

**NAMI NC HELPLINE MANUAL**

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**Helpline Overview**

The helpline is often a person’s first encounter with NAMI North Carolina. Our support and empathy may be the first positive experience this person has had related to their or their loved one’s mental health condition. The mission of NAMI North Carolina is to provide support, education, advocacy, and public awareness so that all affected by mental illness can build better lives. One way we provide support for North Carolinians is through our statewide helpline. Our helpline is open for families and individuals affected by mental illness and is free and confidential. The NAMI NC Helpline is available Monday through Friday, 8:30 am – 5:00 pm. Our helpline provides invaluable warm support, resources, referrals, information, hope, and compassion to callers.

Phone: 1-800-451-9682 or 919-788-0801, choose option 1  
Email: [mail@naminc.org](mailto:mail@naminc.org) or helpline@naminc.org

Text: 1-919-999-6527

Please note:

* If a caller is in crisis and needs immediate help, he/she should contact a provider or [mobile crisis unit](http://crisissolutionsnc.org/). You can locate a walk-in crisis center by county [HERE](https://www.ncdhhs.gov/assistance/mental-health-substance-abuse/crisis-services). Callers can also call 911 and ask for a [CIT](https://www.nami.org/Get-Involved/Law-Enforcement-and-Mental-Health) officer. Providers have an ethical obligation to respond to their clients. Code of Ethics can be found [here](http://www.ncblpc.org/Assets/LawsAndCodes/ACA_Code_of_Ethics(2014).pdf) (section A. 12.).
* If the caller is feeling suicidal, he/she should call the National Suicide Hotline at 988.
* Callers can also contact the NAMI crisis line by texting “NAMI” to 741-741.

The types of calls, emails, and texts that come in may be from people living with mental illness or symptoms of, friends and family members of those living with mental illness, NAMI NC members and volunteers, mental health professionals, and other nonprofits or community partners. Commonly used resources are found at the end of this guide and should be kept handy by helpline responders.

**Policies**

Helpline responders should adhere to certain policies or a system of principles. In other words, some “do’s and don’ts”. Specifically, what the helpline aims to **do** is:

* Advance NAMI NC’s goal of increasing support, education, advocacy and public awareness
* Empower each caller with information and referrals
* Give compassionate guidance and warm support
* Provide excellent service

There are also policies set around what the helpline does not provide. There are clear-cut “**don’ts”** for helpline responders to follow when assisting callers. Limitations of the helpline include:

* Counseling or Therapy - We do not provide these services. Instead, we offer empathy, understanding and support.
* Advice – We do not provide advice. We identify options.
* Individual casework, legal representation or other types of individual advocacy – We do not provide these services.
* Crisis situations – We do not engage in crisis or suicide situations with callers. \*

While we are not a crisis phone line, we may get calls where we hear that there is an immediate crisis, and it is important to handle the crisis appropriately.

\* ***If you are involved in a crisis call***– stay calm, assure the person you are concerned about helping them.  Explain to the person that you are not a trained counselor and that you will help them speak to a professional specially trained to assist them. Transfer the call to the appropriate crisis number. If the caller is in crisis and needs immediate help, he/she can contact a provider or [mobile crisis unit](http://crisissolutionsnc.org/). You can locate a walk-in crisis center by county [HERE](https://www.ncdhhs.gov/assistance/mental-health-substance-abuse/crisis-services). Callers can also call 911. If caller is feeling suicidal, he/she should call the National Suicide Hotline at 988. Callers can contact the NAMI crisis line by texting “NAMI” to 74174 to be connected to a helping professional 24 hours a day. Again, providers have an ethical obligation to respond to their clients. Code of Ethics can be found [here](http://www.ncblpc.org/Assets/LawsAndCodes/ACA_Code_of_Ethics(2014).pdf) (section A. 12.).

**Procedures**

The procedure or set of steps to respond to a Helpline call are as follows:

1. Calls (and/or emails) are to be answered at the time they come in or responded to in a timely manner. Specifically, within an hour. Calls can be routed to the CelitoMobile app. This free application can be downloaded to any smartphone. [Here](https://wiki.celitovoice.net/celitomobile_android_softphone) is the link to the app. This technology allows calls to be answered remotely. Voicemails left are sent to the registered email address as an audio file. For technical assistance with Celito Mobile, email [support@celito.net](mailto:support@celito.net), or call 919-852-1238, press “1”.
2. Use the following script when answering calls, “Good Morning/Afternoon, NAMI North Carolina Helpline. How may I help you?”
3. **Listen**. Remain calm, non-judgmental, and patient. Be a good listener and allow the caller to vent. It is important that they feel heard. Do not debate, argue, or make assumptions. Practice active listening skills ([found here](https://en.wikipedia.org/wiki/Active_listening)). Helpline Responders need to listen carefully in order to refer the caller to the appropriate resource(s).
4. The caller will most likely explain their situation in detail without much prompting. However, for tracking purposes, Helpline Responders should try to collect the following information:

* Date of call
* Type of inquiry (support, referral, complaint). If it is a complaint, please note what type of complaint and gather any other relevant information related to the complaint. We want specifics.
* Type of contact (call, email, chat, social media)
* Is the call concerning an adult or child?
* How did the caller learn of NAMI NC (aka: referred by)?
* County the caller is in
* Issue
* Referred to – please be specific. For example, note *which* NAMI Affiliate as opposed to only noting: “NAMI Affiliate”.
* Enter any additional notes
* Note who entered the data.

Every contact will be logged in Survey Monkey. The form is found [here](https://www.surveymonkey.com/r/8NFF6H9).

1. Helpline Responders must determine the best method of assisting callers based on the issues/needs being reported. Helpline Responders should stay mindful of the outlined policies and be knowledgeable of resources available to callers. A list of commonly used resources is included in this manual.
2. After assisting callers, Helpline Responders should log the call.
3. Practice debriefing and self-care if necessary. More details follow in the training section.

**Training Responders**

All Helpline Responders should review the policies and procedures described in this manual. As outlined in the procedures section, responders should remain calm, non-judgmental, and patient. It is important to be a good listener. It is not appropriate to debate or argue. Helpline Responders may be able to de-escalate the situation through communication – ask relevant questions and **listen.**

We want to let callers know that they are not alone, and support is available. Helpline Responders should become familiar with the resources available as well as NAMI’s signature programs and support groups (for example: *Family to Family, Peer to Peer, In Our Own Voice, BASICS, Sharing Hope, NAMI Smarts for Advocacy, NAMI Homefront, Peer Connections Support Groups, and Family Support Groups*). Descriptions of these programs and support groups can be found at nami.org or by clicking [here](http://www.nami.org/). Helpline Responders should be prepared to refer the caller to the appropriate program, group or other local service agency.

When police assistance is involved, callers should be advised to request a CIT trained officer if possible. Crisis intervention team (CIT) is a program designed to help police officers react appropriately to situations involving mental illness, developmental disability or emotionally disturbed persons. CIT programs enhance communication, identify mental health resources for assisting people in crisis and ensure that officers get the training and support that they need (nami.org, 2018). Learn more about CIT training [here](https://www.nami.org/Law-Enforcement-and-Mental-Health/What-Is-CIT).

