

NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Mental Health,
Developmental Disabilities and
Substance Use Services

Side by Side with DMH/DD/SUS

Improving our system together.

Kelly Crosbie, MSW, LCSW

Director

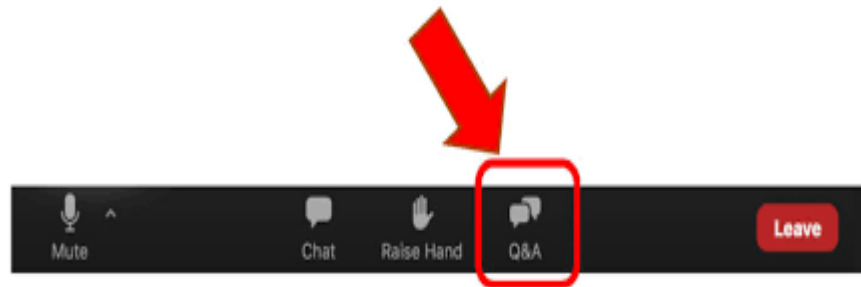
NC DHHS Division of Mental Health,
Developmental Disabilities, and Substance Use Services

June 2, 2025

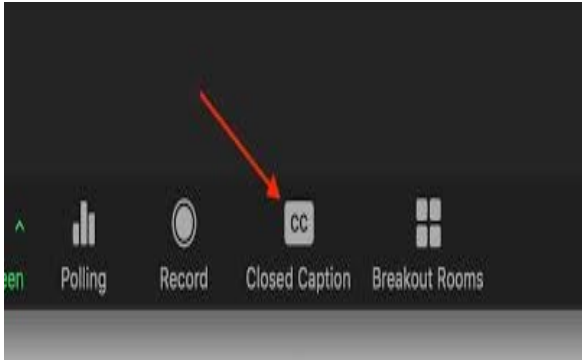


Housekeeping

- Reminders about the webinar technology:
 - Please make sure you are using a computer or smart phone connected to the internet, and the audio function is on, and the volume is turned up.
 - Please make sure your microphone is muted for the duration of the call unless you are speaking or asking questions.
 - Questions can be submitted any time during the presentation using the “Q&A” box located on your control panel, and we will answer as many questions as time allows after the presentation.



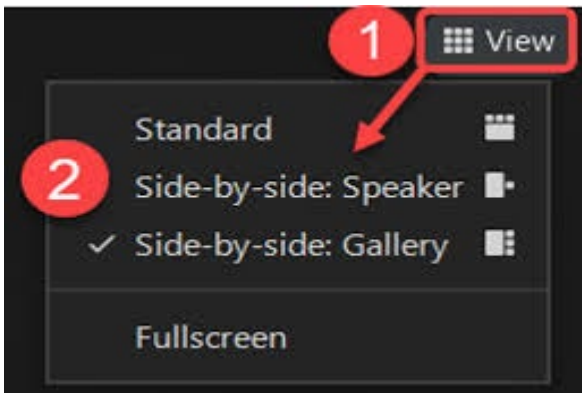
Housekeeping



- American Sign Language (ASL) Interpreters and Closed-Captioning
 - ASL Interpreters and Closed-Captioning options will be available for today's event.
 - For closed-captioning options select the "Closed Caption" feature located on your control panel.

Intérpretes en lengua de signos americana (ASL) y subtítulos:

Habrá intérpretes de ASL y opciones de subtítulos disponibles para el evento de hoy. Para opciones de subtítulos, seleccione la función "Subtítulos" ubicada en su panel de control.



- Adjusting Video Layout and Screen View
 - Select the "View" feature located in the top-right hand corner of your screen.

Agenda

1. Introductions
2. MH/SU/IDD/TBI System Announcements & Updates
3. Focus: Crisis Services
4. Q&A

Kelly Crosbie, MSW, LCSW, DMH/DD/SUS Director



- 30 years in MH/SU/IDD Field
- 13 years in DHHS
- DMHDDSUS since Dec 2022
- Licensed Clinical Social Worker (LCSW)
- Person with lived experience

MH/SU/IDD/TBI System Announcements & Updates

Awareness Celebrations



Memorial Day Remembrance

On May 26, we recognized Memorial Day — a day to honor the legacy of service men and women who made the ultimate sacrifice.

We honor those who served by supporting those who continue to carry their legacy.

DMH/DD/SUS is dedicated to increasing access to services for Service Members, Veterans and their Families.

Resources include:

- [988 Lifeline](#): press 1 to reach [Veterans Crisis Line](#). Call for support -- whether in crisis or not!
- [NC4Vets](#): find services for veterans
- [NCServes](#): coordinated care and resources for veterans



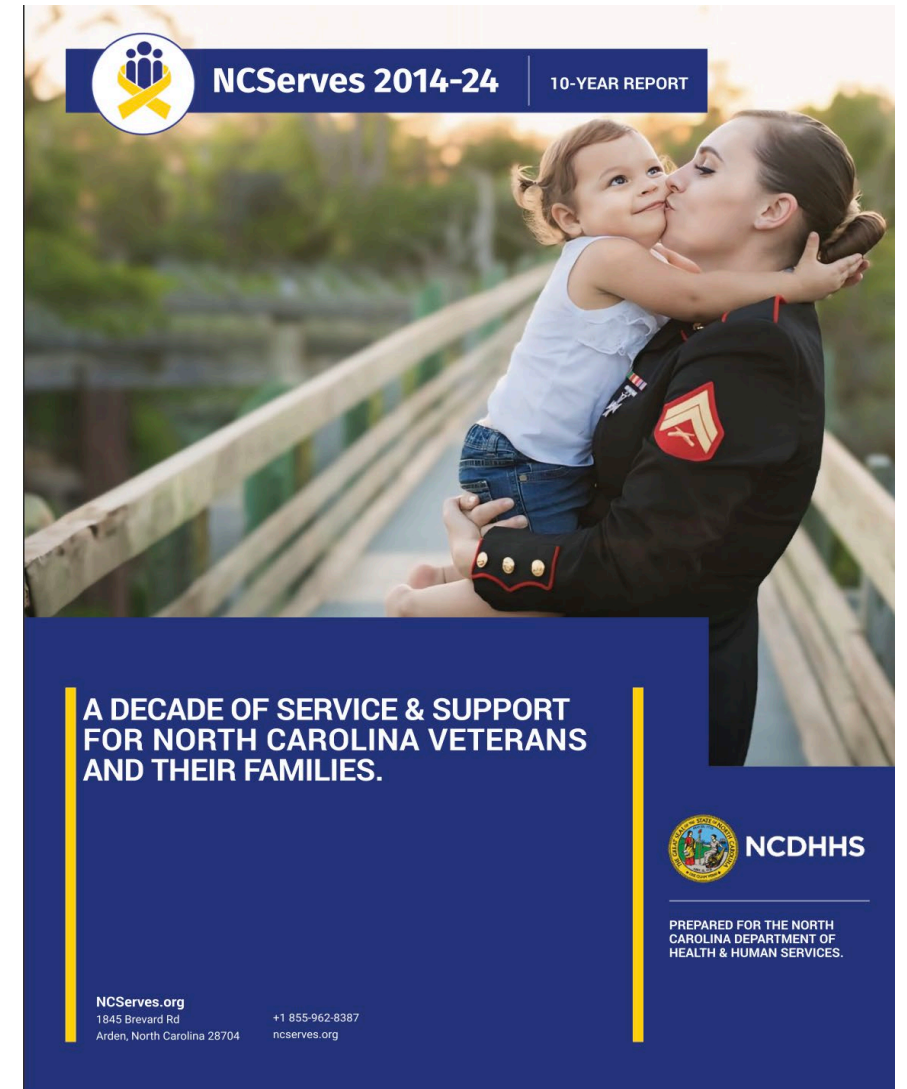


NC Serves Releases 10-Year Report

For ten years, NC Serves has worked to transform coordination and delivery of services for Service Members, Veterans, and Families.

