Helping Our Children Supporting Their Mental Health



This packet is designed to help families in crisis. This provides practical advice for parents of children who are depressed, anxious, suicidal and engaging in self-harm. This information highlights alternatives to the Emergency Department, how to locate counselors for your child, developing family plans, using school resources, etc.

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Dear friends and neighbors,

The pandemic has been difficult for all of us, but especially for our children. As a parent myself, I've seen the effects on our children of isolation, changes in routine which aren't under our control, fear of contracting COVID, and even the trauma of losing loved ones. I also understand the confusion we parents may feel, wondering if changes in our children are normal adolescent behavior, or the beginning of anxiety, depression, mood disorder, and mental illness. That is why I've put together this booklet, to help you navigate your child's behavior, monitor any concerning issues, and know exactly where to go for help, and when.

This booklet was put together with the help of Michelle Piccerillo from Cheshire Human Services, NAMI: National Alliance on Mental Illness, Department of Children and Families Office of Community Health, and other community partners dedicated to the health and wellness of our children.

In short: you are not alone; you are not overreacting when you choose to find help; we are here to support you and your child as you navigate these challenging times. I get it. I'm there, too.

Warmly,

Job Alamo

WHAT ARE THE SIGNS OF A MENTAL HEALTH CRISIS?

Learn the signs to look for that you or someone you know might be experiencing a mental health crisis and learn how to access the help needed through support and treatment.

First, let's be aware of the challenges facing our kids, which could precipitate a crisis. This is not an all- inclusive list, and mental health challenges could also seemingly appear out of the blue.

The Challenges...

- The COVID-19 Pandemic/Quarantine Isolation, lack of socialization, changes in routine, and facing the reality of death from Covid can all contribute to anxiety and depression
- Economic/Financial Issues If your family is facing these challenges, your children are feeling them, too.
- The Racial Divide The world's concerns often become our children's concerns. Children often have a fine-tuned sense of justice, and challenges to their internal compass for justice often results in anxiety.
- Politics/Election It was stressful for all of us!
- Violence Children are struggling to make sense of the violence they see in the news, and any familial violence is traumatic to all involved.
- Learning Remotely/Working Remotely Changes in routine can greatly disrupt a child's world
- Natural Disasters/Weather Events Uncontrollable events are often a source of anxiety
- Constant Exposure through News and Social Media It's affecting us as adults, just imagine what it does to our children who lack the maturity to keep it all in context
- Grief and Loss This applies not only to illness and death of loved ones, but there is also a sense of grief and loss for their pre-pandemic lives.

SO, WHAT CONSTITUTES A CRISIS?

A crisis situation can be anything which you need help to handle. Being in crisis is NOT a sign of bad parenting, in fact, it may be the opposite. Recognizing that you need help to help your child is selfless, and an act of good parenting!

CRISIS SITUATION: YOUR ROLE

To keep the person and others safe <u>for now</u> or get help

Deescalate and help connect to appropriate professional help

Types of Crisis Situations

- Medical emergency
- Panic attack
- Aggressive behaviours
- Substance use
- Traumatic event
- Non-suicidal self-injury
- Severe psychotic states
- Suicidal thoughts

Signs and Symptoms of a Crisis Situation: Medical Emergencies

- Unintentionally throwing up several times a day
- Fainting
- Collapsing or being too weak to walk
- Painful muscle spasms
- Chest pain or difficulty breathing
- Blood in bowel movements, urine, or vomit
- An irregular or very low heartbeat or respiratory rate
- Cold or clammy skin indicating a low body temperature

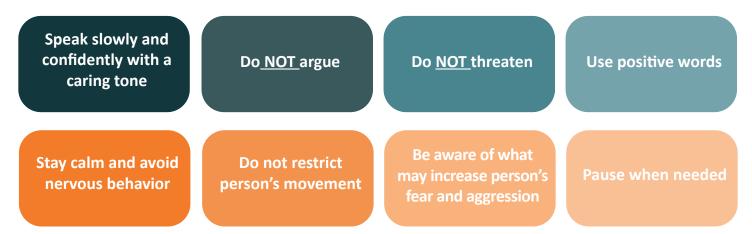
Signs and Symptoms of a Crisis Situation: Psychosis

