

## **Hurricane Michael: Disaster Relief and Behavioral Health Resources**

Hurricane Michael recently made landfall as a Category 4 hurricane near Mexico Beach, Florida and affected some of the most vulnerable communities among all U.S. counties. Recovery after such traumatic natural disasters can take months to years, and can trigger mental health issues or exacerbate existing ones. Listed below are emergency and mental health resources to aid in the recovery process.

### **1) American Red Cross: North Florida Region**

**North Florida Region (serves approximately 3.8 million residents in 35 counties; includes the Northeast Florida, Capital Area, and Northwest Florida Chapters)**

About: The North Florida Region Headquarters is located in Jacksonville, Florida. There are two chapters of the North Florida Region Red Cross that serve counties affected by Hurricane Michael: the Red Cross Capital Area Chapter and the Red Cross Northwest Florida Chapter.

*Regional Headquarters—Jacksonville, FL*

751 Riverside Avenue

Jacksonville, FL 32204

Phone: 1-904-358-8091

#### **A) Red Cross Capital Area Chapter (serves Dixie, Franklin, Gadsden, Hamilton, Jefferson, Lafayette, Leon, Liberty, Madison, Suwannee, Taylor, and Wakulla Counties)**

*Capital Area Office – Tallahassee, FL*

1115 Easterwood Drive

Tallahassee, FL 32311

Phone: 1-850-878-6080

- **Disaster response: In an emergency, call 911.**
  - **Disaster response is available 24 hours per day, 7 days per week.**
  - For non-emergency disaster inquiries, call 1-850-878-6080 or email Nicole King at [Nicole.King@redcross.org](mailto:Nicole.King@redcross.org)
  
- **Emergency Military Services are available 24 hours a day, 7 days a week. To contact, call 1-877-272-7337 or visit [www.redcross.org/HeroCareNetwork](http://www.redcross.org/HeroCareNetwork).**
  - For non-emergency inquiries, call 1-850-432-7601 or email Samantha Youngren at [samantha.youngren@redcross.org](mailto:samantha.youngren@redcross.org)
  
- Website: <https://www.redcross.org/local/florida/north-florida/about-us/locations/capital-area.html>

**B) Red Cross Northwest Florida Chapter (serves Bay, Calhoun, Escambia, Gulf, Holmes, Jackson, Okaloosa, Santa Rosa, Walton, and Washington Counties)**

*Northwest Florida Office – Pensacola, FL*

222 N. Baylen Street

Pensacola, FL 32502

Phone: 1-850-432-7601

*Central Panhandle Office – Panama City, FL*

430 E. 15th Street

Panama City, FL 32405

Phone: 1-850-763-6587

- **Disaster response: In an emergency, call 911.**
  - **Disaster response is available 24 hours per day, 7 days per week.**
  - For non-emergency disaster inquiries, call 1-850-763-6687 or email Kelly Jo Bailey at [kellyjo.bailey@redcross.org](mailto:kellyjo.bailey@redcross.org)
- **Emergency Military Services are available 24 hours a day, 7 days a week. To contact, call 1-877-272-7337 or visit [www.redcross.org/HeroCareNetwork](http://www.redcross.org/HeroCareNetwork).**
  - For non-emergency inquiries, call 1-850-432-7601 or email Samantha Youngren at [samantha.youngren@redcross.org](mailto:samantha.youngren@redcross.org)
- Website: <https://www.redcross.org/local/florida/north-florida/about-us/locations/northwest-florida.html>

**2) Federal Emergency Management Agency (FEMA): Region IV (serves Florida, Alabama, Georgia, Kentucky Mississippi, North Carolina, South Carolina, and Tennessee):**

- For flood insurance questions call 1-800-611-6122.
- FEMA Website: <https://www.fema.gov/regional-contact-information>
- FEMA Address: 3003 Chamblee Tucker Road, Atlanta, GA 30341

**3) U.S. Department of Transportation Federal Highway Administration – Florida Division: Hurricane Michael Emergency Relief**

The Federal Highway Administration's Emergency Relief program helps state and local agencies fund repairs to Federal-aid eligible roads, bridges, or other infrastructure after a natural disaster such as Hurricane Michael.

Website: <https://www.fhwa.dot.gov/fldiv/michael.cfm>

#### **4) Mental Health Resources:**

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

About: The National Suicide Prevention Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.

##### **Life Management Center of Northwest Florida Mental Health 24 Hour Crisis Lines:**

**Bay County: (850) 522-4485**

**Calhoun, Gulf, Holmes, Jackson, and Washington Counties:**

**Toll-Free (888) 785-8750**

##### **Florida Department of Health: 850-245-4444**

Email: [health@flhealth.gov](mailto:health@flhealth.gov)

Mailing Address: Florida Health

4052 Bald Cypress Way

Tallahassee, FL 32399

##### **Access Behavioral Health (Panama City, FL): (866)-477-6725**

About: Since 2001, Access Behavioral Health (ABH) has managed the mental health and substance abuse services for Medicaid recipients and for residents of northwest Florida. ABH has developed a comprehensive, community-based system of care by contracting with experienced providers and offering evidence-based services. For more information, visit their website at: <https://abhfl.org/>

##### **Community Mental Health Centers in the Florida Panhandle:**

- **Emerald Coast Behavioral Hospital (Panama City, FL): 850-763-0017**
  - Website: <https://emeraldcoastbehavioral.com/>
- **Life Management Center of Northwest Florida (Panama City, FL):**
  - For Bay County, call (850) 522-4485
  - For Calhoun, Gulf, Holmes, Jackson, and Washington Counties, call Toll-Free (888) 785-8750
  - Website: <https://lmccares.org/>
- **Apalachee Center – Multiple Locations: <http://apalacheecenter.org/>**
  - **Apalachee Center Tallahassee, FL:** (850) 523-3300 for inpatient behavioral health; (850) 523-3289 for outpatient behavioral health services
  - **Apalachee Center – Gadsden County (Quincy, FL):** 850-875-2422 – outpatient clinic with behavioral health and primary care services
  - **Apalachee Center – Franklin County (Apalachicola, FL):** 850-653-9744 for outpatient behavioral health services
  - **Apalachee Center – Waukulla County (Crawfordville, FL):** (850) 926-5900 for outpatient behavioral health services

## **Mental Health Resources for Veterans:**

Resources Available through the Department of Veterans Affairs (VA):

<https://www.va.gov/opa/alerts/hurricane-michael.asp>

The VA will update this page as resources become available. The following hotlines listed are managed by the VA Health Resource Center:

- **Veteran Disaster Hotline Number: 1-800-507-4571**
- **Employee Disaster Hotline Number: 1-866-233-0152**
- **Veterans Benefits Administration (VBA) Hotline Number: 1-800-827-1000**
- **Pharmacy Customer Care: 1-855-574-7288**
- **Vet Center/Counseling: 1-877-WAR-VETS**