

Consumer Relations

Consumer Relations Department Overview

Our department has many different roles:

- Affordable housing and employment options
- Incident Review and investigation through Incident Response Improvement System (IRIS) and grievance reports
- Consumer Rights education and oversight
- Staff support for Consumer and Family Advisory Committee (CFAC) and Partners Board Human Rights Committee
- Disability advocacy group outreach
- Fair housing education
- Homeless community resources

Frequently Asked Questions and Answers

Q: I have a consumer who is homeless or needs subsidized housing. Who do I call?

A: Housing coordinator contacts are listed below, along with a link to housing resources.

Q: I have a question about incidents. Who do I call?

A: Consumer Rights Officer contacts and links to the NC Incident Response Improvement System manuals are listed below.

Q: I have a consumer or family member who wants to become involved in advocacy. Who do I call?

A: Consumer and Family Advisory Council and Human Rights Committee coordinator contacts are listed below. The consumer or family member can be active in services or graduated from services. Stipends are paid for these committees to assist with covering expenses of mileage, child care, etc. that may be a barrier to individuals.

Q: I have a consumer who is interested in employment. Who do I call?

A: Employment specialist contact is listed below. This specialist is also certified in benefit counseling to help individuals understand they can earn income and keep their benefits. This specialist will also link you to supported employment service teams in your area.

Q: Consumers always ask questions about the service system. What form of education could they access? Who do I call?

A: When a consumer enters services, they receive a Consumer/Enrollee Handbook in the mail from Partners with a letter explaining ways to access trainings and education on topics of interest.

Q: I have a consumer who is homeless or needs more affordable housing. Who do I call?

A: Housing coordinator contacts are listed below.

Important Links

HOUSING:

<https://www.partnersbhm.org/resources/#housing>

<http://www.ncceh.org/lookingforhelp/>

https://www.hud.gov/states/north_carolina/renting

CONSUMER RIGHTS: <https://www2.ncdhhs.gov/mhddsas/providers/NCincidentresponse/iris6-4-10dhhsmanual.pdf>

<https://www2.ncdhhs.gov/mhddsas/providers/NCincidentresponse/incidentmanual2-25-11.pdf>

<https://www.partnersbhm.org/rights-and-responsibilities/>

CONSUMER AND FAMILY ADVISORY COUNCIL:

<https://www.partnersbhm.org/consumer-family-advisory-committee/>

HUMAN RIGHTS COMMITTEE:

<https://www.partnersbhm.org/human-rights-committee/>

ADVOCACY CONTACTS:

<http://arcnc.org/resources/chapters>

<https://naminc.org/find-your-local-nami-2/>

<http://www.bianc.net/wp-content/uploads/2017/06/BrainInjurySupportGroups52617.pdf>

<https://www.autismsociety-nc.org/find-chaptersupport-group/>

<https://aanorthcarolina.org/meetings.asp>

<https://ncregion-na.org/meetings/>

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

Who to Contact in Consumer Relations

Housing – Teena Willis, HUD Homeless Continuum (Burke and Catawba) 828-323-8084

Bre Griffin, Educator (Gaston, Lincoln, Cleveland) 704-884-2514

Mollie Tompkins, Community Resources (Surry and Yadkin) 336-527-3259

Employment – Ryan Shuford 704-884-2579

Consumer and Family Advisory Committee (CFAC)– Shirley Moore 704-884-2646

Human Rights Committee and Consumer Rights information – Keshia Sandidge 704-884-2698

Level III incident reporting – Kim Miller 704-884-2515

Level II incident reporting – Kim Miller 704-884-2515 or Bonnie Stanifer 704-884-2519 (Gaston, Lincoln, Cleveland)

Rodney Harris 704-884-2624 (Burke and Catawba) and out of state PRTF providers

Keshia Sandidge 704-884-2698 (Iredell, Surry, Yadkin)

Department Director – Kim Maguire 704-884-2504