Managing Behavioral Healthcare for the citizens of Duplin, Lenoir, Sampson and Wayne Counties

CARE REVIEW REFERRAL

Instructions

Care Review is a planning process that facilitates access to services and supports through the collaboration of individuals, families, and Care Review team members. Care Review team members represent an array of public and private community-based resources such as social services, mental health, juvenile justice, and the faith community. Eastpointe System of Care relies heavily on the referral source or clinical home to prepare both the individual and his or her support team for the Care Review.

Scheduling the Care Review
All applicable sections must be completed prior to requesting the Care Review. The attached form is used for all child Care Review referrals. Please be sure to provide a detailed description of the current situation, as well as strengths and interests in the last section of the referral form.

There cannot be a Care Review, without the informed and willing participation of the individual seeking assistance and/or their guardians. Therefore, it is the responsibility of the referral source or clinical home to explain the purpose of the Care Review to the participant and/or guardian to ensure their participation. Please review the completed form with the participant and/or guardian prior to submission. Forms should be completed electronically if possible and faxed to the System of Care at (910) 298-7187 or email to pgreene@eastpointe.net .

After receiving the referral form, System of Care staff will follow up to obtain specific information within 2 business days. If a Care Review is appropriate the System of Care staff will schedule the next available opening.

- Care Reviews are as scheduled :
  - Wayne and Lenoir County residents Care Reviews are held on every Wednesday from 9:00 a.m. to 1:00 p.m.
  - Duplin and Sampson County residents Care Reviews are held on every Thursday from 9:00 a.m. to 1:00 p.m.

You are responsible for arranging transportation to and from the Care Review. Please ensure that the participant and/or guardian attends and provide interpretation as needed. If the referral source or clinical home cannot secure an interpreter, please contact the System of Care staff. You are required to inform and invite all Child and Family Team members to the Care Review and to incorporate their input into the referral form. After submitting the form, continue to update the System of Care staff as changes occur. Bring a copy of the updated referral form on the day of the Care Review.

- System of Care requests that you bring 1 copy of the Person Centered Plan and 1 copy of the current, psychiatric, psychological, developmental and/or educational evaluations to Phyllis Greene the Friday prior to the scheduled Care Review. Advise System of Care staff of any pertinent or sensitive information prior to the Care Review.

On the Day of Care Review

Care Reviews for Wayne & Lenoir County residents will be held at alternating locations in Wayne and Lenoir Counties. The Wayne County location for Care Reviews will be held at Eastpointe located at 100 S. James Street in Goldsboro. The Lenoir County location for Care Reviews will be held at Eastpointe located at 2901 North Heritage Street in Kinston. Care Reviews for Duplin & Sampson County residents will be held at alternating locations in Duplin and Sampson Counties. The Duplin County location for Care Reviews will be held at Eastpointe located at 514 East Main Street in Beulaville. The Sampson County location for Care Reviews will be held at Sampson County Department of Social Services located at 360 County Complex Road, Suite 100 in Clinton.

The referring agency/person will need to bring 8 copies of the updated referral form on the day of the Care Review.

If the youth has the maturity or development capacity to understand that Care Review is about making a plan for him or her, the Care Review team welcomes the participation of the youth in the process. However, it may not be appropriate for the youth to participate in the entire meeting as there may be sensitive issues discussed. The Care Review team may designate time during the review for the youth to be included in the discussion. Please be sure that there is someone to monitor youth if the youth is dismissed from the meeting at any time.

After the Care Review:

A System of Care Staff member will follow up with the participant, guardian, and referral source/support team member shortly after the Care Review. A staff member will continue to follow up as often as needed after the Care Review to check on the progress of the action plan.

If you have questions please contact:

- **Phyllis Greene: (919) 587-0369 or pgreene@eastpointe.net**