**Reminder:**

* If the caller is in crisis and needs immediate help, he/she should call 911 and request a CIT officer, contact a [crisis center/mobile crisis](http://crisissolutionsnc.org), and/or contact a provider.
* If the caller is feeling suicidal, he/she should call the National Suicide Hotline at 988. T**his hotline is open 24/7/365 and available in English or Spanish** speakers.
* Callers can also contact the NAMI crisis line by texting “NAMI” to 741-741.

Some calls/emails to our helpline can be difficult to handle. The unique stressors that callers are facing can influence their communication skills. Emotions, family dynamics, and the varying circumstances of the callers can impact the tone of the conversation. Sometimes debriefing may be needed after a call. You can learn more about debriefing [here](https://en.wikipedia.org/wiki/Debriefing).

To ensure that our helpline responders are equipped to assist others, self-care is strongly advised. Some useful tips on self-care are found [here](https://tinybuddha.com/blog/45-simple-self-care-practices-for-a-healthy-mind-body-and-soul/).

**Tracking Call Data**

The Helpline Manager is responsible for submitting monthly and quarterly reports. It is crucial that all contacts to the Helpline are logged in. Every contact must be logged in Survey Monkey. The form is found here.

Helpline responders should enter the data from the call, email, or text to the best of their ability. Additional notes can be added towards the bottom of the log. This space should be used to add specific details as needed.

Tracking calls and emails to our helpline helps identify patterns in inquiries, creates a sense of accountability, helps with reporting requirements, and serves as a teaching tool.

**Resources in NC**

Callers should be informed of their options and referred to appropriate resources. Helpline Responders ***do not*** make recommendations or give advice. Commonly used resources follow:

**Finding Local NAMI Affiliate:**

Found on our website’s homepage, naminc.org and [here](https://naminc.org/about-nami-north-carolina/nami-affiliates-in-nc/). Local affiliates offer free support groups and education classes.

**Literature and Information about Illnesses:**

Information on a variety of mental health issues can be found at www.nami.org. Brochures can be mailed to callers as requested. The type, quantity, and purpose of the brochure mailing should be logged on the tracking spreadsheet on Sharepoint. The postage log must be filled out as well (located beside the postage meter).

**Provider Services:**

With Medicaid or seeking a low-cost clinic, refer the caller to LME/LMCO. The list of LME’s and the counties they serve is found [HERE](https://www.ncdhhs.gov/providers/lme-mco-directory). This list is provided in Appendix A.

With insurance, the caller should call their insurance company for a list of local, in-network providers. Callers can also research providers including their areas of expertise and ratings here: [www.psychologytoday.com/North-Carolina.](http://www.psychologytoday.com/North-Carolina.)

NC Medicaid is changing. Enroll [HERE](https://ncmedicaidplans.gov/), or call 1-833-870-5500. Medicaid Plan Comparison Chart [HERE](https://ncmedicaidplans.gov/choose/compareplans).

[County Playbook for Medicare Managed Care](https://medicaid.ncdhhs.gov/counties/county-playbook-medicaid-managed-care)

**Finding Psychiatric Residential Treatment Facility Beds:**

Carolina Dunes Behavioral Health, [2050 Mercantile Drive, Leland, NC] - [910-371-2500] [[carolinadunesbh.com](https://r20.rs6.net/tn.jsp?f=001ryz_EMP4c08GMciOOqZCC3IfTbC8WC4r674TUaeaR7n_RZrADrgkq1gX9487vXDLXTyZb3E40otAhR3dfxYu9ALyhhj21WIW5nPlArr-GFbsscy1dHrZqN8KgySMNxRLrmEwW6HZUwCVDYZ9O6NemMVbbCIE-i8L&c=2l-YYBP5UMOBGNqfcI41gzRRAaH6qfSbJRBZIhLagU7QiQB7_uPQjg==&ch=JRU6m2t6whFbemmOSSqhw6BNkp9wsjGCGXpdRmG2NH3qNpIBhpLnFg==)], Has beds for children ages 12-17, adults, adults over 50 years of age.

### For boys: Locations in: [NCPRTF | Our Process](http://www.ncprtf.com/our-process/), (910) 689-0539 (O)

### Cornerstone, 129 Wallace Rd., Wadesboro, NC 28170, (704) 695-0601 (O)

### Gracehouse, 1892 Turnpike Rd., Raeford, NC 28376, (910) 878-0121 (O)

### Hope Gardens, 1958 Turnpike Rd., Raeford, NC 28376, (910) 904-7180 (O)

### Jackson Springs, 778 Hoffman Rd., West End, NC 27376, (910) 673-0833 (O)

Skill Creations, Inc. (inclusive, long-term residential care operation) [www.skillcreations.com](http://www.skillcreations.com)

Coming in 2025, Acadia Healthcare will be opening a new, 144-bed behavioral hospital in the medical district of Greenville: [www.encbehavioralhealth.org](http://www.encbehavioralhealth.org)

Policies for Behavioral Health Clinical Coverage: [Behavioral Health Clinical Coverage Policies | NC Medicaid (ncdhhs.gov)](https://medicaid.ncdhhs.gov/behavioral-health-clinical-coverage-policies)

**Housing:**

LME/LMCO can assist.

**Transitions to Community Living Initiative** info can be found[**HERE**](https://www.ncdhhs.gov/transitions-community-living-initiative)**.**

*DOJ, NC Settle Lawsuit Over Housing for People with Mental Illness*. Readfull article[**HERE**](http://www.fairhousingnc.org/2012/doj-nc-settle-lawsuit-over-housing-for-people-with-mentally-illness/)**.**  To read the settlement agreement and the complaint, visit the DOJ’s[Olmstead/ADA page here](http://www.ada.gov/olmstead/olmstead_cases_list2.htm#NC).

For Section 8 housing, callers can visit: [www.hud.gov/apps/section8/index.cfm](http://www.hud.gov/apps/section8/index.cfm)

Other resources include:

Resources for Human Development (RHD) N.C.,

<https://www.rhd.org/program/rhd-north-carolina/>, 919-755-1335 (provides residential supports and services for adults with diagnosis of intellectual and developmental disabilities, serious and persistent mental illness and adults with dual diagnosis of mental illness and developmental disabilities)

Raleigh Housing Authority, <https://www.rhaonline.com/>, 919-831-8300

N.C. Housing Search, [https://nchousingsearch.com/](https://nchousingsearcch.com/), 704-334-8722

N.C. Housing Coalition, [www.nchousing.org](http://www.nchousing.org), 1-888-313-4956

N.C. Housing Finance Agency, [www.nchfa.com](http://www.nchfa.com)

CASA, [www.casanc.org](http://www.casanc.org), 919-754-9960

**Renter’s Financial Assistance:**

N.C. Housing Finance Agency, [www.nchfa.com](http://www.nchfa.com) 1-919-877-5700

Hope4NC [Hope4NC | NCDHHS](https://www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-abuse/hope4nc) 1-855-587-3463

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

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

Churches local to location of caller

***Finding a homeless shelter:***

www.ncceh.org

[**Find a Missing Loved One**](https://www.nami.org/Your-Journey/Family-Members-and-Caregivers/Finding-a-Missing-Loved-One)

