



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

#### WHAT PARENTS SAY:

“ *The Helpline counselor was compassionate and listened to me. She really validated how I felt as a parent working through these difficult issues. The most important part is that she offered options, more than one, to help us be able to see that there are different services available to solve our family problems.* ”

“ *I was very impressed when the same counselor called me back to check on me and to discover whether I had used the help that they had offered. It was nice knowing that somebody was checking on our family and they showed concern for us. I appreciate all that the Helpline did and would absolutely recommend the Helpline to anyone that I knew that was in crisis or having trouble.* ”

“ *I was very pleased with the information and the support the Helpline gave me. It is very encouraging and good because there are many people like myself that just don't know where to turn.* ”



**1-888-866-8660**

Hearing- and speech-impaired callers with TTY equipment can call  
1-888-556-5117

[www.nebraskafamilyhelpline.ne.gov](http://www.nebraskafamilyhelpline.ne.gov)

Your call for **HELP** is answered.

A STATEWIDE HELPLINE PROVIDED BY BOYS TOWN  
AND SUPPORTED BY THE NEBRASKA DEPARTMENT OF  
HEALTH AND HUMAN SERVICES



## Nebraska Family Helpline

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





# Nebraska Family Helpline

## 1-888-866-8660

[www.nebraskafamilyhelpline.ne.gov](http://www.nebraskafamilyhelpline.ne.gov)

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 them connect to emergency resources or providers.

During its first year, the Nebraska Family Helpline was involved in more than 5,600 calls and provided assistance to 2,500 unique families across the state. The Helpline maintains a statewide referral database of more than 2,000 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 earned this contract because of its extensive experience in operating its own National Hotline, which has handled more than 8 million calls from children, parents and others since its inception in 1989.

...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.

The state of Nebraska developed the Nebraska Family Helpline and Family Navigator Service (see box below) 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.

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 the Nebraska Federation of Families for Children's Mental Health and its statewide affiliate family organizations.

## 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."*

## REASONS FAMILIES CALL THE HELPLINE:

- 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