“A Decade of Service & Support for North Carolina Veterans and Their Families” finds:

- 61,320 individuals in the military community served from 2014-2024.
- A 248% increase in mental health crisis cases among SMVFs over the COVID-19 pandemic;
- Top co-occurring needs include mental/behavioral health, along with employment, housing and benefits;



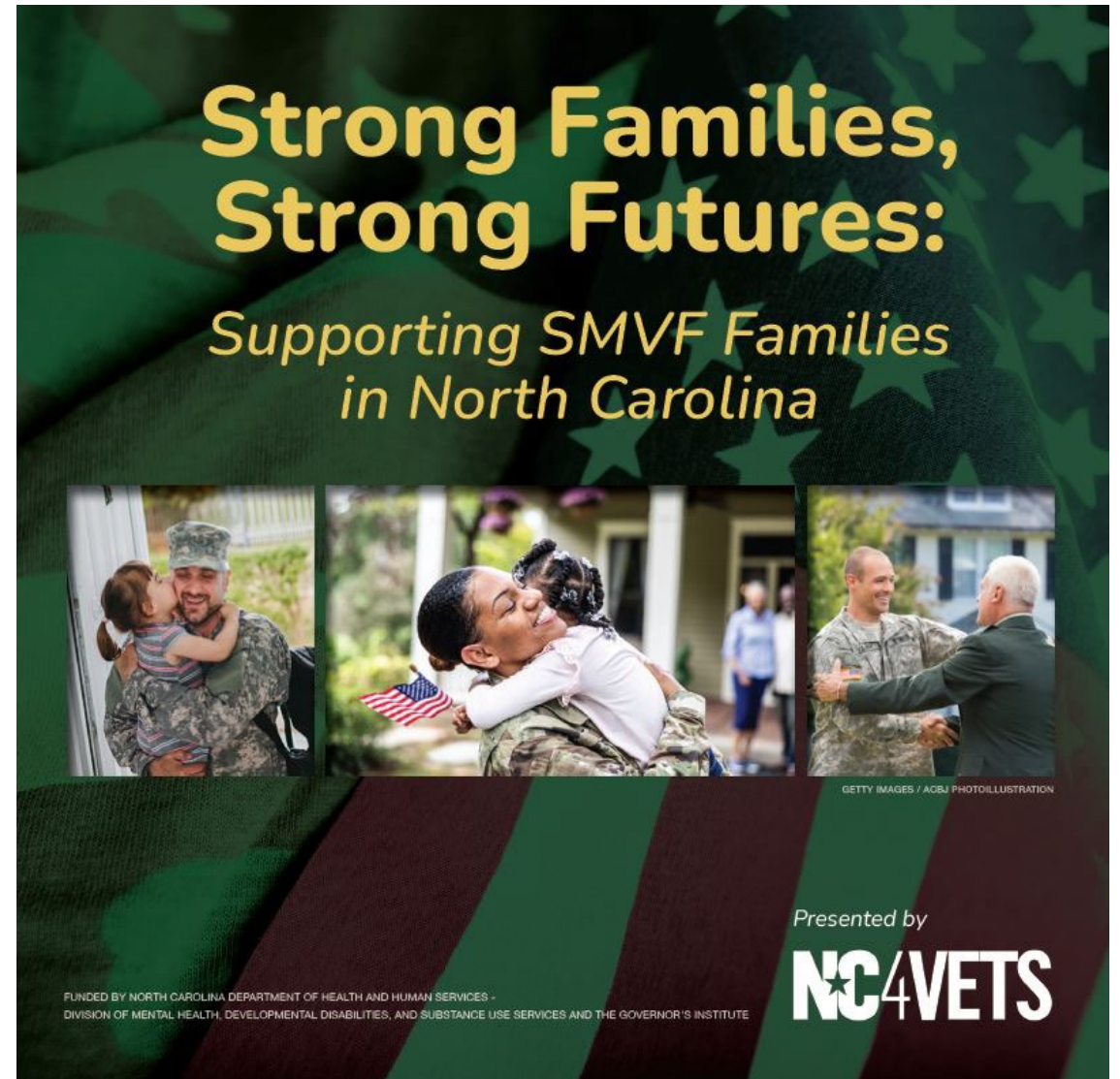


NC4Vets Journal

In partnership the Governor's Institute and the Triangle Business Journal (TBJ), DMH/DD/SUS has developed the latest [NC4Vets Journal](#).

This publication provides resources to support the transition to civilian life and workplace integration for Service Members, Veterans, and Families (SMVF), as well as colleagues and employers.

- [Read the Stories](#)
- [Visit the NC4Vets Website](#)



June is Pride Month!

Pride Month is recognized as a time to celebrate the LGBTQ+ community, embrace the expression of identity, and honor the incredible contributions LGBTQ+ individuals have made throughout history

Mental health equity is a year-round priority.

Research shows that the LGBTQ+ population struggles disproportionately with mental health issues, substance use, and suicide.

- Approximately **40%** of LGBTQ+ adults have experienced a mental illness in the past year.
- LGBTQ individuals are more than **twice as likely** as heterosexual men and women to have a mental health disorder in their lifetime.
- LGBTQ youth are **twice as likely** to experience depression, seriously consider suicide, plan for suicide, and attempt suicide than their peers.
- LGBTQ adults are **nearly twice as likely** as heterosexual adults to experience a substance use disorder (SUD).
- Transgender individuals are almost **four times as likely** as cisgender individuals to experience a SUD.
- More than **50%** of LGBTQ+ adults of color in the United States face significant mental health challenges.



MH Health Access Grants: Program Highlights

UCA Waves

Supporting LGBTQIA+ and AANHPI communities through:

- Peer support groups for youth, families, and parents
- Educational videos and oral history projects
- Mental Health First Aid (MHFA) training
- Participation in Asian Youth Mental Health Conferences

Charlotte Trans Health – PATH Program

The Providing Access to Trans Healthcare (PATH) Program addresses healthcare disparities for transgender and gender diverse (TGD) individuals.

- Free case management, therapy, and medical care for uninsured/underinsured TGD people
- Community education and outreach promoting gender-affirming care, reducing stigma, and dispelling myths surrounding the TGD community.

Quality Comprehensive Health Center (QCHC)

QCHC's program improves health access and equity for underserved LGBTQIA+ and faith-based communities.

The initiative includes:

- Culturally and linguistically competent mental health services
- A coordinated system of care to meet rising community needs
- Focus on connecting individuals to appropriate and affirming support service



Increase access to care across the state



988 Trevor Lifeline



Strengthen the Crisis System



The Trevor Project focuses on ending suicide among LGBTQ youth. If you or someone you know needs help, we are here for you.



TrevorLifeline

If you're thinking about suicide, you deserve immediate help. Call us anytime.

866.488.7386



TrevorText

Talk to a Trevor counselor via text message.

Text "START" to 678678



TrevorChat

Online instant messaging with a TrevorChat counselor.

TrevorChat.org



TrevorSpace

A social networking site for LGBTQ youth under 25, and their friends & allies.

TrevorSpace.org



Suicide Prevention & General Info

Information on suicide prevention and FAQs on sexual orientation, gender identity and other topics can be found at:

TheTrevorProject.org/resources

[TheTrevorProject.org](https://www.thetrevorproject.org)

MENTAL HEALTH RESOURCES

for our LGBTQ+ communities



TRANS LIFELINE

Support and resources for transgender people.

Available in the U.S. from 1 – 9 p.m. in English and Spanish.



Call **1-877-565-8860** or visit **translifeline.org**.

BLACKLINE

Peer support and counseling for LGBTQ+

BIPOC (Black, Indigenous, and People of Color).



Call **1-800-604-5841** or visit **callblackline.com**.

THE TREVOR PROJECT

Crisis intervention and suicide prevention for LGBTQ+ young people ages 13-24.



Call **1-866-488-7386**, text "Trevor" to **1-202-304-1200** (Monday - Friday, 3 – 10 p.m.), or chat online at **thetrevorproject.org**.

MENTAL HEALTH RESOURCES

for our LGBTQ+ communities



988 SUICIDE AND CRISIS LIFELINE

LGBTQ+ people under 25 years old can access 24/7 support.



Call **9-8-8** and press 3 to connect with a LGBTQI-trained crisis counselor or text "PRIDE" to **9-8-8**.

LGBT NATIONAL HOTLINE

Providing free and confidential peer-support, information, and local resources through national hotlines and online programs. All support volunteers identify as LGBTQ+.



Call **888-843-4564** or visit **lgbthotline.org**

THE BEHAVIORAL HEALTH HELP LINE

24/7 support for everyone, including LGBTQ+, Black, Indigenous, and People of Color (BIPOC), Deaf or hard of hearing, individuals with disabilities, and individuals whose first language is not English.



Call or text **833-773-2445**, or chat online.

Juneteenth: Freedom Day (6/19)

Juneteenth, also known as Freedom Day, commemorates the emancipation of enslaved Black people in the United States. While the Juneteenth holiday comes just once a year, **mental health equity is a year-round priority.**



Juneteenth is an opportunity to recognize and condemn modern examples of racial inequity in all areas of life—including mental health care.

- **39%** of Black and African Americans received mental health services compared to non-Hispanic Whites (52%)
- Suicide was the **third leading cause of death among African Americans** 10 to 24 years old, and African American men 25-34
- Black and African American adults are **20% more likely** to report serious psychological distress than White adults.
- Roughly **10%** of Black and African Americans were not covered by health insurance, compared with about 6% of non-Hispanic White Americans

Black Youth Suicide Prevention Action Plan

Black Youth Suicide Prevention Draft Action Plan – Your Feedback Needed

DMH/DD/SUS has developed its first-ever strategic plan dedicated specifically to preventing suicide among Black youth.

