What is a behavioral health crisis?
A behavioral health crisis exists when a person shows symptoms of severe mental illness such as:
- Suicidal, homicidal, or other violent thoughts or actions
- Psychosis: partial or complete loss of the ability to know what is real and what is not (e.g., hallucinations, delusions, paranoia)
- Inability to provide basic self-care

Prevention and Planning
- Keep your treatment appointments.
- Follow your doctor’s orders for safely taking your medications.
- Seek help if you experience a problem. Contact your service provider, or visit a walk-in center.
- Use your Wellness Recovery Action Plan® (WRAP®). Your WRAP® helps you identify steps to maintain wellness. Contact your service provider to find out about upcoming WRAP® classes, or call Smoky Mountain’s Peer and Family Support Team for information.
- Keep contact information for people who can support you. There is space on this brochure to write your important phone numbers.
- Work with your service provider or care coordinator (if you have one) to create a crisis plan.
- Advance Directives provide instructions for when you are in a crisis and cannot communicate for yourself or make decisions. Contact your service provider, care coordinator (if you have one), or attorney for information about Advance Directives.

How do I get help for a behavioral health crisis?
In a crisis, you should seek help, especially if you feel concerned about your safety or the safety of someone you know. The phone number you call first will depend on the type of crisis or emergency situation and when it happens.
- If there is an immediate threat of danger or risk to you, your family member or someone else, call 911. This may include situations where the person has caused severe physical harm to themselves or others.
- During regular business hours: Call your primary mental health service provider. The provider may refer you to the local Mobile Crisis Management Team. Or, you may visit a regional Walk-in Center.
- After hours and weekends: Regional Mobile Crisis Management Teams are available to respond to mental health crisis situations. Your regional Mobile Crisis Management Team phone number is 1-877-492-2785. You may also call Smoky Mountain’s Access Line anytime at 1-800-849-6127 for help connecting to services.

Mobile Crisis Services
Alleghany, Ashe, Avery, Watauga and Wilkes Counties
1-877-492-2785

Regional Walk-in Centers
Daymark Recovery Services is the walk-in center provider in your region. At a walk-in site an adult, adolescent, or family in crisis can receive immediate care. The care may include an assessment and diagnosis for mental illness, substance abuse, and intellectual/developmental disability issues, as well as planning and referral for future treatment. Other services may include medication management, outpatient treatment, and short-term follow-up care. Walk-in center hours of operation are currently Monday-Friday from 8AM-5PM. Extended weekday and weekend hours may also be available in your area. Please call a provider near you to ask about this option:
- Daymark - Alleghany Center
  1650 N. Carolina Highway 18 South—Sparta, NC 28675
  (336) 372-4095
- Daymark - Ashe Center
  101 Colvern Street—Jefferson, NC 28640
  (336) 246-4542
- Daymark - Avery Center
  360 Beech Street—Newland, NC 28657
  (828) 733-5889
- Daymark - Watauga Center
  132 Poplar Grove Connector—Boone, NC 28607
  (828) 264-8759
- Daymark - Wilkes Center
  1400 Willow Lane, West Park C61-2 —North Wilkesboro, NC 28659
  (336) 667-5151
What does Smoky Mountain LME/MCO offer?
Smoky Mountain LME/MCO works with our network of providers to ensure that a full range of mental health, substance abuse and intellectual/developmental disability services and supports are available for individuals and families in our communities. Through Smoky Mountain LME/MCO you can get an initial screening and connection with needed services by calling 1-800-849-6127, 24 hours a day, 7 days a week.

Find more information and resources on our website at www.smokymountaincenter.com.

Emergency Resources
- For life-threatening emergencies, call 911.
- Mental health/behavioral health service provider:
- Appointment date/time:
- Mobile Crisis Management Team: 1-877-492-2785
- Smoky Mountain LME/MCO Access Line: 1-800-849-6127 (TTY: Contact NC Relay at 711)

Personal Supports
- Family Member or Support Person:
- Medical Provider:
- Care Coordinator:
- Other contacts important to you:
- Coping Skills:
- Advance Directives? Yes ☐ No ☐

Smoky Mountain LME/MCO
895 State Farm Road, Suite 507
Boone, NC 28607
(828) 265-5315

Access to Services: 1-800-849-6127
TTY: Contact NC Relay at 711
24 hours a day, 7 days a week
www.smokymountaincenter.com

Getting Help for a Behavioral Health Crisis

“Meeting community needs...one person at a time”

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