**Rehabilitation Services:**

[Client Assistance Program](https://www.ncdhhs.gov/divisions/dvrs/client-assistance-program) - advise and inform individuals of all services and benefits available to them through programs authorized under the Rehabilitation Act and under Title I of the Americans with Disabilities Act (ADA), (919) 855-3600, [NCCAP@dhhs.nc.gov](mailto:NCCAP@dhhs.nc.gov)

**Volunteer Caregiving Services:**

In Wake County: [Center for Volunteer Caregiving](https://volunteercaregiving.org/)

**Help with Depression/Anxiety:**

Depression and Bipolar Support Alliance, <https://www.dbsalliance.org/>, 800-826-3632

* Raleigh Support Group, Wednesday nights from 7:30-9:00 pm, Room 4, at St. Mark's United Methodist Church, 4801 Six Forks Road, Raleigh, NC 27609, for more information, call (919) 244-2265
* Chapel Hill Support Group, Tuesday nights from 7:30-9:00 pm, Room 21, the Sunroom at Binkley Baptist Church, 1712 Willow Drive, Chapel Hill, NC 27514, for more information, call Richard at (919) 533-9510, or email him at [DBSAChapelHill@gmail.com](mailto:DBSAChapelHill@gmail.com).

**Specific for pregnant and postpartum women:** <https://www.anchorperinatal.com>

**Local Support with Bipolar Disorder:**

Meet up groups: <https://www.meetup.com/TBSGCARES/>

**Help After Surviving Suicide:**

Hope-Group out of Colorado. It is an online support group for suicide attempt survivors or for people with suicidal ideations to talk about our feelings. North Carolina contact for more information: [nancy@hope-group.org](mailto:nancy@hope-group.org) Website: <https://hope-group.org/>

[The Shore Grief Center](https://www.theshoregriefcenter.org/)

[American Foundation for Suicide Prevention](https://afsp.org/about-afsp/)

[Alliance of Hope](https://allianceofhope.org/)

**Help with Psychopathy, Conduct Disorders, Antisocial Personality Disorder:**

By separating fact from fiction. Teaching people the signs to look for. And ensuring everyone understands that psychopathy IS treatable. <https://psychopathyis.org>

**Help with Substance Abuse:**

Oxford House, [www.oxfordhousenc.org](http://www.oxfordhousenc.org)

SMART Recovery: https://www.smartrecovery.org

NC Alcohol and Drug Council, [www.alcoholdrughelp.org](http://www.alcoholdrughelp.org), 1-800-688-4232

SAMHSA (Substance Abuse & Mental Health Services Administration, [www.samhsa.gov](http://www.samhsa.gov), 800-662-4357

[Al-Anon](https://al-anon.org). People, just like you, who are worried about someone with a drinking problem.

**Gambling Addiction:**

NC Problem Gambling Helpline, 1-877-718-5543, [morethanagamenc.com](https://morethanagamenc.com/)

**Help with Eating Disorders:**

National Eating Disorder Association: [HERE](https://www.nationaleatingdisorders.org/help-support/contact-helpline)

Veritas, 855-875-5812, [veritascollaborative.com](https://veritascollaborative.com/)

The Renfrew Center, Charlotte, 1-877-357-8568, <https://www.eatingdisorderhope.com/treatment-centers/north-carolina-nc/the-renfrew-center-charlotte>

**Help with Brain Injuries/TBI:**

Brain Injury Association of NC, <http://www.bianc.net/contact> (location varies by region)

Information Sheet: <http://www.bianc.net/help/training/brain-injury-facts-statistics>

**NC Alliance TBI Waiver Program**

If you have questions about eligibility, call Alliance Health's 24-hour Access and Information line at (800) 510-9132 and request information about the TBI Waiver.

**Becoming a Peer Support Specialist:**

NC’s Certified Peer Support Specialist website:

<https://pss.unc.edu>

Brandon Tankersley, (513) 608-9584, [brandon.tankersley@monarch.org](mailto:brandon.tankersley@monarch.org)

**Legal Help:**

\**Helpline responders do not give legal advice and do not advertise for or endorse specific attorneys.*

Resources include:

Legal Aid NC: <https://www.legalaidnc.org/> , 1-866-219-5262

NC Prisoner Legal Services: <https://www.ncpls.org>

NC Bar Association, 919-677-0561, [www.ncbar.org](http://www.ncbar.org)

Disability Rights NC: <https://disabilityrightsnc.org/>, Local - 919-856-2195, Toll Free - 1-877-235-4210, TTY - 1-888-268-5535

NC Advocates for Justice, 1-800-688-1413, <https://www.ncaj.com/index.cfm?pg=FindALawyer>

[Bazelon Center](http://www.bazelon.org/) (advocates for mental health law), [requests-for-help@bazelon.org](mailto:requests-for-help@bazelon.org)

Social Security Attorneys, <https://nosscr.org/>, 845-682-1881

Attorneys who are versed in special needs law in NC: <https://www.specialneedsalliance.org/find-an-attorney/north-carolina/>

Jail Diversion Program: click [HERE](https://www.ncdhhs.gov/assistance/mental-health-substance-abuse/jail-diversion) for information.

Power of Attorney Form, <https://eforms.com/power-of-attorney/nc/north-carolina-health-care-power-of-attorney/>

Navigating the Criminal Justice System with a Defendant Who Suffers From MI, <https://a022a0dd-6e55-4280-ab28-073a86f30ae6.filesusr.com/ugd/b97fda_6b506f0d7eba4ed5bd40842f0df08059.pdf>

What to do when a loved one has been arrested? Tips here: https://www.omaralawgroup.com/what-to-know-if-family-friend-arrested/

**Help with Employment:**

LME/LMCO Employment Specialist can assist.

A list of Vocational Rehabilitation local offices across NC can be found [HERE.](https://www.ncdhhs.gov/divisions/dvrs/vr-local-offices) Or by calling 919-855-3500. This list is included as Appendix B.

[IPS Employment Center](https://ipsworks.org/), call 603-237-1899, or email [susanmorris@westat.com](mailto:susanmorris@westat.com).

[IPS Supported Employment](https://www.med.unc.edu/psych/cecmh/community-services/supported-employment/) (Orange & Chatham counties)

Easterseals’ IPS Program, contact Vanessa Phillips (Program Supervisor), 919-819-1953, [vanessa.phillips@eastersealsucp.com](mailto:vanessa.phillips@eastersealsucp.com)

Job Board for Certified Peer Support Specialists: https://pss.unc.edu/pssjobs

[How to talk to your employer about mental health](https://www.inhersight.com/blog/insight-commentary/ask-recruiter-mental-health-workplace?_n=54433201)

**Financial Help:**

[Help paying for medication](https://www.nami.org/find-support/living-with-a-mental-health-condition/getting-help-paying-for-medications) // [Rx Assistance](http://www.rxassistantprograms.com/?gclid=EAIaIQobChMI1oHZ97Xs5QIVx5-zCh2rRgozEAAYASAAEgJ38vD_BwE), 1-888-344-8915

Low/No cost counseling: https://chrysaliscenter-nc.com

**Rx for Miracles** is a HIPAA-compliant prescription assistance program which works with a number of medical, educational, Hispanic, mental & behavioral health, veteran, childcare & early learning, senior care, cancer, heart disease, diabetes, etc. health resources across the country. Email: [info@rx4miracles.org](mailto:info@rx4miracles.org), call: 770-313-7261, more info:rx4miracles.org

Assistant with Paying for Internet/WIFI:

The Affordable Connectivity Program is an FCC program that helps connect families and households struggling to afford internet service.

