

## HOW WE CAN HELP

- **Individual Crisis Counseling**—Provide emotional support to help survivors understand their reactions, improve coping strategies, review their options, and connect with resources that will assist them.
- **Group Crisis Counseling**—Group sessions led by trained crisis counselors who offer skills to help group members cope with their situations and reactions
- **Public Education**—Information and education about typical reactions, helpful coping strategies, and available disaster-related resources.
- **Community Networking and Support**—Relationship building with community resource organizations, faith-based groups, and local agencies.
- **Assessment, Referral, and Resource Linkage**—We will assess your needs and if needed, refer you to additional disaster relief services or mental health or substance abuse treatment.
- **Media and Public Service Announcements**—Media activities and public messaging in partnership with local media outlets, State and local governments, charitable organizations, or other community brokers of information.



**Trillium Health Resources is a Local Management Entity/Managed Care Organization (LME/MCO). We are designated by the NC Department of Health & Human Services to oversee state and federally funded services for 27 counties in eastern North Carolina.**

Trillium is responsible for providing access to and oversight of services for individuals who receive Medicaid or state funding for their care. Trillium complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

[www.TrilliumHealthResources.org](http://www.TrilliumHealthResources.org)

## OTHER RESOURCES

**Legal Aid of North Carolina:** 866-219-5262

**Disaster Distress Helpline:** 800-985-5990  
(voice, 711 or VRS) or text TalkWithUs to 66746  
For Spanish, text Hablanos to 66746

**Disaster Unemployment Assistance:** 866-795-8877

**Disaster Fraud Hotline:** 866-720-5721  
(calls can be made anonymously and confidentially)



**Help with hurricane recovery  
and preparedness**

**Please call 1-855-587-3463  
if you need assistance.**

Por favor llame al 1-855-587-3463 si necesita asistencia.

## Crisis Counseling Program (CCP)

Your Crisis Counselor

Phone Number

## OUR MISSION

The mission of Hope4NC is to assist individuals in communities as they recover from the devastating impacts of a hurricane.

Our trained crisis counselors are available to link survivors with resources that assist in recovery and rebuilding, help with disaster preparedness, and to offer emotional and educational support. We meet you where it's most convenient, whether that is your home, the library, church, or another location. The program is free and anonymous.

Hope4NC is supported through funding from the Federal Emergency Management Agency (FEMA) and the national Substance Abuse and Mental Health Services Administration.

*"Disasters are stressful, there is no right or wrong way to feel, and North Carolinians will continue to experience the impacts of these hurricanes long after the storm," said Kody H. Kinsley, DHHS Deputy Secretary for Behavioral Health and Intellectual and Developmental Disabilities IDD.*

## WHO CAN PROVIDE CCP SERVICES?

- A combination of mental health professionals and paraprofessionals, who are trained and supervised to deliver an array of crisis counseling services
- CCP staff usually live in the affected communities and are sometimes survivors themselves.

## OUR GOALS

The CCP strives to:

- Reach large numbers of people affected by disasters through face-to-face outreach to shelters, homes, and other locations
- Assess the emotional needs of survivors and make referrals to traditional behavioral health services when necessary
- Identify tangible needs and link survivors to community resources and disaster relief services
- Provide emotional support, education, basic crisis counseling, and connection to familial and community support systems
- Train and educate community partners about disaster reactions, appropriate interventions, and CCP services
- Develop partnerships with local disaster and other organizations
- Work with local stakeholders to promote community resilience and recovery
- Collect and evaluate data to ensure quality services and justify program efforts
- Leave behind a permanent legacy of improved coping skills, educational and resource materials, and enhanced community connections



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