

# MENTAL HEALTH AND EMERGENCY RESOURCES FOR FAMILIES AND YOUTH

## Emergency Resources Available 24/7

It's okay to ask for help.

These Massachusetts and national resources are **free and confidential support lines**.

### Parental Stress Support

#### Parents Helping Parents of Massachusetts Parent Stress Line

Parents or guardians can call with concerns relating to their children. Trained volunteers offer non-judgmental support and compassion. Most languages.

Call 1-800-632-8188

Additional information:

<https://www.parentshelpingparents.org/copy-of-parental-stress-line>

### Emergency Clinical Assessment - children & adolescents

#### Massachusetts Emergency Service Program/Mobile Crisis Intervention

Teams of clinicians available for mental health and substance abuse crisis assessment, intervention, and stabilization services. *These services are available for many, **not all**, children and adolescents depending on location and/or insurance.*

Call 1-877-382-1609

Additional information:

[www.masspartnership.com/member/ESP.aspx](http://www.masspartnership.com/member/ESP.aspx)

### Runaway/Homeless Youth Support

#### National Runaway Safeline

Hotline for youth who are thinking about running away or already have.

Families can get support and be connected to resources.

Call 1-800-786-2929

Additional information: <https://www.1800runaway.org/>

#### Basic Centers

Locate Basic Centers throughout the United States and additional information/support services. (Note: Not a 24/7 call center.)

Call: 1-800-621-4000

Additional information: <https://www.benefits.gov/benefit/625>

### Suicide or Emotional Crisis Line Supports

Support from trained staff for yourself or someone you are worried about.

#### National Suicide Prevention Lifeline\*

Call 800-273-TALK (8255) for crisis support.

TTY: 1-800-799-4889 Spanish: 1-888-628-9454

Online chat and additional information:

[www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org)

#### Crisis Text Line\*

Text HOME to 741741 for crisis support.

Additional information: [www.crisistextline.org](http://www.crisistextline.org)

#### Samaritans Massachusetts Helpline

Call or text 1-877-870-4673 for crisis support.

Additional information: <https://samaritanshope.org/>

#### Crisis Lines for LGBTQ Youth

##### Trevor Project\*

Provides suicide prevention and crisis intervention services to lesbian, gay, bisexual, transgender and questioning (LGBTQ) young people.

Trevor Lifeline: Call 1-866-488-7386

TrevorText: Text START to 678678

TrevorChat and additional information:

[www.thetrevorproject.org/Help](http://www.thetrevorproject.org/Help)

TrevorSpace: Safe space social networking site

[www.TrevorSpace.org](http://www.TrevorSpace.org)

#### Trans Lifeline\*

Provides emotional and financial support to transgender people in crisis.

Call 1-877-565-8860

Additional information: <http://www.translifeline.org>

#### \* Information from:

<https://www.sprc.org/livedexperience/tool/crisis-lines>

#### Crisis Line for Sexual Assault Survivors

##### Rape, Abuse and Incest National Network (RAINN), National Sexual Assault Hotline

Call 1-800-656-4673 for confidential support, information, advice or referrals in English or Spanish.

*Please make sure you are in a safe place and that you are using a secure device and Internet connection.*

Additional information: <https://www.rainn.org/>

## AFTER A CRISIS: Resources for Accessing Mental Health, Crisis and Special Education Services

If you have this resource, it's likely the last few days have been tough for your family. Families at PPAL get it! We know what it's like to love your child AND sometimes feel scared and alone, judged and blamed, and worried and confused about what to do next. That's why we have prepared this resource to help you identify additional information, resources, and support for you and your child.

### Parent and Family Support During Business Hours

#### **PPAL (Parent Professional Advocacy League)**

PPAL's focus is helping families whose children have **emotional, behavioral and mental health needs** in Massachusetts. PPAL is a family-based and statewide organization. Families are encouraged to call the PPAL offices (Boston or Worcester) for more information on family support and youth programming. PPAL staff can also help families with youth involved in the juvenile justice system. For more information and resources and a list of statewide family support groups, go to: <http://ppal.net/>  
Phone: 1-508-767-9725 (Worcester) or 1-617-542-7860 (Boston)

#### **NAMI Massachusetts**

NAMI Mass offers education and support for families. Families can call NAMI Mass Compass for help answering questions on **mental health** topics and finding resources. Additional information: <https://namimass.org/> or [COMPASS@namimass.org](mailto:COMPASS@namimass.org)  
Call 1-617-704-6264 / 1-800-370-9085

#### **Federation for Children with Special Needs**

The Federation provides information, support and assistance to families of children with disabilities, their professional partners, and their communities. Federation staff answers questions on **special education, transition planning, health care** and more.

Additional Information: <https://fcsn.org/>

Call 1-617-236-7210 / 1-800-331-0688 (in MA)

#### **William James College INTERFACE Referral Service**

INTERFACE provides a free, **confidential mental health and wellness referral Helpline** for families in many communities. See website for participating communities. For all families, INTERFACE website offers many resources for families and youth. Additional information:

<https://interface.williamjames.edu/>

Call 888-244-6843

### Network of Care Massachusetts (new 3/2020)

Comprehensive, searchable directory to help Massachusetts residents find information on mental health, substance use, and related social services and supports in their communities. Directory includes 5,000+ programs and organizations, searchable by keyword and zip code. Program descriptions include contact information, as well as information on populations served, relevant eligibility, and fee information.

<https://massachusetts.networkofcare.org/mh/>

### Family Crisis Guides

#### **A Parent and Caregiver Guide to Helping Your Family Before, During, and After a Crisis** (2019)

from Judge Baker Children's Center includes tools and practical steps for helping a family member know who to call when things feel out of control and how to increase a family's ability to manage a crisis should it occur. <https://jbcc.harvard.edu/resources>

#### **Crisis Planning Guide for Parents from PPAL**

(1998) provides families with step-by-step instructions and suggestions in order to be well prepared for a mental health crisis involving their children. English/Spanish guides:

<http://ppal.net/publications/guides>

### Looking for a Referral to Clinical Services

Organizations that may be able to help:

- Your child's pediatrician for referral to MCPAP  
<https://www.mcpap.com/Default.aspx>
- PPAL
- Behavioral Health Services for Children and Adolescents <http://ppal.net/insurance-resources/behavioral-health-services-for-children-and-adolescents>
- Children's Behavioral Health Initiative <https://www.mass.gov/childrens-behavioral-health-initiative-cbhi>
- Mass Family Voices <https://fcsn.org/mfv/>
- Your child's school