

Does Your Child Need Extra Support?

If your child is diagnosed or you suspect your child has a developmental disability, mental health concern or substance abuse issue, there may be community-based services available to help your family. To determine if your child is eligible for services, you should contact your Local Management Entity (LME), **Vaya Health** on their confidential Access to Care Line at 1-800-849-6127.

If you do not qualify for these services, there may be services through your child's school, through the local Department of Public Health, or through other community agencies.

Below are the types of questions you should be ready to answer:

- *What was the reason you called today?*
- *Has your child ever been given a Mental Health, Developmental Disability or Substance Use diagnosis?*
- *Are you worried they may hurt themselves or someone else?*
What's your child's name? Where do you live? Date of Birth
- *Does your child have Medicaid or private insurance? Are they uninsured?*

TIP: This is the time to be very honest about your child. Talk about a typical day with your child and their normal behavior, which may not be their best day. Your response will help determine the type of need your child and family has right now.

To Get Help

Call: **VAYA Health Access to Care Line** ----- **1-800-849-6127**
Toll free 2 hours a day, 7 days a week
Hearing impaired? For NC Relay, dial 711.



This confidential toll-free number is available for people in crisis or seeking information about mental health (MH), substance use (SU), or intellectual/developmental disability (IDD) services in Western North Carolina.

* VAYA Health Member Privacy - You should be aware that information can be provided without your consent to help in treatment and care coordination, for healthcare operations such as payment, for emergency care and to law enforcement officers to comply with a court order. Special rules may apply if you have a legal guardian appointed, are a minor, are receiving treatment for substance use or are diagnosed with HIV/AIDS.

Additional Resources

Here are some other resources to use in an emergency:

National Suicide Hotline----- **1-800-273-8255**

RHA Health Services Mobile Crisis Management Crisis Line

Available 24/7, no fee.----- **1-888-573-1006**

Mental health

✚ CALL 911 or 988 if this is a medical or life-threatening emergency. ✚

If you need the police, ask for a Crisis Intervention Team (CIT officer). They have received extra training on handling these situations.

If this is NOT a medical or life-threatening emergency, Call United Way 2-1-1 to find resources near you.

Find help here:

Vaya Health Access Center

1- 800-849-6127

or for TTY - contact NC Relay at 711.

Available 24 hours a day, 7 days a week. Customer Service Specialists will assist you to find a crisis provider that is well-matched with your needs. If you already have a service provider, call them first. Providers who know you are usually best prepared to assist you in a crisis.

Need Support Now?

Call or text 988 or chat

988lifeline.org

National Suicide Prevention Lifeline

1-800-273-TALK (8255)

or chat at

[SuicidePreventionLifeline.org](https://www.suicidepreventionlifeline.org)

Have Support Come to You.

RHA Behavioral Health Services Mobile Crisis Line ----- 1-888-573-1006

Crisis situations are often best resolved at home. Mobile Crisis Teams are available 24 hours a day and serve Henderson County, as well as most other counties in Western North Carolina. Professional counselors will speak with you and your family during a visit. They have an average response time of 2 hours.

Go To A Crisis Center.

Family Preservation Services (FPS) ----- 1-828 697-4187 or 1-828- 697-2660

FPS offers an array of community, home, and school based services designed to respond to identified state and local needs. They provide trauma-specific approach to working with medical, behavioral and the social needs of an individual.

Additional Services for Child and Family Support

Respite Care

Care Haven is a short-term placement created to provide a safe and therapeutic environment for clients who are awaiting their next placement option or simply needing a break from the current living environment. In order to enter Care Haven, the client must be in the 6- 17 year old age range, have Vaya Medicaid coverage (unless paying out of pocket), and have a mental health diagnosis. For more information on how to arrange a virtual interview, please email carehaven@caringalternative.com; where you will be provided with an automated message that will walk you through the process. House Manager: **828-608-3408**

Brandi Nichole Family Enrichment Center 828-687-3776 Respite Care and Family Support

The Hope Center of Hendersonville is a day program for adults 18 years and older with intellectual and developmental disabilities. **828-692-0905**

We Rock the Spectrum

Inclusive kid's gym for children of all abilities that also offers Respite and break time care, and one-to-one attendant care, sensory safe gym, with therapy equipment, calming room and more. Located in South Asheville. 1-828-505-7556. <https://www.werockthespectrumasheville.com/>

Intellectual and Developmental Disability Services

Polk Vocational Services (PVS) – 82-894-3041

For over 50 years, PVS has been serving people with disabilities and other life barriers in Polk and surrounding counties. We are proud to be the largest manufacturing employer in Polk County. Empowered by our quality- focused manufacturing, PVS is able to provide meaningful employment and support services for people of all abilities. As we continue to grow, we're always looking for new people to join the PVS family, including those looking for meaningful employment as well as those who could benefit from our support services. Our support offerings include day, community, and residential services. We are located at 451 Industrial Park Drive, Columbus NC 28722.

The Arc of Buncombe County

The ARC exists to empower children & adults with intellectual and developmental disabilities to realize their highest potential through advocacy, education, programs, and family support. Located in Buncombe County but serves Henderson County families.

www.arcofbuncombecounty.org **1-828-253-1255**

Turning Point Services

Intellectual and Developmental Disability services offered, including - Innovations wavier services, State-funded services, vocational rehabilitation services, adult day programs and several residential services. **1-828-298-2100**

Substance Abuse, Mental Health, and Behavioral Health Services

Children and Family Resource Center

Parent-child Interaction Therapy (PCIT) is a short-term, evidence-based, therapy for young children (ages 2.5 to 7 years old) who have been experiencing disruptive, attentional, and/or oppositional behaviors. Multiple other family and support programs are also available.

<https://www.childrenandfamily.org/>

828-698-0674

Polk County Public Schools

Contact your child's principal, school social worker, counselor, or school nurse or Office of Student Services. North Carolina's procedure to locate all of the children with disabilities within our community is called Child Find. If your family are residents of Polk County or your child attends a private school within Polk County and you believe your child might have a need for services, please contact Toni Haley at 828-894-3051 or thaley@polkschools.org

For more information, please go to NCDPI's Exceptional Children's website:

<http://ec.ncpublicschools.gov/policies/project-child-find>

NAMI – National Alliance on Mental Illness

NAMI provides advocacy, education, support, and public awareness so that all individuals and families affected by mental illness can build better lives.

<http://www.namiwnc.org/>

1-828-505-7353

SAMHSA – Substance Abuse and Mental Health Services Administration

The Substance Abuse and Mental Health Services Administration (SAMHSA) leads public health efforts to advance the behavioral health of the nation. SAMHSA's mission is to reduce the impact of substance abuse and mental illness on America's communities.

<https://www.samhsa.gov/>

1-877-SAMHSA-7 (4724)

Youth Villages

Provides support children and youth, ages birth -22, and their families, who face emotional, mental, and behavioral problems. The Asheville office services Buncombe, Haywood, Henderson, Madison, McDowell, Mitchell, Polk, Rutherford, Transylvania, and Yancey counties.

<https://www.youthvillages.org/>

1-828-250-3700

Appointments and Questions



Use this form to help you prepare for upcoming doctor visits and keep notes about the appointment.

Appointment Date & Time	Provider	Questions to Ask at Appointment
Referrals/Follow up tests		Answers

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Mental Health/Substance Abuse/Developmental Disability (MH/SA/DD)

Insert copy of Person-Centered Plan (PCP) or Individual Service Plan (ISP)
or other service development plans here.