

NAMI-Wake Helpline Resource Guide

(Master 2023)

Advocacy	2
Anosognosia - person unaware they have a mental health issue	2
Arrest & incarceration	2
Brain injury.....	4
College planning	4
Crisis & emergency services	4
Youth/teen-specific	6
Day programs for those with disabilities	8
Disability	8
Education	9
Employment.....	11
Estate planning & future care for a loved one	11
General resources.....	12
Guardianship.....	12
Housing	12
Involuntary and civil commitment.....	14
Legal	15
Long-term care planning.....	16
Mental health facilities & treatment	16
Child- & Teen-specific	19
Mental health providers	20
Rent & mortgage assistance	20
Residential care.....	20
Children & schools	20
Wake County resource guide (DEC 2022).....	21
Social & local services	21
Suicide	21
Support	21

Teens.....	23
Testing.....	24
Treatment	24
Veteran resources.....	25
Vocational training.....	26

Advocacy

Benchmarks-An Alliance of Agencies Helping Children, Adults & Families:
www.benchmarksnrc.org

Request for a personal advocate: Alliance of Disability Advocates:

<https://adanc.org>, intake form: <https://adanc.org/intake-form/>

Mental Health America of Central Carolinas (currently have a therapist on staff),
<https://www.mhacentralcarolinas.org/internationaladvocacy.cfm>, (704) 365-3454

Treatment Advocacy Center (fight to eliminate barriers to treatment),
<https://www.treatmentadvocacycenter.org/>, (703) 294-6001,
info@treatmentadvocacycenter.org

Anosognosia - person unaware they have a mental health issue

When someone rejects a diagnosis of mental illness, it may be a lack of awareness, or anosognosia. A book we often recommend for people who find it difficult to effectively communicate with their loved one who struggles with mental illness is "**I Am Not Sick, I don't need help!**": by Dr. Xavier Amador. Dr. Amador's uses a LEAP Approach to Communication: **L**—Listen, **E**—Empathize, **A**—Agree, **P**—Partner.

A page on Anosognosia can be found here:

<https://www.nami.org/About-Mental-Illness/Common-with-Mental-Illness/Anosognosia>

An article can be found here:

<https://helplinefaqs.nami.org/article/60-my-loved-one-doesnt-want-medication-or-therapy-wontt-leave-the-house-how-can-i-get-them-the-help-they-need>

Arrest & incarceration

Here is page on how to approach it if a loved one with mental illness has been arrested:

<https://nami-wake.org/resources/family-member-arrested/>

The Community Success Initiative helps people post-incarceration. The comprehensive intake reviews the social, mental, financial and educational status of participants and through leveraged partnerships get them the assistance needed. Communitysuccess.org. 919-754-5332

The NC Dept of Corrections offers transitional services for those being released from incarceration. You can call 919-324-6054 or you can find more information at: <https://www.dac.nc.gov/divisions-and-sections/rehabilitation-and-reentry/transition-services>

Here is a guide on the NAMI-Wake OneDrive on how to navigate the justice system in NC when someone has a mental health condition. Note it is from 2014. [Navigating the NC Justice System](#)

Various resources for those with loved ones who are incarcerated, including if they need medical treatment, can be found here - <https://www.ncpls.org/resources>

Detention Center Contact - Maria Cabrera-Carpio is the mental health coordinator in the detention center. She may be able to assist them. Her contact information is below.
Maria.Cabrera-Carpio@wake.gov

Alliance contact - Roosevelt Richard
Criminal Justice Specialist (Wake)
Certified CIT International CIT Coordinator
Alliance Health
5200 W. Paramount Parkway Suite 200
Morrisville, NC 27560
(919) 651-8765
rrichard@alliancehealthplan.org

Here is a page from National NAMI on what to do if a person with MI is not receiving their medication while in jail. <https://helplinefaqs.nami.org/article/38-my-loved-one-is-being-mistreated-in-jail-not-receiving-medication-what-can-i-do-to-help>

Disability Rights NC helps people with disabilities protect their civil rights. That includes issues like receiving medication while incarcerated. <https://disabilityrightsncc.org/>. It is located in Raleigh and the number is 919-856-2195

NC Prisoner Legal Services lists various resources for those with loved ones who are incarcerated, including if they need medical treatment, can be found here - <https://www.ncpls.org/resources>

The Raleigh Police Department (ACORNS)
(919) 996-3345

Assist with finding resources to support individuals experiencing mental health issues.
ACORNS--Stands for Addressing Crises through Outreach, Referrals, Networking, and Service
Sgt. Renae Lockhart
<https://raleighnc.gov/safety/acorns>

Brain injury

Alliance Health is the behavioral health partner for Wake County and has a waiver to offer a wide range of Medicaid-funded services to people with TBI. The number for Member and Recipient Services is **800-510-9132**.

Please let the person know you are looking for TBI services, and you will be connected to a Specialist to address the questions.

Additional information can be found here:

<https://www.alliancehealthplan.org/members/services/traumatic-brain-injury-tbi/>
<https://www.alliancehealthplan.org/members/services/traumatic-brain-injury-tbi/nc-tbi-waiver-services/>

The Brain Injury Association of North Carolina also has a terrific list of TBI resources in our state. You can find that list here -
<https://www.bianc.net/resource-guide/>

If someone is a veteran, UNC has a specific program called Thrive to address veteran TBI. You can find that information here - <https://tbicenter.unc.edu/thrive/>

College planning

NAMI has a college guide to help students understand their rights, how to take care of themselves and how to stay safe.
<https://collegeguide.nami.org>

Intelligent.com also provides a guide for students that has everything from how colleges accommodate those with mental health issues to how to apply for a scholarship from organizations that specifically help those with mental health needs.
<https://www.intelligent.com/online-college-guide-for-students-with-mental-health-disorders/>

Crisis & emergency services

See teen specific options below.

Crisis Services county by county - <https://crisissolutionsnc.org/>

If you are in crisis and need immediate assistance:

Call 911 if your loved one or another person is in immediate, life-threatening danger. Ask that CIT officers respond who are trained to work with people with mental illness. Say that someone is experiencing a mental health crisis, explain your relationship to the person in crisis, then whether there are weapons involved.

