

## **Appendix A. Survey Instrument**

### **Survey Questions**

**1. Have you volunteered in any capacity and for any period of time since September 2024 in response to Hurricane Helene?**

*Yes / No*

**2. I acknowledge that I am at least 18 years of age, have read the consent form and voluntarily agree to participate in this survey**

*Yes / No*

**2.1 Please provide the last 4 digits of your phone number**

**2.2 Please list your billing zip code**

**2.3 Please list your county and state of residence (e.g., Buncombe, NC)**

**3. Age (select one)**

*18-24 / 25-34 / 35-44 / 45-54 / 55-64 / 65+ / Prefer not to answer*

**4. Gender (select one)**

*Man / Woman / Transgender and Gender Diverse / Other*

**5. Race and Ethnicity (select any that apply)**

*Asian, Asian American / Black or African American / American Indian or Alaska Native / Pacific Islander / White / Hispanic or Latino / Other*

**6. Primary language spoken (select multiple if it applies to you)**

*English / Spanish / Other*

**7. Please select your household income bracket**

*Less than \$20,000 / \$20,001 - \$40,000 / \$40,001 - \$60,000 / \$60,001 - \$80,000 / \$80,001 - \$100,000 / \$100,001+ / Other*

**8. Please select one of the following that best describes your experience with Hurricane Helene**

- a. I was directly exposed to Hurricane Helene (e.g., you experienced personal injury, property damage, evacuation, or immediate impact from the storm)*

- b. *I was indirectly exposed to Hurricane Helene (e.g., you were affected by the storm's aftermath, such as disruptions to work, loss of resources, or impacts on family and community)*
- c. *I was not exposed to Hurricane Helene*

**9. During Hurricane Helene (select any that apply)**

- a. *I got hurt*
- b. *Someone I know got hurt*
- c. *Someone I know died*
- d. *Someone I love got hurt*
- e. *Someone I love died*
- f. *My pet was hurt*
- g. *My pet was left behind*
- h. *My pet died*
- i. *I feared for my safety*
- j. *I feared for my loved ones safety*
- k. *I had to leave my house*
- l. *I was trapped in my house*
- m. *I was rescued*
- n. *I lost power*
- o. *I lost cellular service*
- p. *I lost my landline connection*
- q. *I lost internet access*
- r. *My road or driveway washed out*
- s. *My house flooded*
- t. *My car flooded*
- u. *I lost infrastructure on my property (e.g., garage, shed, tools)*
- v. *A tree fell and caused damage*
- w. *A landslide occurred and caused damage*
- x. *I lost work during the storm*
- y. *None of the above*
- z. *Other:* \_\_\_\_\_

**10. After Hurricane Helene (select any that apply)**

- a. *My home was damaged or destroyed*
- b. *My friend or family members home was damaged or destroyed*
- c. *My car was damaged or destroyed*
- d. *My neighborhood was damaged or destroyed*
- e. *My school was damaged or destroyed*
- f. *My work was damaged or destroyed*
- g. *I lost work as a result of the storm's damages*

- h. I was without power (for any amount of time)*
- i. I was without cellular service (for any amount of time)*
- j. I was without a landline connection (for any amount of time)*
- k. I was without internet access (for any amount of time)*
- l. I could not access medications*
- m. I could not access medical services*
- n. I lost childcare*
- o. None of the above*
- p. Other: \_\_\_\_\_*

**11. Has your household income changed as a result of Hurricane Helene?**

*No, there was no change / Yes, it increased / Yes, it decreased / Other*

**12. Is there anything else you would like to share about your experience during Hurricane Helene?**

*Please Indicate:*

**13. Did you apply for federal disaster funding (e.g., FEMA)?**

*Yes / No / Other*

**14. Did you receive the disaster funding you applied for?**

*Yes / No / Other*

**15. Why were you denied funding?**

*Please Indicate:*

**16. How did you find out about Hurricane Helene volunteer opportunities?**

- a. Email*
- b. Word of Mouth*
- c. Newspaper*
- d. Local News*
- e. National News*
- f. Social Media: \_\_\_\_\_*
- g. Other: \_\_\_\_\_*

**17. Select all reasons why you chose to volunteer**

- a. I am concerned about those less fortunate than myself*
- b. I wanted to help my community*
- c. I wanted to connect with my community*
- d. I feel guilty about being more fortunate than others*
- e. My friends and family were volunteering*

