HEALTH CENTER</b>	Section No. 74 Page 47 of 1
Subject: Long Range Planning Effective Date: Responsible Official: Assistant Area Director for Clinical Services	Supersedes: Dated: NA
Approved by the Area Board on _____. Recorded in Area Board Minutes, dated_____, paragraph _____, page ____.	

Cumberland County MH/DD/SAS shall develop and implement a strategic management plan that meets State Plan requirements. This plan shall ensure that the service system involves stakeholders in the system of governance; addresses cultural diversity in service planning and care decisions; maximizes community alternatives; promotes person centered planning and choice; seeks relationships that will facilitate independence for consumers, personal responsibility and involvement in community life as well as promotes wellness. All activities of the Area Authority will follow this long range planning methodology.

# DRAFT

## POLICY

<b>CUMBERLAND COUNTY MENTAL HEALTH CENTER</b>	Section No. 76 Page 48 of 1
Subject: Use of Independent Practitioners Effective Date: Responsible Official: Managed Care Director	Supersedes: N/A Dated:
Approved by the Area Board on _____. Recorded in Area Board Minutes, dated_____, paragraph _____, page __.	

The Area Program shall develop a network of qualified providers to provide mental health services to the target populations as defined in the State Business Plan. The Area Director shall develop and implement procedures to assure the recruitment and use of independent practitioners, as well as Area Program staff, in the delivery of services to the target populations. The Area Director shall submit an annual report to the Area Board detailing the services and percentage of each service being provided by Area Program Staff and independent practitioners. The report shall also contain the number of independent practitioners in the qualified provider network and the percentage of total referrals made to independent practitioners by type of service provided.



# COUNTY of CUMBERLAND

## *Mental Health Center*

HANK DEBNAM, M.P.H.  
AREA DIRECTOR

Telephone: (910) 323-0601  
Fax: (910) 323-0096

ACCREDITED



### Statement and Resolution

The Area Board of Cumberland County Mental Health, Developmental Disabilities, and Substance Abuse Area Authority certifies that there has been consumer and stakeholder involvement that is consistent with the State Plan. Individuals involved in the process are representative of the Cumberland County area, which includes rural and urban areas.

The Area Board of Cumberland County Mental Health, Developmental Disabilities, and Substance Abuse Services does hereby resolve to sanction and ensure provision of quality behavioral health services through the development of a Qualified Provider Network based on criteria consistent with State policy. It is expected that providers in the network will meet or exceed Area Authority and State standards utilizing best practices models in providing services to consumers. These practices will include, but not be limited to person centered planning, self determination, recovery model of practice, system of care philosophy, and evidenced based prevention and treatment services for substance abuse. Providers will be expected to demonstrate competency in all areas related to quality improvement and quality management, provide evidence of the ability to report data sets related to performance indicators and demonstrate an ongoing commitment to ensuring cultural competency of all staff. The clear expectation is that provider network serve individuals in established target populations for the rates established and approved by the Division, and in accordance with Medicaid guidelines.

Factors to be considered in developing the Provider Network include adoption of models of best practice as defined by the State. We resolve that strong consideration is to be given in the development of the Network to the scope of services and economies of scale in meeting the needs of consumers. Cost parameters for service category will be determined based on cost finding protocols consistent with State guidelines and protocols to ensure effective and efficient utilization of scarce resources.

The Area Board of Cumberland County does resolve to maintain the integrity of MH/DD/SAS service delivery through a commitment to the development of a strong Provider Network based on needs assessed in the community.

Ben Watson, Chair  
Cumberland County Area Mental Health Authority

*P.O. Box 3069 • 711 Executive Place • Fayetteville, North Carolina 28302-3069*

*Additional locations where caring people provide mental health, developmental disabilities, and substance abuse services for the community:*

*Adult Services Center*  
323-0601

*Child & Family Services*  
323-0111

*Fuller Center*  
323-5566

*Roxie Avenue Center*  
444-1010

*Spainhour Center*  
323-5522

*Spring Lake Center*  
323-5511

## **III.2. Cumberland County Mental Health Center Qualified Provider Network Plan**

### **Vision for Development of the Qualified Provider Network**

The Cumberland County Mental Health Center (CCMHC) Local Management Entity (LME) will in a methodical, thorough and prudent manner recruit, develop and maintain a formal Qualified Provider Network (QPN). The LME will, to the utmost of its ability, ensure that access, availability of services, service array, consumer choice, fair competition and cultural competence are considered fully in the development of the provider network. CCMHC has for a number of years contracted with community providers for a variety of needed services and will build upon lessons learned to expand this network. All services provided by the network will be based on the results of the local consumer needs assessment giving full consideration to the type, scope and volume of services required to appropriately serve the needs of the LME service delivery area.

The LME through its Local Business Plan (LBP) Collaboration and Planning subcommittee will also develop a network of natural, community (non-paid) supports and resources. CCMHC has a lengthy history of utilizing a wide variety of non-paid community supports to supplement the services internally provided. These existing relationships will be the cornerstone of the network that the State envisions the LME will develop. The LME will identify community groups, faith-based organizations, self-help groups and other generic community supports to assist non-target populations and target populations (seeking non-covered services) to be successful in their respective communities.