Call 988 for the National Suicide and Crisis Lifeline. This service is available 24 hours a day, 7 days a week for free, confidential help if you or somebody you know is experiencing a mental health, substance use, or suicide crisis. Call or text 988, or chat at www.988lifeline.org in English or Spanish to be connected to a trained crisis counselor. Deaf and Hard of Hearing call 711, then 988. Veterans call 988, then press 1 or text any word to 838255. For other language support, you must call 988 and ask for help in the language you speak. They will get you a Tele-Interpreter. <https://www.samhsa.gov/find-help/988>

Crisis Text Line

Text **TALK to 741-741** to text with a trained crisis counselor from the Crisis Text Line for free, 24/7.

Alliance Health Behavioral Health Crisis Line

877-223-4617 (24 hours a day, 7 days a week) A licensed clinician will evaluate your situation and assist you in finding the right kind of help. If appropriate, you may be referred to one of Alliance's Crisis and Assessment Centers.

Alliance Behavioral Healthcare serves residents of Wake, Johnston, Durham, Orange, Cumberland, and Mecklenburg counties.

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

HopeLine Suicide Prevention Hotline: (919) 231-4525 is a confidential service offering caring, non-judgmental listening and resource information in an effort to improve the overall well-being of people in the community. The Text Line -877-235-4525

Hope 4 NC is a confidential hotline that operates 24/7 at: **855-587-3463** or you can text "hope" to 855-587-3463. www.hope4nc.org

NC Warmline - 1-855-PEERS NC (1-855-733-7762)

Interact Sexual Assault and Domestic Violence 24-hour Crisis Hotlines

(919) 828-3005 or (919) 828-7740. Staff and volunteers trained concerning domestic violence, sexual assault, and incest are available 24 hours a day, seven days a week.

Monarch Behavioral Health Urgent Care. This is not a 24/7 facility so please call to see if it's open.

319 Chapanoke Road, Suite 120, Raleigh, 866-272-7826

Monarch's Behavioral Health Urgent Care (BHUC) is a walk-in service for people ages 4 and older with mental health and substance use disorders who are experiencing a crisis.

The BHUC treatment model is designed to provide assessment, stabilization and psychiatric intervention for people ages 4 and older who are experiencing a behavioral health crisis by a multidisciplinary team that includes licensed therapists and experienced medical professionals.

This program is designed to ensure people are linked to the least restrictive and most appropriate level of care that promotes their continued recovery. The BHUC also serves as a means of diversion from the use of emergency departments or hospitals and can initiate the involuntary commitment (IVC) petition via first-level evaluations (clinician petition) for people who require IVC.

Raleigh ACORNS - Raleigh has a proactive team that works with residents in crisis and directs them to available resources. The [ACORNS team](#) combines social workers and law enforcement officers who are tasked to help by using the most appropriate and least invasive interventions possible. (919) 996-3345. Email is acorns@raleighnc.gov

Therapeutic Alternatives Mobile Crisis Services

877-626-1772 (24 hours a day, 7 days a week) **If no one is in immediate danger, but the person in crisis cannot be transported, an option is to call Therapeutic Alternatives Mobile Crisis. The person MUST be willing to be evaluated.**

Crisis situations are often best resolved in the client's home setting. The Mobile Crisis Team is available anytime – 24 hours a day, 7 days a week – to respond to urgent situations. The mobile crisis unit will provide an immediate telephone assessment and can come to the person in crisis if deemed appropriate. The Mobile Crisis Team has an average response time of two hours, and professionals will speak with the client and caregivers during a visit.

Closest Hospital Emergency Department

It may be important to go to the nearest emergency room, such as UNC Rex Hospital or Duke Raleigh. However, Duke Hospital in Durham and UNC Hospital in Chapel Hill have Emergency Departments with Psychiatric Services

[Youth/teen-specific](#)

Call 988 if you are in crisis and need immediate assistance, or **text TALK to 741741**

Call 911 if your loved one or another person is in immediate, life-threatening danger. Ask that CIT officers respond who are trained to work with people with mental illness.

The Hope Center for Youth and Family Crisis and Mobile Outreach Response Engagement Services (MORES)

400 W. Ransom Street, Fuquay-Varina, 877-888-7849

(24 hours a day, 7 days a week – kidspeace.org/the-hope-center). The Hope Center offers programming that is specifically designed to provide assessment and treatment for youth mental and behavioral health concerns, allowing for an immediate response to the child's crisis. The Hope Center will provide 24/7/365 access to assessment, stabilization and treatment planning in a staff-secure and therapeutic environment, as well as mobile response to behavioral health crisis throughout the central North Carolina region.

Boys Town National Hotline has a 24-hour a day, 7 day a week crisis line for children and families at (800) 448-3000 staffed with trained crisis counselors to help with suicidal thoughts, self-harm, parenting issues, physical, sexual or emotional abuse, bullying and peer issues or relationship challenges.

NAMI Teen and Young Adult Helpline is a free peer-support service offering information, resource referrals and support to teens and young adults. It is available Monday through Friday, 10am to 10pm. You can reach the Teen and YA helpline by phone at 1-800-950-6264, or by texting **Friend** to 62640.

National Runaway Safeline provides a confidential crisis and resource line for at-risk teens considering running away from home. The hotline can be reached at (800) 786-2929 and serves as an intermediary for teenagers (13-21) and parents by offering free bus transportation home for youth, runaway education, and resources for parents. Live chat is available on their website and Spanish-language is available via phone.

National Safe Place provides information to help and support youth in need 24/7 and can be reached at (502) 635-3660. They also designate youth-friendly organizations as "Safe Place" locations through its "Find a Safe Place Locator" for teens in a crisis. Text SAFE at your current location to 69866 for help via text 24/7.