- Social isolation or withdrawal
- Difficulty concentrating or paying attention
- Decreased work or school performance
- Decline in self-care or personal hygiene
- Changes in appetite
- Unusual sleep disturbances
- Dressing inappropriately for the weather
- Showing limited, flat, or inappropriate emotions or facial expressions
- Confused or disorganized manner of speech
- Suspicion or expressing unusual, intense new, or odd ideas
- Voicing strange feelings
- Delusions or hallucinations

Signs and Symptoms of a Crisis Situation: Warning Signs of Suicidal Thoughts

- Talking or writing about death, dying, or suicide
- Threatening to hurt or kill themselves
- Looking for ways to kill themselves, seeking access to means
- Showing anxiety or agitation
- Being unable to sleep or sleeping all the time
- Feeling no reason for living, no sense of purpose in life
- Feeling trapped, like there is no way out
- Thinking there is no reason for living
- Thinking there is no safe way out of a bad situation

HOW TO DEESCALATE



CRISIS SITUATIONS: SAFETY CONSIDERATIONS

Safety of all is paramount

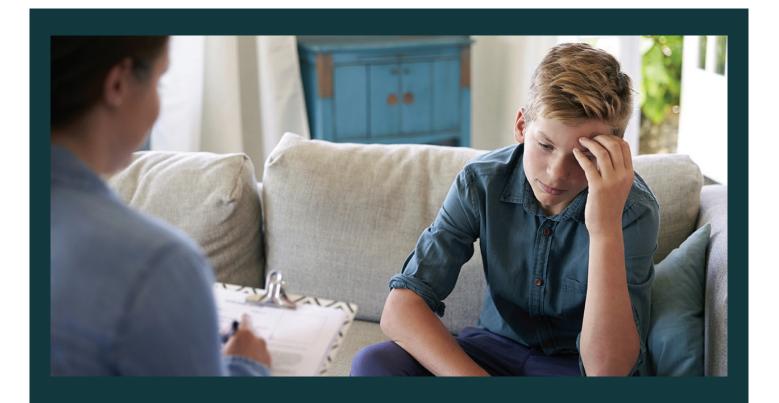
Access and intervene in a manner that enhances safety and effective resolution

How you initially respond can have an impact on the safety of all involved

IS THIS JUST A STAGE?

Now you know why these changes may happen, let's talk about concrete things to look for which should trigger you to seek an evaluation from a pediatrician or mental health professional.

- <u>Always seek immediate help if a child engages in unsafe behavior or talks about</u> <u>wanting to hurt him or herself or someone else.</u>
- Seek help when a child's behavior or emotional difficulties last for more than a few weeks and are causing problems at school, at home, or with friends.
- A thorough evaluation can help determine if treatment is necessary, and which treatments may be most effective.
- Early treatment can help address a child's current difficulties and can also help prevent more serious problems in the future.



WHEN TO SEEK HELP

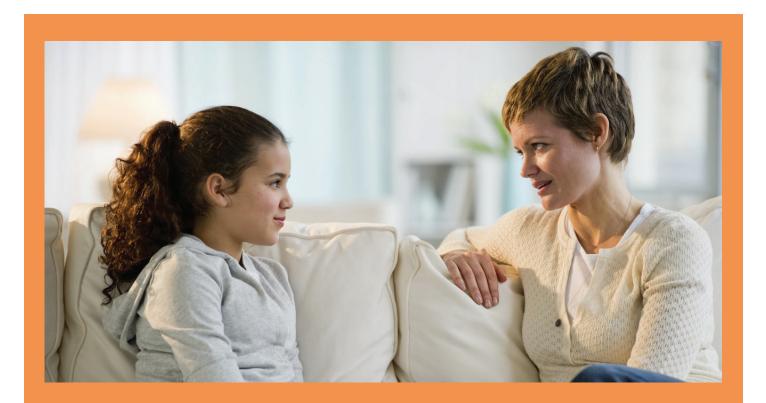
Even under the best of circumstances, it can be hard to tell the difference between challenging behaviors and emotions that are consistent with typical child development and those that are cause for concern. It is important to remember that many disorders like anxiety, attention deficit hyperactivity disorder and depression, do occur during childhood. In fact, many adults who seek treatment reflect back on how these disorders affected their childhood and wish that they had received help sooner. In general, if a child's behavior persists for a few weeks or longer, causes distress for the child or the child's family, and interferes with functioning at school, at home, or with friends, then consider seeking help. If a child's behavior is unsafe, or if a child talks about wanting to hurt him or herself or someone else, then seek help immediately.