The LME will ensure that all services are provided in a setting which values and respects the individual's ethnicity, cultural differences, language proficiency, communication and any physical limitations to maximize access, encourage participation and achieve the highest possible consumer outcomes. CCMHC has for years embraced the concepts of cultural diversity and respect for consumer individuality, and had mandatory staff training in place to reinforce these concepts. The workforce of CCMHC has closely mirrored the minority/ethnic groups contained within the surrounding community and steps have been purposely taken to ensure that continued balance. The LME will continue to focus on these minority and ethnic priority populations in an effort to ensure they are not disproportionately represented in the populations served.

The LME must ensure there is a prevention program in place to reduce youth access to tobacco products. States are required to reduce youth access to tobacco products by the Federal Synar Amendment or incur a financial penalty on their Substance Abuse Prevention and Treatment Block Grant and they will expect the LME to take the local lead.

## **State Plan Requirements in Establishing a Qualified Provider Network**

### **Consumer and Family Advisory Committee (CFAC) Roles and Responsibilities**

The CFAC will be involved in all aspects of development, planning and review of the LME Local Business Plan. It is envisioned that this role will continue to expand as the LME becomes more fully developed and nears implementation. The LME will ensure that all facets of the LBP are reviewed, as well as include the input of and incorporate the ideals of the CFAC membership. All Policies and Procedures will also be reviewed by the CFAC prior to submission to the Area Board for input. The CFAC will have direct input into the process of assessing gaps in services and needs in the community to include input into the selection process for network providers to meet these needs.

### **Recruitment Process for Qualified Provider Network (QPN)**

The LME will recruit the QPN based upon the assessment of service needs, volume of required services for each target population and availability of qualified persons/businesses expressing interest in providing those services. Recruitment will be completed in various stages and be flexible to accommodate the needs of the populations to be served. CCMHC, although a Phase III participant, has taken steps to identify and contact all existing providers within our current service area. Through various public meetings, newspaper articles, television media and flyers, interested persons were recruited to be part of various LBP subcommittees. Those persons electing to serve on the QPN subcommittee initiated the process of identifying persons/businesses to become part of the QPN. Over 600 potential providers were identified and sent a brief survey to determine their interest in learning more about the State Plan, any interest they might have in becoming part of the QPN and if they desired to have their name/business listed on a local registry for networking purposes. CCMHC anticipates that through continued marketing, information sessions and a formal application process the QPN will evolve and be ready to be activated in Phase III July 2004. Prior to implementation date a process to solicit Request for Proposal (RFP) to provide services will be developed, to include the appropriate provider requirements and standards of care expected for each population served. Furthermore, a process will be developed to grade and evaluate each RFP received by the LME.

### **Selection Process for Building QPN**

The initial selection process will evolve over the next eighteen (18) months and will follow the customary processes already in place:

1. Identify need for the service and volume of service via community needs assessment with input from all stakeholders (to include the CFAC under the LBP). Through the assessment process, the service must be identified as appropriate for target population reimbursement consistent with State Plan criteria. All services for non-target populations will be offered by community

- supports as available and appropriate. Core services will be provided by LME staff.
2. Issue RFP for interested qualified parties to request inclusion in the selection process. Existing providers will also be required to complete the same process to request to continue providing current services as deemed appropriate.
  3. Review applications received by the established deadline (to include documentation of licensure, other qualifications, evidence of models of acceptable practice as defined by the State, cultural competency and any potential economy of scale to be gained).
  4. Notification of persons/businesses accepted into QPN and formal signing of Memorandum of Understanding (MOU) with each including an agreement to accept appropriate referrals of target population consumers from the LME and assurances that provider could fulfill required reporting requirements.
  5. Annual review of quality of services and supports will be captured on report cards to assist consumers and families in provider selection. This would include information such as the qualified provider's licensure, specialty services they offered, location, any substantiated complaints, available outcome information and contact information for the provider (location, phone, fax, etc.).
  6. Open enrollment will be conducted only annually to the QPN after the initial Phase III start date to reduce administrative burden and cost with the option to bring providers on throughout the year (as the exception rather than the rule) for specific identified specialty service needs or gaps. This would also be required should a provider leave the network prior to the end of the MOU for any reason to assure no gaps in service delivery.

### **Capacity of the QPN to Provide the Service Array in Accordance with State Plan**

The LME shall monitor volume of service requests for all targeted (and non-targeted populations). Those services requests which meet the criteria for inclusion in the target populations shall be referred to the appropriate qualified provider or, if none exists, an RFP shall be executed. Should the LME be unable to secure an appropriate provider they would continue to provide those targeted services until such time as the LME could locate a qualified provider. This same methodology would be employed as CCMHC moves toward becoming an LME and divests of services. All divestiture of services will proceed in an orderly professional manner ensuring availability of identified targeted services within available resources, client choice/need and availability of culturally diverse qualified providers.