- f. *Volunteering made me feel important*
- g. *Volunteering helped me forget about how bad I felt after the storm*
- h. *I volunteered to network and make business connections*
- i. *Volunteering made me feel better about myself*
- j. *I knew someone who was directly affected by the storm*
- k. *I feel connected to Western North Carolina*
- l. *I volunteered before and enjoyed the experience*
- m. *I volunteered before and did not enjoy the experience but wanted to try again*
- n. *None of the above*
- o. *Other:* \_\_\_\_\_

**18. What organization(s) did you volunteer with?**

- a. *Appalachian Medical Reserve Corps (APPMRC)*
- b. *PublicHealth AmeriCorps*
- c. *American Red Cross*
- d. *Samaritan's Purse*
- e. *DownHome NC*
- f. *Cajun Navy*
- g. *Western Carolina Rescue Ministries*
- h. *Baptists on Mission*
- i. *Hunger and Health Coalition*
- j. *Blue Ridge Women in Agriculture*
- k. *Humane Society:* \_\_\_\_\_
- l. *Local school district:* \_\_\_\_\_
- m. *Food Bank:* \_\_\_\_\_
- n. *Church:* \_\_\_\_\_
- o. *Other local organization:* \_\_\_\_\_
- p. *Other state organization:* \_\_\_\_\_
- q. *Other national organization:* \_\_\_\_\_
- r. *Other:* \_\_\_\_\_

**19. Do you have specialized training related to volunteer or disaster recovery efforts?**

Yes / No

**20. Did you use your specialized training while volunteering after Hurricane Helene?**

Yes / No

**21. What is your specialized training?**

*Please Indicate:*

**22. What volunteer activities did you engage in? (Select all that apply)**

- a. *Call center*
- b. *Debris cleanup*
- c. *Aid distribution*
- d. *Tree removal*
- e. *Medical services*
- f. *Mutual aid*
- g. *House cleanup*
- h. *Demolition and removal*
- i. *Mud removal and cleanup*
- j. *Animal health & safety*
- k. *River cleanup*
- l. *Trailwork*
- m. *Culvert or bridge repair*
- n. *Volunteer coordination*
- o. *Repairs*
- p. *Rebuilding*
- q. *Other:* \_\_\_\_\_

**23. About how much time have you spent volunteering since the storm?**

*< 10 hours / 10-50 hours / 51-100 hours / 100+ hours / Other*

**24. When did you first start volunteering after Hurricane Helene?**

*Immediately after the storm / A few weeks after the storm / A few months after the storm / Other*

**25. Are you still volunteering with Hurricane Helene efforts?**

*Yes / No / Other*

**26. Do you believe community volunteers have helped with Helene recovery?**

*Yes / No / Other*

**27. Please list the zip code(s) you volunteered in.**

**28. Please list the county(ies) you volunteered in.**

**29. Has a health professional ever diagnosed you with a mental health condition (e.g., depression, anxiety, PTSD)**

*Yes / No / Other*

**30. Since Hurricane Helene, have you had nightmares or thought about Hurricane Helene when you did not want to?**

*Yes / No / Don't know / Prefer not to answer*

**31. Since Hurricane Helene, have you tried hard not to think about or went out of your way to avoid situations that reminded you of Hurricane Helene?**

*Yes / No / Don't know, Prefer not to answer*

**32. Since Hurricane Helene, have you been constantly on guard, watchful, or easily startled?**

*Yes / No / Don't know, Prefer not to answer*

**33. Since Hurricane Helene, have you felt numb or detached from people, activities, or your surroundings?**

*Yes / No / Don't know, Prefer not to answer*

**Since Hurricane Helene how often have you been bothered by any of the following problems?**

**34. Little interest or pleasure in doing things?**

*Not at all / Several days / More than half the days / Nearly every day / Don't know, Prefer not to answer*

**35. Feeling down, depressed, or hopeless?**

*Not at all / Several days / More than half the days / Nearly every day / Don't know, Prefer not to answer*

**36. Feeling nervous, anxious, or on edge?**

*Not at all / Several days / More than half the days / Nearly every day / Don't know, Prefer not to answer*

**37. Not being able to stop or control worrying?**

*Not at all / Several days / More than half the days / Nearly every day / Don't know, Prefer not to answer*