Trans Lifeline is a crisis intervention and suicide prevention service run by transgender individuals for transgender individuals. They also provide help for people wanting to change their legal name on passport, license and more. Calls are accepted at 877-565-8860 Monday through Friday from 10am to 4pm, ET. A Spanish language hotline is also available.

The Trevor Project provides free, confidential and secure crisis intervention and suicide prevention services for lesbian, gay, bisexual, transgender, queer or questioning (LGBTQ) young people who may be struggling with issues such as coming out, LGBTQ identity, depression, and

suicide. The Trevor Project can be reached 24 hours a day, 7 days a week at (866)-488-7386 or text "START" to 678-678 or chat at thetrevorproject.org.

Your Life Your Voice provides ways for teens to get help via call, text and email. Their trained counselors are able to offer advice for real life situations and they can be reached 24/7 via phone at (800) 448-3000 or by texting VOICE to 20121. They also provide tips & tools on their website for numerous issues such as coping skills, transitioning to adulthood, anxiety, abuse, identity, depression and more.

Day programs for those with disabilities

Raleigh does have some recreation programs. Here is some information on those - <https://raleighnc.gov/equity-services-and-resources/services/specialized-recreation-and-inclusion-services/specialized>

Wake Network of Care -

<https://mentalhealth.networkofcare.org/wake-nc/Services/Subcategory?tax=LR-3100.1800-190&cid=44193&k=Developmental%20Disabilities%20Social%2FRecreational%20Programs&ct=Intellectual%2FDevelopmental%20Disabilities>

One of the programs listed on Network of Care is **Able to Serve**. There is a cost, but 60% of it is covered through donations. <https://www.abletoserve.org/day-program/>
Go on the website, submit an inquiry application and they will respond and give more info and set up a time to tour the facility and see if the clients would be interested in the program.

Triangle Disability & Autism Services

<https://triangledisability.org/services-programs/day-program/>

Life Experiences offers scholarships so people can attend day programs -

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

An organization in Cary that offers day programs -

<https://pathwaysforpeople.org/day-program>

Disability

Apply for Social Security Disability Benefits:

You can apply for Disability benefits online, or if you are unable to complete the application online, you can apply by calling the toll-free number: (800)772-1213.

<https://www.ssa.gov/disability/disability.html>

Medicaid: North Carolina has expanded those who are eligible for Medicaid.

https://medicaid.ncdhhs.gov/?utm_source=medicaid.nc.gov&utm_medium=referral

Education

NAMI Basics is a 6-session education class for parents, caregivers, and other family who provide care for youth (ages 22 and younger) who are experiencing mental health symptoms. This class is free to participants, 99% of whom say they would recommend the program to others. NAMI Basics is available both in-person and online through [NAMI Basics OnDemand](#).

<https://nami-wake.org/support-and-education/education/nami-basics/>

NAMI Family-to-Family: a free, 8-session education class for family, significant others, and friends of people with mental health conditions. It is a designated evidence-based program.

<https://nami-wake.org/support-and-education/education/family-to-family-class/>

NAMI Peer-to-Peer is a free 8-session class for adults with mental illness who are looking to better understand their condition and help in their journey toward recovery.

<https://nami-wake.org/support-and-education/education/peer-to-peer-class/>

Trilogy School – Trilogy offers specialized instruction in a small group setting for students who have learning differences in second through twelfth grade.

Books:

A book we often recommend for people who find it difficult to effectively communicate with their loved one who struggles with mental illness is

"I Am Not Sick, I don't need help!": by Dr. Xavier Amador

https://www.nami.org/getattachment/Learn-More/Mental-Health-Conditions/Related-Conditions/Anosognosia/I_am_not_sick_excerpt.pdf?lang=en-US

Dr. Amador's LEAP Approach to Communication:

L--Listen

E--Empathize

A--Agree

P—Partner

"You Are Not Alone": by Dr. Ken Duckworth (New NAMI Book)

<https://www.nami.org/Support-Education/Publications-Reports/You-Are-Not-Alone>

NAMI's first ever book, is here to offer help. Written by Dr. Ken Duckworth with the expertise of a leading psychiatrist and the empathy of a family member affected by mental illness, this comprehensive guide includes stories from over 130 people who have been there — including people with mental illness and caregivers — and understand how challenging it can be to find the help you need, when you need it. Their stories are what makes this book different from your typical mental health guide.

"Take Charge of Bipolar Disorder: A 4-Step Plan for You and Your Loved Ones to manage the Illness and Create Lasting Stability": by Julie A. Fast and John Preston, PsyD.

https://www.goodreads.com/en/book/show/380045.Take_Charge_of_Bipolar_Disorder

<https://www.bipolarhappens.com/wp-content/uploads/2012/06/The-High-Jacked-House-Julie-A.-Fast.pdf>

<https://www.bphope.com/caregivers/the-hijacked-house-tips-for-parents-of-adult-children-with-bipolar-disorder-living-at-home/>

A good book regarding trauma is "**The Body Keeps the Score: Mind, Brain and Body in the Transformation of Trauma**": by Bessel van der Kolk

"**Boundaries**": by Dr. Henry Cloud and Dr. John Townsend

<https://www.boundariesbooks.com/pages/about-the-boundaries-book-series>

"**Ketamine Infusions: A Patients Guide 2nd Edition**": Everything You Need To Know Before Going For Ketamine Infusions by Berkley Jones

<https://www.amazon.com/Ketamine-Infusions-Patients-Everything-Before/dp/B086CB14HP>

"**How to Change Your Mind**": What the New Science of Psychedelics Teaches Us About Consciousness, Dying, Addiction, Depression, and Transcendence by Michael Pollan

<https://www.amazon.com/Change-Your-Mind-Consciousness-Transcendence/dp/1594204225>

"**When Someone You Love Has a MENTAL ILLNESS**": by Rebecca Woolis

Subtitle - A Handbook for Family, Friend, or Caregivers Topics – Engaging in treatment, confused sense of self, discussing goals, limit setting, words to express how YOU feel.

"**How to Live With A Mentally Ill Person**": by Christine Adamec

Subtitle – A Handbook of Day-to-Day Strategies Topics – Caregiving, Living with the illness, mental illness affects the whole family, coping strategies, balancing work and caregiving.