### **The Inclusion of Provider-sponsored Service Networks.**

The LME shall encourage and welcome the inclusion of provider-sponsored networks. Actually within the scope of the Qualified Provider Network meetings already in progress, this model has been encouraged as a mechanism for the private providers to reduce their administrative overhead. In addition this model would allow them to pool their resources to potentially defray the cost, particularly with Management Information System technology to meet the various reporting

requirements they will be subject to under the State Plan. Also it has been discussed with the providers that using this model will save duplication of systems to track their outcome information as well. This model has been well received within the providers currently represented. These groups may or may not be inclusive of needed specialty providers required to meet the diverse needs and cultural considerations of the LME service area. It is the intent of the LME to utilize any means possible to ensure all qualified providers have an equally competitive opportunity to be part of the network, regardless of the size or scope of their business, to provide a comprehensive array of services.

### **Training and Orientation on Network Policies and Procedures for All Providers**

The LME will provide at least quarterly orientation and/or information/technical assistance trainings. These opportunities will include topics such as current best practice models identified by the Division, policy and procedure updates, cultural diversity issues, clients' rights, compliance and monitoring issues both positive and negative aspects, trainings on developing outcomes and data to reflect value of services provided, descriptions of LME expectations, and methodology for tracking clients/services provided. Also, the LME website will contain links to resources for providers to assist them in remaining current on Division/LME rules and requirements.

### **Development and Publication of Information and Marketing Materials about the Qualified Provider Network**

A summary to explain the scope, workings, historical background of the QPN, process to access services, service availability and additional needed logistical information will be developed and made available for dissemination both in hard copy and on the LME website, at public meetings, and at specific provider meetings throughout the year. Additionally, a provider handbook will be developed to assist both participating and potential providers in understanding exactly what is required and expected to treat covered targeted populations within the LME network. After July 1, 2005 "report cards" will be published that rate existing providers based on data gathered reflecting client outcomes, any substantiated complaints and other pertinent information to assist clients and families in their treatment decisions. This information will also be made available in both hard copy and on the LME website.

### **A Policy is Evident that Ensures that all Consumers will be Informed of and Given a Choice of Providers**

See attached "proposed CCMHC Board Policy and Procedures # 41," referencing "Client Access, Follow-up and Waiting."

- "Upon determination of the person's service needs, he/she will be given a current listing of all qualified providers offering the needed service(s) and will be informed that the selection of the provider is their choice. The listing will

have complete and non-biased information regarding provider qualifications and will contain complete information regarding the provider choice policy. The person will acknowledge receipt and understanding of the listing and provider choice policy in writing.”

**Explicit and Specific Measures to Avoid Conflicts of Interest Concerning the Selection, Management and Monitoring of any Provider that is part of the Qualified Provider Network.**

Prior to the LME Phase III implementation date, an equitable procedure for selection, management and monitoring of providers will be finalized. Currently the expectation is that in regards to selection, a committee of at least three persons will review and grade all applications received based on a set of standard measurable criteria. Committee composition is anticipated to have one administrative LME staff member; one staff with expertise in the area of service provider is seeking to provide and, one member of the LME CFAC committee. Management practices regarding the QPN will be consistent, fair and unbiased. Monitoring of providers will be conducted on an ongoing basis but at least annually; or with very little notice when circumstances indicate more immediate review is prudent due to consumer concerns or complaints. Monitoring visits will be conducted utilizing a standardized format to ensure consistency of review. Monitoring will consist of review of records, review of policies and procedures, incident reports, facility cleanliness/safety issues and interviews with provider staff/consumers. All findings will be shared with provider for review/response as well as any required State or Federal disclosure. A synopsis of all monitoring reports will be published in the provider’s annual report card to assist future consumers and family members in their treatment decisions.

**A Technical Assistance Protocol to Support the QPN, Including Resources and Methods of Implementing the Protocol.**

The protocol for providing technical assistance to providers will include providing up-to-date information regarding available training opportunities and at least quarterly by the LME. Technical assistance may also be offered in the format of bulletins sent to providers or posted on the LME website to update changes in the way business is either conducted or tracked. In instances where a provider is either observed to need technical assistance through monitoring visits, requests technical assistance to better understand system nuances, or to assist them to improve client outcomes, the LME will provide such assistance on a case-by-case basis.

### **A Means of Effectively Networking with Appropriate Certification and Licensure Boards Regarding Independent Practitioners and Independent Enrollment of Qualified Providers**

CCMHC currently utilizes various licensure and certification boards to both identify and locate available resources for services as needed. The LME will continue to utilize them both as a resource and also as a sanctioning body where providers fail to meet appropriate standards of care regarding consumers in the network. Primarily they would be of value with networking, referral, and recruitment of both available and needed providers. These licensure and certification boards may also be useful in assisting to review, update and determine current industry standards of care. Another area of collaboration with these boards would be in lobbying local colleges and universities to ensure relevant fields of study and coursework are available to groom potential staff and providers for the future.