**38. Following Hurricane Helene, did you start using or increase the use of substances?**

*Yes / No / Don't know, Prefer not to answer*

**39. Is there anything else you would like to share about your health, well-being and mental health after Hurricane Helene? (Optional)**

*Please Indicate:*

**40. Since Hurricane Helene which coping strategies have you used? (Select all that apply)**

- a. I've been using alcohol or other drugs to make myself feel better*
- b. I've been getting comfort and/or emotional support from others*
- c. I've been giving up trying to deal with it or cope*

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- d. *I've been taking action to try to make the situation better*
- e. *I've been refusing to believe that it has happened*
- f. *I've been expressing my negative feelings and saying things to let my unpleasant feelings escape*
- g. *I've been criticizing myself and blaming myself for things that happened*
- h. *I've been trying to come up with a strategy about what to do and thinking about what steps to take*
- i. *I've been getting help and advice from others*
- j. *I've been trying to see Hurricane Helene in a different light and have been looking for something good in what is happening*
- k. *I've been making jokes about the storm and making fun of the situation*
- l. *I've been doing something to think about it less, such as going to movies, watching TV, reading, daydreaming, sleeping, or shopping*
- m. *I've been accepting the reality of the fact that it has happened and am learning to live with it*
- n. *I've been trying to find comfort in my religion or spiritual beliefs*
- o. *I've been turning to creative outlets (e.g., art, music) to help me cope*
- p. *I've been spending more time outside and in greenspaces*
- q. *I've been using physical exercise to help me cope*
- r. *None of the above*
- s. *Other: \_\_\_\_\_*

Thank you for completing the survey. **Follow this link (open in a new window) to provide email for electronic survey compensation.** Your responses will remain anonymous.

## **Appendix B.**

### **Report Back Email to Participants**

#### **Report Back**

**Subject:** Thank You for Participating — Summary of Findings & Next Steps

Dear Volunteer,

Thank you for taking the time to share your experience during Hurricane Helene. Your input has been vital in shaping a clearer understanding of community recovery and resilience.

Below, you'll find a summary of key findings from the study. These results are being shared with our partners, including the Natural Hazards Center and North Carolina's Helene recovery office, NC GROW ([insert website title]). Your engagement helps ensure that disaster recovery strategies are informed by those most affected.

We've also included a list of mental health resources available across the western North Carolina region, should you or someone you know need support.

In the coming weeks, we'll reach out with a brief follow-up survey, *which includes a \$25 gift card for your continued participation*. This follow-up will help us better understand ongoing needs and community well-being.

With appreciation,

Sophie Ryan

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#### **Summary of Key Findings**

##### **Highlights**

1. Community volunteers face significant mental health risks following disaster response, with over half reporting at least one poor mental health indicator.
2. Infrastructure failures (e.g., communication outages) were the strongest predictors of reporting PTSD indicators.
3. Certain volunteer roles (e.g., aid distribution) were linked with a higher likelihood of reporting poor mental health, while greenspace exposure emerged as a protective factor.
4. Policy and practice changes are needed to support mental health among disaster volunteers, a critical element of resilient recovery systems in rural settings.

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Hurricane Helene caused extensive damage in Western North Carolina, claiming over 100 lives, destroying thousands of buildings and resulting in widespread extended road closures. The substantial exposure in western North Carolina has serious implications for human health, particularly mental health. While disaster mental health research often centers on survivors, little attention has been paid to the mental health of community volunteers, who are often themselves survivors, particularly in rural, isolated regions.

This study surveyed 408 community volunteers, 6–8 months post-Helene, and used mixed-methods analysis to examine how hurricane exposure, coping behaviors, and volunteer roles impacted mental health outcomes (e.g., posttraumatic stress disorder - PTSD; generalized anxiety disorder - GAD).

Results from the survey reveal high mental health burdens among our cohort: 54% reported at least one poor mental health indicator, 1 in 5 met criteria for all four GAD symptoms, 1 in 20 met criteria for all PTSD indicators, and 38.7% had prior mental health diagnoses. PTSD symptoms (e.g., avoidance, poor sleep) were most often associated with storm-related trauma (injury, evacuation, fear), while GAD indicators (e.g., anxiety, hopelessness) were tied to negative coping strategies (e.g., self-blame, substance use). Communication outages because of the storm and volunteering in aid distribution emerged as notable predictors of distress. Greenspace engagement as a coping strategy significantly reduced the odds of reporting PTSD and GAD indicators in our cohort of volunteers.