The plan addresses critical factors affecting Black youth suicide risk, such as:

- Systemic barriers to accessing care
- Cultural stigma around mental health
- Limited representation among providers
- Need for culturally responsive prevention strategies and community engagement

We Want Your Input!

[Review the draft plan](#) and [share your feedback](#) by completing our public survey by Friday, June 6, 2025.



Black Youth Suicide Prevention Draft Action Plan Survey

We want to hear from you!
Your feedback on this first-of-its-kind DMH/DD/SUS strategic plan will help us understand its impact and how we can improve.

[Learn More](#)



The survey is open through
June 6, 2025



Strengthen the Crisis System

Black Youth Suicide Policy Academy

- DMHDDSUS formed cross-sector leadership team to lead effort in NC
- Joined 7 other states and D.C. at SAMHSA Policy Academy
- Developed 5-year Black Youth Suicide Prevention Action Plan
 - To be published soon!
 - ***Strong Together***



***Stronger Together* Action Items**

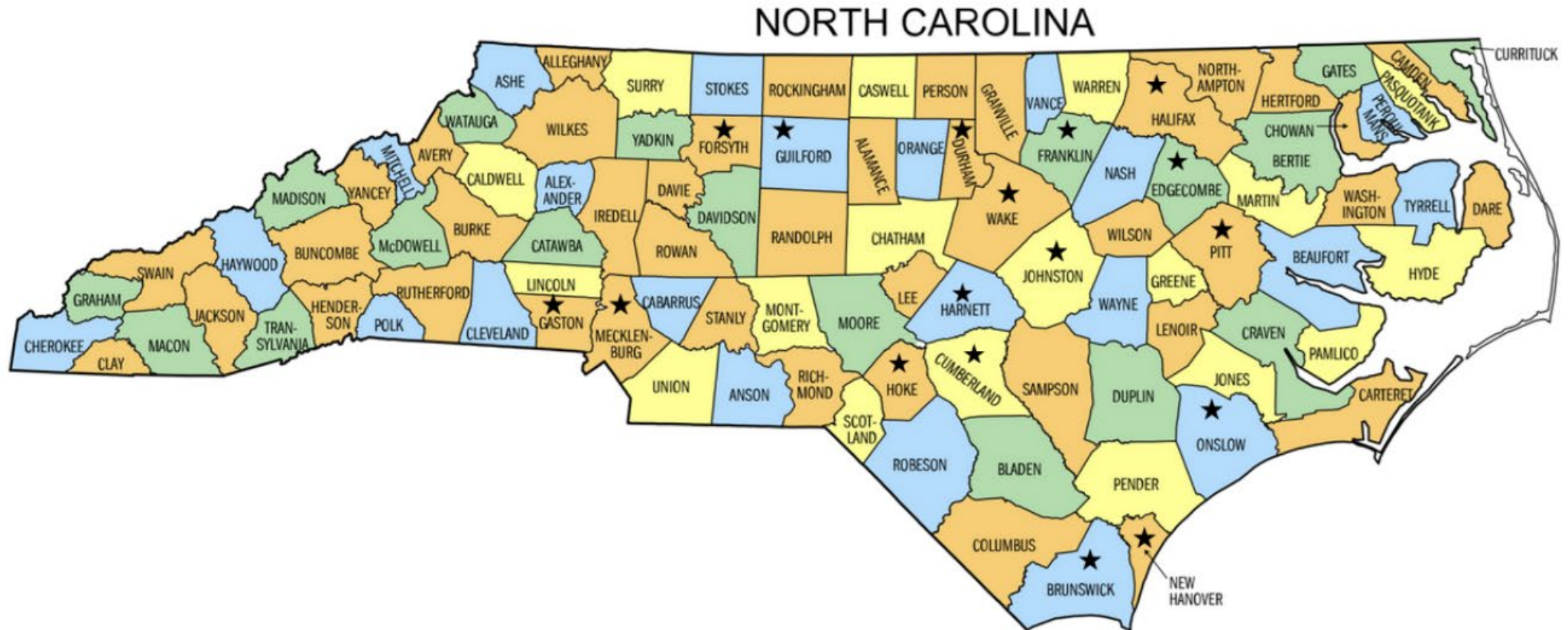
Activities

- 1) Strategic planning and sustainability efforts
- 2) Establish a BY Suicide Prevention Advisory Board
- 3) Organize and implement a statewide BY Suicide Prevention Conference
- 4) Create and implement a Community of Practice and Education Team
- 5) Train non-clinical providers to increase access to crisis care
- 6) Evaluate efforts to support sustainability and best practices

17 target counties based on ED data and 988 data

Using Data to Focus Outreach

Figure 1. Statewide Effort and Concentrated Counties of Focus



NC Black Youth Wellness Advisory Council



**NORTH CAROLINA
BLACK YOUTH WELLNESS
ADVISORY BOARD**

Are you a young adult passionate about helping others?
We invite you to become advisory board member.

MAKE A DIFFERENCE. BE A VOICE. SAVE LIVES.

THE NORTH CAROLINA BLACK YOUTH WELLNESS ADVISORY BOARD NEEDS YOUR PARTICIPATION!

WE ARE LOOKING FOR YOUNG ADULTS AGES 18-24 WITH A PASSION FOR MENTAL HEALTH AND COMMITTED TO BREAKING THE STIGMA SURROUNDING MENTAL HEALTH AND WILLING TO SERVE AS LEADERS FOR THE ADVISORY BOARD.

COUNCIL MEMBERS WILL:

- ADVOCATE FOR YOUTH MENTAL HEALTH: RAISE AWARENESS ABOUT SUICIDE PREVENTION AND MENTAL HEALTH ISSUES AFFECTING YOUTH.
- DEVELOP & PROMOTE PROGRAMS: COLLABORATE TO CREATE AND PROMOTE SUICIDE PREVENTION CAMPAIGNS AND REDUCE RISK FACTORS THROUGH EDUCATIONAL PROGRAMS FOR YOUTH.
- PROVIDE PEER PERSPECTIVES: SHARE PERSONAL EXPERIENCES AND INSIGHTS TO ENSURE PROTECTIVE FACTORS THAT RESONATE WITH THE NEEDS OF YOUNG PEOPLE.
- SUPPORT COMMUNITY ENGAGEMENT: ENGAGE WITH LOCAL SCHOOLS, ORGANIZATIONS, AND COMMUNITIES TO SPREAD AWARENESS AND FOSTER SUPPORTIVE ENVIRONMENTS.

APPLICATION DEADLINE



FEBRUARY 1

Contact: Sydney Caldwell | caddes@unc.edu
Apply at: <https://forms.gle/LKBv8KikyZAHG51i6>

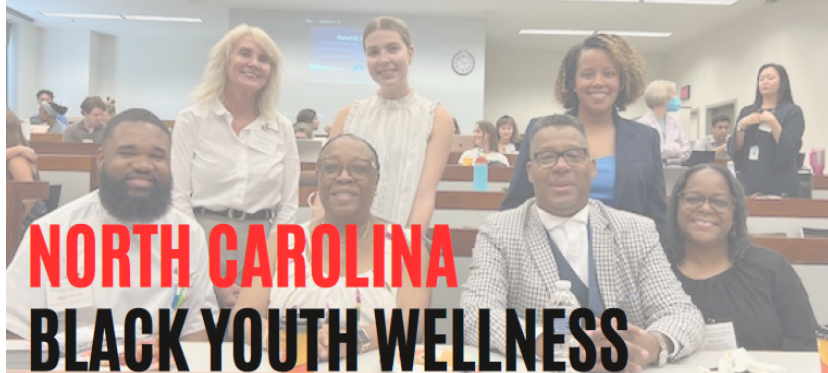


- 94 active members, 18–24-year-olds
- 13 subcommittees
- Applicants from 32 counties

Goals:

- Provide a forum for youth to effect change in policy and practice within the mental health and crisis system
- Train youth on the crisis system and resources to informally expand the peer support network
- Support conference planning and agenda
- Develop and lead initiatives for the benefit of area youth and the community
- Support the mental health workforce pipeline

Black Youth Wellness Community of Practice and Education (COPE)



**NORTH CAROLINA
BLACK YOUTH WELLNESS
COMMUNITY OF PRACTICE AND
EDUCATION**


Are you a community leader who is passionate about helping others?
If so, we invite you to apply to participate as a Community of Practice and
Education (COPE) team member.

We are looking for passionate mental health champions who are committed to breaking the stigma surrounding mental health and are willing to serve as leaders for the COPE.

