



# Here for You.

One of North Carolina's most trusted providers of services for people with mental illness, substance abuse challenges, and intellectual and developmental disabilities.

## Mecklenburg County Behavioral Health Services

5700 Executive Center Drive, Suite 110  
Charlotte, N.C. 28212 • (704) 525-3255

**Open Access** (Last appointment taken at 3 p.m. each day)

**Outpatient Therapy and Psychiatric Services** (Children and adults)

**Intensive In-Home Services** (Ages 3-20)

**Assertive Community Treatment Team** (Adults only)

**Residential Services** (Adults only)

For more information about **Monarch Behavioral Health** services, call (866) 272-7826 or visit [www.MonarchNC.org](http://www.MonarchNC.org).

Established in 1958, Monarch provides support statewide to thousands of people with intellectual and developmental disabilities, mental illness and substance use disorders. The agency is nationally accredited by The Council on Quality and Leadership (CQL) and is CABHA certified. Monarch operates The Arc of Stanly County, which is a chapter of The Arc of North Carolina and The Arc of the United States. To learn more about how Monarch is "Helping Dreams Take Flight" for people living in our communities, please call (866) 272-7826 or visit [www.MonarchNC.org](http://www.MonarchNC.org).



**At Monarch, we believe that each person is a unique individual with a personal dream.** We understand that life poses challenges for some more than others. Often, these challenges can prevent people from realizing their full potential. Monarch is here to help individuals and their families take control of their lives and reach their dreams.

**Monarch is a nonprofit organization.** We support people with varying degrees of mental illness, substance abuse challenges, and intellectual and developmental disabilities. Monarch provides safe and nurturing environments and relationships to help people learn, grow, heal, and break through barriers.

**Monarch is for everyone.** We provide support and services for people and their families regardless of age, race, religion, or cultural beliefs. We understand that different phases of life pose different sets of challenges. Our staff has expertise working with a variety of people and circumstances.

**Often people tell us that we have succeeded where others have failed.** That's because at Monarch, our dream is to see the people we support achieve their dreams. We are here to help make it happen, whatever it takes.

# Mecklenburg County Programs and Services



## Additional Monarch services offered throughout the state

**Peer Support** (Adults only)

**Psychosocial Rehabilitation** (Adults only)

**Mobile Crisis Services** (Children and adults)

**Crisis Services Assessment Center –  
Guilford** (Adults only)

**Vocational Services** (Adults only)

**Facility-Based Crisis Service**

**Non-Hospital Medical Detoxification**

For the most up-to-date information on **Monarch Behavioral Health** services and where they are provided, or for more information, go to [www.MonarchNC.org](http://www.MonarchNC.org) or call (866) 272-7826.



Find us on Facebook and Twitter

### **Open Access (Last appointment at 3 p.m. each day)**

We believe in providing the help people need when they request it. Open Access means we encourage individuals who need services and are new to Monarch to simply walk-in for the first appointment. Our goal is to jumpstart the road to recovery by providing a comprehensive clinical assessment, a treatment plan, a psychiatric evaluation with prescriptions if needed, and a referral to the proper level of care. While this process takes longer than a traditional appointment, it reduces what could otherwise be months of waiting for help to same day access.

### **Outpatient Therapy and Psychiatric Services (Children and adults)**

Monarch clinicians provide comprehensive clinical assessments, counseling/therapy, psychiatric assessments, and medication management for individuals dealing with mental health challenges such as bipolar disorder, schizophrenia, depression and anxiety. Our experienced doctors, physician extenders, nurses, and therapists coordinate treatment with primary care physicians to provide a comprehensive approach to treatment. People in crisis can be seen without an appointment for their first visit, through our Open Access service, so that treatment begins as quickly as possible.

### **Intensive In-Home Services (Ages 3-20)**

When a family feels they have come to a point of crisis with a child experiencing mental health problems, Monarch will create an environment for success. We help manage a child's behavior and assist and empower families in developing problem-solving skills and accessing community resources.

### **Assertive Community Treatment Team (ACTT) (Adults only)**

The Monarch Assertive Community Treatment Team (ACTT) provides a comprehensive, personalized treatment program for people who have been diagnosed with a severe and persistent mental illness. ACTT staff work with people in their home, at school, or at work, and are available 24/7. ACTT employs a team approach to help individuals with everyday basics such as preparing in the morning, taking medications, and making it through the day. The team includes a psychiatrist, nurses, vocational specialists, therapists, other mental health professionals and peer support staff to help people remain out of the hospital and living in the community.

### **Residential Services (Adults only)**

Monarch provides a comprehensive array of residential living options. Whether an individual needs live-in assistance, daily, or weekly support, Monarch has options to fit almost every need. We currently offer scattered-site condos, apartment homes, group homes and a Transitional Housing program for individuals who need increased support along with a treatment program.