The benefit provides:

• Up to $30/month discount for internet service;

• Up to $75/month discount for households on qualifying Tribal lands; and

• A one-time discount of up to $100 for a laptop, desktop computer, or tablet purchased through a participating provider.

See if You Qualify and Apply by calling 877-384-2575 or going to [AffordableConnectivity.gov.](https://affordableconnectivity.gov/)

Money Follows the Person: Info [HERE](https://www.medicaid.gov/medicaid/long-term-services-supports/money-follows-person/index.html)

Ways family members can be compensated to care for loved ones with disabilities:

<https://www.usa.gov/disability-caregiver>

1-844-USA-GOV1 or 1-844-872-4681

DHHS Family Caregiver Support:

https://www.ncdhhs.gov/assistance/adult-services/family-caregiver-support

**Help with Advocacy:**

Benchmarks-An Alliance of Agencies Helping Children, Adults & Families: [www.benchmarksnc.org](http://www.benchmarksnc.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](mailto:info@treatmentadvocacycenter.org)

**Resources for Veterans:**

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](https://www.milvets.nc.gov/services).

Veterans can visit NAMI National Veterans Resource Center at [www.nami.org/veterans](http://www.nami.org/veterans).

Information on NAMI’s signature program, NAMI Homefront is found [here.](https://www.nami.org/Find-Support/NAMI-Programs/NAMI-Homefront)

Disabled American Veterans: DAV <https://secure.dav.org/site/Donation2?df_id=18297&18297.donation=form1&msclkid=16fe170c48de1591ade748a19870a580>

NCServes 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](http://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.

**For Family Members/Friends of Veterans:**

Everyone interested in connecting and supporting Military and Veteran Families to take these three trainings: <https://challenge.ncgwg.org/psych-armor/>

**Resources for the Latinx Community:**

[El Futuro](https://elfuturo-nc.org/) - mental health clinic in Durham, NC, that specifically serves the Latinx community, (919) 688-7101 ext. 600

[Centro para Familias Hispanas](https://www.catholiccharitiesraleigh.org/cpfh/) - only serves Hispanic families, provides direct services and connections to community resources, 919-873-0094

[Vecinos](https://www.vecinos.org/)-provides health and wellness services for the Latinx community in Western NC.

Mental Health Disparities among Hispanic and Latino Populations: [https://mhttcnetwork.org/sites/default/files/2020-06/Mh\_Disparities\_Booklet.pdf [mhttcnetwork.org]](https://urldefense.com/v3/__https://mhttcnetwork.org/sites/default/files/2020-06/Mh_Disparities_Booklet.pdf__;!!HYmSToo!O7Y3MEiVJHQHh-4Ke_c7aVS-Fp5joKu-JRXEnL8Hw7UduF2UdaDKTDfEpaIhXpR0SVPZ5pf8GqA7$)

**Other Culturally Competent Resources:** [HERE](https://nami-wake.org/community-resources/culturally-competent-resources/)

Wellness Action Recovery website: <https://www.wellnessactionrecovery.org/>

Gives information on mental health wellness, classes, advocacy. Developed by NAMI NC Board member Fonda Bryant. Suicide Prevention Classes also available.

**Services for Children and Students**

Children’s Hope Alliance (foster care & adoption services, community-based services, outpatient therapeutic services) [www.childrenshopealliance.org](http://www.childrenshopealliance.org)

The Hope Center-KidsPeace. Hope. Help. Healing. [www.kidspeace.org](http://www.kidspeace.org)

CTSHealth (high fidelity wraparound for ages 15-21, foster care, outpatient therapy, school-based therapy, integrative behavioral health clinic), 704-864-1477, www.ctshealth.org

[NC State University Community Counseling, Education, and Research Center](https://sites.ced.ncsu.edu/ccerc), 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](mailto:ccerc_admin@ncsu.edu). Phone: 919-856-9233, ext. 107

Pinnacle Family Services offers therapeutic in-home services for children and families: <https://pinnaclefamilyservices.com/services/north-carolina/>

NC Families United: https://www.ncfamiliesunited.org

**NC-PAL** is designed to help health care providers and professionals address the mental and behavioral health concerns of children, adolescents, pregnant and postpartum patients. **Providers** can call the NC-PAL Telepsychiatry Consult Line to speak with a pediatric or perinatal behavioral health specialist and receive clinical support, resources, and referral information for treating their patients. <https://ncpal.org>, 919-681-2909

Passages (Residential Treatment for Teen Girls, ages 12-17 years old) (provided by Brynn Marr Hospital). For more information, contact their admissions department at (910) 577-1900.

[Alexander Youth Network](https://www.alexanderyouthnetwork.org/)

[Charlie Health](https://www.charliehealth.com/) This is the largest virtual provider of IOP programming or teens, young adults, and families navigating mental health challenges.

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

Triangle Springs services for students: Clinicians are available 24/7 to help students find a path to wellness. As of 09/08/20, virtual assessments and therapies will be coming soon to accommodate students’ school and life schedules. Call 919-746-8900 or visit the website: <https://trianglesprings.com/>

Scholarships/Financial Aid for Students with Disabilities, <https://www.affordablecolleges.com/resources/scholarships-students-with-disabilities/>

Receive funding and oversight by the Juvenile Justice Section of North Carolina Department of Public Safety’s Division of Adult Correction and Juvenile Justice. The programs that do receive funding and/or oversight by DPS are designated as such.

<https://www.ncdps.gov/juvenile-justice/service-directory>

[Talking to Children about Violence: Tips for Parents and Teachers](https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-safety-and-crisis/school-violence-resources/talking-to-children-about-violence-tips-for-parents-and-teachers)

**Animal Assisted Therapy**: <https://www.animalassistedtherapyofthetriangle.com>

**Interactive games for young children: to support mental health and social emotional learning:**

Sesame Street in Communities

https://sesamestreetincommunities.org/about-us/

PBS Kids Feelings Games: <https://pbskids.org/games/feelings/>

Grief Resources for Children and Families: <https://www.transitionslifecare.org/families/grief-care/teens/>

Children’s Mental Health Resource Center:

https://cmhrc.org/info-free-resources/

**For Men**: https://mantherapy.org

**Questions about SSI:**

Please visit: [www.ssa.gov/ssi/text-understanding-ssi.htm](http://www.ssa.gov/ssi/text-understanding-ssi.htm)

**Questions about Medicare:**

\*\*Click [HERE](https://medicaid.ncdhhs.gov/medicaid-managed-care-questions-and-answers-beneficiaries) for information about the current hold on the move to Medicaid Managed Care\*\* Please visit: [www.medicare.gov](http://www.medicare.gov)

If you are employed and your employer offers health insurance, the North Carolina Medicaid Office is here to help. The North Carolina Medicaid Office is offering a program for qualifying Medicaid members who are eligible for employer sponsored insurance; it is called the North Carolina Health Insurance Premium Payment (HIPP) Program. If you qualify, the North Carolina **HIPP Program** may assist you in paying for the monthly insurance premium. Being enrolled into this program will not affect your Medicaid benefits. If your insurance has recently termed, we may be able to send a qualifying event letter to your employer which will assist you in re-enrolling. If you are interested in learning more about the North Carolina HIPP Program, feel free to visit our website at [www.MyNCHIPP.com](http://www.mynchipp.com/). If you are interested in applying to see if you qualify, you can apply on our website by clicking Apply.