"**Stop Walking on Eggshells**": by Paul T Mason and Randi Kreger

Subtitle – Taking Your Life Back When Someone You Care About Has Borderline Personality Disorder Topics – Communication, suicide threats, relationships, false accusations.

"**The Orchid and the Dandelion**": by W Thomas Boyce, MD

Subtitle – Why Some Children Struggle and How all Can Thrive From one of the world's foremost researchers and pioneers of pediatric health--a book that fully explores a revolutionary discovery about childhood development, parenting, and the key to helping all children find happiness and success.

Books written for parents with school age children, adolescents, even young adults: by Dr Ross Greene
Lives in the Balance Website

<https://www.livesinthebalance.org/parents-families>

Books by Ross Green <https://drrossgreene.com/books.htm>

The Explosive Child

Raising a Human Being

Lost at School

Lost and Found

"**Not By Chance: How Parents Boost Their Teen's Success In and After Treatment**": by Tim R. Thayne.

Not by Chance engages readers through solid research, simple exercises, and captivating stories taken from Thayne's own life and the living rooms of hundreds of American homes. This book serves up concrete tools, hope, confidence, and stamina for families, professionals and mentors.

“The Concise Guide to Bipolar Disorder”: by Francis Mark Mondimore

A concise, essential guide to living with bipolar disorder by an internationally known expert.

“TED Talk Rethinking Challenging Kids”: by J Stuart Ablon who previously partnered with Dr. Ross Greene

Where There's a Skill There's a Way: <https://www.youtube.com/watch?v=zu0PZkFcLVs>

Employment

National Employment Resources:

<https://helplinefaqs.nami.org/article/115-where-can-i-get-help-finding-a-job>

Local Employment Resources

<https://wake.nc.networkofcare.org/mh/services/subcategory.aspx?cid=44210&k=Employment+Preparation&tax=ND-2000>

Community Partnerships, Inc.(CPI) provides direct services to children and adults with developmental disabilities, adults with brain injuries, and adults with mental illnesses and/or substance use disorders. 919- 781-3616. <https://www.communitypartnerships.org>

Easter Seals ucp North Carolina, 919-783-8898, offers mental health services, including supported employment.

<https://eastersealsucp.com/individual-placement-support/>

****More Employment resources can be found on the NAMI-Wake Sharepoint here -**

https://namiwake-my.sharepoint.com/:w:/r/personal/onedriveadmin_nami-wake_org/_layouts/15/Doc.aspx?sourcedoc=%7B372A2AC5-090C-420F-98C4-5CE7EADDA89B%7D&file=Workforce%20Training%20Programs%20and%20Back%20to%20Work%20Programs.docx&action=default&mobileredirect=true

Estate planning & future care for a loved one

General resources on advanced directives

<https://www.nia.nih.gov/health/advance-care-planning/advance-care-planning-advance-directives-health-care>

<https://www.mayoclinic.org/healthy-lifestyle/consumer-health/in-depth/living-wills/art-20046303>

<https://healthy.kaiserpermanente.org/health-wellness/health-encyclopedia/he.writing-an-advance-directive.aa114595>

Some resources regarding Advanced Directives in North Carolina:

<https://www.sosnc.gov/ahcdr/>

<https://atriumhealth.org/for-patients-visitors/advance-directive>

<https://www.uncmedicalcenter.org/app/files/public/2f35db75-bd2a-4b99-a316-c7fc1228b390/pdf-medctr-advance-directive-english.pdf>

<https://www.caringinfo.org/planning/advance-directives/by-state/north-carolina/>

General resources

Findhelp.org

Wake Network of Care - <https://wake.nc.networkofcare.org/mh/index.aspx>

NC Care 360 - <https://nccare360.org/resources/>

Guardianship

In North Carolina, Guardianship Services are provided to individuals who are alleged to be incompetent or adjudicated incompetent by the court. For adults who have been adjudicated incompetent by the court, directors or assistant directors of local [Departments of Social Services](#) often serve as guardians. A list of those people for each county can be found here - <https://www.ncdhhs.gov/localDSSeducation>

You can also find local guardians through the **National Guardianship Association**, <https://www.guardianship.org/>, and attorneys through the **Special Needs Alliance**, <https://www.specialneedsalliance.org/>

Here is an overview of adult guardianship -

<https://defendermanuals.sog.unc.edu/sites/default/files/pdf/Chapter%201.pdf>

Here is a good explanation of mental health guardianship in NC

<https://www.nccourts.gov/help-topics/guardianship/guardianship>

Housing

List of housing resources in Wake County -

<https://nami-wake.org/wp-content/uploads/sites/204/2018/08/Wake-County-Housing-Resource-list.pdf>

Here is a link to the **NAMI Housing Guide for Those with Mental Illness**. It was last updated in 2019.

https://nami-wake.org/wp-content/uploads/sites/204/2019/05/NAMIWakeHousingGuide_April2019-1.pdf

This guide provides everything from where to seek **short-term assistance** to **homeless shelters** to **supportive housing options**.

Here is a list of all licensed mental health facilities in NC. It includes supervised group housing.

<https://info.ncdhhs.gov/dhsr/data/Mhlist.pdf>

The Arc of North Carolina (<https://www.arcnc.org/programs-and-services/housing>) provides affordable housing opportunities for people with IDD (intellectual and developmental disabilities) and SPMI (severe/persistent mental illness).

[919-782-4632](tel:9197824632)

CASA is a local non-profit which works to house those who are homeless or disabled. Their contact info is here - CASA - [919-754-9960](tel:9197549960)/ casahousing@casanc.org

Caramore works with those with severe and persistent mental illness. Its transitional services, including transitional housing, are designed to create structure and definition in key areas of life, so members can become more self-sufficient and fulfilled. 919-967-3402.