Young children may benefit from an evaluation and treatment if they:

- Have frequent tantrums or are intensely irritable much of the time
- Often talk about fears or worries
- Complain about frequent stomach aches or headaches with no known medical cause
- Are in constant motion and cannot sit quietly (except when they are watching videos or playing video games)
- Sleep too much or too little, have frequent nightmares, or seem sleepy during the day
- Are not interested in playing with other children or have difficulty making friends
- Struggle academically or have experienced a recent decline in grades
- Repeat actions or check things many times out of fear that something bad may happen.

Older children and adolescents may benefit from an evaluation if they:

- Have lost interest in things that they used to enjoy
- Have low energy
- Sleep too much or too little, or seem sleepy throughout the day
- Are spending more and more time alone, and avoid social activities with friends or family
- Fear gaining weight, or diet or exercise excessively
- Engage in self-harm behaviors (e.g., cutting or burning their skin)
- Smoke, drink, or use drugs
- Engage in risky or destructive behavior alone or with friends
- Have thoughts of suicide
- Have periods of highly elevated energy and activity, and require much less sleep than usual
- Say that they think someone is trying to control their mind or that they hear things that other people cannot hear.



I'VE DECIDED MY CHILD SHOULD BE EVALUATED. WHERE DO I GO, WHAT DO I DO?

First, if your child is actively harming themselves, having suicidal thoughts, or planning to hurt others, call 2-1-1 and press option 1 for the Mobile Crisis Service. This is a 24 hour, 7 day a week free service to have your child immediately evaluated by a mental health professional. NOTE: If calling by cell phone, 2-1-1 can also be reached toll-free at: 800.203.1234

WHAT TO EXPECT AFTER YOU CALL 2-1-1 - A social worker or other mental health professional will arrive within 45 minutes most times, and will come in a discreet vehicle, unless an ambulance is needed or a 911 phone call is made. The social worker will speak directly with the child to assess any immediate risk, and then make recommendations to the parent for further evaluation, treatment, or other options.

PLEASE NOTE - There is no shame in having the Emergency Mobile Crisis team to come to your home. Every professional on the team would rather you err on the side of caution. If you feel you should call, then call. Trust your gut. Do not have any concerns about overreacting, placing any burdens on others by calling, or fear any stigma associated with calling for the service. The service is confidential, it is not listed in the police blotter, there is no fee. This service is available for exactly this reason - to help a child and family in crisis.



IF YOUR CHILD IS NOT IN CRISIS, BUT YOU HAVE CONCERNS ABOUT YOUR CHILD'S MENTAL WELL-BEING, HERE'S HOW YOU CAN BEGIN

First Steps for Parents

- Talk with your child's teacher. What is the child's behavior like in school, daycare, or on the playground?
- Talk with your child's pediatrician. Describe the behavior, and report what you have observed and learned from talking with others.
- Ask for a referral to a mental health professional who has experience and expertise dealing with children.

Finding Answers

An evaluation by a health professional can help clarify problems that may be underlying a child's behavior and provide reassurance or recommendations for next steps. It provides an opportunity to learn about a child's strengths and weaknesses and determine which interventions might be most helpful.

A comprehensive assessment of a child's mental health includes the following:

- An interview with parents addressing a child's developmental history, temperament, relationships with friends and family, medical history, interests, abilities, and any prior treatment. It is important to get a picture of the child's current situation, for example: has he or she changed schools recently, has there been an illness in the family, or a change with an impact on the child's daily life.
- Information gathering from school, such as standardized tests, reports on behavior, capabilities, and difficulties.
- An interview with the child about his or her experiences, as well as testing and behavioral observations, if needed.