**Callers who want to File Complaints:**

DMH Customer Service and Community Rights Helpline:

This team works to protect the rights of individuals served in their communities, respond to complaints or concerns, monitor community rights protection systems and customer service for quality, assist families and individuals to access public services, provide information about the DMH/DD/SAS system, collect and report aggregate complaint data, and provide technical assistance to local and state customer service representatives. To contact the Customer Service and Community Rights Team, call 919-715-3197 / 1-855-262-1946 or email [dmh.advocacy@dhhs.nc.gov](mailto:dmh.advocacy@dhhs.nc.gov).

Callers who want to file complaints about hospitals, group homes, and other facilities can contact the NC Division of Health Services Regulation at 1-800-624-3004; complaints must be made within a year (of the incident) for them to do an investigation. After that time, they should contact Disability Rights, NC, legal services, etc.

Discrimination complaints can be made to the US Office of Civil Rights by calling 1-800-368-1019.

Disability Rights NC, 877-235-4210 can assist with complaints regarding topics such as school issues and rights violations.

Complaints regarding doctors can be made through the NC Medical Board, 1-800-253-9653 or NC Psychological Board, 1-828-262-2258.

**Disaster Relief:**

The Hope 4 NC Crisis Counseling Services 24/7/365 crisis line for survivors of Hurricane Florence: 1-855-587-3463.

Disaster Distress Helpline: 1-800-985-5990, text “TalkWithUs” to 66746, or visit [DisasterDistress.samhsa.gov](http://disasterdistress.samhsa.gov). For more information, click [here](https://mailchi.mp/governorsinstitute/hurricane-resources-before-and-after-the-storm?e=69f4b79957).

[NC DPS: Storm Shelters](https://www.ncdps.gov/storm-shelters) // These shelters should be equipped to assist those with disabilities and special needs, but please ask for help if your needs are not being met. If you have a disability and need assistance with transportation to a shelter, call 211 to get connected to the right support. For families concerned about sheltering those with autism or in need of calming rooms, contact the Red Cross disability advisor at 720-618-3513 for help identifying a shelter near you that could provide support.

**Disability Information and Access Line (DIAL)**

The Disability Information and Access Line (DIAL) connects callers to information about how to access the COVID-19 vaccine and related supports for people with disabilities. DIAL connects callers to vaccine sites and provides information related to barriers to vaccination by referring callers to local and national disability resources.

[acl.gov/dial](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMDMsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMTA2MDguNDE2MzE5MDEiLCJ1cmwiOiJodHRwczovL2FjbC5nb3YvRElBTCJ9.cuRk3umQhigouROgbHm8GPZ0fGtE7_0hofOL2l_Ktb0/s/1523141279/br/107588607306-l) | 888-677-1199 from 9:00 AM to 8:00 PM ET | [DIAL@n4a.org](mailto:DIAL@n4a.org)

NCDHHS’ response/resources:

<https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina>

# COVID-19 Guidance & Resources for Medicaid Beneficiaries: [HERE](https://medicaid.ncdhhs.gov/about-us/covid-19-guidance-and-resources/providers/covid-19-guidance-resources-medicaid)

FIND HELP:

Call 2-1-1 or 888-892-1162 or text COVIDNC to 898211 to find out about food access, shelter, childcare and more.

**HOPE4NC Helpline: 1-855-587-3463 (FIND) for COVID**

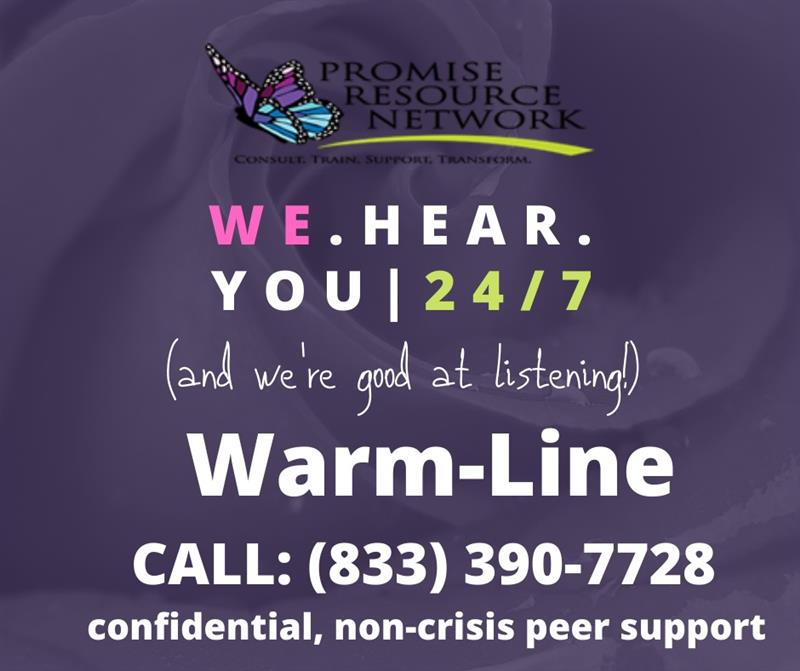
**Reach out to talk:**

**National Disaster Distress Helpline 1-800-985-5990 or text 'TalkWithUs' to 66746**

Parents who need food assistance for their children can text FOODNC to 877-877 to locate nearby free meal sites. The texting service is also available in Spanish by texting COMIDA to 877-877

Mental Health America’s resources:

<https://mhanational.org/covid19>



**Domestic Violence Resources:**

National Domestic Violence Hotline at 1-800-799-7233

Kiran: Domestic Violence and Crisis Counseling services for South Asian Men, Women, and Children, 1-877-625-4726

Interact of Wake County: <https://interactofwake.org/> 24 Hour Crisis Line: 919-828-7740. Toll Free Number: 866-291-085586**6-291-085**

NC Department of Administration (DOA) Domestic Violence Program: <https://ncadmin.nc.gov/advocacy/women/domestic-violence-program>.

Interactive Programs Directory: <https://ncadmin.nc.gov/advocacy/women/interactive-programs-directory>

DOA Domestic Violence Directory: <https://ncadmin.nc.gov/domestic-violence-programs-directory-full-listing>

NC Coalition Against Domestic Violence: <https://nccadv.org/> Phone: 919-956-9124 during regular business hours.

**LGBTQ+**

Trans Lifeline: If you are trans or questioning and experiencing a crisis, or if you just need to talk, please call our Hotline.