## **Key Policy Implications**

### *1. Strengthen Communication Infrastructure*

Communication failure emerged as the strongest predictor of poor sleep post-disaster in our analysis. Thus, we recommend prioritizing investments in communication systems, such as back-up power supplies and satellite-based emergency networks. Reinforcing local information channels like public radio are critical to ensure isolated populations can access life-saving alerts during disasters.

### *2. Support and Structure for Disaster Volunteers*

Volunteers engaged in high-intensity roles (e.g., aid distribution) showed higher mental health burdens in our cohort. Thus, we recommend developing tiered volunteer roles based on training and mental health preparedness and integrating mental health support before, during, and after volunteering, particularly for responders who are also disaster survivors.

### *3. Design Rural-Specific Disaster Frameworks*

Traditional disaster models often fail to reflect the lived experiences of rural, mountainous communities. Thus, we recommend designing rural-specific frameworks that account for isolation, limited infrastructure, and distinct recovery timelines.

## Community Mental Health & Crisis Resources

Western North Carolina Region

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### Mitchell County — Spruce Pine, NC

#### Blue Ridge Regional Hospital – Mental Health & Wellness

125 Hospital Drive, Spruce Pine, NC 28777

(828) 765-4201 | Consult-A-Nurse®: (844) 706-8773

**Services:** Outpatient mental health & wellness; anxiety, depression, PTSD, mood disorders, panic attacks, anger, grief, suicidality; holistic therapies including art/music therapy, pet therapy, gardening, mindfulness, yoga, physical activity; crisis telemedicine & psychiatry follow-up

**Access:** Insurance-based or self-pay; part of Mission Health system

[missionhealth.org](https://missionhealth.org)

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#### Mitchell County Behavioral Health Office (RHA Health Services)

4929 NC-226 S, Bakersville, NC 28705 (~11 mi N of Spruce Pine)

(828) 765-0894 | 1-800-848-0180 (RHA general line)

Mon–Fri, 8 AM–5 PM

**Services:** Outpatient therapy (individual, group, family); psychiatric evaluation & medication management; targeted care, crisis intervention, intensive in-home services

**Access:** Insurance, Medicaid, Medicare accepted; sliding scale available; school & community outreach

[rhahealthservices.org](https://rhahealthservices.org)

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#### Spruce Pine Health Center (Mountain Community Health Partnership)

36 Hospital Drive, Spruce Pine, NC 28777

(828) 766-7778

Mon, Wed 8 AM–5 PM; Tue 8 AM–7 PM; Thu–Fri 7 AM–7 PM

**Services:** Integrated primary care + behavioral health; family medicine, pediatrics, OB/pregnancy, behavioral health

**Access:** Sliding-fee scale; Medicare/Medicaid/private insurance accepted

[freeclinicdirectory.org](https://freeclinicdirectory.org)

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#### Mobile Crisis Response (RHA/Vaya)

1-888-573-1006 (24/7)

**Services:** On-site or telephonic crisis assessment & de-escalation; mobile intervention in schools, homes, community

**Access:** Free for Mitchell County residents; part of RHA/VAYA public mental health system

[vayahealth.com](https://vayahealth.com)

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#### Monarch – Mitchell County Services

Virtual & in-person behavioral health via Monarch NC

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**Services:** Open access for new patients; outpatient therapy; medication management; substance use disorder treatment; facility-based & youth crisis care

**Access:** Referral may be required; insurance or public funding

[monarchnc.org/county/mitchell](http://monarchnc.org/county/mitchell)

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### **Mitchell County Department of Social Services**

347 Long View Drive, Bakersville, NC 28705

(828) 688-2175 | Emergency: (828) 688-9110

**Services:** Medicaid access, behavioral health services; adult & child protective services; care coordination & case management

**Access:** NC residents eligible under income/need criteria

[ncdhhs.gov](http://ncdhhs.gov)

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### **Blue Ridge Medical Center – Mayland Campus**

7968 Hwy 19E, Spruce Pine, NC 28777

(828) 765-5672

**Services:** Routine health care & counseling support

**Access:** New patients welcome; referral not required

[brmedical.org](http://brmedical.org)