TREATMENT OPTIONS

Assessment results may suggest that a child's behavior is related to changes or stresses at home or school; or is the result of a disorder for which treatment would be recommended. Treatment recommendations may include:

- Psychotherapy ("talk therapy"). There are many different approaches to psychotherapy, including structured psychotherapies directed at specific conditions. Information about types of psychotherapies is available on the National Institute of Mental Health (NIMH) <u>Psychotherapies</u> page (<u>www.nimh.nih.gov</u>; search term: psychotherapies). Effective psychotherapy for children always includes:
 - a. Parent involvement in the treatment (especially for children and adolescents)
 - b. Teaching skills and practicing skills at home or at school (between session "homework assignments")
 - c. Measures of progress (e.g., rating scales, improvements on homework assignments) that are tracked over time.
- Medications. Medication may be used along with psychotherapy. As with adults, the type of medications used for children depends on the diagnosis and may include antidepressants, stimulants, mood stabilizers, and others. General information on specific classes of medications is available on NIMH's <u>mental health medications</u> page (<u>www.nimh.nih.gov</u>; search term: medications). Medications are often used in combination with psychotherapy. If different specialists are involved, treatment should be coordinated.
- Family counseling. Including parents and other members of the family in treatment can help families understand how a child's individual challenges may affect relationships with parents and siblings and vice versa.
- Support for parents. Individual or group sessions that include training and the opportunity to talk with other parents can provide new strategies for supporting a child and managing difficult behavior in a positive way. The therapist can also coach parents on how to deal with schools.
- To find information about treatment options for specific disorders, visit <u>www.nimh.</u> <u>nih.gov/health/</u>.

CHOOSING A MENTAL HEALTH PROFESSIONAL

It's especially important to look for a child mental health professional who has training and experience treating the specific problems that your child is experiencing. Ask the following questions when meeting with prospective treatment providers:

- Do you use treatment approaches that are supported by research?
- Do you involve parents in the treatment? If so, how are parents involved?
- Will there be homework between sessions?
- How will progress from treatment be evaluated?
- How soon can we expect to see progress?
- How long should treatment last?



FOR PARENTS: WHAT'S NEXT?

You've gotten the ball rolling on finding help for your child, but what should you do to support your child's mental health at home and school?

First, be active in your child's treatment. Ask your clinician what changes should be made at home to support your child's treatment.

Educate yourself. NAMI: National Alliance on Mental Illness provides wonderful courses for parents and children. NAMI Basics OnDemand is a free, six-session online education program for parents, caregivers and other family who provide care for youth aged 22 or younger who are experiencing mental health symptoms. NAMI Basics OnDemand is an adaptation of the in-person course offered in 43 states by NAMI affiliates. It is a must-attend for parents and caregivers, and can be done on-demand, at your pace. <u>www.nami.org/Videos/NAMI-Basics-OnDemand</u>

Try a Little Tenderness. Thinking of your child's depression or anxiety as an illness will help remind you that it's not something they can just "get over", or "toughen up" about, just like they can't just "power through" diabetes or broken bones. Recovering from mental illness requires treatment, sometimes it requires medication, and it isn't solved overnight. Prepare yourself for a longer term recovery, and be committed to finding the right accommodations and home structure for your child. It won't be perfect, recovery isn't linear. But a little understanding goes a long way.

Don't forget to take care of yourself. Parenting a child with a mental illness isn't easy, but the work is worth it. However, you can't help anyone if you're suffering yourself. Consider this your permission to seek counseling on your own to help you through this difficult time. Family counseling can help everyone come together for a harmonious home.

CHILD IN CRISIS: QUICK ACTION GUIDE

- Call 2-1-1 from a landline; when prompted follow 1-1 again. All 211 calls are screened for a police or ambulance. Only dial 911 if it's a medical emergency.
- Call the National Suicide Prevention Lifeline (Lifeline) at 1-800-273-TALK (8255)
- Text the Crisis Text Line (text HELLO to 741741)
- Available 24/7, 365 days a year, this organization helps people with mental health challenges by connecting callers with trained crisis volunteers who will provide confidential advice, support, and referrals if needed.
- Lifeline Crisis Chat (<u>www.crisischat.org</u>)
- Visit <u>www.crisischat.org</u> to chat online with crisis centers around the United States.
- The Trevor Project (Call 866-488-7386 or Text "START" to 678678)
- <u>https://www.thetrevorproject.org</u>
- Trained counselors available 24/7 to support youth who are in crisis, feeling suicidal, or in need of a safe and judgment free place to talk. Specializing in supporting the LGBTQI+ community.