USA: (877) 565.8860

Canada: (877) 330.6366

The Trevor Project: https://www.thetrevorproject.org/get-help/

**Guidebook For Religious Leaders to Increase Awareness About Mental Illnesses:** [**HERE**](https://www.hhs.gov/sites/default/files/compassion-in-action.pdf)

**Other Nonprofits for individuals and families in need:**

Easter Seals (mental health programs and services for children & adults): [www.eastersealsucp.com](http://www.eastersealsucp.com)

Alzheimer’s Association, <https://www.alz.org>, 800-272-3900

The Arc of the Triangle, http://www.arctriangle.org

Autism Society of NC, <https://www.autismsociety-nc.org>, 800-442-2762

Duke Center for Autism and Brain Development, <https://autismcenter.duke.edu/>, (919) 681-7148

Urban Ministries, [www.urbanmin.org](http://www.urbanmin.org)

United Way of NC, [www.unitedwaync.org](http://www.unitedwaync.org)

[durham.nc.networkofcare.org](http://www.durham.nc.networkofcare.org/mh/)

[wake.nc.networkofcare.org](http://wake.nc.networkofcare.org/mh/)

[www.whyhunger.org/findfood](http://www.whyhunger.org/findfood)

The Department of Social Services for each NC County can be found <https://www.ncdhhs.gov/document/dss-county-directory>

<https://www.ncdhhs.gov/divisions/social-services/local-dss-directory>. DSS provides resources and information on child welfare, employment, family and household management, food and nutrition, health resources, health insurance, housing, senior services, and transportation.

[Information about SSI & SSDI](https://gallery.mailchimp.com/5ed5d2d79373961d7c441f5ef/files/47a5448d-8175-4da4-be30-5bddbb2b505b/Info_to_Share_About_SSI_and_SSDI_Disability_Income.pdf)

**Transportation:**

[GoDurham Fares & Passes](https://godurhamtransit.org/godurham-fares-passes)

**Pay for Medication:**

[Help paying for medication](https://www.nami.org/find-support/living-with-a-mental-health-condition/getting-help-paying-for-medications) // [Rx Assistance](http://www.rxassistantprograms.com/?gclid=EAIaIQobChMI1oHZ97Xs5QIVx5-zCh2rRgozEAAYASAAEgJ38vD_BwE), 1-888-344-8915

**Patient Advocates:**

[**https://www.healthcareadvocatesnc.com**](https://www.healthcareadvocatesnc.com/)

[**https://www.carolinapatientadvocates.com/contact**](https://www.carolinapatientadvocates.com/contact)

\*The NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services is pleased to announce the launch of [ComplexMHIDD-NC.org](https://unc.us1.list-manage.com/track/click?u=aaf26ca197f71ff42e4e99f8d&id=57d5c6c156&e=63eb6e3aac), a new website for parents, caregivers, community members, and primary care physician offices, and other professionals whom live with and care for people with both I/DD and mental health challenges. This website is a collection of information and resources designed to provide an overview and guidance on such topics as communication, trauma, behavioral health crisis, and medication. Check it out now and again later as more resources are currently in development. [https://ComplexMHIDD-nc.org](https://unc.us1.list-manage.com/track/click?u=aaf26ca197f71ff42e4e99f8d&id=0e14541cb7&e=63eb6e3aac)

