



When things aren’t working, what are my options?

CALL PPAL FIRST:

- This is complicated and no family can be expected to “know it all.”
- PPAL staff will listen, offer support, and help you navigate the next steps.
- PPAL’s services are free for families whose children have emotional, behavioral, and **mental health needs** in Massachusetts.

Request support here: 866-815-8122 or <https://ppal.net/>

What do I do next?

PPAL recommends the next step is finding services and resources available in your community and school district. These are specific to your community and school district and may vary based on your health insurance. PPAL can help you navigate these.

Receiving community and school support

- may be required to access higher levels of care or different school settings
- may offer services to assist during a crisis
- may reduce the likelihood of a psychiatric crisis

Examples of community mental health supports include Mobile Crisis services, Community Behavioral Health Centers, Family Resource Centers (funded by Dept. of Children and Families/DCF), MA Behavioral Health Help Line (BHHL), Children’s Behavioral Health Initiative services, community health centers, young adult access centers, community youth and family services.

Ideas for next steps and accessing support

SCHOOL

Is more support available from your child’s school or school district?

This includes:

- Interim behavioral support/accommodations
- Formal 504/IEP
- Paraprofessional/behavioral aide
- Behavioral Intervention Plan
- School safety plan
- Re-entry supports
- Individual School Health Care Plan (ISHP/IHP)
- School-based telehealth therapy

MEDICAL/INSURANCE

Are there options for additional services, case management, or coverage that might help?

Health: Rule out medical reasons for behaviors. Speak with your child’s pediatrician or prescriber. For some children it makes sense to do metabolic testing, sleep studies, etc.

Insurance: Families can ask for additional support. Each insurer offers different support and may offer (1) a case worker/social worker and/or (2) crisis team resources. MassHealth may be an option for secondary mental health coverage.

STATE SUPPORT

Are there state agencies that can help my family?

- Dept. of Mental Health (DMH)
- Dept. of Public Health (DPH)
- Dept. of Developmental Services (DDS)
- Dept. of Children and Families (DCF)
- Family Resource Centers (funded by Dept. of Children and Families)

Children’s Mental Health: When Things Aren’t Working

<p style="text-align: center;">SCHOOL (cont.)</p> <ul style="list-style-type: none"> • A different class or school placement • Bridge Programs/bryt - The Brookline Center program in some school districts 	<p style="text-align: center;">MEDICAL/INSURANCE (cont.)</p> <p><u>In-home services</u> from MassHealth CBHI or private insurance, such as Intensive Care Coordination, In-Home Therapy, Family Support and Training, may be available.</p> <p>Massachusetts Child Psychiatry Access Program (MCPAP) is available to help your child’s primary care provider with diagnosing and treating mental health problems.</p>	<p style="text-align: center;">STATE SUPPORT (cont.)</p> <p>Community Access Center (No referral needed)</p> <ul style="list-style-type: none"> • Young Adult Access Centers • Family Resource Centers
<p style="text-align: center;">Free Support for Families</p> <ul style="list-style-type: none"> • Make an appointment for a PPAL School Problem Solving Session • Your school’s SEPAC • Federation for Children with Special Needs • Massachusetts Advocates for Children 	<p style="text-align: center;">Free Support for Families</p> <ul style="list-style-type: none"> • The Insurance Resource Center • My Ombudsman for MassHealth • Private insurance - request ombudsman, request case worker • Learn to Cope • MOAR (MA Organization for Addiction Recovery) • Massachusetts Families Organizing for Change 	<p style="text-align: center;">Free Support for Families</p> <ul style="list-style-type: none"> • Call PPAL to understand MA services and supports and how to access them.
<p>If complaints or appeals are needed, who can help? (This is highly individualized and detailed. Call PPAL or seek other support.)</p>		
<p style="text-align: center;">School-Related Support</p> <ul style="list-style-type: none"> • School District • A Parent’s Guide to Special Education in Massachusetts - Overview • DESE: Problem Resolution System • Federation for Children with Special Needs • Massachusetts Advocates for Children 	<p style="text-align: center;">Support for Insurance Appeals</p> <ul style="list-style-type: none"> • The Insurance Resource Center • My Ombudsman for MassHealth • Your insurance provider • MA Dept of Insurance (DOI) 	<p style="text-align: center;">Support from MA Agencies</p> <ul style="list-style-type: none"> • Office of the Child Advocate (OCA) • Executive Office of Health and Human Services (EOHHS) Complex Case Review • DPH - Division for Children and Youth • Behavioral Health Roadmap Feedback Portal <p style="text-align: center;">Support from Nonprofit Legal Advisors</p> <ul style="list-style-type: none"> • Children’s Law Center of Massachusetts • Disability Law Center • Health Law Advocates • Massachusetts Advocates for Children • Legal Help - MHLAC • Youth Advocacy Foundation