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### **Spruce Pine Housing Authority / SafePlace Crisis Services**

Behavioral-health-adjacent support including safer housing referrals, emergency shelter, domestic violence support

Housing Authority: (828) 765-9182

SafePlace Crisis Line: (828) 765-4015

**Services:** Emergency shelter, crisis intervention, advocacy

**Access:** Free, confidential, for domestic violence survivors

[domesticshelters.org](http://domesticshelters.org)

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### **Chimney Rock & Lake Lure Areas (Henderson & Rutherford Counties)**

#### **Blue Ridge Health – Chimney Rock Clinic**

2579 Chimney Rock Rd, Hendersonville, NC 28792

(828) 692-4289 | Crisis Line: (888) 315-2880

**Services:** Outpatient mental-health & substance use services; addictions; gender-affirming care; prenatal substance use treatment (Project CARA)

**Access:** Sliding-scale or insurance-based; all ages

[brchs.com](http://brchs.com)

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### **Free & Income-Based Clinics (Behavioral Health)**

Nearest options (~11–13 miles):

- Apple Valley School Health Center – Hendersonville (behavioral health, sliding scale)

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- Blue Ridge Community Health Services – Chimney Rock area
  - Buncombe County Health Center – Asheville (behavioral health, sliding scale)  
[freeclinics.com](https://freeclinics.com)
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### **Mobile Crisis / RHA Mobile Crisis Management**

24/7 Mobile Crisis: 888-573-1006

**Services:** On-site mental-health crisis assessment & de-escalation by community teams  
[hendersoncountync.gov](https://hendersoncountync.gov)

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### **AARP Caregiving & Resilience Workshops (Regional, virtual + in-person)**

**Workshops:** Mindful Awareness & Resilience training; caregiving support for dementia, aging, advanced directives

**Access:** Free/low-cost webinars statewide  
[aarp.org](https://aarp.org)

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### **Hope4NC Crisis Counseling Program**

24/7 Helpline: 1-855-587-3463

**Services:** Crisis counseling post-Hurricane Helene for stress, trauma; bilingual support (English/Spanish)

**Access:** Free to Rutherford County residents  
[ncdhhs.gov](https://ncdhhs.gov)

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### **SAMHSA Disaster Distress Helpline**

1-800-985-5990 (call or text)

**Services:** Immediate confidential emotional support, all languages  
[samhsa.gov](https://samhsa.gov)

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### **Blue Ridge Health – Lake Lure Clinic**

146 Nesbitt Ridge, Lake Lure, NC 28746  
(828) 625-4400

**Services:** Comprehensive behavioral health; counseling, psychiatry, substance use treatment, medication-assisted treatment

**Access:** Sliding-scale; insurance accepted  
[brchs.com](https://brchs.com)

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### **Family & Couples Therapists (Theravive Listings)**

Nearby providers in 28801 area (~Lake Lure):

- Ross Kellogg, LMFT – Family therapy (grief, addiction)
- James Colvin, M.Div., LMFT – Couples/family therapy (communication, conflict resolution)

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- Sheila McKeon, MA, LPC, LCAS – Family therapy with emotional regulation focus  
**Access:** Private-pay, sliding-scale; free 20-minute consults available  
[theravive.com](http://theravive.com)
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### **Telehealth via LifeStance Psychologists**

**Providers:** Lindsay Underwood, Kirk Mochrie (Raleigh), Jikesha Benton-Johnson (Greensboro), Amani Davis (Charlotte)

**Services:** Online therapy for anxiety, depression, trauma

**Access:** Insurance/Medicare accepted; virtual only

[lifestance.com](http://lifestance.com)

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### **North Carolina Statewide Telepsychiatry Program (NC-STeP)**

Available through participating local EDs and clinics

**Services:** Telepsychiatry assessments & follow-up in rural/community sites; grant-funded

**Access:** Free/community clinic ED-based access

[ncstep.ecu.edu](http://ncstep.ecu.edu)

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### **Clarvida Walk-In Clinic (Hendersonville)**

120 Chadwick Sq Ct, Suite A, Hendersonville, NC

(828) 697-4187

Mon–Fri, 8 AM–5 PM

**Services:** Walk-in mental-health clinic through Clarvida (formerly Family Preservation Services)

[clarvida.com](http://clarvida.com)

