

# SOUTH CAROLINA GOVERNMENT BIT BY BIT: HELP! SITUATIONS: WHO TO CALL, WHAT TO DO

A compilation of contacts for a variety of situations in which a resident may need assistance or information from a government entity or other authority

*Adapted from an S.C. State Library publication by the House Legislative Oversight Committee*

**For crisis intervention requiring law enforcement, fire or ambulance, dial 911.**

[Part 1: Basic Portals for information regarding mental health](#)

[Part 2: Victims of Abuse \(domestic, criminal, sexual, child, elderly\)](#)

[Part 3: Fraud](#)

## PART ONE: BASIC PORTALS FOR ASSISTANCE REGARDING MENTAL HEALTH

### NATIONAL SUICIDE PREVENTION LIFELINE

- **Phone Number - 1-800-273-8255** - Provides 24/7, free and confidential support for people in distress and prevention and crisis resources for you or your loved ones.

### DEPARTMENT OF MENTAL HEALTH

- For public information from the Department of Mental Health, **call (803) - 898 - 8581**.
- For a **directory of mental health centers and clinics** organized by City and Zip Code, please visit <https://scdmh.net/contact/community-mental-health-centers-and-satelite-clinics/>.
- For a list of community health care center websites, please visit <https://scdmh.net/welcome/mental-health-centers/>.
- **Specific Programs -**
  - **Child, Adolescent and Family Services** provides an array of mental and behavioral health services to children and their families within their communities when needed.
    - **Phone Number: 803-898-8348**
  - Clients who are **deaf or hard of hearing** may find the resources at <http://www.state.sc.us/dmh/deafmh/index.html> useful.
  - **Housing and Homeless Programs** works to fund and develop safe, decent, affordable housing with supportive services for patients.
    - **Phone Number: 803-898-7767**
  - **Toward Local Care** provides residential and rehabilitative services to help patients integrate into their communities while properly addressing clinical needs for the patient.
    - **Phone Number: 803-898-3035**
    - **Website: <https://scdmh.net/dmh-components/community-mental-health-services/toward-local-care-tlc/>**

## PART TWO: VICTIMS OF ABUSE OR VIOLENCE

### CHILD ABUSE ISSUES

If you see or suspect abuse, report it to the appropriate authorities.

- Dial 911
- Call the local or state law enforcement agency
- CYBERTIPLINE, operated by the National Center for Missing and Exploited Children, is a means for reporting certain online crimes against children. Reports may be made 24-hours a day, 7 days a week by calling 1-800-843-5678. Website: [www.cybertipline.com](http://www.cybertipline.com)
- National Child Abuse Hotline - (800) 422-4453
- Children's Helpline (for foster children) and Out of Home Abuse and Neglect (OHAN) is operated by the South Carolina Department of Social Services; the toll-free number is (800) 645-9789.

### ABUSE OF SENIORS, DISABLED OR VULNERABLE PERSONS, CIVIL RIGHTS

If you see or suspect abuse, report it to the appropriate authorities.

- Dial 911
- Call the local or state law enforcement agency
- If the alleged incident took place in a residential facility contracted with or operated by the South Carolina Department of Mental Health, then you need to report the incident directly to the Vulnerable Adult division of the South Carolina Law Enforcement Division (SLED). Their phone number is 1-866-200-6066.
- If the alleged incident took place in a foster home or a private residence, you should report the matter to the South Carolina Department of Social Services. You can either report it to your local county DSS office or to the central State office at (803) 898-7318. Contact information for local county DSS offices can be found at <https://dss.sc.gov/contact/>.

STATE LAW ENFORCEMENT DIVISION (SLED) <http://www.sled.sc.gov/default.aspx?MenuID=Home>

- Citizen Complaint Process - <http://www.sled.sc.gov/ComplaintProcess.aspx?MenuID=GeneralInformation>
- Amber Alert Information - <http://www.sled.sc.gov/AMBERHome.aspx?MenuID=AmberAlert>
  - The goal of an AMBER Alert is to instantly galvanize the entire community to assist in the search for and the safe recovery of a missing child.
- Sex Offender Registry - [http://www.communitynotification.com/cap\\_main.php?office=54575](http://www.communitynotification.com/cap_main.php?office=54575)
- Blue Alert Information - <http://www.sled.sc.gov/BlueHome.aspx?MenuID=BlueAlert>  
Contact SLED at (803) 896-7133, available 24/7.
- The purpose of the blue alert program is to broadcast critical information to the public as quickly as possible in an effort to assist in the apprehension of an offender(s) who allegedly killed, seriously injured, or abducted a law enforcement officer and poses a significant risk to the public and other law enforcement officers.
- Vulnerable Adult Investigations Unit - <http://www.sled.sc.gov/Vulnerable.aspx?MenuID=VulAdult>  
(866) 200-6066

Ombudsman offices (regional list) - <https://www.getcaresc.com/about/area-agencies-aging>

### PART THREE: FRAUD

If you feel that you have been the victim of fraud in your pursuit of mental health services, please use the contact information below for assistance.

- **SOUTH CAROLINA INSPECTOR GENERAL**

Website: <http://apps.sc.gov/OIGComplaintForm/ComplaintForm.aspx>

1-866-SC-FRAUD

1-866-723-7283

- **INSURANCE FRAUD**

**SOUTH CAROLINA ATTORNEY GENERAL'S INSURANCE FRAUD HOTLINE**

**Call 1-888-95-FRAUD**

Website: <http://www.scag.gov/insurance-fraud>

Complaint form: <http://www.scag.gov/archives/20779>