Help Lines

- Disaster Distress Helpline: 1-800-985-5990 (press 2 for Spanish), or text TalkWithUs for English or Hablanos for Spanish to 66746. Spanish speakers from Puerto Rico can text Hablanos to 1-787-339-2663.
- National Suicide Prevention Lifeline: 1-800-273-TALK (8255) for English, 1-888-628-9454 for Spanish, or Lifeline Crisis Chat.
- National Domestic Violence Hotline: 1-800-799-7233 or text LOVEIS to 22522
- National Child Abuse Hotline: 1-800-4AChild (1-800-422-4453) or text 1-800-422-4453
- National Sexual Assault Hotline: 1-800-656-HOPE (4673) or Online Chat
- The Eldercare Locator: 1-800-677-1116
- Veteran's Crisis Line: 1-800-273-TALK (8255) or Crisis Chat or text: 8388255
- Youth or Young Crisis Text Line Text "LISTEN" to 741-741, or visit <u>http://www.crisistextline.org/</u> for more info.

If your child is actively harming themselves, having suicidal thoughts, or planning to hurt others, call 911, or 2-1-1 and press option 1 for the Mobile Crisis Service. This is a 24 hour, 7 day a week free service to have your child immediately evaluated by a mental health professional. NOTE: If calling by cell phone, 2-1-1 can also be reached toll-free at: 800.203.1234

WHAT TO EXPECT AFTER YOU CALL 2-1-1 - A social worker or other mental health professional will arrive within 45 minutes most times, and will come in a discreet vehicle, unless an ambulance is needed or a 911 phone call is made. The social worker will speak directly with the child to assess any immediate risk, and then make recommendations to the parent for further evaluation, treatment, or other options.



CTC RESOURCES FOR CHILDREN AND ADOLESCENTS

Provided by Connecting to Care CT

DESCRIPTION OF SERVICES



System Navigation

CARE COORDINATION

Care Coordinators work with families to identify their needs, navigate and link to supports and services, coordinate their care and advocate for their needs.



MOBILE CRISIS

Crisis Stabilization

Centralized, toll-free number (2-1-1) for person-to-person assistance and connection to local crisis services; accessible 24/7, 365 days a year. Caller defines crisis & setting.



OUTPATIENT PSYCHIATRIC CLINICS FOR CHILDREN (OPCC) *Outpatient Treatment*

Community-based, multi-disciplinary team of psychiatrists, psychologists, clinicians and other professionals that provide a wide array of behavioral health treatment services to children, adolescents and their families.

*If you or someone you know is experiencing a crisis, access Mobile Crisis directly by dialing 2-1-1 and then enter 1, 1 when prompted.

FOR KIDS ONLY

FOR THOSE TIMES YOU NEED TO TALK IT OUT

ANXIETY. EMPTINESS. SADNESS.

One conversation can make all the difference in the world. *It just takes a simple text.*

• Text talk to 38255

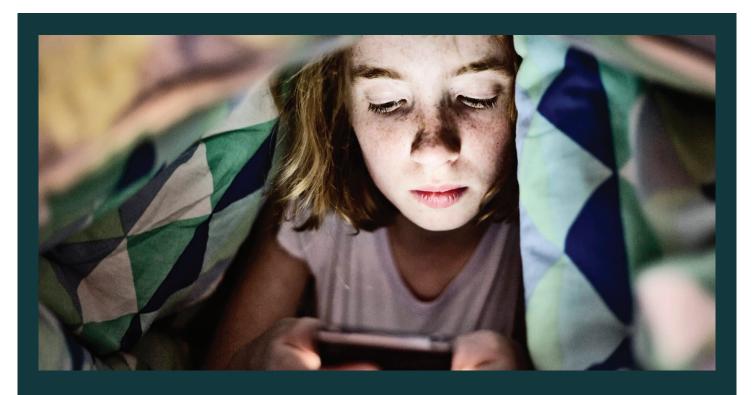
You'll immediately be put into contact with a master's-level counselor.