### **How Network Development will Incorporate Best Practices, Including Such Things as Fostering Recovery, Preventing Relapse and Promoting Freedom.**

The network will adhere to Division standards and incorporate the approved best practice models recommended/accepted in their plan. In addition to the two previous areas, the LME will provide, on a regular basis, in-service trainings on such topics as Fostering Recovery, Preventing Relapse and Promoting Freedom.

### **Mechanisms for the Arbitration and Resolution of Grievances/ Complaints by Providers**

All grievances will be handled expeditiously and professionally with the goal to resolve issues as informally as possible to the mutual satisfaction of all parties where possible. In the event resolution cannot be reached, the issue will be referred to a formal arbitration committee established to deal with QPN grievances and complaints. The committee will be selected out of a pool of members of the provider community willing to serve in situations where they have expertise, members of the CFAC willing to serve and a small pool of LME staff designated for that purpose. This committee will consist minimally of one (1) LME representative, one (1) CFAC representative, a provider representative and the parties seeking resolution or their representatives. Additional persons may be present upon the mutual agreement of both parties. All issues going through this process will be thoroughly documented and copies provided to involved parties upon request. All resolutions (dependent upon the issue) may be required to get final approval by LME Finance Director, legal staff and/or Area Director. Failure to resolve grievances/complaints at this level may require either appeal to the LME Board of Directors or legal system.

## SURVEY OF COUNSELING AND SUPPORTIVE SERVICES

Name/Address of Agency	Services	Fees/Eligibility	Contact
AA/Alanon/Alateen/Alatot			678-8733
Abiding In Him P.H. Church 3535 Gillespie Street Post Office Box 9346 Fayetteville, NC 28311	Provide counseling for single parents for inner healing in a predominant spirit model regarding parents, loneliness and family support	N/A	Pastor Lydia Figueroa Phone: 910-429-0311 Fax: 910-822-6186 <a href="mailto:Abide1@netzero.net">Abide1@netzero.net</a>
Adult DD Services	<ul style="list-style-type: none"> <li>• Counseling for guardians/families of those with DD.</li> <li>• Adult Better Living Efficiency Svcs.</li> <li>• Autism Day Services</li> </ul>		822-5066
Alms House, Inc.	Provides counseling, etc. for Hope Mills & southern Cumberland County area		425-0902
Alzheimer's Association	Physical Health Support Group		Ruby Underwood 678-233-1111 Edith Lewis 488-2611
Angier United Methodist P O Box 1748 Angier, NC 27501	<ul style="list-style-type: none"> <li>• Marriage Counseling</li> <li>• Family Counseling</li> <li>• General Counseling</li> </ul>	N/A	Rev. Tom Newman 919-639-2176 <a href="mailto:angierumc@mindspring.com">angierumc@mindspring.com</a>
Apogee Counseling	Individual and Family Counseling	Set fee for services: Insurance accepted Call for specific info	Ron Butler Phone: 910-822-1300
Associates for Family Enrichment	Provide wide range of counseling services to individuals, groups, families, teens, and couples		829-0443
Bethany United Methodist 2285 Wade-Stedman Road Stedman, NC 28391	N/A	N/A	Jim Owen 910-483-1494 <a href="mailto:papamemao@aol.com">papamemao@aol.com</a>
BHC Owen Drive	Parenting class for parents with youth who have behavioral problems		•
Biblical Counseling Services, Inc. 831 Arsenal Avenue Fayetteville, NC 28305	Individual, family and couples counseling Case management oversight for clients with multiple providers Biblically-based Seminars and focus groups	N/A	Mike Martin Phone: 910-323-3366 797-3252 Fax: 910-323-1026 <a href="mailto:LTCMartin1@cs.clemson.edu">LTCMartin1@cs.clemson.edu</a>
Big Brother/Big Sister 806 Stamper Road Fayetteville, NC 28301	Biblical Counseling with anxious and depressed individuals, sexual abuse awareness, parenting techniques, addiction support groups	Sliding scale fee	Rashae Rhone Phone: 910-221-4264 Fax: 910-221-4264
Big Brothers/Big Sisters	•		323-8537
Boys & Girls Club/Youthbuild	•		425-3852 483-6504
C & Adam Street Church of God 502 Adam Street Fayetteville, NC 28301	Provide counseling to the homeless and special needs	Free to anyone in need	Pastor Ted Powers Phone: 910-483-6500 Fax: 910-483-3232 <a href="mailto:revdanderson@yahoo.com">revdanderson@yahoo.com</a>
Campground United Methodist	• Provide space for counseling thru	Open for discussion	David C. Wade

