

Mental Health & Community Resource Guide

The resources below are of known providers of a particular service. The providers on the list are from a variety of sources. The list is being provided as a courtesy, for information only, and the user should understand that no assurances or guarantees regarding the providers on the list are being made by providing this list. Our school neither endorses, approves, nor recommends any specific provider listed below. This list is not inclusive of all community agencies, services or organizations that provide the particular service, and the omission of an agency, service or organization from this list does not imply disapproval. It is the responsibility of the user of this list to determine whether any of the content is of value to them and whether or not the agency, service or organization meets their specific needs. Your child's school counselor is always available to further discuss your specific needs.

24-hour Crisis & Mental Wellness Hotlines

[Al-Anon & Alateen](#): 1-800-344-2666

A mutual support program for people whose lives have been affected by someone else's drinking

[Alcoholics Anonymous \(AA\)](#): 704-332-4387 / 1-877-233-6853

Alcoholics Anonymous is a fellowship of people who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking.

[Atrium Health Call Center](#): 704-444-2400

Atrium Health has a crisis intervention help line, staffed by masters-level mental health professionals and registered nurses available 24-hours a day, seven days a week. The team answering the phone can also make referrals to behavioral health specialists and offer information on community behavioral health resources. Atrium Health also has the only free-standing, dedicated psychiatric emergency room in the Charlotte, NC region. This ER is for children, adolescents and adults experiencing a mental health crisis and is located at [Atrium Health Behavioral Health](#), a facility of Carolinas Medical Center.

[Cardinal Innovations Healthcare](#): 1-800-939-5911

For individuals who may be experiencing a crisis and need immediate assistance from a licensed clinician trained in mental and behavioral health.

[Child Abuse Hotline \(National\)](#): 1-800-422-4453, Chat via website

24-hour hotline with resources to aid in every child abuse situation.

[CVAN: Cabarrus Violence Assistance Network](#): 704-788-2826

Our hotline is answered by a trained Advocate 24 hours a day, 365 days a year. It is a confidential line where you can call to talk, explore options, figure out staying safe, hear about our other services, and talk about legal referrals.

[Disaster Distress Helpline \(National\)](#): 1-800-985-5990

The Disaster Distress Helpline provides immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster. This toll-free, multilingual, and confidential crisis support service is available to all residents in the United States and its territories.

Domestic Violence Hotline (National): 1-800-799-7233 / 1-800-787-3224 (TTY)

Text "START" to 88788, Chat via website

The National Domestic Violence Hotline provides essential tools and support to help survivors of domestic violence so they can live their lives free of abuse. Contacts to The Hotline can expect highly-trained, expert advocates to offer free, confidential, and compassionate support, crisis intervention information, education, and referral services in over 200 languages.

Greater Charlotte Hope Line / Safe Alliance: 980-771-4673

The Greater Charlotte Hope Line is a 24/7 hotline for Mecklenburg County residents seeking help for parenting support, domestic violence and sexual assault. This free resource is confidential, safe, and staffed by highly trained advocates who have the knowledge and empathy necessary to help those who call.

Hopeline: Call (24/7) or Text (M-F 10am - 10pm): 919-231-4525 or 1-877-235-4525

A free and confidential crisis and suicide prevention helpline that offers crisis intervention, supportive and non-judgmental active listening, gentle and understanding discussion of crisis resolution, and referrals to appropriate community resources.

Hope4Healers: Call 919-226-2002

Provides mental health and resilience support for NC health care professionals, emergency medical specialists, first responders, other staff who work in health care settings, as well as teachers and school personnel.

Hope4NC Helpline: Call 1-855-587-3463 or Text "hope"

Connects North Carolinians to mental health and resilience supports that help them cope and build resilience during times of crisis. Available to everyone in North Carolina's 100 counties during the COVID-19 crisis. Available 24 hours per day, seven days a week to speak to a live person.

Human Trafficking Resource Center (National): 1-888-373-7888, Text 233733, Chat via website

The National Human Trafficking Hotline connects victims and survivors of sex and labor trafficking with services and supports to get help and stay safe. The Trafficking Hotline also receives tips about potential situations of sex and labor trafficking and facilitates reporting that information to the appropriate authorities in certain cases. Help is available in English or Spanish, or in more than 200 additional languages through an on-call interpreter.

