

School Based Team – WCPSS Crisis Resource Guide

For questions regarding NC Medicaid status, plan, or benefits:

Website: [Home | NC Medicaid Managed Care \(ncmedicaidplans.gov\)](https://www.ncmedicaidplans.gov)

Phone: **1-833-870-5500** (TTY: 711 or [RelayNC.com](https://www.relaync.com))

Hours of operation: 7 a.m. to 5 p.m., Monday through Saturday

For information or referral to treatment for individuals with Alliance Medicaid (this may be referred to as “Tailored Plan”) or uninsured:

- Alliance Health Plan Member and Recipient Services # **800-510-9132**
<https://www.alliancehealthplan.org/>

Wake Co. Crisis Services:

- For a medical or life-threatening emergency, you can contact 911 and request a “CIT Officer.” These first responders have gone through Crisis Intervention Training to work with individuals with a mental health, substance use, intellectual or developmental disability.
<https://nami-wake.org/support-and-education/education/crisis-intervention-training/>
- Mobile Crisis
24/7 assessment and triage for crisis response. A mental health professional will triage over the phone and if needed will go into the community to evaluate for safety and provide crisis stabilization services. Request Mobile Crisis through Alliance Health Crisis Line # **877-223-4617**
- KidsPeace, Mobile Outreach Response Engagement and Stabilization (MORES)
Provide mobile crisis support for youth. In addition, for Alliance Medicaid individuals, they can provide ongoing support for case management and referral needs up to 8 weeks.
Hours: 7 days a week, from 10am-10:30pm. Crisis calls after hours will be directed to the mobile crisis service noted above.
(484) 215-6756
<https://www.kidspeace.org/the-hope-center/>
- UNC Wakebrook Crisis and Assessment (CAS), 24 hours walk-in crisis facility
107 Sunnybrook Rd.
Raleigh, NC 27610
(984)974-4800
<https://www.uncmedicalcenter.org/uncmc/hospitals-locations/profile/unc-health-care-crisis-and-assessment-services-at-wakebrook/>
- Monarch Behavioral Health Urgent Care, no appointment necessary
319 Chapanoke Road, Suite 120
Raleigh, NC 27603
(919) 703-2845
<https://monarchnc.org/behavioral-health-urgent-care/>

- Holly Hill Hospital – Children’s Campus
201 Michael J. Smith Lane
Raleigh, NC 27610
(919) 250-700
<https://hollyhillhospital.com/>



The Hope Center for Youth and Family Crisis Continuum of Services

Description

Mobile Outreach Response Engagement and Stabilization (MORES)

KidsPeace provides a Mobile Outreach Response Engagement Stabilization (MORES) team for Wake County. This is a specialized crisis response service designed to engage youth and their families to address immediate crisis and assist in connection to community resources and providers to aid in the reduction of hospitalizations and out of home placement. Individuals in need of crisis services for youth can access the MORES service by contacting KidsPeace at **484-215-6756**. The MORES team is available 7 days a week from 10am-10:30pm. For Crisis Services between 10:30pm-10am, please contact the Alliance Access and Information line at 1-800-510-9132.

Our MORES services include a crisis assessment and crisis planning in the community, and recommendations for the appropriate level of care. The brief intervention and assessment services are to address the immediate psychiatric, developmental and behavioral problems of individuals experiencing a crisis. Ongoing support to address needs for up to 8 weeks can include; case management to address social determinants of health, referral to ongoing care, and placement assistances when medically necessary. Aftercare planning begins at first contact and is provided at discharge from MORES to include providers who support children and family services and is based upon geographic location.

Population served

KidsPeace MORES team offers individualized crisis plans for three developmental age groups: 4 to 11 year-old children, 11 to 13 year-old preadolescents, 14 to 17 year-old adolescents.

Services

- Connection to specialized services
- Family-centered care
- Best practice clinical approaches
- Trauma informed treatment strategies
- Home and community coordinated partnerships
- Board-certified clinicians and physicians consultants
- Family supports
- Aftercare and discharge planning
- Utilization & coordination of benefits

Treatment team

Individualized treatment plans are created by a multidisciplinary team, which may be composed of, but is not limited to, the following:

- Licensed Professional Counselors
- Licensed Clinical Social Workers
- Mental Health Technicians
- Case managers
- Qualified Professionals
- Family Partner

For additional information or admission, please contact:

The Hope Center for Youth and Family Crisis Toll free at 877-888-7849

MORES team 484-215-6756

www.kidspeace.org