Get connected

As they get started, they'll ask for your birthdate and ZIP code. Although you don't have to answer, this info helps them help others.

• Start a conversation

Then they'll just text about what's going on. No issue is too small or too great.



Central Region Resource List Updated 10.22.21

For Mobile Crisis, dial 2-1-1, press "1" and "1" again to be directly connected

Community Based Behavioral Health				
LEGEND Outpatient Psychiatric Clinics for Children (OPCC) Extended Day Treatment (EDT) Care Coordination (CC) Mobile Crisis (MC) Modular Approach to Therapy for Children (MATCH) Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) For mobile crisis, dial 2-1-1, press "1" and "1" again to be directly connected				
Name of Agency	Service Provided	Location	Contact	
Bridge Family Center	OPCC	45 West Main Street Avon, CT 06001	860-313-1119	
Child Guidance Clinic of Central CT	OPCC MATCH/TF-CBT	384 Pratt Street Meriden, CT 06450	203-235-5767	
Community Mental Health Affiliates	OPCC/ MATCH/TF-CBT	233 Main Street New Britain, CT 06051	860-224-8192	
Klingberg Family Services	OPCC/EDT	370 Linwood Avenue New Britain, CT 06052	OPCC 860-243-4416 EDT 860-832-5527	
Rushford/Hartford HealthCare	CC	883 Paddock Avenue Meriden, CT 06450	860-227-0321	
Village for Families & Children	EDT	117 Lincoln Street Meriden, CT 06451	860-236-4511	
Wheeler Clinic	OPCC/EDT/CC/MC MATCH/TF-CBT	91 Northwest Drive Plainville, CT 06062	860-793-3500	
Wheeler Clinic	OPCC	225 North Main Street Bristol, CT 06011	860-793-3500	
Youth Services Bureau (YSB)				
Name of Agency		Location	Contact	
Avon Youth Services		60 West Main Street, Bldg 1 Avon, CT 06001	860-409-4394	

Berlin Youth Services	240 Kensington Road Berlin, CT 06037	860-828-7059
Bristol Youth Service Bureau	51 High Street Bristol, CT 06010	860-314-4690
Torrington Youth Service Bureau (Torrington, Harwinton, Burlington, Litchfield, Goshen)	8 Church Street Torrington, CT 06790	860-496-0356
Canton Youth Service Bureau	P.O. Box 168 4 Market Street Collinsville, CT 06022	860-693-5808
Cheshire Youth Services	84 South Main Street Cheshire, CT 06410	203-271-6690
Farmington Youth Services	1 Monteith Drive Farmington, CT 06032	860-675-2390
Meriden Youth Services	165 Miller Street Meriden, CT 06450	203-630-4239
New Britain Youth and Family Services	27 West Main Street New Britain, CT 06051	860-826-3370
Newington Youth Service Bureau	200 Garfield Street Newington, CT 06111	860-665-8590
Plainville Youth Services	50 Whiting Street Plainville, CT 06062	860-793-0221
Rocky Hill Youth and Family Services	699 Old Main Street Rocky Hill, CT 06067	860-258-2724
Simsbury Youth Services	754 Hopmeadow Street Simsbury, CT 06070	860-658-3283
Southington Youth Services	196 North Main Street Southington, CT 06489	860-276-6281
Wallingford Youth and Social Services	6 Fairfield Boulevard Wallingford, CT 06492	203-294-2175
Wethersfield Social and Youth Services	505 Silas Deane Highway Wethersfield, CT 06109	860-721-2977
School Based Health Cente Eligible students are those that attend the schools i *Note Expanded School Health Sites provide medical or behavioral	n which the SBHC is located	both
Name of School	Location	Contact
Lincoln Middle School	164 Centennial Avenue Meriden, CT 06451	203-238-2381