Mecklenburg County Crisis: 704-566-3410 (Select Option 1)

Mecklenburg County CriSyS Crisis Response system provides initial comprehensive crisis support and remains involved until the crisis is resolved or until appropriate support is established. Services provided includes Mobile Crisis Team (team can be dispatched for suicidal subjects, mentally ill subjects, situational crisis, involuntary commitments and other acute situations), Critical Incident Stress Management (staff specifically trained for managing stress following a critical incident such as community disasters or crisis events), and the Operations Call Center (Operates 24 hours a day/365 days a year; Calls are screened by mental health counselors to assess danger/lethality of the caller's situation)

Monarch Crisis Services: 1-866-272-7826

Monarch's Crisis Services include several Crisis Centers around the state and Mobile Crisis Management support. These services are for those who are experiencing a crisis and are in immediate need of the proper care.

Narcotics Anonymous (NA): 980-200-9349 / 1-855-613-2762

The Greater Charlotte Area of Narcotics Anonymous serves Charlotte North Carolina. We welcome all who have a problem with drugs. There are no fees or costs. Our message is hope and the promise is freedom from active addiction.

National Alliance on Mental Illness Charlotte: 704-333-8218 / 1-800-950-6264 (National)

The families and members of NAMI Charlotte are here to help! We offer understanding to anyone concerned about mental illnesses and the treatment of mental illness.

National Suicide Prevention Lifeline: 1-800-273-TALK (8255)

Offers free and confidential support for people in distress, prevention and crisis resources and best practices for professionals.

NC Alcohol and Drug Council: 1-800-688-4232 or Text 919-908-3196

If you or a loved one is struggling with alcohol or drug addiction, support is available 24 hours a day via the hotline.

Novant 24-hour Behavioral Health Crisis/Referral: 704-384-4255 / 1-800-786-1585

Licensed therapists are available around the clock to assess your needs and connect you with the appropriate level of care.

RAINN (National): 1-800-656-4673, Chat via website

RAINN's telephone hotline services provide trained sexual assault hotline staff 24/7, in English and Spanish, to support communities with crisis intervention, empathetic listening, and warm handoffs to designated local service providers. The online crisis intervention services in English and Spanish. RAINN provides secure and anonymous online hotline crisis intervention service.

Safe Alliance Crisis Hotline:

24-Hour Rape Crisis Hotline: 704-375-9900 / 24-Hour Domestic Violence Hotline: 704-332-2513

Charlotte Domestic Violence Shelter: 704-944-0169

We provide hope and healing to those impacted by domestic violence and sexual assault.

Suicide Prevention Lifeline (National): 1-800-273-8255 / 1-888-628-9454 (Spanish)

Offers free and confidential support for people in distress, prevention and crisis resources and best practices for professionals.

The Relatives Youth Crisis Center: 704-377-0602

The Relatives Crisis Center provides a safe location for youth ages 7-17 who need a safe place to stay because they have run away from home, are homeless, or are in transition under the care of the Department of Social Services. For up to 21 days, youth have a safe place to go where they and their families can work on the issues that brought them to our Youth Crisis Center. The **24-Hour Crisis Hotline** counselors are available any time of day or night to answer questions and provide support via our crisis line. Additionally, **Walk-In Crisis Support**

youth don't have to stay at the house to get help. They can just walk up and have a meeting with one of our counselors to figure out how to handle a situation that they are going through.

[The Trevor Project](#): Call 1-866-488-7386, Text "START" to 678-678, Chat via website
Connect to a crisis counselor 24/7, 365 days a year, from anywhere in the U.S. It is 100% confidential, and 100% free. Crisis counselors are trained to answer calls, chats, or texts from LGBTQ young people when they are struggling with issues such as coming out, LGBTQ identity, depression, and suicide.

[Veterans Crisis Line](#): Call 1-800-273-8255 (Press 1), Text 838255, Chat via website
The Veterans Crisis Line is a free, confidential resource that's available to anyone, even if you're not registered with VA or enrolled in VA health care. The caring, qualified responders at the Veterans Crisis Line are specially trained and experienced in helping Veterans of all ages and circumstances.

[Veterans Homeless Programs](#): 1-877-424-3828, Chat via website
Veterans who are homeless or at risk of homelessness can make the call to or chat online with the National Call Center for Homeless Veterans, where trained counselors are ready to talk confidentially 24 hours a day, 7 days a week.

Community Resources

Resource Guides

[Charlotte & Surrounding Area Resource Guide](#)

An extensive community resource guide created by the [Ada Jenkins Center](#).
The Ada Jenkins Center currently serves residents of Cornelius, Davidson, and Huntersville. Services provided include economic mobility, education services, financial assistance, health services, and volunteer income tax assistance.