WHAT TO EXPECT:

- ✓ Regular Engagement
- ✓ Shared Knowledge and Expertise
- ✓ Collaborative Learning
- ✓ Sense of Community
- ✓ Professional Development

APPLICATION DEADLINE

 February 28, 2025

[Click here to apply.](#)

OR

Scan the QR Code



Sponsored by the North Carolina Black Youth Suicide Prevention Action Planning Team, UNC Suicide Prevention Institute, Village of Care, and the Black Wellness Collective Lab

- 134 active members
- 13 subcommittees
- Goals:
 - Bring together cross-sector advocates and champions to foster collaborations, share best practices, and collectively address solutions to decrease stigma by promoting and implementing culturally relevant crisis care and suicide prevention for BY.

Stronger Together Conference: Statewide Solutions for Black Youth Mental Wellness



- Saturday, 9/20/25
- Rocky Mount Event Center
- Target audience: youth 18-24
- Keynote speaker: Rafiah Maxie
- Barbers trained in CALM, MHFA will offer free haircuts
- Opportunities to engage:
 - Tabling
 - Sponsorship
 - Hannah.Harms@dhhs.nc.gov

Helene Response Updates

HOPE 4 NC Update

Hope4NC Helpline: 1-855-587-3463

Hope4NC teams are partnering with **Long-Term Recovery Groups (LTRGs)** and local organizations to bring emotional support and recovery resources to communities affected by Hurricane Helene.

- Hope4NC is **present in every impacted county** to provide mental health services and ongoing recovery support

Through the dedication and hard work of our collaborative teams, some of the services we've provided include:

- **Hotline Calls:** 7,029
- **Individual Crisis Counseling:** 1,284
- **Group Counseling/Public Education/Events:** 2,407
- **In-Person Contacts:** Over 6,000



Increase access to care across the state

HOPE 4 NC Update

Hope4NC Helpline: 1-855-587-3463

Communication Campaign

Billboards

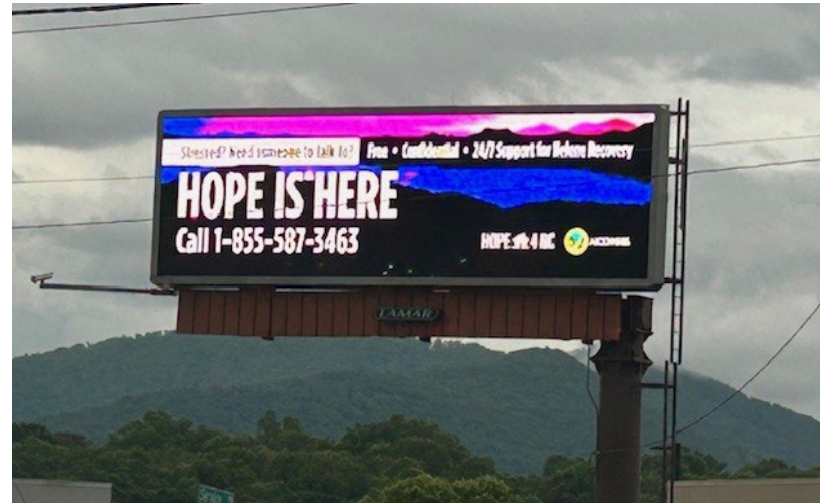
32 in 12 WNC counties

PSA's

Live in June

Social Media – FB, Instagram

Live in June



Increase access to care across the state

Community Events



Triangle Business Journal Empowered Women's Forum



DMH/DD/SUS Director Kelly Crosbie participated in a panel discussion about Women and Health during the Empowered Women's Forum in Cary, N.C.

Director Crosbie was joined by Gale Adcock, NC Senator, Nurse Practitioner, and former SAS Chief Health Officer and Kate Stratten, Global Health Executive and Former IntraHealth CEO to discuss the importance of prioritizing physical and mental health.





Increase access to care across the state

DMH/DD/SUS Team Members Participate in NAMIWalks

The DMH/DD/SUS team, Together4MentalHealth, joined over 100 teams for the 2025 NAMIWalks NC fundraiser at Perimeter Park in Morrisville.

- Over 25 DMH/DD/SUS staff members
- participated
- More than 1,200 walkers came together
- \$140,000+ raised for mental health awareness and support

About NAMIWalks:

Held every May during National Mental Health Awareness Month, NAMIWalks is the National Alliance on Mental Illness' oldest signature fundraising program. With 190+ community walks across the country, it raises awareness, funds, and hope for individuals with mental illness and their loved ones.



Program Highlights



Wake County Boys and Girls Club: Youth Problem Gambling Prevention

The **Boys & Girls Clubs of Wake County** received a grant from the [NC Problem Gambling Program](#) to implement prevention education around **gambling, gaming, and digital media use**.

- **300+ students** participated across **8+ Wake County locations**
- Curriculum focused on **evidence-based methods** to shift attitudes, beliefs, and behaviors
- Youth created **PSAs and posters** to raise awareness, displayed for families and visitors
- Over **1,500 youth, staff, and parents** were reached through the program's messaging

This initiative highlights the power of **early education and youth engagement** in preventing problematic behaviors and addictions.





Improve access to quality I/DD and TBI services

Toolkit: NC Innovations Waiver

The NC Innovations waiver resources launched 4/25 to share information with people who may be eligible for services and help them understand the process.

The toolkit is available in English and Spanish. It includes:

- Flyers: A general overview and more detailed explanation
- Social Content: Social media posts about the NC Innovations waiver that you can share on your social and digital channels.
- NC Innovations waiver webpages: What to know about the NC Innovations waiver, examples of services it covers, ways to apply and how the waitlist works.

Bilingual Toolkit Materials Available for Download:

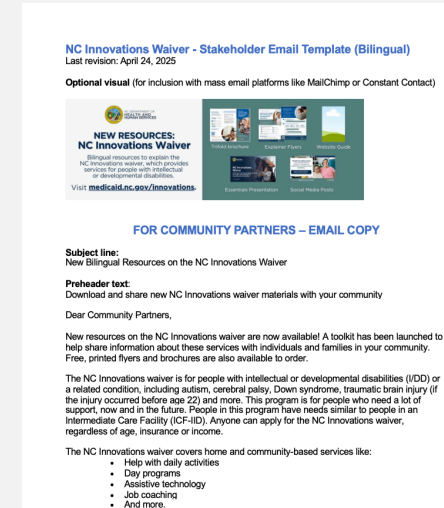
Essentials Presentation on available services



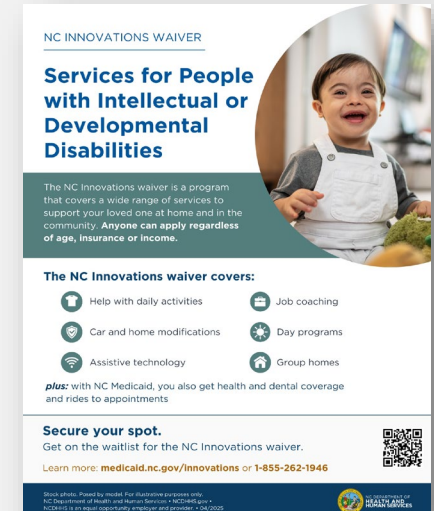
Social Media Posts & Graphics



Email templates for members and partners to download the toolkit



Flyers to share information about services covered by the NC Innovations waiver.



Upcoming Conferences



2025 North Carolina Adolescent SUD Conference

Join the Governor's Institute and NCDHHS for the second annual Adolescent SUD Conference.

This is a virtual event and CE hours are available.

Registration closes today!

Date/Time: Wednesday, June 4, 2025, 8:30-4:30 p.m.

Registration: [Register for the conference](#)

More Information: [View the conference agenda](#)

2025 North Carolina Virtual Adolescent SUD Conference
June 4, 2025 - 8:30 AM - 4:30 PM

8:30 - 9:45 AM
Neurobiology of Addiction in Adolescents
Shuchin Shukla, MD, MPH
Chief Medical Officer, Goldie Health Inc., Durham, NC

9:45 - 10:15 AM
Evolving Substance Use Profile for Adolescents
Cauveh Erami, MD
Changes by Choice, Durham, NC

10:30 - 11:00 AM
NC Resources for Adolescents
Kelly Crosbie, MSW, LCSW
Director, NC DHHS, Division of MHDDSSUS

11:00 - 12:00 PM
Trauma, Substance Use, and Suicidality
Angela Tunno, PhD, MS
Duke SOM, National Center for Child Traumatic Stress, Center for Child and Family Health

12:30 - 1:45 PM
Cannabis, Vaping, Levels of Care for Adolescents
Sarah Polley, MD, FAPA, FASAM
Chief Medical Officer, Ellie Mental Health, Golden Valley, MN

2:00 - 3:00 PM
Treatment Resources for Adolescents
Peter R. Jackson, MD
Medical Director, UVMHC Addiction Treatment Center, Burlington, Vermont

3:00 - 3:30 PM
Opioids and MOUD for Adolescents
Justin Riederer, MD
MAHEC, Asheville, NC

3:30 - 4:30 PM
MI for Adolescents: Components, Uses, Training Resources
Peter Rives, MSW, LCASA, LCWSA
Helpful, LLC.