Name/Address of Agency	Services	Fees/Eligibility	Contact
4625 Campground Road Fayetteville, NC	the F'ville Family Life Center • Preparing 1 <sup>st</sup> class of trained Stephen Ministries		910-867-9436; 910- 910-867-8068 (fax)
Campground United Methodist Church, 4625 Campground Church Rd., Fayetteville, NC 28314	Pastoral Counseling; also counseling extension of Fayetteville Family Life Center	We'll discuss	David C. Wade Phone: 910-867-943 Fax: 910-867-8068
Cape Fear Children's Center of United Cerebral Palsy	Physical Health Support Group		436-1211
Cape Fear Church of Christ 3808 Village Drive Fayetteville, NC 28304	None at present	N/A	Gary Polland Phone: 910-425-110 Fax: same as phone Cfchurchofchrist@ju
Cape Fear Intergroup Association	Recovery resources for the recovering community		678-8002
Care Family Violence Program	•		677-2532
Catholic Social Ministries	• Counseling for anyone for problem pregnancies, family, personal • Marriage counseling		424-2020
Cedar Creek Church of God PO Box 62 Fayetteville, NC 28302	Individual and Group Counseling Group Class on Inner Healing	Open to anyone \$35 for private sessions/ group classes are free	Franklin Hunt Phone: 910-483-558 Fax: 910-483-5584 franklinhunt@yahoo
Cedar Falls Baptist	Divorce Care—Divorce Support Group		488-5810
CFV Cancer Support Group	Cancer Support Group		609-6791
CFV Hospice "Embracing Grief	Grief Support Group		609-6511
Children & Adults with Attention Deficit Disorder	•		487-9800, ext 24
Children & Adults with Attention Deficit Disorder			487-9800, ext. 24
Children's Treatment Center	Residential Tx facility for youth (4- 18 yrs) with emotional difficulties (i.e. hyperactivity, withdrawal, aggression, hostility, fear)		323-3771
Christ Gospel Church 918 Person Street Fayetteville, NC 28301	Have limited counseling services to members and members of other churches referred by their ministers		John Godbolt Phone: 910-323-888 Fax: 910-484-6486 drjlgodbolt@earthlin
Christ United Methodist 3101 Raeford Road Fayetteville, NC 28305	N/A	N/A	Curtis M. Mull, Jr. 910-484-3340 910-484-4544 (fax) cmulljr@hotmail.com
Clinton Circuit United Methodist 191 Taylor's Bridge Highway Clinton, NC 28328	N/A	N/A	Rev. Dorothy Rudd 910-592-7159
Clinton First United Methodist P O Box 800 Clinton, NC 28328	• Bulletin Board Information • Provide place for meetings	N/A	910-592-7035
Coalition for the Homeless Day Ctr Ramsey Street	• Shelter for men • Clothing		323-4673
Cokesbury United Methodist	• Spiritual Counseling	N/A	Donald Shields

Name/Address of Agency	Services	Fees/Eligibility	Contact
P O Box 280 Stedman, NC 28391	<ul style="list-style-type: none"> <li>• Marriage Counseling</li> </ul>		910-483-5056
Compassionate Friends	Grief Support Group (loss of child)		484-9437
CONTACT Crisis Helpline	<ul style="list-style-type: none"> <li>• Information/Referral Svcs. 24 hrs/day</li> <li>• Active listening/problem solving by volunteers</li> </ul>	N/A	485-4134
Cumberland County Communicare, PO Box 30, 126 Lamon Street, Fayetteville, NC 28302	Parenting Groups, youth enrichment, anger management groups	No cost at present Youth/families (ages 6-17) in Cumberland County	Robin Jenkins Phone: 910-433-1111 Fax:910-433-1115 rjenkins@cccommur
Cumberland County Council on Older Adults, 339 Devers Street, Fayetteville, NC	No related services at this time	N/A	Ellouise Garvin Phone: 910-484—17 Fax: 910-484-0627 ccoadults@aol.com
Cumberland United Methodist 2262 George Owen Road Fayetteville, NC 28306	<ul style="list-style-type: none"> <li>• Short-term &amp; Referral counseling</li> <li>• At risk middle school youth in an after school program</li> <li>• Help with parenting (JCPC grant)-referral through school social worker</li> </ul>	N/A	Hope Vickers 910-425-5356 910-425-4985 (fax) hopevickers@earthli
Darlene Hopkins, LPC	<ul style="list-style-type: none"> <li>• Certified Clinical Addiction Specialist</li> <li>• Master-Level Psychologist provides therapy on evenings &amp; weekends</li> </ul>	Sliding fee scale	488-0823
Deutsche Welle	German Spouses Support Group		864-7650
Emnaus Metropolitan Community Church	Pastoral Counseling Peer Counseling Circle of Friends-mental illness support, HIV/AIDS support	Free to anyone	Rev. Carl Matthews- Phone: 910-678-881
Enable Support Group (ARC)	For parents of children with disabilities		867-2141
Facing Forward	Cancer Support Group for women		609-5465
Fayetteville Family Life Center	Outpatient mental health counseling	Sliding scale based on client's ability to pay	Teri Perkins Phone:910-484-017 Fax: 910-484-5781
Fayetteville Family Life Center	Individual, family & couple counseling	Sliding fee scale	484-0176
Fayetteville Family YMCA 2717 Ft. Bragg Road Fayetteville, NC 28303	None at this time	N/A	Vicky Allen 910-323-0800 vickyymca@aol.com
Fayetteville Stroke Club	Physical Health Support Group		609-6520
Fayetteville TEACCH Center	Physical Health Support Group/autism		437-2517
Fayetteville Urban Ministry PO Box 901, Fayetteville, NC 28302	None at this time		Rob Long Phone: 910-5144
Fayetteville Urban Ministry	Find-A-Friend Program		483-5944
Fibromyalgia & Chronic Fatigue Syndrome Support and Counseling Group	Physical Health Support Group		826-1667
First Presbyterian Church	None at this time	N/A	Dr. John W. Coker, J