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

Cross Disability Services is a collaborative of community partners, stakeholders, and volunteers who drop the routine and think differently about solving material, social, and health inequities among populations impacted by severe mental health disabilities. XDS has a tiny home village of 15 homes for the disabled, including those with mental health issues. 919-656-4395

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

Easter Seals ucp North Carolina - 919-783-8898 offers mental health services, which can include transitioning to independent living. <https://eastersealsucp.com/mental-health-for-adults/>

The NC Dept of Corrections offers transitional services, including housing, for those being released from incarceration. You can call 919-324-6054 or you can find more information at: <https://www.dac.nc.gov/divisions-and-sections/rehabilitation-and-reentry/transition-services>

The NC Dept of Health and Human Services has a list of local offices you can call about services and an application for housing for those with disabilities. In Raleigh, the number is 919-859-8301

<https://www.ncdhhs.gov/assistance/disability-services/independent-living-for-people-with-disabilities>

There is also a service for those who might otherwise be living in an institution.

<https://medicaid.ncdhhs.gov/providers/programs-and-services/long-term-care/community-alternatives-program-disabled-adults-capda>

Wake County Human Services has a page with contact info on it for permanent supportive housing. <https://www.supportivehousing.org/listing/wake-county-human-services-supportive-housing>

Wake County's website has a page on finding resources including Permanent Supportive Housing. That page can be found here - <https://www.wake.gov/departments-government/housing-affordability-community-revitalization/find-services>

You will note under Supportive Housing, it says access is provided through "Coordinated Entry."

You can read about Coordinated Entry here – <https://partnershipwake.org/access-hub/>.

Other Resources...

Alliance Healthcare may be able to help with short term assistance. Alliance's Information Center can be reached at 1-800-510-9132. You must be getting medicaid services through Alliance to qualify.

Raleigh/Wake Partnership to End Homelessness. If you are homeless or at risk of becoming homeless, click on their access hub - <https://partnershipwake.org/access-hub/>
This link also provides information on **Coordinated Entry**, a term people may come across in their search for housing.

RHD has some supportive housing in the area. <https://www.rhd.org/program/rhd-enhanced-supportive-housing-esh-durham-and-raleigh/>

RHD also offers wrap-around services. It serves the SPMI population

Involuntary and civil commitment

Here is an explanation of the IVC process from the NAMI-Wake One Drive

[How the IVC Process Works](#)

How the IVC laws work in NC can be found here - https://disabilityrightsncc.org/wp-content/uploads/2022/03/What-is-Involuntary-Commitment-mh.dd_.sas_.involuntarycommitmentfactsheet.pdf

The address of the magistrate in Wake County:
3301 Hammond Road
Raleigh, NC 27610

Children's rights in psychiatric residential treatment facilities -
<https://disabilityrightsncc.org/resources/childrens-rights-in-rtcs-prtfs/>

Adults rights in psychiatric treatment facilities -
<https://disabilityrightsncc.org/resources/discharge-rights-adults/>

Rights to refuse (or not refuse) medication in NC:
<https://disabilityrightsncc.org/resources/right-to-refuse-medication-in-hospitals/#:~:text=If%20the%20situation%20is%20not,harm%20to%20yourself%20or%20other>
[s.](#)

Here is a piece on "voluntary" commitment of minors by a parent
<https://defendermanuals.sog.unc.edu/sites/default/files/pdf/Ch%206%20Voluntary%20Admission%20of%20Minors%20d%20ed%202011.pdf>

Legal

A summary of North Carolina's treatment laws can be found here.
https://www.treatmentadvocacycenter.org/map_directory/north-carolina/#state-psychiatric-hospital-beds-in-north-carolina. These include involuntary commitment and involuntary outpatient.

Attorneys can be found through the **Special Needs Alliance**.
<https://www.specialneedsalliance.org/>

The following website contains a law information fact sheet provided by NAMI. There are multiple websites listed on this page that are helpful, such as [211](#) which provides nationwide information on local resources. <https://helplinefaqs.nami.org/article/35-i-need-an-attorney-where-can-i-find-legal-help>

NC Bar site, specific page redirects to finding a lawyer.
<https://www.ncbar.gov/for-the-public/finding-a-lawyer/>

LawHelpNC contains multiple law and legal assistance resources on their website.

<https://www.lawhelpnc.org>

Legal aid NC provides free legal assistance.

<https://legalaiddnc.org>

NC HIPPA forms can be found here -

<https://files.nc.gov/ncdhhs/Privacy%20Release%20Form.pdf>

NC Healthcare Power of Attorney can be found here -

https://sosnc.gov/documents/forms/advance_healthcare_directives/health_care_power_of_attorney.pdf

Long-term care planning

National Plan Alliance – local chapters

MEDICAID NORTH CAROLINA

You will find information here -

https://medicaid.ncdhhs.gov/?utm_source=medicaid.nc.gov&utm_medium=referral

You can apply online (<https://epass.nc.gov/>), or in-person at your local Department of Social Services. The location of that office in each county can be found here -

<https://www.ncdhhs.gov/localDSS>

You can also print out the form and mail it to your county office. The form can be found here -

https://policies.ncdhhs.gov/divisional/health-benefits-nc-medicaid/forms/dma-5200-ia-application-for-health-coverage-help-paying-costs/@@display-file/form_file/?utm_source=medicaid.nc.gov&utm_medium=referral

Mental health facilities & treatment

Some local facilities are private and require insurance. It's a good idea to check with your insurance company, when you are not in a crisis, to assess options.

If you do not have insurance or cannot afford coverage, every county in NC has an LME/MCO (Managed Care Organization) health partner. These partners handle behavioral health issues for those who cannot afford it. You can find a map of NC and the partner for each county here -

<https://www.ncdhhs.gov/providers/lme-mco-directory>

Wake, Durham, Cumberland, Orange and Johnston counties all partner with Alliance Health (See below)

A list of licensed mental health facilities licensed by the state of North Carolina can be found here: <https://info.ncdhhs.gov/dhsr/data/Mhlist.pdf/> . Some of these facilities are licensed for

developmental disabilities or addiction, rather than mental health. There is a description below each listing that can serve as a guide to what is most appropriate for the situation. Wake County starts on page 194 and ends on page 208.