FREE Registration is Open

7 CE Hours Pending by NCASPPB
7 CE Hours Pending by NASW-NC

DEPARTMENT OF HEALTH AND HUMAN SERVICES
GOVERNOR'S INSTITUTE

<https://addiction-medicine.org/adolescent-sud-conference/>

Registration closes - June 2nd!



DMH/DD/SUS Hosts Spring i2i Pre-Conference Session

Advancing the Olmstead Plan: One Goal, Many Partners

DMH/DD/SUS will host a pre-conference session explaining the Olmstead Plan and groundbreaking DMH/DD/SUS initiatives. Panel discussions will include NCDHHS leaders, people with lived experience, and service providers.

Pre-Conference Date/Time: Monday, June 9, 2025, 1:30-4:30 p.m.

Conference Date: June 10-11, 2025

Location: Hilton Raleigh North Hills, 3415 Wake Forest Rd, Raleigh, NC

Registration: [Register for the conference](#) (Closes 6/4)



DHHS SPEAKERS



GINGER YARBROUGH,
MPA, NADD-DDS, CPHQ
DMHDDSUS, Chief Clinical
Officer of IDD, TBI, & Olmstead



DEB GODA
Health Equity Portfolio/ Office
of the Secretary, NCDHHS,
Olmstead Director



DR. DAVID CLAPP
Deputy Director for
Behavioral Health and I/DD for
NC Medicaid



NIKI ASHMONT
Acting Director of
State Operated Healthcare
Facilities



KENNETH BAUSELL
Senior Director of Employment
and Community Access



GREGORY DANIELS
Associate Director of
Behavioral Health and I/DD for
NC Medicaid



STEVE STROM
Director of Money Follows the
Person (MFP) Demonstration
Project



DR. TAMARA SMITH
Associate Director of Olmstead
and Transitions to Community
Living



JOSH WALKER
Olmstead Housing Director



Strengthen the Crisis System

Crisis System Updates

Peer Warmline Dashboard



Strengthen the Crisis System

The [Peer Warmline Dashboard](#) shares real-time insights on usage, satisfaction, and call patterns since its launch in **February 2024**.

Staffed by **Certified Peer Support Specialists**, the warmline offers **non-clinical, lived experience-based support 24/7**.

Highlights:

- **56,000+** callers from Feb–Mar 2025
- **99% satisfaction rate** among survey respondents
- **40% of callers** called back again—showing trust and value
- Common reasons: emotional distress, mental health concerns, substance use, or needing someone to talk to

Why It Matters:

- Works in tandem with **988** to offer an option for **peer-led, non-crisis support**
- Peer support reduces ER visits and hospitalizations by offering early, human-centered connection



Peer Warmline Dashboard



Strengthen the Crisis System

988 Dashboard | **PWL Dashboard**



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES
 Division of Mental Health, Developmental Disabilities and Substance Use Services

North Carolina Peer Warmline Performance Dashboard Past 12 Months (4/24-3/25)

The Peer Warm Line is a 24/7 statewide phone support service in North Carolina where callers can speak with Peer Support Specialists—people who have lived experience with mental illness and/or substance use disorders and can provide non-clinical support and resources to others in crisis. The service, which launched on February 20, 2024, works in conjunction with the 988 Suicide and Crisis Lifeline, allowing callers to either dial 1-855-PEERS NC directly or opt to connect with peer support when calling 988. The Peer Warm Line, operated by the Promise Resource Network, aims to reduce stigma and improve outcomes for people in crisis by offering support from those with similar experiences, which has been shown to reduce hospitalizations and emergency department visits while increasing collaboration between clinical care teams, individuals in crisis, and their families.



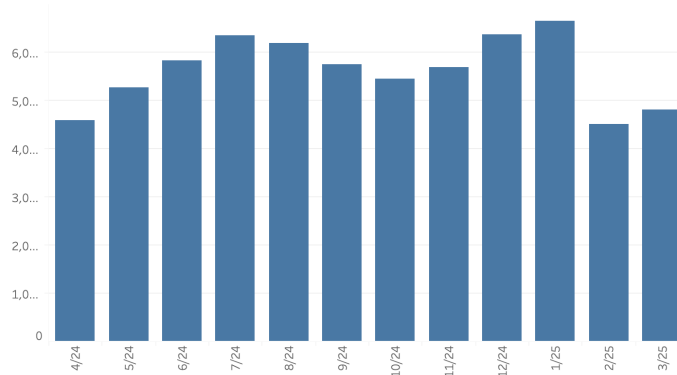
67,255
Total Calls

100.0%
of Callers Report being Satisfied
(of those who complete the survey)

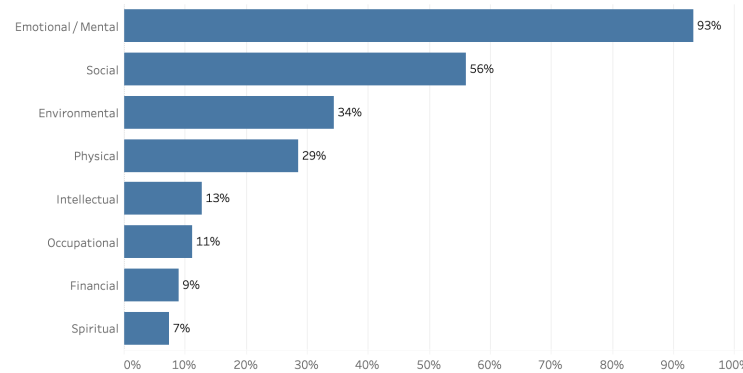
11 Minutes
Average Length of Call

40.0%
% of Individuals who Call More Than Once

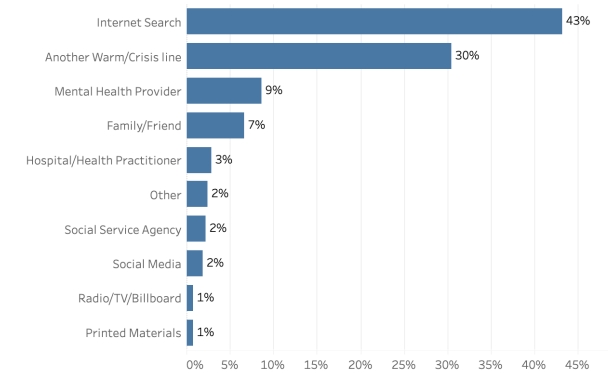
Contact Volume



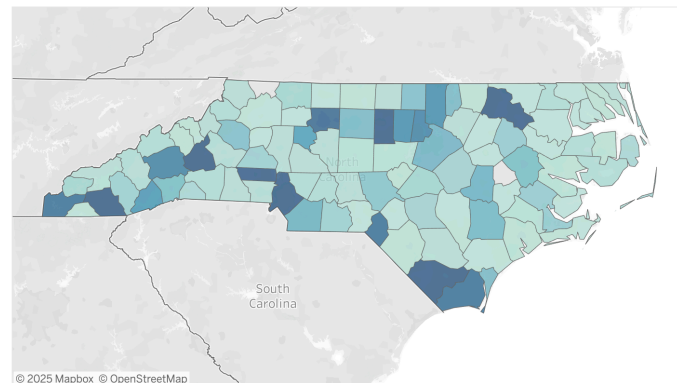
What Caller Needs Support With



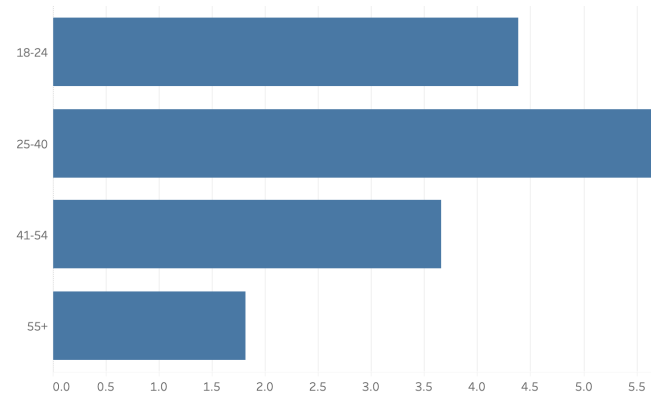
How Did They Hear about the PWL?