Name/Address of Agency	Services	Fees/Eligibility	Contact
PO Box 569 Fayetteville, NC 28302			910-483-0121 fax:910-483-3975 firstchfay@aol.com
First United Methodist Church P O Box 800 Clinton, NC	<ul style="list-style-type: none"> <li>Bulletin board information</li> <li>Provide place for meetings</li> </ul>		592-7035
First United Pentecostal Church P O Box 64277 2813 Cumberland Road Fayetteville, NC	<ul style="list-style-type: none"> <li>Counseling based on Biblical principles &amp; spiritual guidance</li> <li>Program for people with chemical dependency/problems</li> </ul>	N/A	Rev. Jesse Williams Phone: 485-8200/4 Fax: 485-0402 revjeswil@aol.com
Friends of the Heart Center	Physical Health Support Group/ friends & family of heart patients		609-7823
Gardners United Methodist 4555 Rosehill Road Fayetteville, NC 28311-2015	<ul style="list-style-type: none"> <li>Cancer Support Group</li> <li>Grief Workshop (every 2 yrs.)</li> </ul>	N/A	Michael A. Davis 488-6651
Grace Tabernacle 3640 Applegate Road Hope Mills, NC 28348	Counseling for marital problems, personal and related problems	None at present	Pastor Tyrone Tillma Phone:910-423-415 Fax:910-423-9544
Grandparents as Parents Support Group			323-4191, ext. 27
Haymount United Methodist 1700 Fort Bragg Road Fayetteville, NC 28303	<ul style="list-style-type: none"> <li>Short-term Divorce care</li> <li>Parenting</li> <li>Military Spouse Support</li> </ul>	N/A	Brian Gentle 910-484-0181 haymountumc@hotmail.com
Haymount United Methodist 1700 Fort Bragg Road Fayetteville, NC 28303	<ul style="list-style-type: none"> <li>Counseling Services to community</li> <li>NA uses space at Haymount UMC to meet, but is not affiliated with Haymount UMC</li> </ul>	N/A	Donna L. Fowler-Me 910-484-0181 910-484-9805 (fax) humcrevdonna@hotmail.com
Hope Mills United Methodist 4955 Legion Road Hope Mills, NC 28301	<ul style="list-style-type: none"> <li>Pastor is available for counseling to people in the community</li> <li>A.A., Al Anon</li> </ul>	N/A	Dr. Dennis Sheppard 910-425-0108
Hospice of Home Health	Grief Support Group		860-7178
Humans United Giving Greater Service (HUGGS)	<ul style="list-style-type: none"> <li>Emergency shelter for HIV/AIDS victims (male &amp; female)</li> <li>Resource Center</li> <li>Support Groups</li> <li>Counseling</li> <li>Financial Assistance</li> </ul>		223-0911
John Wesley United Methodist 616 Cumberland Street Fayetteville, NC	N/A	N/A	Larry Robinson 910-483-5052 910-483-2727 (fax) Jwumch@netzero.com Larrlrp919@aol.com
Juvenile Court Outreach	<ul style="list-style-type: none"> <li>Psychological testing w/court psychologist</li> <li>Counseling (individual or family) w/court psychologist</li> <li>In-Home therapy</li> <li>Individual counseling &amp; runaway prevention/intervention</li> </ul>		
Lebanon Baptist Church 3329 Beard Road	Counseling Parenting and Marriage seminars	\$50 per hr Sliding scale fee adjustments	Phil McCall 910-483-1988