Here are the major local health facilities:

Alliance Health serves people in North Carolina's Cumberland, Durham, Johnston, Mecklenburg, Orange and Wake counties who are insured by Medicaid or are uninsured. Their network of providers offers treatment and support for mental illness, substance use disorders, and intellectual/developmental disabilities. To check your eligibility to receive services, call the Access and Information Line at 1-800-510-9132.

Bright Path Behavioral Health. Located in Wake Forest, Bright Path is a private provider serving Wake, Durham and surrounding counties, and provides specialized treatment for a range of mental health issues affecting **teens**, including depression, anxiety, trauma, self-harm treatment, suicidal ideations, and co-occurring substance use disorders. Bright Path has Partial Hospitalization programs, Intensive Outpatient and Outpatient services. Brightpathbh.com. 984-207-1301

Central Regional Hospital – located in Butner, CRH provides psychiatric and medical care to adults and adolescents in 25 counties in the central region of the North Carolina. CRH also serves children ages 11 and under from all 100 counties of North Carolina. CRH has a major teaching mission. It is a psychiatry residency training site for both the University of North Carolina at Chapel Hill and Duke University. **You must be referred by a local hospital.**

<https://www.ncdhhs.gov/divisions/state-operated-healthcare-facilities/facilities/central-regional-hospital>

300 Veazey Road

Butner, N.C. 27509

Phone: 919-764-2000

Holly Hill Mental Health Center (private psychiatric and addictive disease treatment) (919) 373-6724. The address: 3019 Falstaff Rd, Raleigh, NC 27610
<https://hollyhillhospital.com/>

Monarch Behavioral Health Urgent Care

319 Chapanoke Road, Suite 120, Raleigh, 866-272-7826

Monarch's Behavioral Health Urgent Care (BHUC) is a walk-in service for people ages 4 and older with mental health and substance use disorders who are experiencing a crisis. The BHUC treatment model is designed to provide assessment, stabilization and psychiatric intervention for people ages 4 and older who are experiencing a behavioral health crisis by a multidisciplinary team that includes licensed therapists and experienced medical professionals. This program is designed to ensure people are linked to the least restrictive and most appropriate level of care that promotes their continued recovery. The BHUC also serves as a means of diversion from the use of emergency departments or hospitals and can initiate the involuntary commitment (IVC) petition via first-level evaluations (clinician petition) for people who require IVC.

Triangle Springs (private psychiatric hospital in Wake County)

(919) 578-4146. This number is available 24/7

Address: 10901 World Trade Blvd, Raleigh, NC 27617 <https://trianglesprings.com>

UNC Center for Excellence in Community Mental Health Encompass: First episode psychosis

(919) 445-0401

A UNC program in Wake County, Encompass aims to provide exceptional care and treatment to adolescents and young adults from 15-30 years of age with recent onset psychosis, or individuals at risk for psychosis in Wake County and beyond. State of the art recovery- based services are utilized to achieve optimal recovery outcomes and prevent relapse. They support clients at work, school, and in relationships; work with their family and friends; and promote recovery and relapse-prevention. <https://www.med.unc.edu/psych/cecmh/services/clinical-services/unc-wake-encompass/>

UNC Mental Health Clinics, STEP

The Schizophrenia Treatment and Evaluation Program (STEP) community outpatient clinics help individuals and families, dealing with serious mental illness, make strides toward health and recovery. The team of psychiatrists, psychiatry residents, clinical social workers, psychologists, peer specialists, nurses, and others specialize in the treatment of: Schizophrenia, Bipolar Disorder, Other Serious Mental Illnesses. They provide illness education and medication management, and help clients come up with personal coping and relapse prevention strategies. To find out more, contact STEP at (919) 962-4919 (Carrboro) or (919) 445-0350 (Wake). <https://www.med.unc.edu/psych/cecmh/services/clinical-services/step-community-clinic/>

Elwyn has a new drop-in center in Raleigh, which will offer daily counseling programs, physical health education, peer recovery services, skills training, and a creative arts program. Specifically for peers with Severe and Persistent Mental Illness, the drop-in center serves as a hybrid between a traditional clubhouse and peer run recovery center. 919-573-8954
401 East Whitaker Mill Rd, Raleigh. (will it include ACT in Raleigh??)

Child- & Teen-specific

The Hope Center For Youth and Family Crisis. www.kidspeace.org offers programming that is specifically designed to provide assessment and treatment for mental and behavioral health concerns, allowing for an immediate response to the child's crisis.

The Hope Center provides 24/7/365 access to assessment, stabilization and treatment planning in a staff-secure and therapeutic environment, as well as mobile response to behavioral health crisis throughout the central North Carolina region.

400 W. Ransom Street, Fuquay-Varina, 877-888-7849

NC State University Community Counseling, Education, and Research Center, provides short-term and affordable counseling services to individuals, couples, and families that focus on healthy personal, emotional, social, and career development, service free to public school & NCSU students, ccerc_admin@ncsu.edu Phone: 919-856-9233, ext. 107

Brynn Marr Residential Treatment Facility for Teen Girls - Transformations is a psychiatric residential treatment facility within Brynn Marr Hospital for girls ages 12 to 17 who exhibit problematic behaviors associated with a psychiatric diagnosis. This program is designed to help young girls who struggle to live in a family or community setting due to a persistence of symptoms over time. 192 Village Drive, Jacksonville, NC. **910-577-1400**

Charlie Health is the largest virtual provider of IOP programming for teens, young adults, and families navigating mental health challenges. 1 (866) 805-5055

Alexander Youth Network provides mental and behavioral health care to children of Charlotte and all over the state. Alexander offers 12 different mental health programs and services in Charlotte and surrounding counties, including a residential treatment facility for 13-17 year olds in Greensboro. (855) 362-8470. AlexanderYouthNetwork.org

Haven House - <https://www.havenhousenc.org/> **919.833.3312**

Haven House Services is the place where youth who need help find it. Founded in 1973, Haven House programs help more than 1,500 youth aged 6-24 each year overcome their challenges and find a path to success. Includes Wrenn House shelter and respite, juvenile assessment and therapy, and work with those in the juvenile justice system.