[Gaston County Community Resource Assistance Guide](#)

[Mecklenburg County Community Resource Guide](#)

Information & Referral

[NC 211](#)

NC 211 is an information and referral service provided by United Way of North Carolina. Families and individuals in all 100 counties in North Carolina can call to obtain free and confidential information on health and human services within their community. Available in most languages, NC 211 is open 24 hours a day, seven days a week, 365 days a year.

Basic Needs

[Crisis Assistance Ministry](#)

Crisis Assistance Ministry helps Mecklenburg County families experiencing poverty with life's most basic needs: emergency financial assistance for rent and utilities, clothing, household goods, furniture, beds, and appliances provided free-of-charge.

[Matthews Help Center](#)

Matthews Help Center offers an array of services to help neighbors weather the storm. The food pantry provides a week's worth of groceries, interview clothes can be purchased via a voucher at our thrift store, clients can meet one on one with a social worker to discuss their household budget, resources in the community; we can even help to prevent eviction or disconnection of a utility. For many families, a financial crisis earlier in the year may mean that there are no funds left for school supplies or gifts during the holiday season. Matthews HELP Center partners with Matthews Gives Back and other agencies to assist financially fragile families through these times.

Domestic Violence Assistance

[CVAN: Cabarrus Violence Assistance Network](#)

CVAN provides safety, shelter and support for battered women and their children in Cabarrus County, NC. Services include 24-hr hotline, shelter, peer counseling, outreach center, children's program, friends and family program, court advocacy, support groups, teen program, formerly battered women's advocacy, women's jail program, and community education.

Medical/Dental

[Mecklenburg County Free & Low Cost Clinics](#)

[Mecklenburg County Dental Resources \(Free, Low Cost or Sliding Scale\)](#)

Local Mental Health Providers

[Anuvia Prevention & Recovery Center](#)

Quality substance abuse services that are personalized to your specific needs and are available to everyone. Services include prevention, assessment, DWI/court services, detox, outpatient treatment, and residential treatment. Treatment for the uninsured provided on a sliding scale.

[Atrium Health](#)

Atrium Health provides mental health assessment, as well as inpatient, outpatient, school-based, crisis and residential treatment programs. A list of locations can be obtained by clicking this link: [Behavioral Health Locations](#)

[Cardinal Innovations Healthcare](#)

Serves people and families with diagnoses in intellectual or developmental disabilities, mental health, or substance use disorders (IDD/MH/SUD). Through our network of contracted providers, the members and families we serve receive the care and coverage they need.

[Counseling Center At Charlotte.com/](#)

Provides individual, couples and family counseling.

[Monarch Crisis Services](#)

Provides mental health services for adults and youth. Accepts uninsured at a sliding scale fee.

[Novant Health](#)

Provides mental health services for adults and youth.

Nutrition/Physical Activity

[Mecklenburg County Families Eating Smart & Moving More](#)

A free, four-part program that offers families simple solutions to help them eat smart and move more.

Parenting

[Mental Health America of Central Carolinas](#)

The ParentVOICE Programs offer trainings and workshops for parents, youth, and provider agencies, at NO COST to families. Program specialists attend meetings with schools and service providers as a support for parents and caregivers. Monthly support groups for adults and youth are offered.

Kids of Tomorrow (KOT) and A.C.T.I.V.E. Youth Groups provide emotional and social support, workshops, and activities within a safe and structured environment for youth.

[Positive Parenting Tips \(CDC\)](#)

As a parent you give your children a good start in life—you nurture, protect and guide them. Parenting is a process that prepares your child for independence. As your child grows and develops, there are many things you can do to help your child. These links will help you learn more about your child's development, positive parenting, safety, and health at each stage of your child's life.

[Teen Health Connection Parenting Programs](#)

Teen Health Connection offers parenting resources specifically designed to strengthen parental efficacy and build healthy connections between parents and their teens. We offer virtual parent training, virtual parent support groups, and opportunities to participate in in-depth discussions on the hottest topics affecting teens today. Our goal is to give parents confidence and courage to meet the challenges – and savor the joys – that accompany the teenage years. We are continuously updating our resources and expanding our programming to meet the needs and interests of all parents as well as accommodate all schedules.

[Time Out Youth](#)

Resources, training and answers to questions for parents/guardians or adult supporters of LGBTQ youth.

[Triple P - Positive Parenting Program / Triple P \(Mecklenburg County\)](#)

Triple P is a parenting program, but it doesn't tell you how to be a parent. It's more like a toolbox of ideas. You choose the strategies you need. You choose the way you want to use them. It's all about making Triple P work for you. Because all families are different, Triple P has a range of ways to get your positive parenting program. Choose anything from single visit consultations to public seminars; group courses to private sessions. You can even do Triple P Online, at home or wherever you like!