



NEBRASKA FAMILY  
**HELPLINE**

# 1-888-866-8660\*

\*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](http://www.nebraskafamilyhelpline.ne.gov)

One phone call can now connect Nebraska families to the help they need when dealing with their children's behavioral health problems.

**The Nebraska Family Helpline** at 888-866-8660 makes it easier for families to obtain 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 health crisis
- making recommendations or referrals to appropriate resources
- helping connect to emergency resources or providers

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

The state of Nebraska developed the Nebraska Family Helpline and Family Navigator Service as a result of Nebraska's Legislative Bill 603. Passed in 2009, LB 603 focuses on improving access to behavioral 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 mental, emotional and behavioral problems.

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

Since it began in 2010, the Nebraska Family Helpline has provided assistance to more than 20,000 unique families across the state. The Helpline maintains a statewide referral database of more than 1,700 referral resources for families. This information helps connect families to formal and informal services and support within their own communities. The Helpline offers a variety of follow-up calls to ensure families are getting the help they need after their initial call.

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 Family Navigator Service is provided by five separate Family Organizations across the state of Nebraska.

## THE RIGHT ASSISTANCE AT THE RIGHT TIME

The Nebraska Family Helpline is a collaborative effort involving the state of Nebraska and Boys Town. The Helpline's focus is on improving families' access to services within the child and family care system.

*"Boys Town's number one priority is helping families and kids," said Father Steven Boes, Boys Town President and National Executive Director. "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."*