Exceptional Children's Assistance Center (ECAC), <https://www.ecac-parentcenter.org/>, 1-800-892-1321, for help with children ages 0 to 26 with disabilities. ECAC can answer questions about navigating the special education process, community resources, parent rights, family engagement, self-advocacy, and more.

Triangle Springs child and adolescent mental health services provide outpatient treatment through two formats. In our Partial Hospitalization Program (PHP), kids take part in group, family therapy, as well as holistic, activity-based therapy like art and music. Our Intensive

Outpatient Program (IOP) meets less frequently but also offers talk therapy and medication management. www.trianglesprings.com. 919-746-8900

Mental health providers

PsychologyToday.com

Rent & mortgage assistance

A long list of resources can be found here:

https://www.needhelppayingbills.com/html/rental_assistance_raleigh.html

N.C. Housing Finance Agency, www.nchfa.com 1-919-877-5700

[Hope4NC Hope4NC | NCDHHS](http://www.hope4nc.org) 1-855-587-3463

Division of Social Services: [NC.gov: Social Services, Division of](http://www.nc.gov/social-services) 919-527-6335

United Way : nc211.org , dialing 2-1-1 (or 1-888-892-1162)

Churches local to location of caller

Mortgage – NC Homeowners Assistance Fund - <https://nchaf.gov/>

Residential care

<https://monarchnc.org/residential-options/>

<https://www.ncdhhs.gov/divisions/state-operated-healthcare-facilities/facilities>

Lutheran Services Carolinas - <https://lscarolinas.net/adult-programs/>. This is only if they also have an intellectual disability

The Arc - <https://www.arcnc.org/resources/housing-vacancy-list>

Serves those with SPMI

Resources for Human Development - <https://www.rhd.org/program/rhd-north-carolina/>

List of housing options other than the above - <https://www.causeiq.com/directory/mental-health-group-homes-list/north-carolina-state/>

Serves the SPMI population

Children & schools

Wright and Whitaker are residential schools for children and adolescents who have severe emotional and behavioral needs. Both schools employ a re-education

model which prepares the child or adolescent to successfully return to his community. These schools serve the entire state.

Whitaker Psychiatric Residential Treatment Facility

1003 12th Street Butner, N.C. 27509

Phone: 919-575-7927

Fax: 919-575-7895

Wright School

3132 North Roxboro Street Durham, N.C. 27704

Phone: 919-560-5790

Fax: 919-560-5795

Email: wrightschoolinfo@dhhs.nc.gov

The Trilogy School – Specialized instruction in small group setting in Raleigh.

919-781-7804

www.Trilogyschool.com

Wake County resource guide (DEC 2022)

A list of resources for everything from general assistance to health to crisis to finances, housing, etc...

<https://dhic.org/wp-content/uploads/2023/10/2023-Wake-Co-Resource-Guide-ENGLISH-Rev.-12-7-22.pdf>

Social & local services

Suicide

<https://sprc.org/tools/resources-survivors-suicide-loss/>

<https://afsp.org/ive-lost-someone/>

<https://allianceofhope.org>

<http://www.suicide.org/support-groups/north-carolina-suicide-support-groups.html>

Support

NAMI-Wake has support groups for the following:

NAMI Connection Support Group is a free, peer-led support group for any adult who has experienced symptoms of a mental health condition. You will gain insight from hearing the challenges and successes of others, and the groups are led by trained leaders who've been there.

<https://nami-wake.org/support-and-education/support-groups/connection-support-group/>

NAMI Family Support Group is a peer-led support group for any adult with a loved one who has experienced symptoms of a mental health condition. Gain insight from the challenges and successes of others facing similar experiences

<https://nami-wake.org/support-and-education/support-groups/family-support-group/>

Nami Stress and Anxiety Support Group

<https://nami-wake.org/support-and-education/support-groups/support-groups-2/enrollpfsg/>

LGBT+ Mental Health Support Group - In partnership with the LGBT Center of Raleigh, NAMI NC, and NAMI Wake County.

<https://nami-wake.org/support-and-education/support-groups/lgbt-mental-health-support-group-registration/>

Survivors of Suicide Attempts (SOSA) Support Group is a free, peer-led support group for any adult who identifies as a suicide attempt survivor. This allows them to gain insight from hearing the challenges and successes of others.

<https://nami-wake.org/support-and-education/support-groups/survivors-of-suicide-attempts-support-group/>

There are other supports available to people and families.

NC DHHS Statewide Peer Warmline – 1-855-733-7762 (1-855-PEERS NC). Available 24 hours/7 days a week, the warmline lets callers speak with a peer support specialist, if they so choose.

NAMI Wilmington offers a virtual **Youngish Peer Support Group** twice a month for those 18-35 living with mental health challenges. <https://namiwilmington.org/youngish-peer-connections-group/>

Triangle Survivors of Suicide has a support group for those who have lost a loved one to suicide. <https://www.trianglesos.org/>

DBSA, the Depression and Bipolar Support Alliance, has in-person support groups in the Wake County area, as well as online support groups that are targeted – such as for young adults, for those in rural areas, those in the black community, those with tardive dyskinesia, and more. <https://www.dbsalliance.org/support/chapters-and-support-groups/>

Easter Seals ucj North Carolina has programs for connection. This includes a peer support program for adults. <https://eastersealsucj.com/adult-peer-support/#eligibility>

The Schizophrenia and Psychosis Action Alliance, a national organization, has virtual family and peer support groups. <https://sczaction.org/peer-support-groups/>

Hearing Voices Network has support groups around the country. As of this writing (1/7/24), there not one in North Carolina, but that could change. They do have other resources. <http://www.hearingvoicesusa.org/>

The web site **schizophrenia.com** has online forums for those living with psychosis and their families. <http://schizophrenia.com/>

The Family Support Network of North Carolina efforts to match parents with peers who have been in similar situations and can help. <https://fsnnc.org>

