



**North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

3001 Mail Service Center • Raleigh, North Carolina 27699-3001


Tel 919-733-7011 • Fax 919-508-0951

Michael F. Easley, Governor  
Dempsey Benton, Secretary

Michael S. Lancaster, M.D. and  
Leza Wainwright, Directors

June 19, 2008

<p><b>To:</b> Legislative Oversight Committee Members Commission for MH/DD/SAS Consumer/Family Advisory Committee Chairs State Consumer Family Advisory Committee Chairs Advocacy Organizations and Groups North Carolina Association of County Commissioners County Managers County Board Chairs North Carolina Council of Community Programs NC Association of Directors of DSS</p>	<p>State Facility Directors Area Program Directors Area Program Board Chairs DHHS Division Directors Provider Organizations MH/DD/SAS Professional Organizations and Groups MH/DD/SAS Stakeholder Organizations and Groups Other MH/DD/SAS Stakeholders</p>
---	---

**From:** Leza Wainwright 



**Re: Communication Bulletin #094  
DMH/DD/SAS Consumer Handbook**

One of the goals identified in the Division's *State Strategic Plan: 2007-2010* is to provide helpful and easy-to-understand information about the service system. The *Consumer Handbook*, was developed to help guide and assist individuals seeking services and supports from the public mental health, developmental disabilities and substance abuse service system. It includes information about how to access services, person-centered planning, crisis services, rights and responsibilities of consumers, and helpful contacts and resources. I am grateful to the State Consumer and Family Advisory Committee for their review and input into the design and content of the Handbook. The final product has been much improved through their involvement.

This handbook is available via the Division website at <http://www.ncdhhs.gov/mhddsas/announce/2008/consumerhandbook-0608.pdf>. Both a Spanish language translation and a large print version of this handbook will be forthcoming in the near future.

All Local Management Entities (LMEs) and providers are required to make printed versions of the *Consumer Handbook* available to consumers, family members and the general public. This handbook is in PDF format which can easily be printed and distributed locally to ensure that all consumers receive this information. Please note that a contact list is included to add your local information. Additionally, this handbook or a link to the handbook on the DMH/DD/SAS website should be posted on LME and provider websites. We encourage LMEs and providers to develop separate consumer education materials with information more specific to the services available in their area.

Thank you for your support and cooperation in making this valuable resource available to the public. If you have any questions about the information included in this handbook, please contact the Customer Service and Community Rights Team at (919) 715-3197 or e-mail at [dmh.advocacy@ncmail.net](mailto:dmh.advocacy@ncmail.net)

<p>cc: Secretary Dempsey Benton Dan Stewart DMH/DD/SAS Executive Leadership Team DMH/DD/SAS Staff Sharnese Ransome</p>	<p>Wayne Williams Rich Slipsky Andrea Poole Shawn Parker Brad Deen</p>	<p>Kaye Holder Walker Wilson</p>
--	--	--------------------------------------

