



Public Mental Health, Developmental Disabilities & Substance Abuse Services in Disaster Response

(Forsyth, Stokes, Davie & Rockingham Counties)

FOLLOW THESE STEPS:

- Call CenterPoint's Disaster Response Coordinator, Michael Cottingham at 336-714-9132 or 336-287-8739 to relay disaster response information. It will then be determined how to offer support through CenterPoint's Customer Services line and/or Mobile Crisis and Crisis Provider Services.
- Notify all disaster response personnel to refer persons in need to CenterPoint's Customer Services number: 1-888-581-9988. When calling the toll-free number, a qualified professional will evaluate the urgency of need and offer an appointment in accordance with the following schedule: Routine (care needed within 14 days), Urgent (care needed within 48 hours) or Emergent (care needed within two hours). If Customer Services personnel determine a mobile crisis response unit is needed to support onsite efforts, a team will be dispatched to the disaster location. Customer Services personnel can also determine if the person in need is already in the public service system and has a clinical home service provider who serves as a "First Responder".

NOTE: Crisis Provider Services may be utilized in certain circumstances to provide crisis response on site and to offer ongoing services. CenterPoint's Disaster Response Coordinator will communicate needs to these providers for response.



MISSION

Through collaborative partnerships we develop, manage and coordinate services to support those with mental health, developmental disabilities, and substance abuse needs.