

**NEBRASKA
FAMILY**

Your call for **HELP** is answered.
LINE

1-888-866-8660

www.nebraskafamilyhelpline.ne.gov



Any Problem, Any Time

Parents Call the Nebraska Family Helpline
for a Variety of Child Behaviors

- **Being Out of Control**
- **Lying**
- **Not Following Rules**
- **Substance Abuse**
- **Verbal and Physical Aggression**
- **Acting Out At School**
- **Self-Harm**
- **Running Away**
- **Truancy**
- **Family Relationships**



Call Handling

- **24/7**
- **Crisis Counselors – trained in:**
 - Crisis de-escalation
 - Suicidology
 - Nebraska resources
 - Parenting techniques & strategies
 - Customer service
- **Clinical Oversight**



**Crisis
De-escalation**



Hear Their History
Behaviors
Treatment
Family



**Assess Current
Situation**



Plan

Services
Resources
Parent Support



**Schedule Follow
Up Call**

Helpline Call Flow



Helpline Service Relationship



Many families will also call the Helpline back on their own



Meeting Families' Needs

- **Parenting Strategies & Support**
- **Resource Database**
- **System Partners**



Family Navigation

Provided by Family Organizations

Criteria:

- Available for any Nebraska parent/guardian needing mental/behavioral health support for youth age 0-18 (non-state ward)
- Available within 24 to 72 hours after a Helpline referral

Services:

- Assist family in identifying families strengths
- Assist family in setting goals
- Assist family in identifying existing community-based services.
- Provide family support
- Listen to family and provide an understanding ear



Post Adoption/Guardianship Services

Provided by Right Turn

Criteria:

- Eligibility for services includes families formed through international, domestic, step-parent, and foster care adoption (0-21) along with guardianships formed from Nebraska state care (0-19)

Services:

- Permanency Support
- Peer Support
- Service Referrals
- Assist family in identifying existing community-based services
- Support Groups & Training



Crisis Response Teams

Overseen by Regional Behavioral Health Authorities/ Provided by Clinical Agencies

- **Crisis Response Teams / Mobile Crisis Response**
- **Immediate Clinical Help**
- **Post-Crisis Support**



Helping Since 2010

Who

- **36,600** Nebraska Families
- Over **54,300** Calls
- Over **38,200** Follow Up Calls

How

- **4,187** Referrals to Peer Support
- **47,500** Service Referrals
- Over **639** High Risk Calls (Suicide, Crisis Response, Police)



Helpline Has Served Families in 100% of Nebraska Counties

