



When parents don't know where to turn for help, the Helpline gives them easier access to necessary services so they can safely resolve the challenges their families face.



Nebraska Family Helpline

888-866-8660

www.nebraskafamilyhelpline.ne.gov

The **Nebraska Family Helpline** makes it easier for families to obtain behavioral/mental health assistance by providing a single contact point 24 hours a day, 7 days a week. The Helpline is supervised by licensed mental health professionals.

Trained Helpline Counselors assist callers by:

- assessing immediate safety needs.
- identifying the potential level of a behavioral/mental health crisis.
- making recommendations or referrals to appropriate resources.
- helping families connect to emergency resources or providers.

Since 2010, the Nebraska Family Helpline has fielded more than 35,000 calls and provided assistance to 23,000 unique families across the state. The Helpline maintains a statewide referral database of more than 1,500 referral resources for families. This information helps connect families to formal and informal services and support within their own communities.

The Nebraska Department of Health and Human Services contracts with Boys Town to provide the Nebraska

Family Helpline. Boys Town has extensive experience in operating its own National Hotline, which has handled more than 10.3 million calls from children, parents and others since its inception in 1989.

The state of Nebraska developed the Nebraska Family Helpline and **Family Navigator Service** (see note ↗, bottom right) as a result of Nebraska Legislative Bill 603. Passed in 2009, LB 603 focuses on improving access to behavioral/mental health and other services for children and teens.

The need for such services came to light after parents and guardians dropped off more than 30 children under Nebraska's safe haven law before an age limit was added in late 2008. Most of the children involved were teens or preteens with behavioral and mental health concerns.

Many of those parents said they did not know where to turn for help. The Helpline is designed to give families easier access to services in their community so they can safely resolve the challenges they face.

“Boys Town's number one priority is helping families and kids. The Nebraska Family Helpline gives families who are struggling to meet their children's behavioral health needs an opportunity to get the right assistance at the right time.”

— Father Steven Boes, Boys Town President and National Executive Director

ANY PROBLEM. ANY TIME.

- Kids Not Following Family Rules (not coming home after school, being disrespectful to parents or teachers, acting out)
- Aggression at Home or School (hitting, kicking, throwing objects)
- Arguing
- Poor Grades
- Problems with School Authority
 - Kids Running Away
 - Problems with Sibling Relationships
- Absenteeism
- Chemical Dependency
- Depression
 - Physical and Sexual Abuse



↗ *Nebraska Family Helpline counselors also can connect eligible families to organizations that provide **Family Navigator Service**. This peer support service helps families move through Nebraska's child and family care system more efficiently to get the assistance they need.*



The Nebraska Family Helpline is provided by Boys Town and supported by the Nebraska Department of Health and Human Services.

WHAT PARENTS SAY:

“ As a father going through a lot of problems with my teenage son, (the Helpline Counselors) were as helpful as they could possibly have been. They did steer me in the right direction and gave me some very nice advice on how to handle a very difficult situation with my son. And I appreciated it and I’m thankful that we have that kind of service here in Nebraska. ”

“ (The Helpline Counselor) helped me discuss an issue that I was having with my 15-year-old. She was so helpful and just listened. I was all upset and she took 150 pounds off my shoulders by just listening and giving me direction on which way to turn. And I really, really, deeply appreciate it. She is a godsend and she is one of the best people I have ever spoken with. She is very level headed and she is very caring and I deeply appreciate her assistance. ”

“ This service is absolutely awesome. To be able to call someone on a 24/7 basis is invaluable. Many times you don’t want to bother your family members for whatever reason. Maybe you don’t want them to know your family’s all screwed up. So just to be able to talk to a completely objective person is just really great. The fact that there’s no fee involved helps out. I don’t know whose idea this was or who’s funding this, but it’s a wonderful service. Thank you very much. ”



NEBRASKA FAMILY
HELPLINE

888-866-8660

Hearing and speech-impaired callers may reach us by utilizing the free, nationwide telecommunications relay service (TRS) by calling 7-1-1 or through their own personal relay service.

www.nebraskafamilyhelpline.ne.gov

Any problem. Any time.



Nebraska Family Helpline

*** 888-866-8660**

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One phone call connects Nebraska families to the help they need for their children’s behavioral/mental health problems.

**Any problem.
Any time.**



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