Benjamin Franklin Elementary School*	426 West Main Street Meriden, CT 06451	203-235-7997
Casimir Pulaski Elementary*	100 Clearview Avenue Meriden, CT 06450	203-238-1273
Hanover Elementary School*	208 Main Street Meriden, CT 06451	203-235-6359
Israel Putnam Elementary School*	133 Parker Avenue Meriden, CT 06450	203-237-8493
John Barry Elementary School*	124 Columbia Street Meriden, CT 06450	203-237-8831
Nathan Hale Elementary School*	277 Atkins Street Extension Meriden, CT 06450	203-237-7486
Roger Sherman Elementary School*	64 North Pearl Street Meriden, CT 06450	203-238-1286
Thomas Hooker Elementary School*	70 Overlook Road Meriden, CT 06450	203-237-8839
Gaffney School	322 Slater Road New Britain, CT 06053	860-438-7822
New Britain High School	110 Mill Street New Britain, CT 06051	860-826-8845
Roosevelt School*	40 Goodwin Street New Britain, CT 06051	860-826-2321

Family Resource Centers (FRC)

Name of Agency	Location	Contact
Greene Hills School	718 Pine Street Bristol, CT 06010	860-584-7822
South Side School	21 Tuttle Road Bristol, CT 06010	860-584-7812
West Bristol School	500 Clark Avenue Bristol, CT 06010	860-584-7815
Benjamin Franklin Elementary School	426 West Main Street Meriden, CT 06451	203-238-2316
John Barry Elementary School	124 Columbia Street Meriden, CT 06450	203-237-4743
Chamberlain Elementary School	221 Farmington Avenue New Britain, CT 06053	860-832-5692

Smith Elementary School	142 Rutherford Street New Britain, CT 06051	860-223-8819
Thomas Jefferson School	140 Horse Plain Road New Britain, CT 06053	860-224-3193
Linden Street School	69 Linden Street Plainville, CT 06062	860-793-6304 x0
Partnership Learning Academy	77 Main Street Terryville, CT 06786	860-516-7002

Regional Behavioral Health Action Organization (RBHAO) overseeing Regional Suicide Advisory Board (RSAB) Specific RBHAO town information can be found: <u>https://portal.ct.gov/-/media/DMHAS/Prevention/RBHAOContactspdf.pdf</u> Specific RSAB town information can be found: <u>https://www.preventsuicidect.org/get-involved/regional-advisory-boards/</u>

Name of Agency	Service Provided	Location	Contact
Amplify, Inc.	RBHAO RSAB	151 New Park Ave, Ste 14A Hartford, CT 06106	860-667-6388

Amplify, Inc serving the towns of Andover, Avon, Berlin, Bloomfield, Bolton, Bristol, Burlington, Canton, East Granby, East Hartford, East Windsor, Ellington, Enfield, Farmington, Glastonbury, Granby, Hartford, Hebron, Kensington, Manchester, Marlborough, New Britain, Newington, Plainville, Plymouth, Rocky Hill, Simsbury, Somers, South Windsor, Southington, Stafford, Suffield, Tolland, Vernon, West Hartford, Wethersfield, Windsor, Windsor Locks

Alliance for Prevention and	RBHAO	127 Washington Ave, 3 rd Fl	203-736-8566
Wellness/A Program of BHcare	RSAB	North Haven, CT 06473	

Alliance for Prevention and Wellness serving the towns of Ansonia, Bethany, Branford, Chester, Clinton, Cromwell, Deep River, Derby, Durham, East Haddam, East Hampton, East Haven, Essex, Guilford, Haddam, Hamden, Killingworth, Lyme, Madison, Meriden, Middlefield, Middletown, Milford, New Haven, North Branford, North Haven, Old Lyme, Old Saybrook, Orange, Portland, Seymour, Shelton, Wallingford, Westbrook, West Haven, Woodbridge

National Suicide Prevention Li	feline	https://suicidepreventionlife line.org/	1-800-273-8255
Crisis Text Line		<u>https://www.crisistextline.or</u> g/text-us/	Text CT to 741741
	Statewide Program	S	
Name of Agency	Service Provided	Location	Contact
FAVOR, Inc.	Family Advocacy Family Peer Support	185 Silas Deane Highway Wethersfield, CT 06109	860-563-3232
Beacon Health Options	CC/Intensive Care Coordination	500 Enterprise Drive Rocky Hill, CT 06067	877-552-8247

Disclaimer: This may not be an exhaustive list of the services available in your area. For additional services, you may reach out to your local children's behavioral health collaborative listed at <u>www.connectingtocarect.org</u> or contact Infoline 2-1-1 Connecticut at <u>www.211ct.org</u>.