



**SHELBY COUNTY DIVISION  
OF COMMUNITY SERVICES**

## **MENTAL AND BEHAVIORAL HEALTH RESOURCES DURING COVID-19**

Anxiety and stress are on the rise as more and more families suffer from job loss, isolation, and the fear of contracting the virus and how to care for their families. The Disaster Distress Helpline has seen 900% increase in calls compared to last year which demonstrates both that anxiety is high but also that people are seeking help.

People already struggling emotionally, financially, and those with substance abuse or existing mental health issues are especially vulnerable now. Help is available and open to all who need it. Below is a list of Mental Health and Behavioral Health resources assembled by the Division of Community Services.

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### **HOTLINES and EMERGENCY MENTAL HEALTH**

*If you, or someone you care about, are feeling overwhelmed with emotions like sadness, depression, or anxiety, or feel like you want to harm yourself or others. If you are having a crisis and need help now:*

#### **LOCAL HOTLINES**

##### **Call 911**

**Adult Crisis Line**, Alliance Health Services: 901- 577-9400

<http://www.alliance-hs.org/crisis-line>

**Crisis Line for Children**, Alliance Health Services: 866-791-9226

**MEMPHIS CRISIS CENTER**, 901-274-7477

<https://memphiscrisiscenter.org/>

24/7 volunteer-powered crisis line providing telephone-based crisis intervention, empathic listening, emotional support services and linkage to community resources. Along with the main crisis line, the MCC administers the Elder Lifeline, the HIV Care Line, the Call4Kids Hotline and serves as the local affiliate of the National Suicide Prevention Lifeline and the National Veterans Hotline. All services are free, safe, and confidential.

**24/7 Sexual Assault Hotline, Shelby County Crime Victims & Rape Crisis Center and Memphis Crisis Center**, 901-222-4350

**24/7 Domestic Violence Crisis Line**, 901-249-7611, Family Safety Center

**Statewide Crisis Telephone Number:** 855-CRISIS-1 (855-274-7471)

**The Tennessee REDLINE:** 800-889-9789, provides accurate, up-to-date alcohol, drug, problem gambling, and other addiction information and referrals to all citizens of Tennessee at their request. The Redline provides referrals for Co-Occurring A&D disorders that arise along with Mental Health disorders.

**Children’s Mental Health,** Tennessee Voices, 800-670-9882, [TNvoices.org](http://TNvoices.org)

**Crisis TEXT Line:** text TN to 741741 to connect to the Crisis Text Line and a trained counselor.

**For Veterans:** 800-273-8255 and Press 1, text to 838255, or chat online 24/7/365.

<https://www.veteranscrisisline.net>

### NATIONAL HOTLINES

**Disaster Distress Helpline** [Disaster Distress Helpline](#), call 1-800-985-5990, or text TalkWithUs to 66746

**Domestic Violence help** at the [National Domestic Violence Hotline](#) or call 1-800-799-7233 and TTY 1-800-787-3224

**People with preexisting mental health conditions** should continue with their treatment and be aware of new or worsening symptoms. Additional information can be found at the Substance Abuse and Mental Health Services Administration (SAMHSA) [Disaster Preparedness page](#).

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

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### GENERAL INFORMATION

*For tips and national resources on managing stress and anxiety during this challenging time.*

[Managing Stress and Anxiety During Coronavirus | Managing anxiety](#)

[Coping with a Disaster or Traumatic Event](#)

[Coping with Stress During an Infectious Disease Outbreak](#)

[Mental Health Resources during Covid-19](#)

[Mental Health Considerations during COVID-19 Outbreak](#)

These mental health considerations were developed by the WHO Mental Health Department as support for mental and psychological well-being during COVID-19 outbreak.

[Frequently Asked Questions on Mental Health, Mental Illness, and COVID-19](#)

The National Alliance on Mental Illness (NAMI) created a document to help guide individuals that have specific questions about their mental health situations.

## [Living With Mental Illness During COVID-19 Outbreak– Preparing For Your Wellness](#)

This webpage provides information and wellness tips for individuals living with mental health conditions during the COVID-19 outbreak.

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### **FOR PARENTS OF CHILDREN**

*Watch for behavior changes in your child. Not all children and teens respond to stress in the same way. Ways to support your child:*

[Talk with your child or teen](#) about the COVID-19 outbreak.

Answer questions and [share facts about COVID-19](#) in a way that your child or teen can understand.

Reassure your child or teen that they are safe. Let them know it is ok if they feel upset. Share with them how you deal with your own stress so that they can learn how to cope from you. Limit your family's exposure to news coverage of the event, including social media. Children may misinterpret what they hear and can be frightened about something they do not understand.

### **SHELBY COUNTY SCHOOLS SOCIAL EMOTIONAL LEARNING SUPPORT**

<http://www.scsk12.org/instructionalresources/sel#/>

**24-HOUR INFORMATIONAL LINE** - 901.416-2266

**LIVE SEL SUPPORT LINE** - 901.416.8484

*Call M-F, 9 a.m. - 4 p.m., to speak with a member of the SCS Mental Health Center.*

[Caring for Children](#) | [Helping Children Cope](#) | [Sesame Street Responds to Covid-19](#)

[Helping Children Cope with Emergencies](#) | [Tips for Families during Coronavirus](#)

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### **ON-GOING CARE**

#### **ALLIANCE HEALTH SERVICES**

<http://www.alliance-hs.org/>

901-369-1400

Programs offer behavioral health and substance abuse services for adults, children, and families including outpatient, intensive outpatient, home-based, and community based programs.

