

# Resources

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## Communicating with Loved Ones in Prison

JPay is committed to helping friends and family of inmates stay connected to their incarcerated loved ones through a variety of corrections-related services offered in more than 30 states across the country, as well as to providing the quickest and most reliable payment options for individuals in community corrections.

Website: <https://www.jpay.com/>

## Crisis Call Center

The *Crisis Call Center* 24/7 crisis line often serves as the first point of contact for individuals who are seeking help, support, and information. Crisis can affect anyone at any time. The need for emotional support or referral assistance is something most individuals encounter at some point in their lives. Staff and volunteers are available 24/7/365 to help individuals discover the skills and resources that they uniquely possess that allow them to develop solutions to maximize self-sufficiency.

Call 24/7 at: 800-273-8255

Text: ANSWER to 839863

Website: <http://crisiscallcenter.org/crisis-services>

## Dial 2-1-1- Helpline

NC 2-1-1 is an information and referral service provided by United Way of North Carolina. Accessible via an easy-to-remember, three-digit number, families and individuals can call to obtain free and confidential information on health and human services and resources within their community.

Website: <https://nc211.org>

Crisis Text Line, text “**HOME**” to 741741

**Available 24 hours a day, 7 days a week.**

## Emergency: Dial 911

Suicidal threats, suicide attempts, and mental health crisis situations involving immediate life-threatening DANGER!

*Call:* 9-1-1

## Listening and Responding

This chart serves as an example of different degrees of active listening that can be used including repeating, paraphrasing and reflecting.

*Chart:* <http://study.com/cimages/multimages/16/active-listening-chart.png>

## National Suicide Prevention Lifeline

*Lifeline* provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.

Also a part of this service is the national chat network that can provide online emotional support, crisis intervention, and suicide prevention services to anyone who is depressed, despairing, going through a hard time, or just needs to talk.

### **Available 24 hours everyday**

*Website:* <https://suicidepreventionlifeline.org/>

*Call:* 1-800-273-8255

*Chat:* <http://chat.suicidepreventionlifeline.org/GetHelp/LifelineChat.aspx>

*Twitter:* <https://twitter.com/800273TALK>

## National Institute of Mental Health Information Center

*The National Institute of Mental Health* (NIMH) is the lead federal agency for research on mental disorders that envisions a world in which mental illnesses are prevented and cured. Their mission is to transform the understanding and treatment of mental

illnesses through clinical research, paving the way for prevention, recovery, and cure.

Call: 866-615-6464 from 8 a.m. to 8 p.m. EST, Monday to Friday

Website: <http://www.nimh.nih.gov/index.shtml>

## National Mental Health Association Hotline

*Mental Health America* (MHA) is dedicated to addressing the needs of those living with mental illness and to promoting the overall mental health of all Americans. MHA's work is driven by a commitment to promote mental health as a critical part of overall wellness, including prevention services for all, early identification and intervention for those at risk, integrated care, services, and supports for those who need it, with recovery as the goal.

Call 24/7 at: 800-273-TALK (8255)

Website: <http://www.nmha.org>

## North Carolina (NC) Opioid Initiatives

To help tackle the opioid crisis, the NC Department of Health and Human Services is working to connect people with preventative healthcare, substance use disorder treatment and community support. Learn more on the website about how North Carolina and its partners are working to reduce opioid overdose deaths by 20 percent by 2021.

Website: <https://www.ncdhhs.gov/about/department-initiatives/opioid-epidemic>

## No Stigmas

#NoStigmas is a global peer-led community advocating for #mentalhealth and #suicide awareness by empowering allies through education, support, and action.

Website: <https://nostigmas.org/i-have-nostigmas>

Twitter: <https://twitter.com/NoStigmas>

## Opioid Overdose Prevention for Law Enforcement and First Responders

This presentation, sponsored by the NC Office of EMS, helps to inform the public safety community of North Carolina on how to recognize and treat suspected opioid overdoses.

*Website:*

<https://www.communitycarenc.org/media/files/opioid-overdose-prevention-law-enforcement-and-first-responders.pdf>

## Opioid Overdose Prevention Toolkit: SAMHSA

The Opioid Overdose Prevention Toolkit, available through the Substance Abuse and Mental Health Services Administration (SAMHSA), offers strategies to health care providers, communities, and local governments for developing practices and policies to help prevent opioid-related overdoses and deaths. Access reports for community members, prescribers, patients and families, and those recovering from opioid overdose.

*Website:*

<https://store.samhsa.gov/product/Opioid-Overdose-Prevention-Toolkit/SMA18-4742>

## Opioid Overdose Resuscitation

This worksheet, provided by the American Society of Anesthesiologists, covers the symptoms of an opioid overdose and provides step-by-step instructions on how to help someone experiencing an opioid overdose.

*Website:*

<https://www.communitycarenc.org/media/files/opioid-overdose-resuscitation.pdf>

## Psychological Health Resource Center

Whether you are a service member, a family member or a clinician, the Psychological Health Resource Center is there for you. Professional health resource consultants with expertise in psychological health who understand military culture.

*Call:* 1-866-966-1020

Available 24 hours a day, 7 days a week.

## Rural Communities Opioid Response Program

The Rural Communities Opioid Response Program (RCORP) is a multi-year initiative by the Health Resources and Services Administration (HRSA) aimed at reducing the morbidity and mortality of substance use disorder (SUD), including opioid use disorder (OUD), in rural communities at the highest risk for SUD. This website includes materials and resources on responding to the opioid crisis in rural communities.

Website: <https://www.rcorp-ta.org/>

## SAMHSA

SAMHSA's National Helpline is a free, confidential, 24/7, 365-day-a-year treatment referral and information service (in English and Spanish) for individuals and families facing mental and/or substance use disorders.

*Call:* 1-800-662-HELP (4357)

*Website:* [www.samhsa.gov](http://www.samhsa.gov)

## Therapeutic Alternatives, Inc.

Mobile Crisis has responded to individuals experiencing symptoms of depression, anxiety, psychosis; individuals with suicidal or homicidal thoughts, children with behavioral issues and substance abusers in need of treatment.

*Call:* 1-877-626-1772

**Available 24 hours a day, 7 days a week.** On site within 2 hours.

## Veterans Crisis Line

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.

*Call: 1-800-273-8255 and Press "1"*