Name/Address of Agency	Services	Fees/Eligibility	Contact
		based on ability to pay	910-483-0197 lebanoneast@juno.c
MADD	Grief Support Group		630-1942
Manna Church 517 Cliffdale Road Fayetteville, NC	Education/support groups for public (Divorce Care, Grief Share, Struggle with Pornography, Weight Loss) Counseling for members only	Cost of educational materials	David Michalski Phone: 910-867-915 dmichalski@mannac.org
Maranatha House of Ministry	• Transitional housing for women recovering from substance abuse		486-8600
Maranatha Ministries			486-8600
Marvin United Methodist 6766 NC Hwy. 87 S Fayetteville, NC 28306-7365	N/A	N/A	Rev. Craig Hamm 910-484-8706 910-485-7957 (fax) wch7259@hotmail.c
McPherson Presbyterian 3525 Cliffdale Road Fayetteville, NC 28303	Individual and Family Counseling (LPC counselor) Also training and experience in adolescent counseling	Contribution to church –no specific amount required	Jerroll C. Burnside Phone: 910-867-211 Fax: 910-867-1142 church@macpherso
Mental Health Association in Cumberland County 310 Green Street, Suite 201 A Fayetteville, NC 28301	Free and confidential information on mental disorders and mental health. Public information programs regularly scheduled at library. Support groups available in 2003.	N/A	Rita O'Connell, Exec Phone: 910-323-195 Fax: 910-323-1954 <a href="mailto:RMHACC@aol.com">RMHACC@aol.com</a>
Miracle Temple Holy Deliverance 1070 Winslow Street Fayetteville, NC 28306	• Biblically based Spiritual guidance	N/A	Pastor Bennie L. Ke Taylor 910-483-1037 910-483-3211 (fax) miracletemple@nc.n
Moriah Alzheimer Ministry	Physical Health Support Group		323-2970
Mount Pisgah Missionary Bapt. 414 Pittman Grove Church Rd. Raeford, NC 28376	All types of counseling to benefit family and wholesome family life (marriage, financial, etc.)	No charge Available to anyone	Matthew Rouse Phone: 910-875-574 Fax: 910-875-0053 mountpisgahmb@ac
My Sister's Keeper, Inc.	• Transitional housing for women recovering from substance abuse post incarcerate, and homeless		829-9570
Myrover-Reese Fellowship Homes			484-9393
NA			1-800-899-0040
National Alliance for the Mentally Ill-Cumberland County Chapter 3483 Thamesford Road Fayetteville, NC 28311	• Educational Counseling and referrals for those seeking information about mental illness • Support group for consumers and family members of the mentally ill. • Young family support group • Educational material		Bert Esworthy Phone: 488-6278 <a 828="" 856="" 937="" 952"="" data-label="Page-Footer" href="mailto:e.esworthy@worldne&lt;/a&gt;&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;NC Sudden Infant Death Syndrome&lt;/td&gt; &lt;td&gt;Grief Support Group&lt;/td&gt; &lt;td&gt;&lt;/td&gt; &lt;td&gt;425-3255&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;Noland Faith Chapel Church&lt;br/&gt;8416 Cartman Drive&lt;br/&gt;Fayetteville, NC 28314&lt;/td&gt; &lt;td&gt;Supportive counseling for women and adolescents and families&lt;/td&gt; &lt;td&gt;Free to anyone&lt;br/&gt;Donations if available&lt;/td&gt; &lt;td&gt;Pastor Dorothy Nola&lt;br/&gt;Phone: 910-867-232&lt;/td&gt; &lt;/tr&gt; &lt;/tbody&gt; &lt;/table&gt; &lt;/div&gt; &lt;div data-bbox=">60</a>

Name/Address of Agency	Services	Fees/Eligibility	Contact
North Carolina Vocational Rehab 225 Green Street, Suite 500 Fayetteville, NC	<ul style="list-style-type: none"> <li>• Benefits planning, assistance and outreach services to people w/disabilities</li> <li>• counseling</li> </ul>		Leslie K. Tidwell Phone: 486-4439 Fax: 486-1864 <a href="mailto:Leslie.tidwell@ncma">Leslie.tidwell@ncma</a>
Northwood Temple P.H. Church	<ul style="list-style-type: none"> <li>• Chemical Conquerors</li> <li>• Divorce Care (divorce support group)</li> <li>• Woman to Woman (support group for women affected by pornography)</li> <li>• Women Victorious (support group for women suffering mental, physical, emotional or sexual abuse)</li> </ul>		<ul style="list-style-type: none"> <li>• 488-3227</li> <li>• 488-7474</li> <li>• 483-3227</li> <li>• 483-3227</li> </ul>
Pleasant Grove Baptist Church	None at this time (see note)	N/A	Rev. Ed Rogers Phone: 910-483-309 <a href="http://pleasantgrovebaptist.net">pleasantgrovebaptist.net</a>
Quaker House	Counseling for military wanting to separate from the military		323-3912
Rape Crisis	<ul style="list-style-type: none"> <li>• Adolescent Survivors Support Group</li> <li>• Adult Survivors of Sexual Trauma Support Group</li> <li>• Non-Offending Parents Support Group</li> <li>• Survivors of Rape Support Group</li> </ul>	N/A	485-7273
Rape Crisis of Cumberland County, 1333 Morganton Road, Fayetteville, NC 28305	Counseling for children and adults (and family members) suffering from sexual assault	No fees/criteria listed	Renee Brent Phone: 910-485-727 Fax: 910-485-1365 <a href="mailto:rbrentrcvcc@nc.rr.com">rbrentrcvcc@nc.rr.com</a>
Reach to Recovery	Breast Cancer Support Group		484-0456
Reaching Out Family Support Group	For families of children & adults who have physical, visual, mental &/or other disabilities		424-7672 424-0027
Rescue Mission N. Cool Spring Street	<ul style="list-style-type: none"> <li>• Emergency shelter for men</li> <li>• Clothing</li> <li>• Counseling</li> <li>• Worship services</li> </ul>	\$50/week	323-0446
Roseboro United Methodist P O Box 8 Roseboro, NC	N/A	N/A	James McLean 910-525-4470 <a href="mailto:rumc@intrstar.com">rumc@intrstar.com</a>
RSVP 739 Blue Street, Fayetteville, NC 28301	None at this time	N/A	Judy Dawkins Phone: 910-433-113
Salem United Methodist 2171 Middle Road Fayetteville, NC 28301	Salem is involved w/Lebanon Baptist (Eastover Community) thru F'ville Family Life Center	N/A	910-483-8969 <a href="mailto:moeivey@intrstar.net">moeivey@intrstar.net</a>
Save the Children House of Refuge	Maternity Home		486-8100
Save the Children House of Refuge 122 Sam Cameron Avenue	• Spiritually-based group homes for pregnant women & teens in crisis		486-0057