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### **Asheville, NC & Black Mountain / Swannanoa Region**

#### **SeekHealing – Asheville Center**

50 S. French Broad Ave #138, Asheville, NC 28801

Drop-in circles: Wed & Sun, 1–6 PM

(828) 222-5029

**Services:** Connection Practice circles (peer support, non-clinical), listening training & facilitation

**Access:** Free; in-person & online

[seekhealing.org](http://seekhealing.org)

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### **Magnetic Minds Depression & Bipolar Support Group**

20 Oak Street, Asheville, NC 28801 (Room 204)

Saturdays, 2–3:30 PM

828-367-7660

**Services:** Free peer-led support group

[depressionbipolarasheville.com](http://depressionbipolarasheville.com)

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**All Souls Counseling**

(828) 259-3369

Multiple Asheville offices

**Services:** Sliding-scale therapy; DBT skills group available

[allsouls counseling.org](http://allsouls counseling.org)

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**NAMI Western Carolina**

828-505-7353

[namiwnc.org](http://namiwnc.org)

**Services:** Peer support for adults & families, multi-week caregiver classes, crisis support (988 & NAMI Helpline, Mon–Fri 10 AM–10 PM)

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**RHA Behavioral Health Services / NC211**

RHA Crisis Line: 1-800-848-0180

2 Town Square Blvd Ste 320, Asheville, NC 28803

[nc211.org](http://nc211.org), [rhahealthservices.org](http://rhahealthservices.org)

**Services:** Walk-in assessments, outpatient therapy, group support including depression & anxiety drop-in groups (low cost)

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**PIVOTPoint WNC**

30 Cumberland Ave Suite 103, Asheville, NC 28801

[pivotpointwnc.org](http://pivotpointwnc.org)

**Services:** Experiential therapeutic adventure programs for youth/adults including outdoor group therapy (6-week segments); application required

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**Blue Ridge Pride – LGBTQ+ Support**

1330 Patton Ave. Suite A, Asheville, NC 28806

[blueridgepride.org/mental-health](http://blueridgepride.org/mental-health)

**Services:** Sliding-scale counseling (\$0–\$40/session); medication-assisted treatment; peer support groups

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**Insight Recovery Center & Medication-Assisted Treatment**

(828) 800-0974 (IOP/PHP, sliding-scale)

2123 Hendersonville Rd, Arden, NC 28704

[insightrecoveryasheville.com](http://insightrecoveryasheville.com)

**Services:** Medication-assisted treatment, substance use counseling

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**Black Mountain Counseling Center (Regional)**

(828) 669-9798 (phone/text pro bono support)

In-person clinics at Black Mountain & Swannanoa (First Baptist Church, Grovemont Park)

[blackmountaincounseling.org](http://blackmountaincounseling.org)

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## **Boone, NC & Surrounding Areas**

### **Daymark Recovery Services - Watauga Center**

132 Poplar Grove Connector, Suite B, Boone, NC 28607

Mon–Fri, 8 AM–5 PM

Phone: 828-264-8759 | Fax: 828-264-5754

**Adult Services:** Advanced Access Walk-In Assessments; Outpatient Therapy; Psychiatry/Med Management; Substance Abuse Intensive Outpatient (SAIOP); Assertive Community Treatment (ACTT); Jail Services/Community LE; Medication Assisted Treatment (MAT, Suboxone); Mobile Crisis; Peer Support; Tailored Care Management; Supported Employment (IPS).

**Youth Services:** Advanced Access Walk-In; Outpatient Therapy; Psychiatry/Med Management; Mobile Crisis; Intensive In-Home; Juvenile Justice assessments & therapy (JJSSAMHP); Tailored Care Management (TCM).

daymarkrecovery.org

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### **ASU Counseling and Psychological Services – Students**

614 Howard St, Boone, NC 28608

Mon–Fri, 8 AM–5 PM

Phone: 828-262-3180

**Services:** Short-term individual, group, couples/family counseling; workshops; emergency services (during classes); assessments & referrals.

appstate.edu/counseling

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### **ASU Counseling and Psychological Services – Staff/Faculty**

