

**1. When do I call 911?**

You may call 911 when there you observe a concerning safety issue, medical emergency, or some other situation that requires a police response. You may also contact the police if you feel unsafe walking to your vehicle and would like an officer to accompany you.

**2. Do we have a non-emergency number to call as an alternative to 911?**

There is not a non-emergency line for police in Chapel Hill. All calls that require a police officer to respond should be routed through 911. However, there are multiple other resources available for response to situations that do not have a significant safety concern like Street Outreach, Harm Reeducation, and Deflection Program.

**3. When should I call Street Outreach (SOHRAD)?**

The Street Outreach team is available **Monday – Friday from 8:00am to 9:00pm** and on **Saturdays from 12:00pm to 9:00pm** via **919-886-3351** and [SOHRAD@orangecountync.gov](mailto:SOHRAD@orangecountync.gov). Referrals to the Street Outreach team can also be made online at <https://www.ocpehnc.com/street-outreach>. The Street Outreach provides services, supplies, interventions and connections to other community resources for people living unsheltered. In addition, the Street Outreach team is available to law enforcement for a warm handoff.

**4. What happens when I call Street Outreach (SOHRAD)?**

A Street Outreach team member will ask you some basic questions about the current situation and location of the person in need. They will then respond to the location to provide support engagement and case management for people living unsheltered. The team makes routine visits to campsites, hospitals, jail, and other places where people experiencing unsheltered homelessness frequent. The SOHRAD team connects people with housing, food, medical care, treatment services, transportation, employment, treatment plans, and assessments. If there is no answer, please leave a message and you should receive a return call within 15 minutes during business hours.

**5. When should I call the Chapel Hill Police Crisis Unit?**

The Police Crisis Unit is available **Monday – Friday from 7:00am to 12:30am** and on-call outside these times. The Police Crisis Unit is a co-response team that provides onsite emergency response with officers to persons in crisis situations. The Crisis Unit responds to a variety of situations which include:

- Intimate partner or sexual violence
- Victims of crimes (assault, burglary/home invasion, armed robbery, child abuse/assault)
- Persons experiencing psychiatric emergencies or persistent mental health concerns
- Situations requiring safety planning and lethality assessments (suicidal or homicidal subjects)
- Runaway juveniles and missing persons
- Hostages or barricaded persons

**Contact Information & Operating Hours**

Police Crisis Unit: 919-968-2806; Monday – Friday 7:00am – 12:30am

Street Outreach: 919-886-3351; Monday – Friday 8:00am – 9:00pm & Saturday 12:00pm – 9:00pm

- Traumas including fires, natural disasters, and accidents involving serious injury or death
- Incidents involving multiple victims in need of debriefing, including first responders
- Stalking or harassment
- Death notifications
- Outreach to vulnerable persons

**6. What happens when I call the Chapel Hill Police Crisis Unit?**

A Crisis Counselor will ask you questions about the situation and person(s) who are involved with the situation. The Crisis Counselor will determine if it is best to have the Crisis Unit, Officer, and/or Street Outreach worker assist with the situation. The Crisis Counselor will assist in coordinating the appropriate response.

**7. I called the Police Crisis Unit and received an automated voice message. What should I do?**

You should leave a message that includes the reason for your call. Your message will be emailed to the entire Crisis Unit and your call will be returned shortly. If there is an emergency or safety concern, you should hang up and call 911.

**8. Does the Crisis Unit always respond with officers?**

The Crisis Unit does not always respond with officers. Officers may request that a Crisis Counselor accompany them to a call or they may contact the Crisis Unit once they are on scene and ask that a Crisis Counselor respond. Additionally, there are times that the Crisis Unit may be dispatched without an officer. The Crisis Counselor responding will determine whether they need officer assistance.

SOHRAD Program Leadership:

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