**Appendix A**

**List of LME/LMCOs by County**

Diagram

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**Text

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**Appendix B**

**Vocational Rehabilitation Offices in NC**

|  |  |  |  |
| --- | --- | --- | --- |
| **Office** | **Telephone** | **Toll-Free** | **Address** |
| [Albemarle](about:blank) | (704) 982-8124 | 1-877-699-7579 | 702 Henson Street 28001 |
| [Asheboro](about:blank) | (336) 629-1040 | 1-877-727-4509 | 958 S Park Street 27203 |
| [Asheville](about:blank) | (828) 670-3377 | 1-877-832-3832 | 8 Barbetta Drive 28806 |
| [Boone](about:blank) | (828) 265-5396 | 1-888-521-5054 | 245 Winklers Creek Road, Suite A 28607 |
| [Brevard](about:blank) | (828) 883-2190 |  | Community Services Building 28712 |
| [Burlington](about:blank) | (336) 570-6855 | 1-800-570-7668 | 2615 Alamance Rd. 27215 |
| [Chapel Hill](about:blank) | (919) 969-7350 | 1-888-359-3695 | 548 Smith Level Road Carrboro 27510 |
| [Charlotte](about:blank) | (704) 568-8804 | 1-888-521-5484 | 5501 Executive Center Dr., Suite 101 28212 |
| [Charlotte](about:blank) | (704) 565-4920 |  | 7140 Forest Point Blvd., Suite B 28217 |
| [Clinton](about:blank) | (910) 592-4051 |  | 215 W Main Street 28328 |
| [Concord](about:blank) | (704) 788-2172 | 1-877-616-3253 | 820 Florence Street, NW 28027 |
| [Creedmoor](about:blank) | (919) 528-0227 | 1-877-245-5566 | 402 North Main Street 27522 |
| [Dunn](about:blank) | (910) 892-7040 | 1-888-877-8745 | 214 W Edgerton 28334 |
| [Durham](about:blank) | (919) 560-6810 | 1-888-666-4916 | 4312 Western Park Place 27705 |
| [Elizabeth City](about:blank) | (252) 331-4768 | 1-877-699-7576 | 401 South Griffin St, Suite 100 27909 |
| [Elizabethtown](about:blank) | (910) 872 5569 |  | 2948 W Broad Street 28337 |
| [Fayetteville](about:blank) | (910) 486-1101 | 1-888-258-1473 | 155 Eastwood Avenue 28301 |
| [Flat Rock](about:blank) | (828) 692-9184 | 1-877-832-3834 | 578 Upward Road, Unit 6 28731 |
| [Forest City](about:blank) | (828) 245-1223 | 1-877-282-0760 | 277 Commercial Drive 28043 |
| [Gastonia](about:blank) | (704) 853-5358 | 1-877-282-0757 | 109 W Eighth Avenue 28054 |
| [Goldsboro](about:blank) | (919) 778-3795 | 1-877-858-8465 | 2719 Graves Dr., Ste.14 27534 |
| [Goldsboro WorkSource East](about:blank) | (919) 731-7956 | 1-877-858-8467 | 902 Corporate Drive 27534 |
| [Graham](about:blank) | (336) 570-6644 |  | 609 Ray Street 27215 |
| [Greensboro](about:blank) | (336) 487-0500 |  | 3401-A West Wendover Ave 27407 |
| [Greenville](about:blank) | (252) 830-8560 | 1-877-858-8461 | 101 Fox Haven Drive 27858 |
| [Henderson](about:blank) | (252) 492-3141 | 1-800-495-8220 | 10 Medical Court 27536 |
| [Hickory](about:blank) | (828) 322-2921 | 1-855-820-1113 | 1261 10th Avenue Lane SE 28602 |
| [High Point](about:blank) | (336) 887-2686 | 1-877-727-4499 | 919 Phillips Avenue, Suite 105 27262 |
| [Jacksonville](about:blank) | (910) 455-1445 | 1-877-858-8471 | 39B Office Park Drive 28546 |
| [Kenansville](about:blank) | (910) 296-0049 | 1-877-858-8469 | 103 W Hill Street 28349 |
| [Kinston](about:blank) | (252) 522-5482 | 1-877-858-8468 | 1003-B Hardee Road 28504 |
| [Laurinburg](about:blank) | (910) 276-4669 |  | 915-D South Main Street 28352 |
| [Lenoir](about:blank) | (828) 757-5639 | 1-877-823-8043 | 675 Pennton Ave SW 28645 |
| [Lexington](about:blank) | (336) 249-0241 | 1-877-727-4508 | 414 Piedmont Drive 27295 |
| [Lincolnton](about:blank) | (704) 735-8035 |  | 529 N. Aspen Street 28092 |
| [Louisburg](about:blank) | (919) 496-3124 | 1-800-496-3650 | 101 North Main Street 27549 |
| [Lumberton](about:blank) | (910) 618-5513 | 1-888-231-8259 | 289 Corporate Drive, Ste. A 28358 |
| [Marion](about:blank) | (828) 652-2826 | 1-877-510-7226 | 451 North Main Street, Suite 107 28752 |
| [Marshall](about:blank) | (828) 649-2962 | 1-877-832-3833 | 190 Health Care Lane 28753 |
| [Matthews](about:blank) | (704) 844-8038 | 1-877-613-3253 | 10801 Monroe Rd., Suite B 28105 |
| [Mocksville](about:blank) | (336) 751-0558 | 1-877-727-4510 | 377 Hospital Street, Suite 100 27028 |
| [Monroe](about:blank) | (704) 289-2543 | 1-877-484-7736 | 1121 Skyway Drive 28110 |
| [Morehead City](about:blank) | (252) 247-2037 | 1-877-832-3835 | 310-A Commerce Avenue 28557 |
| [Morganton](about:blank) | (828) 432-5404 | 1-877-472-2729 | 517-F West Fleming Drive 28655 |
| [Morganton WorkSource West](about:blank) | (828) 433-2423 | 1-877-344-7484 | 200 Enola Road 28655 |
| [Mount Airy](about:blank) | (336) 789-5039 |  | 784 W Lebanon Street 27030 |
| [Murphy](about:blank) | (828) 837-6218 | 1-877-727-4514 | 510 US 64 West 28906 |
| [New Bern](about:blank) | (252) 514-4727 | 1-877-858-8470 | 2832 Neuse Blvd 28562 |
| [Newland](about:blank) | (828) 733-9345 | 1-877-282-0758 | 815 Pineola St, Newland, NC 28657 |
| [North Wilkesboro](about:blank) | (336) 667-1205 | 1-877-282-0759 | 318 Wilkesboro Avenue 28659 |
| [Pinehurst](about:blank) | (910) 295-1530 | 1-888-445-9218 | 150 Blake Blvd 28374 |
| [Raleigh](about:blank) | (919) 859-8301 |  | 4900 Waters Edge Drive 27606 |
| [Roanoke Rapids](about:blank) | (252) 537-1126 | 1-877-699-7572 | 615 Julian Alsbrook Hwy 27870 |
| [Rockingham](about:blank) | (910) 997-9230 | 1-866-518-6787 | 1793 E. Broad Ave. 28379 |
| [Rocky Mount](about:blank) | (252) 977-2112 | 1-877-699-7573 | Station Square, Suite 100 27804 |
| [Roxboro](about:blank) | (336) 597-2150 | 1-800-597-3773 | 157 Semora Road 27573 |
| [Salisbury](about:blank) | (704) 639-7575 | 1-866-760-8282 | 205 Guffy Street 28147 |
| [Sanford](about:blank) | (919) 775-2247 |  | 201 Commercial Court 27330 |
| [Shelby](about:blank) | (704) 480-5412 | 1-877-537-2838 | 1427 E Marion St, Suite A 28150 |
| [Siler City](about:blank) | (919) 663-2544 |  | 104 Village Lake Drive 27344 |
| [Smithfield](about:blank) | (919) 934-0525 |  | 18 Noble Street 27577 |
| [Statesville](about:blank) | (704) 878-4230 | 1-888-484-6884 | 2042 Davie Avenue 28625 |
| [Sylva](about:blank) | (828) 586-4032 | 1-877-282-0753 | 100 Bonnie Lane, Suite A 28779 |
| [Tarboro](about:blank) | (252) 641-7849 |  | 201 St Andrews Street 27886 |
| [Washington](about:blank) | (252) 946-0051 | 1-877-242-6177 | 953 Washington Square Mall 27889 |
| [Waynesville](about:blank) | (828) 456-3111 |  | 9 Haywood Office Park, Suite 103 28785 |
| [Wentworth](about:blank) | (336) 634-5611 | 1-800-638-5643 | 116 NC 65 Reidsville 27320 |
| [Whiteville](about:blank) | (910) 642-5406 | 1-877-699-7575 | 118 Memory Plaza 28472 |
| [Williamston](about:blank) | (252) 792-4033 | 1-877-699-7577 | 405 East Boulevard 27892 |
| [Wilmington](about:blank) | (910) 251-5710 | 1-877-832-3831 | 3340 Jaeckle Drive, Suite 201 28403 |
| [Wilson](about:blank) | (252) 237-7161 | 1-877-832-3837 | 306 W Nash Street 27893 |
| [Winston-Salem](about:blank) | (336) 784-2700 | 1-877-699-7578 | 2201 Brewer Road 27127 |

**Appendix C**

Using the Involuntary Commitment Process

**Who can file involuntary commitment papers?**

Anyone with knowledge that a person is dangerous to himself or others due to mental illness and/or substance abuse may go to the local magistrate’s office to file a petition for involuntary commitment. Sometimes this is a family member, a friend, or a healthcare professional.

**What does the magistrate do**?

If the magistrate finds the criteria are met, an order will be issued for custody and transportation of the person alleged to be in need of examination and treatment. The person is not under arrest, but he or she **cannot leave**. The custody order assures the person’s safety and the safety of others so that there is time to evaluate whether the person needs treatment and if so, where that treatment will happen.

**Where will the person be taken by law enforcement if he or she isn’t already at the hospital?**

A law enforcement officer will take the person to a facility for the examination. A list of facilities in NC is found [HERE](https://www.ncdhhs.gov/north-carolina-facilities-designated-custody-and-treatment-individuals-under-petitions-involuntary).

**What happens if the medical professional finds the person needs inpatient commitment?**

If the examiner (doctor) finds the person meets the criteria for inpatient commitment, the staff of the crisis center or hospital emergency department will search for a bed in a psychiatric (24 hour) facility. This may take a short time and the patient may be admitted to a 24-hour facility close to home. Or, the person may be held for hours or even days in the crisis center or emergency department until a bed is available somewhere in the state.

Inpatient bed availability depends on numerous factors including the individual’s diagnosis and symptoms, financial resources, the age of the person, other medical factors, and the number of open beds at any particular time. When a bed is available the person will again be transported by a law enforcement officer to the 24‐hour facility. Another examination must be performed at admission or within 24 hours of arrival.

**How long does the involuntary commitment process last?**

If the examiner (doctor) finds the person does not meet the criteria for commitment, the involuntary commitment proceeding ends. When this occurs, the law enforcement officer will release the person from custody and return him to his residence.Also, if a patient has been waiting for seven days without a bed at a 24-hour facility being located, the process must start over.