Name/Address of Agency	Services	Fees/Eligibility	Contact
Servicemen's Christian Center, Inc.	Christian counseling for marital, spiritual or other problems for active or retired military		483-7253
SHARE	Grief Support Group (loss of babies)		323-2209
Sickle Cell Parent/Patient/Teen Support Groups	Physical Health Support Group		488-6118
Snyder Baptist Church	Divorce Care—Divorce Support Group		484-3191
Snyder Baptist Church PO Box 58149 Fayetteville, NC	Ministry of counseling (counselor on staff)	For church members or persons referred by church members	Dr. Jim Johnson Phone: 910-484-3191 Fax: 910-323-0523
St. Andrews United Methodist 121 Lofton Drive Fayetteville, NC 28311	N/A	N/A	Chris Aydlett 910-488-4648
St. Constantine and Helen Greek Orthodox 614 Oakridge Ave. Fayetteville, NC 28305	None at present	N/A	Fr. Dimitrios Moraitis Phone: 910-485-504
St. Matthews United Methodist Church 202 Hope Mills Road Fayetteville, NC 28304	N/A		Dr. Michael Hale Phone: 425-0401 Fax: 425-4830 smattumc@fayette.
The Salvation Army 220 East Russell Street Fayetteville, NC 28301	Marriage, Parental and Pastoral Counseling	No Charge/available to anyone	Captain Ethan Frizzell Phone: 910-483-8111 Fax: 910-483-5312 Ethan-frizzell@uss.salvatio
Tourette Syndrome Association			822-2301
Trinity United Methodist 6974 Raeford Road Fayetteville, NC 28304	<ul style="list-style-type: none"> <li>• Deployed Spouse Group</li> <li>• Young Mothers Group</li> </ul>	N/A	Rev. M.J. Cauley 910-864-0632 910-864-8382 (fax) Trinityfamily@aol.co
United Way of Cumberland County, PO Box 303 Fayetteville, NC 28302	None at present	N/A	Bob Pantano Phone: 910-483-1177 Fax: 910-483-5913
Urban Ministry	Serving juvenile who are primarily involved through the court system or law enforcement. Serves ages 7-17 who are at risk of further entry into the legal system, and is designed to reduce or eliminate undisciplined/delinquent behavior		483-5944
Vet Center			488-6252
Vision Resource Center 1414 Bragg Blvd. Fayetteville, NC 28301	*help visually impaired find resources in the community	No fee Visual impairment	Julie de Burgess 910-483-2119 fax: 910-483-0819
Wesley Chapel & Black's Chapel United Methodist 3741 Fayetteville Highway Dunn, NC 28334	<ul style="list-style-type: none"> <li>• Counseling on as needed, individual basis</li> </ul>	Dependent upon situation and circumstances	Adam Seate 910-567-5470 aseate@intrstar.net
Westminster Presbyterian Church, 2502 Village Drive,	Alzheimer's support group on 2 <sup>nd</sup> Tuesday each month	No fees	Ben West Phone: 910-485-812

Name/Address of Agency	Services	Fees/Eligibility	Contact
<i>Fayetteville, NC</i>			<i>Fax: 910-485-0833 Wpc2505@aol.com</i>
<i>Widows and Widowers Organization Support Group</i>			<i>867-9582</i>
<i>Women's Center 230 Hay Street</i>	<ul style="list-style-type: none"> <li>• <i>Transitional housing</i></li> <li>• <i>Resources &amp; Referrals</i></li> <li>• <i>Business center</i></li> <li>• <i>Free resume' classes</i></li> <li>• <i>Legal clinic</i></li> <li>• <i>Assistance in continuing education and job placement</i></li> </ul>		<i>323-3377</i>
<i>Word of Truth Ministry Christ Gospel Church 3533 N. Main Street Hope Mills, NC 28348</i>	<i>None at this time</i>	<i>N/A</i>	<i>Ron Godbolt Phone: 910-864-543 Fax: 910-868-1777 RonGodbolt1@aol.c</i>