Continuum of crisis services (crisis stabilization unit, detox, and respite) for individuals who are 18 years of age and older.

#### **CASE MANAGEMENT INC**

<http://www.cmiofmemphis.org/>

901-821-5600

Full array of outpatient, addiction, and primary care services to the mentally ill in the Memphis and Shelby County area.

### **SHELBY COUNTY CRIME VICTIMS & RAPE CRISIS CENTER**

[www.shelbycountyttn.gov/cvrcc](http://www.shelbycountyttn.gov/cvrcc)

901-222-3950

For victims of all crime: trauma counseling, victim compensation, orders of protection, support groups, please call or use the online [form](#). 24/7 Sexual Assault Forensic Exams will still be provided in partnership with law enforcement. For the Sexual Assault Hotline: 901-222-4350

### **TN VOICES**

<https://tnvoices.org/>

615-269-7751

TVC collaborates with many other agencies across the state to provide services to children and their families. Covering a spectrum of services, some programs cater to certain age groups, disabilities, other circumstances, and even ZIP code. Please check to see what is available in your area or for your needs.

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### **ALCOHOL AND DRUG TREATMENT CENTERS**

#### **First Steps Recovery Center**

Provides Intensive Outpatient Services for individuals in need of alcohol and drug abuse treatment.

[www.firststepsrecovery.com](http://www.firststepsrecovery.com)

901-522-1002

#### **Moriah House**

Long term recovery program for women and children.

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

901-522-8819

#### **Grace House Of Memphis**

Provides long term residential treatment and recovery support services to women 18 years and older with co-occurring mental disorders.

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

901-722-8460

#### **Fresh Start For Women**

Provides care to women who are experiencing problems with substance abuse disorders.

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

901-937-8077

**Memphis Recovery Center**

Provides help for adolescents and adults dealing with substance abuse and co-occurring mental health issues.

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

901-272-7751

**Serenity Recovery Center**

Provides residential and intensive outpatient treatment for adults dealing with substance abuse and co-occurring disorders.

[www.serenityrecovery.com](http://www.serenityrecovery.com)

901-521-1131, EXT 0

**Synergy Treatment Center**

Program serves men and women 18 years and older who have primary alcohol and drug addictions and co-occurring disorders.

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

901-332-2227

**Caaps, Inc**

Provides behavioral health and co-occurring services including outpatient, extended residential, domestic violence services, drug court treatment programs, HIV/AIDs Early Intervention Services, and Tenant-Based Rental Assistance.

[www.caapincorporated.com](http://www.caapincorporated.com)

901-367-7550

**Harbor House**

Provides residential alcohol, drug, and co-occurring treatment services for men ages 18 and older.

[www.harborhousememphis.com](http://www.harborhousememphis.com)

901-743-1836 EXT. 223

**Union Mission Iron on Iron Program**

Program offers long term, Christ Centered, recovery program for men ages 18 and older.

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

901-526-8434

**Salvation Army**

Program that offers a residential work-therapy program for men and women who are substance abusers.

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

901-531-1750, DIAL 0

### **Warriors Center**

Programs offer three different recovery oriented services to help men, women, and veterans 18 years and older battling homelessness, substance abuse, or other life controlling problems at every need.

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

901-405-1298

### **Safe Harbor**

A faith-based recovery support service, transitional housing program for men ages 18 & older.

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

901-382-0966

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## **INPATIENT FACILITIES**

*Private mental health hospitals*

### **Crestwyn Behavioral Health Hospital**

Provides inpatient behavioral health and addiction treatment for adults, children, and seniors.

[www.crestwynbehavioral.com](http://www.crestwynbehavioral.com)

901-759-0273

### **Delta Specialty Hospital**

Provides inpatient behavioral health and addiction treatment for adults and seniors.

[www.deltaspecialtyhospital.com](http://www.deltaspecialtyhospital.com)

877-593-4509

### **Lakeside Behavioral Health**

Provides inpatient behavioral health and substance abuse treatment for adults, children, and seniors.

[www.lakesidebhs.com](http://www.lakesidebhs.com)

901-377-4700

### **Memphis Mental Health Institute**

Provides inpatient behavioral health for adults and seniors.

<https://www.tn.gov/behavioral-health/hospitals/memphis.html>

901-577-1800

### **Parkwood Behavioral Health**

Provides inpatient psychiatric and substance abuse treatment for children, adults, and seniors.

[www.parkwoodbhs.com](http://www.parkwoodbhs.com)

662-895-4900

**St Francis Hospital**

Provides inpatient psychiatric treatment for children, adults, and seniors.

[www.stfrancishosp.com](http://www.stfrancishosp.com)

901-765-1400

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**CHILDREN AND YOUTH RESIDENTIAL PROGRAMS****Compass Intervention Center**

Provides residential treatment for children and adolescents.

[www.compassinterventioncenter.net](http://www.compassinterventioncenter.net)

888-266-7279

**Youth Villages**

Provides residential treatment for children and adolescents

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

901-251-5000

888-266-7279