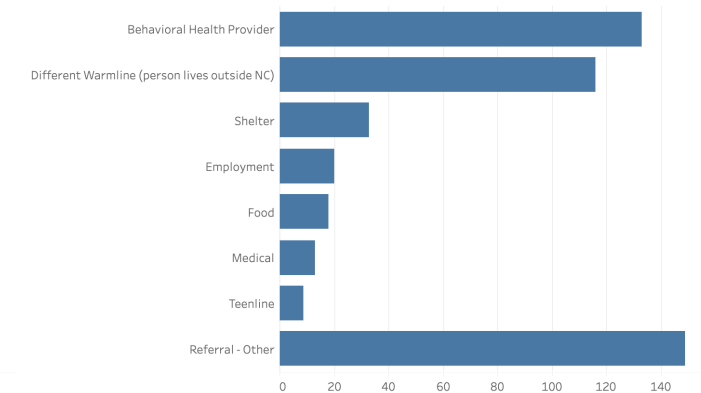
Contacts Per 10K
0 to 150



Unique Callers per 10K by Age Group



Service Caller Referred To





DMH/DD/SUS Awards \$2.6 Million to Update Community Crisis Centers

Supports 18 community crisis centers and Facility Based Crisis Centers across 14 N.C. counties.

The funding will be used for building repairs, modifications, beds and other facility-upgrades so that more people can go someplace safe when they need it most.

The awards will be distributed July 1, 2025 to use during SFY 2026.

In Case You Missed It: NCDHHS Fireside Chat and Tele-Town Hall NC Crisis Services: Support For All Ages

The panel discussed:

- What crisis services are and how to access them
- When to get support if you're struggling, or a caregiver of someone who needs help
- Where to find mental health resources for youth and adults in North Carolina

[Watch The Replay](#)



Strengthen the Crisis System



NCDHHS

Fireside Chat & Tele-town Hall:
NC Crisis Services: Support for All Ages
Tues., May 13 | 6 to 7 p.m. ET



Lisa DeCiantis, MA, LCMHC
Chief Clinical Officer for Mental Health
Wellness, Treatment and Recovery, *NCDHHS*



Noah Swabe
Chief Operating Officer
Promise Resource Network



Natasha Holley, MSW, LCSW, LCAS, CCS
Chief Executive Officer
Integrated Family Services, PLLC

Submit questions live: (855) 756-7520 Ext. 120795#
ASL Interpretation & Communication Access Real-Time Translation (CART) provided.



NC CRISIS SERVICES

No Matter The Crisis, There Are Options

People can get support for:

- Social or family situations
- Depression, anxiety, panic attacks
- Thoughts of suicide
- Alcohol or drug use
- Or if they just need someone to talk to





Whatever your crisis, you have options

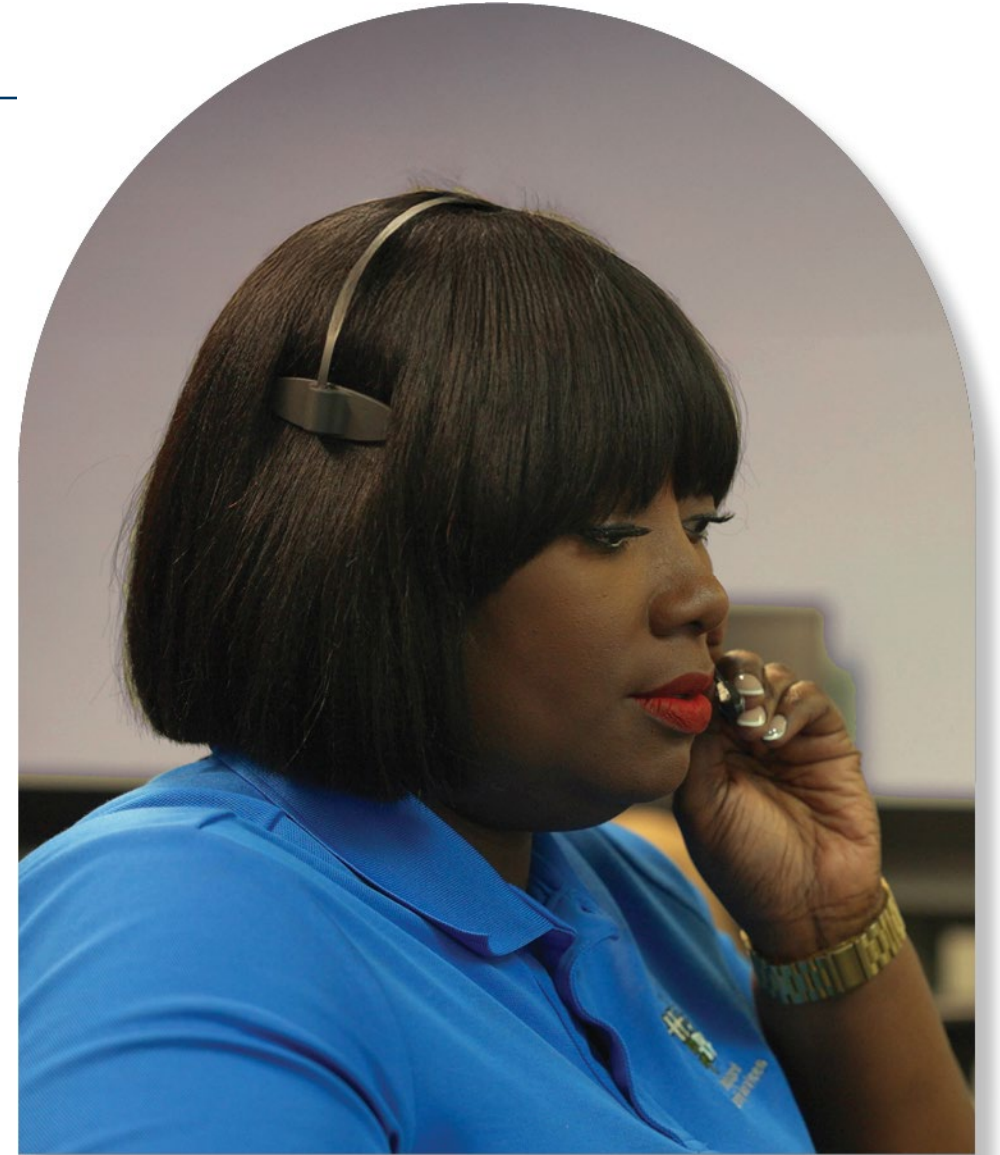
Get Help 24/7

Connect with someone now

Free, private support is available 24 hours a day, 7 days a week through the 988 Lifeline and NC Peer Warmline.

Get help in person

If someone is struggling, a mobile crisis team can come to them, or they can go to a community crisis center.



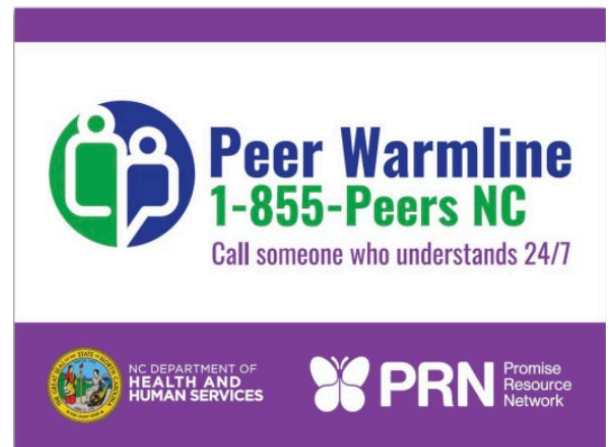
Connect with someone now: 988 Lifeline and Peer Warmline

988 Suicide & Crisis Lifeline

- Call or text 988 or chat online at 988lifeline.org
- For help in Spanish: press 2 or text AYUDA to 988.
- For specialized support: Press 1 for the Veterans Crisis Line or press 3 for LGBTQI+ young people.
- If someone is Deaf, Hard of Hearing or has hearing loss: Call 988 by Videophone or connect through the web portal: 988Lifeline.org/deaf

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

- Free, confidential, available 24/7 (English only)
- Connects callers with Peer Support Specialists, who are living in recovery and use their experience to help others.
- Learn more at NCDHHS.gov/PeerWarmline.





