

Concerns and Complaints

Pathways has a free phone line (1-800-646-4518) for concerns, complaints or compliments about any aspect of our service system. Callers may be consumers, family members, provider staff, or community members. Concerns and complaints may be made anonymously by phone or by completing the Concern & Complaint Form on-line (www.pathmhdds.org).

For concerns about provider services, it is appropriate to first contact the provider of the service as described in the Pathways Consumer Handbook. If problems are not resolved to your satisfaction, then contact the Concern & Complaint Line at 1-800-646-4518 weekdays 8:30 am – 5:00 pm.

Other Information

Pathways has a website and we invite you to seek important information for consumers, providers, and the community by checking it regularly at www.pathmhdds.org.

Pathways publishes a weekly newsletter, the ***Monday Coffee Break***. It is emailed every Monday morning (except on holidays) to Providers and Community Partners. It can also be found on the FOR CONSUMERS or FOR COMMUNITY pages under “weekly newsletter” with older issues archived. If you would like to be added to the email list, send a request to lme-education@pathmhdds.org.

Pathways Mission Statement

Pathways will be the leader in managing, developing and coordinating mental health, developmental disabilities, and substance abuse services through collaborative efforts and influence of public policy in our local communities.

Pathways will create a system that facilitates independence, promotes wellness, encourages personal responsibility, and advocates for community integration.



901 South New Hope Road
Gastonia, NC 28054
www.pathmhdds.org

(704) 884-2501
Administration

1-800-898-5898
Routine, Urgent or Crisis Needs

1-800-646-4518
Concern & Complaint Line



SERVING...

- **GASTON COUNTY**
- **LINCOLN COUNTY**
- **CLEVELAND COUNTY**

901 South New Hope Road
Gastonia, NC 28054
(704) 884-2501 – Administration
www.pathmhdds.org

Information for Consumers and Community

Pathways is the public agency that supports, monitors and provides screening and referral for mental health, substance abuse, and developmental disabilities services in Gaston, Lincoln, and Cleveland Counties.

Getting Services

Call Pathways Access at 1-800-898-5898 if you are interested in mental health (MH), developmental disabilities (DD) or substance abuse (SA) services in Gaston, Lincoln or Cleveland Counties.

Questions will be asked about the consumer's needs and situation to determine what services are most appropriate:

- **basic services** (therapy and/or medication/psychiatric visit only)
- **enhanced services** (a range of intensive treatment from community support or case management to inpatient care)
- **community resources** (referrals, such as Alcoholics Anonymous, disability-specific support groups, and other no or low cost supports)

In some cases community resources or basic services are recommended. If enhanced services are recommended, Access will help the consumer choose a provider and schedule a first appointment within 2 days for urgent needs or 7 days for routine needs. For pregnant SA females and all injecting drug users, Pathways helps ensure access to services within 2 days.

This provider is called the **Clinical Home**, with responsibility for providing or coordinating:

- A comprehensive assessment
- Treatment team meetings
- 24-hour crisis response
- Person-Centered Plan addressing the consumer's strengths, needs and supports.

Crisis or Emergency Services

Help is available 24 hours per day. Consumers in crisis who already receive services should call their provider first. All Clinical Home Providers must provide 24-hour crisis response to their consumers.

Individuals not currently receiving services should call Pathways Access at **1-800-898-5898** for crisis assistance. This is a free call.

Access will arrange for an assessment within 2 hours for crisis needs at a Pathways facility, hospital, home or other safe location.

Collaboration with Providers

Pathways continually assesses service gaps and works with Providers to assure that an appropriate array of services are available across our 3 county catchment area. Pathways Provider Affairs, Finance, and Quality Management Departments are responsible for monitoring the quality of services provided by our Provider community.

Consumer Choice

When treatment needs are identified, Pathways Access (for consumers new to the system) or the consumer's Clinical Home Provider will talk with the consumer about which providers can meet those needs. In most cases, consumers are able to choose providers, based on what is most important to them – location, reputation, availability, etc... However, some specialty services only have one available provider.

Collaboration

There are a number of opportunities for consumers, family members and community members to be involved in the service system, including:

Consumer Family Advisory Committee (CFAC) is a volunteer group of consumers and family members whose mission is to help Pathways ensure its policies, procedures and practices are responsive to and reflect the needs of consumers and their families. CFAC meets monthly and membership is by application.

Consumer Rights Committee is a group of volunteers comprised of Pathways Board members, consumers, family members and community members who meet monthly to review consumer rights issues and work to ensure that consumer rights are upheld.

There are three groups that support the best practice model called "System of Care" (SOC) for providing services to children.

SOC Community Collaborative works to identify unmet needs and barriers to community-based services for children and adolescents. Members include parents, providers, and child-serving agencies including DSS, Juvenile Justice, School System, and District Court Judges.

The SOC Care Review Team provides guidance to Child & Family Teams by reviewing and recommending clinical/treatment issues for all children who need residential treatment services.

The SOC Parent Advisory Group works to support parents and build advocacy and leadership skills among parents of child consumers.