



ORANGE COUNTY HEALTH DEPARTMENT

Community Behavioral Health Crisis Resources During COVID-19 Conditions Updated 09/17/20

Freedom House Crisis Unit

- 919-967-8844. 104 New Stateside Dr, CH, 27516 <https://freedomhouserecovery.org/crisis-services>
 - Only adults.
 - Telling people to strongly consider whether they should be in an inpatient facility because of risk of contagion.
 - “Screening carefully” for fever, cough, SOB, recent travel abroad, contact with COVID-19 infected individuals.
 - Keeping clients six feet away from each other and cleaning common surfaces every two hours.
 - Patients coming in for detox are requested to have a safe place to go after discharge. Discharge planning has resumed with placement in outpatient, inpatient, residential services, shelters and sober living houses. Can transfer by uber if needed.
- **Mobile crisis** 866-275-9552 – free clinical assessment and transportation to crisis facilities

UNC ER 919-966-4721; psychiatry crisis pager 919-216-0595; 911 for emergency transport. “Nothing has really changed.” –Triaging outside of ER. Inpatient psychiatry – one visitor is allowed for COVID-negative patients if visitor screens negative for COVID (only one per stay, can not change visitors). Visitation 1:00 pm – 9:00 pm.

Monarch Behavioral Health Wake County Behavioral Health Urgent Care. <https://monarchnc.org/service-locations/wake/> (919) 703-2845

319 Chapanoke Rd., Suite 120 Raleigh, NC 27603 Monday-Thursday, 8 a.m. – 8 p.m. Friday, 8 a.m. – 3 p.m. Saturday, 8 a.m. – 1 p.m.

- Can see people who have Medicaid or have some private insurance (some BCBS, United Health – call first if insurance questions) from Orange County, also uninsured people from Wake, Durham and Johnston.
- See last patient 1.5 hours before closing. “The earlier they can get there the better.”
- Nothing has changed in terms of urgent care. See children 5 and up, teens and adults.

Carolina Outreach Behavioral Health Urgent Care 919-251-9009, 2670 Durham-Chapel Hill Boulevard, Durham, NC 27077. Entrance at back. <https://carolinaoutreachbhuc.com/contact-us/> Current hours (through Oct – call to confirm or check website): M, W 8:00 – 5:00; T, Th 8:00 – 7:00; F 8:00 – 3:00; closed Saturdays.

- Safety assessments, emergency medication refills, and crisis counseling to those ages 4 and up in **Durham, Wake, Cumberland, or Johnston** counties who have Alliance Medicaid or who are uninsured and meet certain income criteria. Walk-in. \$440 out of pocket for other counties including Orange, even if they have private insurance.
- Wear a mask. Clinicians are in person or virtual. Onsite staff can provide computers for virtual psychiatry visits.

El Futuro –not a crisis center --bilingual services for Latinx clients. Accepting new patients for therapy, psychiatry, substance use treatment. Call 919-688-7101 to schedule video assessment via zoom. Subsidized services vary per county. Some insurance accepted.

Chapel Hill Police Department Crisis Unit 919-968-2806 8 am – 11 pm

- 24-hour co-response team that provides onsite emergency response (in Chapel Hill) with officers to persons in crisis situations.
- Nothing's changed about their services. Welcome calls from those needing support.
- Services can be provided by phone or in person. Staff wear masks, social distance. Connect to resources within Orange County. Other jurisdictions' law enforcement can request their help.

Compass Center <https://compassctr.org/> 24 hour DV services 919-929-7122

- Offices are closed to clients. Office and hotline are being forwarded to staff cell phones. Limited onsite staff availability during work week – appointments are encouraged for onsite needs.
- May be able to help with brief emergency hotel placement – usually contingent on client being willing to consider DV or homeless shelter option – continuously surveying shelters to see which are open.
- Can help pay for transport to travel to extended family out of state.
- DVPO – Compass Center can help patients apply virtually - have clearance from clerk of court and judge – if clients need help they can meet in the office.
- Courts are starting to hear criminal cases. Still hearing ex partes like initial DVPOs, renewals, modifications, setting aside. Family court cases may still be continued. No Compass Center staff or volunteers will be present in court, but they can provide remote support by phone/text.

Orange County Rape Crisis Center 24 hour helplines 866-935-4783, text 919-504-5211 ocrcc.org

- We will maintain 24-hour crisis intervention services through our phone, text and chat Helplines.
- Hospital accompaniment will still be available via video chat. We have provided the SANE staff at UNC Hospitals with an agency cell phone with video chat capabilities, and registered for Vsee Chat, a secure encrypted HIPAA compliant telemedicine app that will allow survivors to connect directly with an advocate for emotional support during their medical appointment.
- Most client and community meetings will be conducted virtually either via phone or video chat. Secure video chat options are available for client contact. In-person meetings can be scheduled on an as-needed basis. Isolation room and tablet can be provided for persons who may have been exposed to corona virus.
- Support groups have resumed virtually. Each support group is led by two trained facilitators. Most groups have 5-12 members, meeting once a week for two hours for 8-10 weeks.

Suicide prevention lifeline 1-800-273-TALK

Law enforcement 9-911

NAMI National Alliance on Mental Illness Orange County, 919-929-7822. Volunteer organization, staffed by family members of people with mental illness.

- "People can call just to talk – we're a warm line, not a crisis line."

Cardinal Innovations 1-800-939-5911. No changes to crisis services. They refer to Freedom House.

Crisissolutionsnc.org local crisis unit contact information for all counties in NC.