**Will the patient have a lawyer?**

The patient will be assigned a lawyer who specializes in involuntary commitments **after he or she arrives at a psychiatric (24-hour) facility** and has the second exam. Until that time, though, the patient is in the middle of the process where the state does not yet appoint a lawyer. The patient or the patient’s family certainly may contact a lawyer for assistanceat any time during the process, but a lawyer is not provided for him or her by the state until after placement in a 24-hour facility is found. Remember, the patient is not under arrest, and involuntary commitment is civil, not criminal.

**Revisions to IVC laws can be found** [**HERE.**](http://www.ncmedsoc.org/revisions-to-involuntary-commitment-laws/)

**Additional resources can be found** [**HERE**](https://www.ncdhhs.gov/ivc)**.**

**Appendix D**

**Psychiatric Advance Directives (PADs)**

Do you want more say in your mental health treatment? Would you or your loved one like to be better prepared for a mental health crisis in the future? NAMI North Carolina supports the efforts to increase public awareness of Psychiatric Advance Directives (PADs), and is a leader in encouraging the development of PADs as a tool of self-advocacy and effective crisis planning.

A Psychiatric Advance Directive is a legal document that tells treatment providers your preferences for treatment in a mental health crisis. You can give consent for or decline specific future psychiatric treatment, AND/OR authorize a trusted person to make treatment decisions in a crisis, based on your written preferences (also called health care power of attorney or health care agent). If you are in a psychiatric crisis and in a state of mind where you cannot speak for yourself or communicate treatment decisions, the crisis treatment provider can activate your PAD.

Want to learn more? [Click here to access a printable FAQ about PADs](https://1km5vr3is32322q55b1ugjse-wpengine.netdna-ssl.com/wp-content/uploads/sites/151/2018/03/PADs-Flier.pdf)or contact [pads@naminc.org](mailto:pads@naminc.org).

[National Resource Center on Psychiatric Advance Directives](https://www.nrc-pad.org/)

[Crisis Navigation Project](http://www.crisisnavigationproject.org/)

**Appendix E**

*Click picture to access the guide:*

*[Graphical user interface, text, application, chat or text message

Description automatically generated](https://nami.org/Support-Education/Publications-Reports/Guides/Navigating-a-Mental-Health-Crisis)*

*https://nami.org/Support-Education/Publications-Reports/Guides/Navigating-a-Mental-Health-Crisis*

**Appendix F**

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| Service Type | LME/MCO where facility is located | County | Facility name | Address | City | State | phone # |
| FBC | Alliance | Cumberland | Roxie Avenue Center | 1724 Roxie Avenue | Fayetteville | NC | 910-615-3370 |
| FBC | Alliance | Durham | Recovery Innovations | 309 Crutchfield Street | Durham | NC | 919-560-7305 |
| FBC | Alliance | Wake | UNC Health Care Facility Based Crisis at WakeBrook | 107 Sunnybrook Road | Raleigh | NC | 984-974-4800 |
| FBC | Cardinal | Mecklenburg | CHS Behavioral Health-Crisis Stabilization Program | 447 Billingsley Road | Charlotte | NC | 704-444-2400 |
| FBC | Cardinal | Vance | Recovery Response Center | 300 Parkview Drive West | Henderson | NC | 252-438-4145 |
| FBC | Cardinal | Alamance | Hall Avenue Facility | 136 Hall Avenue | Burlington | NC | 336-227-7417 |
| FBC | Cardinal | Union | Monroe Crisis Recovery Center | 1408 East Franklin Street | Monroe | NC | 704-635-2080 |
| FBC | Cardinal | Cabarrus | Crisis Recovery Center at Kannapolis (Daymark Recovery Services) | 1309 South Cannon Boulevard | Kannapolis | NC | 704-933-3212 |
| FBC | Cardinal | Orange | Facility Based Crisis Services (Freedom House Recovery) | 110 New Stateside Drive | Chapel Hill | NC | 919-942-2803 |
| FBC | Cardinal | Davidson | Facility Based Crisis - Lexington | 1104 south Main Street | Lexington | NC | 336-300-8826 |
| FBC | Eastpoitne | Robeson | Tanglewood Arbor | 207 West 29th Street | Lumberton | NC | 910-678-5606 |
| FBC | Partners | Cleveland | Cleveland Crisis and Recovery Center | 609 North Washington Street | Shelby | NC | 704-751-3693 |
| FBC | Partners | Gaston | Phoenix Counseling Center-Residential Wing | 2505 Court Drive | Gastonia | NC | 704-854-4200 |
| FBC | Partners | Caldwell | C3 Crisis Stabilization Center | 2415 Morganton Blvd. | Lenoir | NC | 828-394-5563 |
| FBC | Partners | Iredell | Daymark Recovery Crisis Response Center | 524 Signal Hill Drive Extension | Statesville | NC | 704-871-1045 |
| FBC | Trillium | Beaufort | PORT Human Services-Ray G. Silverthorne Crisis Center | 1379 Cowell Farm Road | Washington | NC | 252-975-8852 |
| FBC | Trillium | Hertford | PORT Human Services - Roanoke/Chowan | 144 Community College Road | Ahoskie | NC | 252-332-5086 |
| FBC | Trillium | Pitt | PORT Human Services | 203 Government Circle | Greenville | NC | 252-413-1637 |
| FBC | Trillium | New Hanover | The Harbor | 2023 South 17th Street | Wilmington | NC | 1-877-704-8355 |
| FBC | Vaya | Buncombe | Neil Dobbins Center | 356 Biltmore Avenue | Asheville | NC | 828-253-6306 |
| FBC | Vaya | Haywood | The Balsam Center Adult Recovery Unit | 91 Timberlane Road | Waynesville | NC | 828-454-1098 |
| FBC | Vaya | Wilkes | Synergy Recovery at the Bundy Center | 118 Peace Street | N. Wilkesboro | NC | 336-667-7191 |
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| BHUC | Vaya | Buncombe | RHA (C3356) | 356 Biltmore Avenue | Asheville | NC | 828-254-2700 |
| BHUC | Alliance | Wake | UNC WakeBrook | 107 Sunnybrook Road | Raleigh | NC | 984-974-4800 |
| BHUC | Alliance | Wake | Behavioral Health Urgent Care | 319 Chapanoke Road, Suite 120 | Raleigh | NC | 919-703-2845 |
| BHUC | Alliance | Durham | Recovery Innovations | 309 Crutchfield Street | Durham | NC | 919-560-7305 |
| BHUC | Partners | Cleveland | Cleveland Crisis and Recovery Center | 609 North Washington Street | Shelby | NC | 704-751-3693 |
| BHUC | Cardinal | Orange | Freedom House Recovery | 110 New Stateside Drive | Chapel Hill | NC | 919-942-2803 |
| BHUC | Sandhills | Guilford | Bellemeade | 201 N. Eugene Street | Greensboro | NC | 336-676-6840 |
| BHUC | Vaya | Haywood | The Balsam Center | 91 Timberlane Road | Wilkesboro | NC | 828-454-1098 |
| BHUC | Cardinal | Forsyth | Highland Center | 650 Highland Avenue | Winston-Salem | NC | 336-607-8523 |