Mental Health America lists support groups around the country. You can find that through this link - <https://www.mhanational.org/find-support-groups>

Teens

The Jed Foundation is a non-profit organization that protects emotional health and prevents suicide for teens and young adults.. <https://jedfoundation.org/>

NAMI Teen and Young Adult Helpline is a free peer-support service offering information, resource referrals and support to teens and young adults. It is available Monday through Friday, 10am to 10pm. You can reach the Teen and YA helpline by phone at 1-800-950-6264, or by texting **Friend** to 62640. Or go to <https://www.nami.org/Your-Journey/Kids-Teens-and-Young-Adults>

NAMI has a **Young Adult discussion group**. This is a safe and secure site, but you must register with NAMI to read or post. <https://www.nami.org/Support-Education/Online-Discussion-Groups>

OK2Talk This site, which requires a Tumblr account, offers ways to submit a post and give yourself a voice. There are places to post in Spanish. It is recommended by NAMI. There is a page that recommends how to “Get Help”. <https://ok2talk.org/help>

#Say It Out loud is a program that gives **adults** the tools they need to hold conversations about mental health with teens in youth groups and faith-based groups.

<https://www.nami.org/Get-Involved/What-Can-I-Do/Become-a-Leader-in-the-Mental-Health-Movement/Say-It-Out-Loud-Creating-Connections-Through-Conversations>

Testing

GeneSight Test

Results from a test called GeneSight can inform healthcare providers about how someone may break down or respond to certain mental health medications to help avoid multiple medication trials. (Must be ordered by a physician.)

<https://genesight.com/>

Another genomic testing company is GenoMind.

<https://genomind.com/>

Treatment

Every county in NC has an LME/MCO (Managed Care Organization) health partner. These partners handle behavioral health issues for those who cannot afford coverage. You can find a map of NC and the partner for each county here - <https://www.ncdhhs.gov/providers/lme-mco-directory>

Wake, Durham, Cumberland, Orange and Johnston counties all partner with **Alliance Health**. 1-800-510-9132. Crisis line – 877-223-4617

Easter Seals ucpc North Carolina - 919-783-8898 offers mental health services, which can include transitioning to independent living. <https://eastersealsucpc.com/mental-health-for-adults/>

Amae Health is another one that provides more comprehensive services for those with SPMI. They work with Alliance Health. 984-849-4342.

Facility at 4000 Wake Forest Rd, Suite 200, Raleigh 27609

Substance Abuse and Mental Health Services Administration

SAMHSA's National Helpline, [1-800-662-HELP \(4357\)](tel:1-800-662-HELP) (also known as the Treatment Referral Routing Service), or TTY: [1-800-487-4889](tel:1-800-487-4889) is a confidential, free, 24-hour-a-day, 365-day-a-year, information service, in English and Spanish, for individuals and family members facing mental and/or substance use disorders. This service provides referrals to local treatment facilities, support groups, and community-based organizations.

Transcranial Magnetic Stimulation (aka TMS)

INFO:

<https://my.clevelandclinic.org/health/treatments/17827-transcranial-magnetic-stimulation-tms>

Wake County providers:

Greenbrook <https://www.greenbrooktms.com/north-carolina-centers/north-raleigh>

MindPath <https://www.mindpath.com/services/tms/>

NCIAN <https://www.ncinstneurohealth.com/tms-therapy>

Electroconvulsive Therapy (aka ECT)

INFO:

<https://my.clevelandclinic.org/health/treatments/9302-ect-electroconvulsive-therapy>

Triangle area providers:

Holly Hill <https://hollyhillhospital.com/programs-and-services/electroconvulsive-therapy/>

DukeHealth <https://www.dukehealth.org/locations/duke-electroconvulsive-therapy-clinic>

UNC Health <https://www.med.unc.edu/psych/patient-care/adult/outpatient/electroconvulsive-therapy-ect-service/>

Veteran resources

Veterans Life Center NC, <https://vlcnc.org/>

(919) 803-5516

The Veterans Life Center is designed to help at-risk 21st Century veterans and prevent them from falling into crisis – chronic homelessness, incarceration, suicide, or premature death.

Address: 1005 9th St, Butner, NC 27509

Email: info@vlcnc.org

The Veterans Crisis Line is a free, anonymous, confidential resource that's available to anyone, even if you're not registered with VA or enrolled in VA health care. The Veterans Crisis Line does not charge for texting to **838-255**, but message and data rates may apply.

For information on **Veteran's Benefits**: 1-800-827-1000

Department of Military and Veterans Affairs resource list: [HERE](#).

Veterans can visit NAMI National Veterans Resource Center at www.nami.org/veterans.

Information on NAMI's signature program, NAMI Homefront is found [here](#).

Disabled American Veterans: DAV

https://secure.dav.org/site/Donation2?df_id=18297&18297.donation=form1&msclkid=16fe170c48de1591ade748a19870a580

NC Serves is a provider network with military culture competency that desires to serve and support all who have served--Veterans, Service Members, and their families! Reach out to us, and we will do our best to connect you to the best providers in our community across Social Enrichment, Housing, Employment, Benefits, Education, Healthcare, etc <https://veteransbridgehome.org/connect-to-resources/>

Mission Continues: missioncontinues.org

Addiction Resources: www.addictionresources.com

Additional Resources: VA.gov, benefits.va.gov , nhv.org (National Coalition for Homeless Veterans) , Military One Source

360 Veterans Association: <https://360va.org/> Helps build life skills for transitioning. Includes concepts and help about wellness.

Veterans Bridge Home – their mission is to provide robust support to veterans, service members, and their families. They are committed to addressing their unique mental health needs and ensuring they have access to the resources they require, including housing.
855-425-8838, Press 6

Vocational training

The NC Division of Vocational Rehabilitation Services (DVRS) helps people with disabilities achieve their goals for employment and independence. If you have a disability that prevents you from achieving career success or independence in the community of your choice, DVRS can connect you to services and resources to help you meet your goals.

<https://www.ncdhhs.gov/divisions/vocational-rehabilitation-services>

Respite care