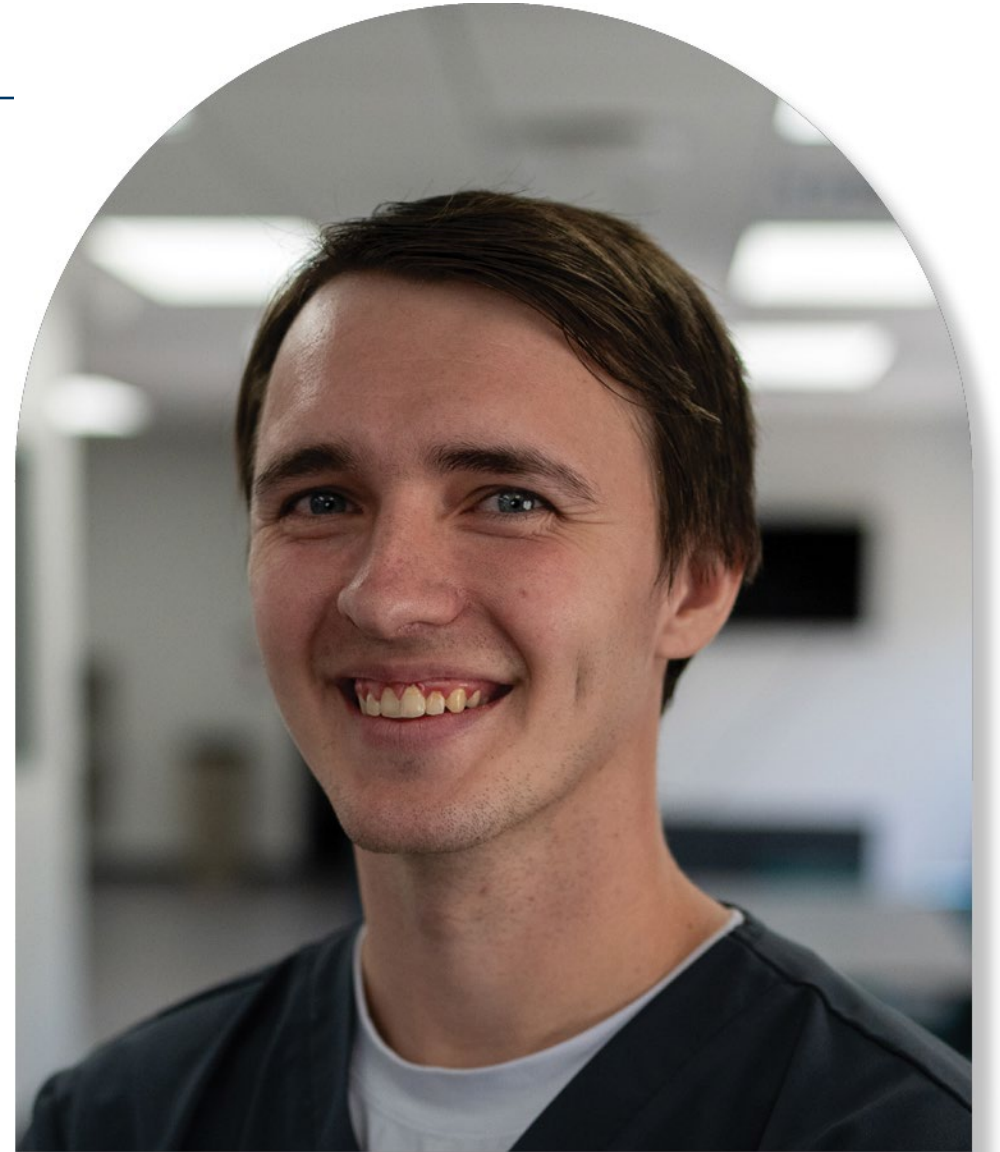
It's ok to need support

Get help in person: Mobile Crisis Teams

If someone is struggling, a mobile crisis team can come to them, day or night.

The team is made up of one or two helpful, caring counselors. They are ready to meet the person at their home, school or somewhere they feel safe.

Mobile crisis teams are available to all North Carolinians for free, even if someone doesn't have insurance (there may be costs for recommended treatment.)





Help That Comes to You

Get help in person: Community Crisis Centers

Community crisis centers provide fast, in-person help with mental health disorders and treatment for alcohol or drugs. Most are open 24/7, no appointment needed.

Behavioral Health Urgent Care (BHUC)

facilities give immediate help but not hospital-level care. Almost all are open 24/7 and can support someone for up to 23 hours.

Facility-based crisis centers provide more intensive care and a safe place to stay for more than one day. People can go for short-term inpatient mental health stabilization or substance use detox.





Walk-In Mental Health and Substance Use Support



Supportive, 24/7 Crisis Care

What to know before you go: Community Crisis Centers

- Help is available for people ages 4 and up.
- Bring an ID, insurance card (if available) and any medications.
- People do not need insurance.
 - If someone has insurance, the facility will take that information for billing.
 - If someone does not have insurance, the center will work with them on payment options.
- Don't speak English? Ask for an interpreter! Most centers have interpreters or phone or video options.





It's ok to need support – Andrew's Story



Support when you need it most – Jennifer's Story

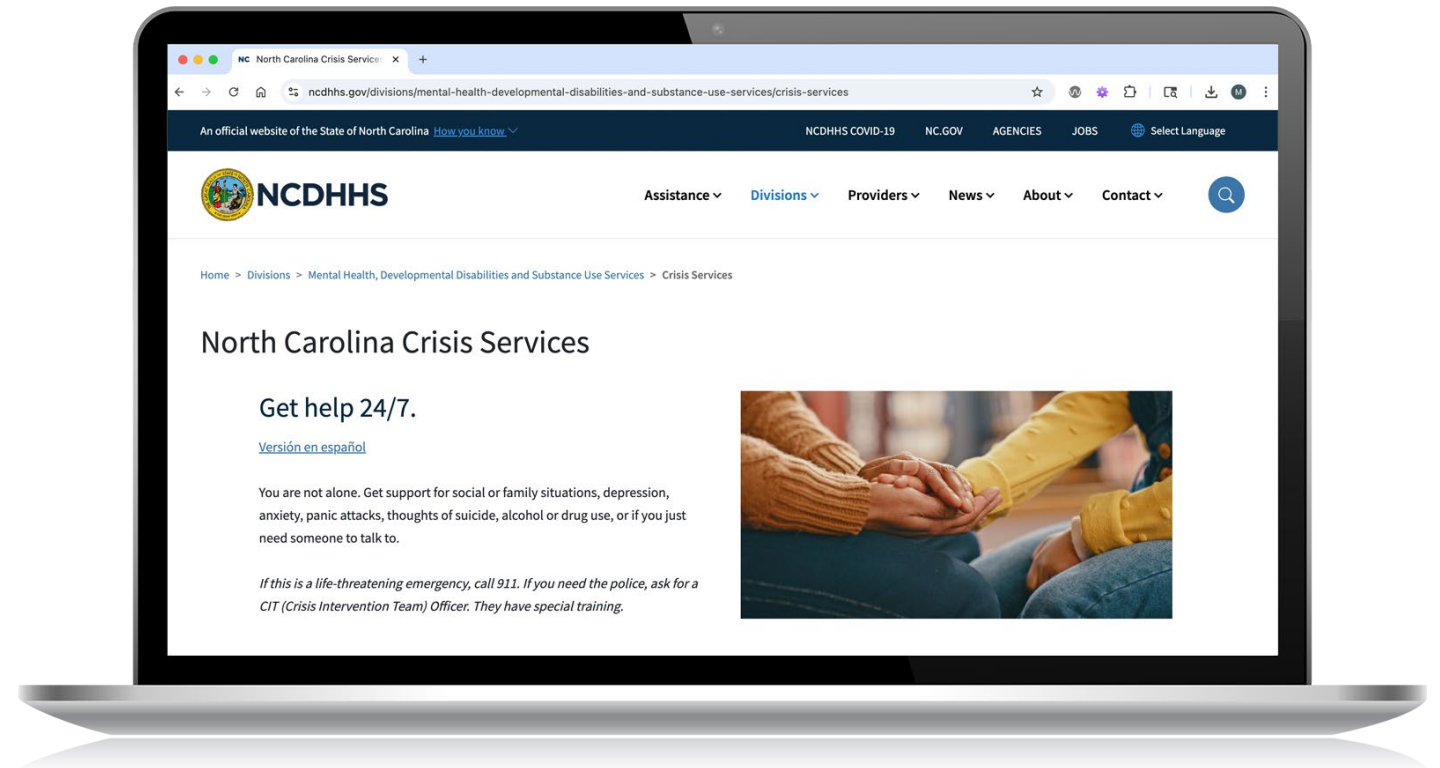
Crisis Services PSAs

You can find the full playlist of PSAs, in English and Spanish, on the NCDHHS YouTube Channel:

<https://www.youtube.com/playlist?list=PLUadR7S9ykdk8a2GrKjOTn0u9al7oEpPi>

Find a mobile crisis team or community crisis center

1. Visit ncdhhs.gov/Crisis-Services
2. Scroll down to "Get help in person"
3. Click "Mobile Crisis Teams" or "Community Crisis Centers"
4. Enter a zip code



 If someone is in crisis, they can go to whichever center is closest and get help finding treatment.