400 University Hall, Boone, NC 28608

Mon–Fri, 8 AM–5 PM

Phone: 828-262-4951

**Services:** Personal counseling for faculty, staff & immediate family, addressing anxiety, depression, trauma, stress, anger management, and career/education goals.

appstate.edu/counseling

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### **UNC Health Appalachian Behavioral Health**

Outpatient: Sloop Medical Office Plaza, 436 Hospital Dr, Suite 235, Linville, NC 28646

Outpatient Phone: (828) 737-7888

Inpatient: 432 Hospital Dr, Linville, NC 28646

Inpatient Phone: (828) 737-7071

**Services:** Crisis care; adult & child therapy; psychiatric care; telehealth available; walk-in option.

unchealth.org

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### **Mentor Behavioral Health**

249 Wilson Drive, Suite 5, Boone, NC 28607

Appendix for Ryan, S. C., Sugg, M. M., Schroeder Tyson, J. (2026). *Mental Health After Hurricane Helene: A Mixed-Methods Study of Volunteers*. (Natural Hazards Center Health and Extreme Weather Report Series, Report 10). Natural Hazards Center, University of Colorado Boulder. <https://hazards.colorado.edu/health-and-extreme-weather-research/mental-health-after-hurricane-helene-a-mixed-methods-study-of-volunteers>

Phone: 828-268-2172 | Fax: 877-211-7323

**Services:** CBT, Trauma-Focused CBT, Motivational Interviewing, DBT, Acceptance & Commitment Therapy, parenting programs, psychological & forensic assessments, risk & competency evaluations.

mentorbehavioralhealth.com

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### **Community Care Clinic**

141 Health Center Drive, Ste B, Boone, NC 28607

Phone: (828) 265-8591

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### **High Country Community Health**

935 State Farm Rd, Boone, NC 28607

Phone: 828-262-3886

**Services:** Treatment for mood symptoms, depression, anxiety, trauma, pediatric needs, substance misuse, smoking cessation, sleep troubles, dietary & exercise counseling, medication management.

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### **High Country Counseling**

Carriage Square, 324 Hwy 105 Ext, Suite 13, Boone, NC 28607

Phone: 828-449-8049 | Fax: 828-449-8047

**Services:** Individual, couples & family counseling; depression & anxiety; trauma; PTSD; relationship & grief counseling; gender & family issues; chronic pain coping; parenting & work-related support.

highcountrycounseling.com

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### **Mood Treatment Center – Boone, NC**

379 New Market Blvd, Ste 1, Boone, NC 28607

Phone: 336-722-7266

**Services:** Treatment for ADHD, anxiety, addictions, personality disorders, depression, bipolar disorder, eating disorders, OCD, PTSD, sleep disorders.

moodtreatment.com

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### **Monarch Watauga (Telehealth Services)**

Phone: 866-272-2826

**Services:** Open access outpatient therapy; medical management; substance use disorder treatment; facility-based crisis; youth crisis care; services for people with intellectual/developmental disabilities.

monarchnc.org/county/watauga

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## **Watauga Compassionate Community Initiative**

Mental health resource portal for High Country area.

wccinitiative.org

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## **Ashe County Services**

Available at: [ashecounty.org/mentalhealth](https://ashecounty.org/mentalhealth)

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## **Crisis Phone Numbers (National & North Carolina)**

- **Alcoholics Anonymous**
- **CDC National HIV and AIDS Hotline:** (800) 232-4636
- **Childhelp National Child Abuse Hotline:** (800) 422-4453
- **Crisis Text Line:** Text HOME to 741741
- **Disaster Distress Helpline:** Call or text 1-800-985-5990
- **Gamblers Anonymous**
- **National Suicide and Crisis Lifeline:** 988 (Chat online available)
- **National Domestic Violence Hotline:** (800) 799-7233
- **National Sexual Assault Hotline:** (800) 656-4673
- **Veterans Crisis Line:** Dial 988, then PRESS 1 (Text 838255)
- **Narcotics Anonymous**
- **NAMI National Helpline:** 800-950-NAMI (6264)
- **NC Peer Warmline:** 1-855-PEERS-NC (1-855-733-7762)
- **SAGe's Farmer Support Hotline:** 833-381-SAGE
- **Substance Abuse and Mental Health Services Administration (SAMHSA) Helpline:** (800) 662-4357
- **National Grad Crisis Line:** (877) 472-3457