

MORE RESOURCES

NAMI Durham

NAMI Durham's mission is to promote recovery and optimize the quality of life for those in Durham County affected by mental illness. The website provides information on support groups and education classes, plus a comprehensive list of local mental health resources. Call the HelpLine for mental health support and referrals Monday - Friday, 10:00 AM - 10:00 PM.

Phone

1-800-950-HELP (6264)

Website

<https://www.namidurhamnc.org>

Durham Network of Care

The Durham Network of Care (NOC) offers comprehensive information on local services and organizations. The website features an online Learning Center focused on health and well-being topics and allows users to create a confidential Personal Health Record to keep track of services, medical history, and more.

Website

<http://durham.nc.networkofcare.org/mh>

24-Hour Access and Information

If you or someone you know is experiencing a mental health crisis, call Alliance's Access and Information Center! Licensed clinicians are available 24 hours a day to assess your needs and connect you to the right kind of care.

Phone

(800) 510-9132

IN CRISIS? CALL 911!

HEART Crisis Response

The Durham Community Safety Department launched the Holistic Empathetic Assistance Response Team (HEART) to respond to behavioral health crisis calls and help people get connected to the community-based care they need. HEART includes four units:

- **Crisis Call Diversion** embeds mental health clinicians at the 911 Call Center.
- **Community Response Teams** are unarmed, three-person units dispatched in response to nonviolent behavioral health calls.
- **Care Navigation** connects individuals to ongoing community-based care.
- **Co-Response** teams pairs clinicians with police officers to respond to calls with higher potential safety risk.

EMS & Crisis Intervention Team

Community Paramedics and Crisis Intervention Team Officers are specially trained to assist individuals with behavioral health challenges.

EMS Community Paramedics

Durham County Community Paramedics provide on-site assessments to determine medical, physiological, social and housing needs of Durham residents. Community paramedics can provide a Naloxone (Narcan®) Kit, education on its use, and referral to local resources for treatment for people struggling with opioid use.

Crisis Intervention Team (CIT) Officers

Officers are trained in behavioral health and crisis intervention techniques designed to keep people with serious mental illness out of the justice system for misdemeanor charges. The team connects people in behavioral health crisis to appropriate mental health services.



STEPPING UP INITIATIVE

Mental Health Resource Guide



ABOUT

The **Stepping Up Initiative** is a national endeavor to reduce the number of people with mental illness in jail.

More than 500 participating counties are implementing data-driven programs and policies that connect people to the care they need. Improved access to mental health services and other supports leads to better health outcomes for people with mental health challenges and, in turn, creates safer, healthier communities.

Visit the Stepping Up Initiative website at <https://stepuptogether.org> to learn more.

A Leader in the Movement

As an **Innovator County**, Durham County has the capacity to identify people in the county jail who have mental illness and substance use disorder, connect them to appropriate services, and use this data to inform policies.

Durham County Partners

Alliance Health
Carolina Outreach
Duke University
Durham County Commissioners
Durham County Court System
Durham County Justice Services Department
Durham EMS
Durham Police Department
Durham Office of the Sheriff
Easterseals UCP
Durham Community Safety Department
RI International
UNC School of Social Work

GET CONNECTED

Justice Services Department

The Justice Services Department (JSD) rehabilitates justice-involved individuals through an array of supportive services designed to help them reach their full potential and contribute to their community. JSD offers substance use treatment, reentry services, basic needs assistance, employment readiness, cognitive behavioral intervention, and more.

Phone

(919) 560-0500

Office Hours

Monday - Thursday 8:30 AM - 8:30 PM

Friday 8:30 AM - 5:00 PM

Mental Health Court

JSD coordinates Mental Health Court, a pre-adjudication diversion program designed for individuals living with Severe and Persistent Mental Illness or Serious Mental Illness. The program provides behavioral health services such as substance use treatment, individual and group therapy, and basic needs assistance.

Alliance Health

As the managed care organization, Alliance Health authorizes an array of Medicaid and non-Medicaid (state-funded) services for individuals with mental illness, substance use disorders, and intellectual and developmental disabilities who reside in Cumberland, Durham, Harnett, Johnston, Mecklenburg, Orange, and Wake counties. Alliance works alongside a diverse network of 2,000+ private behavioral healthcare providers to ensure that individuals receive quality services and supports.

Learn more or search for a provider at <https://www.alliancehealthplan.org>.

CRISIS SUPPORT

988 Suicide & Crisis Lifeline

The Lifeline provides free, confidential, 24/7 support for people in suicidal crisis. If you or a loved one is experiencing a mental health crisis, **call or text 988**.

Veterans and their family members can access crisis services through the crisis line. **Call 988, then press 1 or send a text to 838255.**

RI International

Durham Recovery Response Center

Immediate admission for adults experiencing a mental health or substance abuse crisis and offers round-the-clock access to nursing, clinicians, and peer support services. Crisis beds are available 24/7. **No referral required.**

Phone

(919) 560-7305

Office Hours

Monday - Friday 9:00 AM - 5:00 PM

Carolina Outreach

Behavioral Health Urgent Care

Rapid access to psychiatric and mental health services for children and adults. Offers immediate assistance, connection to ongoing care, and community-based referrals.

Phone

(919) 251-9009

Office Hours

Monday - Thursday 8:00 AM - 7:00 PM

Friday 8:00 AM - 3:00 PM

Saturday 9:00 AM - 12:00 PM