



Step-by-Step Guide to Accessing State-Funded Developmental Disability Supports

Acquiring Community Care and Support Services



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1. Do you want and need services? This is a big question. Seeking services means you are going to be giving up a lot of privacy, having to trust a lot of new people, and doing a lot of work yourself. No matter what, seeking and receiving services is hassle of some kind- but supports can also be very helpful. It's up to you to decide if the help will be more than the hassle.

2. Be prepared! You're going to be asked a lot of questions and have to attend a lot of meetings. Being able to give detailed answers is extremely important; the answers you give can determine how much support you will later receive. You will also need to provide formal evaluations documenting a developmental disability for the person seeking services and disclose personal financial information.

3. Call Western Highlands network at 828-225-2800 and ask for the DD Access staff. This person will determine your initial potential eligibility and refer you to potential case management agencies. You will be given phone numbers for at least two case management companies who are taking new business.

4. Call the case management agencies as soon as possible! While case managers will receive notice from WHN that a referral has been made, they will not initiate contact with you until you call them. Once you have attempted contact, there are very specific timelines that case managers are supposed to follow- ask WHN staff for these timelines during your first conversation.

5. Take the meetings with case managers seriously! Over the first 30 days or so of this process, you should have some very detailed meetings with a case management agency. They should be asking a lot of questions, completing a lot of paperwork, and in general learning the details of your life. This process seems complicated because it is- but what gets done during these initial meetings is what will determine the supports you qualify for.

6. One month later.... After your first contact with Western Highlands, it will probably take about 30 days before your chosen case manager let's you know you're authorized to receive the services you need. A lot more happens from this point forward...but you will start down the path of getting the help you are seeking.

This process is even more complicated than it sounds. F.I.R.S.T. offers free-of-charge seminars about all these details and more - we HIGHLY recommend attending a session. Please contact Mike Brown at 828-216-9925 or visit website for information regarding our schedule of public meetings or to schedule a 1:1 appointment.

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