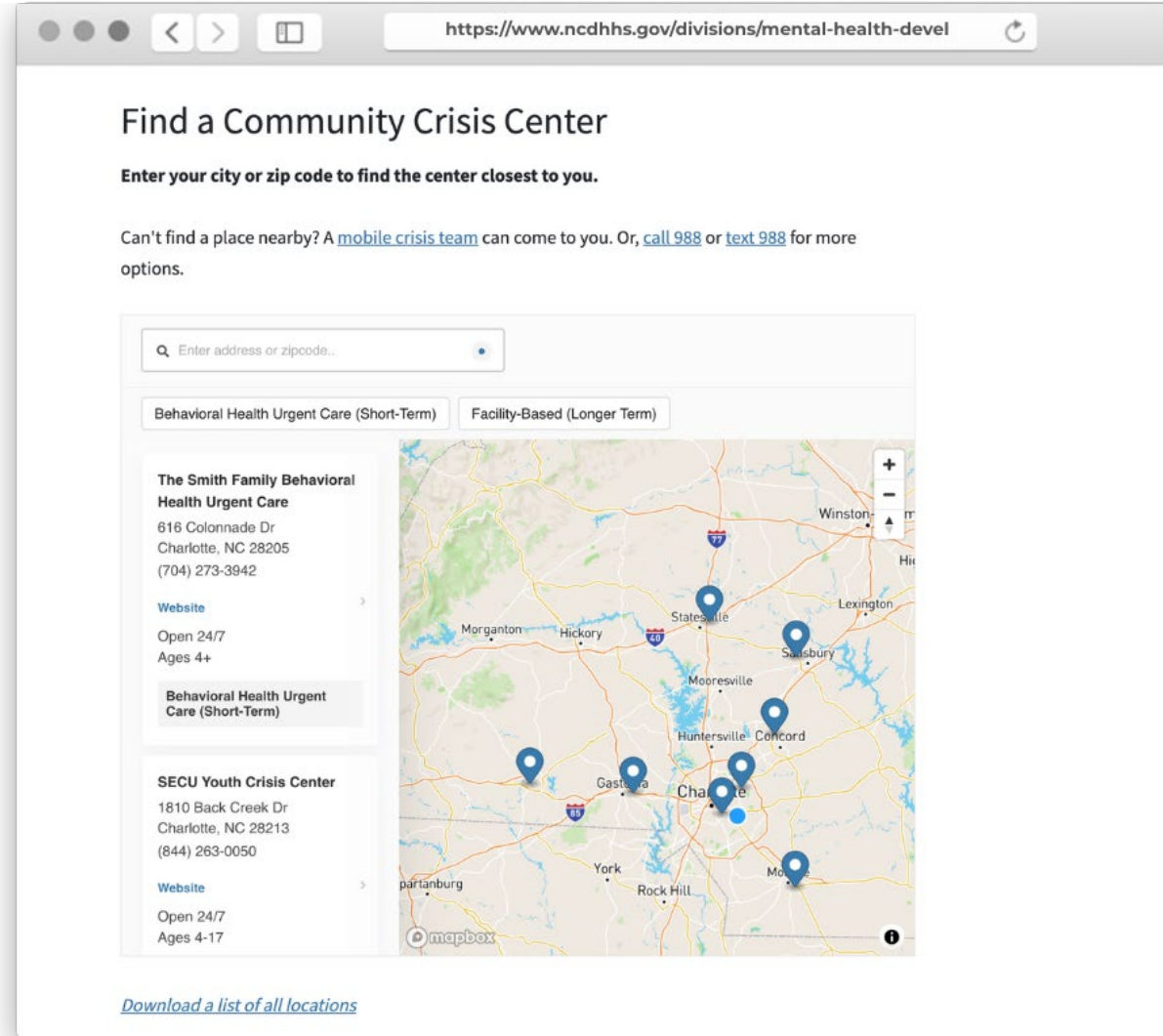
Walkthrough:

Find a Community Crisis Center

This page connects individuals, families, and providers to local centers that offer **mental health, substance use, and intellectual/developmental disability crisis care** in a safe, supportive environment.

In this walkthrough, we'll show you how to:

- Locate centers by region
- Understand the types of services provided
- Identify the best point of contact for your area



The screenshot shows a web browser window with the URL <https://www.ncdhhs.gov/divisions/mental-health-devel>. The page title is "Find a Community Crisis Center". Below the title, there is a search prompt: "Enter your city or zip code to find the center closest to you." A secondary message states: "Can't find a place nearby? A [mobile crisis team](#) can come to you. Or, [call 988](#) or [text 988](#) for more options." A search input field contains the placeholder text "Enter address or zipcode...". Below the search field are two tabs: "Behavioral Health Urgent Care (Short-Term)" (which is selected) and "Facility-Based (Longer Term)". The page displays a list of centers on the left and a map on the right. The first center listed is "The Smith Family Behavioral Health Urgent Care" located at 616 Colonnade Dr, Charlotte, NC 28205, with phone number (704) 273-3942. It is noted as being open 24/7 for ages 4+. The second center is "SECU Youth Crisis Center" at 1810 Back Creek Dr, Charlotte, NC 28213, with phone number (844) 263-0050, also open 24/7 for ages 4-17. The map shows several blue location pins across the Charlotte region, including areas like Statesville, Mooresville, Huntersville, Concord, and Charlotte. A "Download a list of all locations" link is visible at the bottom of the page.



COMMUNICATIONS RESOURCES

Crisis Bilingual Toolkit

A [free, downloadable toolkit](#) is available to share information and resources on ways to find mental health support or substance use treatment at no or low-cost, wherever you live in North Carolina.

The materials are designed to help spread the word about crisis services in [English](#) and [Spanish](#) and include:

- Social media posts
- Flyers
- PSAs
- And more!

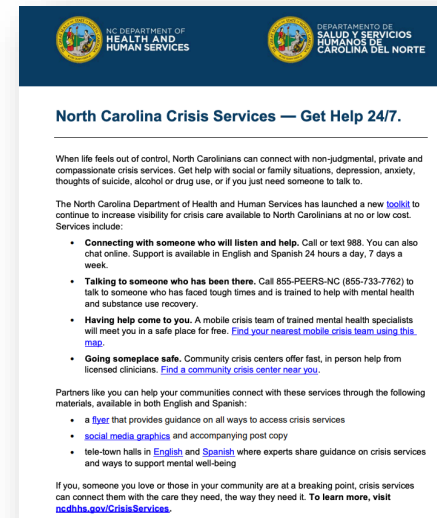
Social Media Posts & Graphics



Video PSAs



A stakeholder email for partners to use while spreading the word



Flyers to share information about services available in NC



Help Spread The Word: NC Crisis System

There are many ways to provide information about crisis services and options to people who may need them now or in the future.

Providers and partners can:

- Keep and display flyers at offices
- Share social media posts across platforms
- Post a link to the toolkit on their website
- Distribute flyers at community health events
- Send the stakeholder email to their own listservs and adapt it to include in newsletters
- Present this Crisis Services Essentials deck
- Use the research and messaging to create their own materials

If you struggle with mental health or substance use, talking to someone who has been there may help.

Peer Support Specialists are living in recovery and use their experience to support others.

North Carolina Peer Warmline
Call 1-855-PEERS NC (1-855-733-7762)

PRN Promise Resource Network
Learn about programs and locations at PromiseResourceNetwork.org.

NCDHHS

NC Crisis Services are here 24/7 to help.

Help connect people to care.
Know the options.
Share the support.

Learn more: ncdhhs.gov/CrisisServices

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

NC Crisis Services: Support for All Ages

May 2025

No matter the crisis, there are options.

Crisis services are available to all North Carolinians, anytime, day or night.

Know the options: ncdhhs.gov/CrisisServices

No estás solo. Recibe ayuda con:

- ✓ Situaciones sociales o familiares
- ✓ Consumo de alcohol o drogas
- ✓ Depresión y/o ansiedad
- ✓ Pensamientos suicidas

O si simplemente necesitas a alguien con quien hablar.

Visita NCDHHS.gov/ServiciosDeCrisis.

NCDHHS

Help is here—and you can help make the connection.

NC crisis services are available 24/7 and are often low or no-cost.

Share the support: ncdhhs.gov/CrisisServices



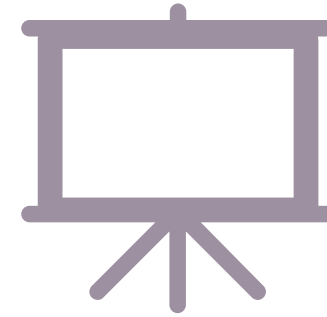
NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

Division of Mental Health,
Developmental Disabilities and
Substance Use Services

Q&A



Questions and feedback are welcome at
BHIDD.HelpCenter@dhhs.nc.gov.



The recording and presentation slides for this
webinar will be posted to the [Community
Engagement & Training](#) webpage.



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Mental Health,
Developmental Disabilities and
Substance Use Services

Stay Connected with DMHDDSUS



Join our monthly **Side
by Side Webinars**



Join our
Mailing List