

A comprehensive guide to refer children, adolescents and others to behavioral health services.

The Illinois Health and Hospital Association's (IHA) Behavioral Health Advisory Forum developed this guide with an emphasis on suicide prevention and marginalized youth. The forum is comprised of expert administrative and clinical professionals across the state. In addition to serving as a trusted resource, this guide is also intended to support community collaboration and coordination to enhance health and well-being.


## helplines

### ALWAYS CALL 911 FOR ANY LIFE-THREATENING EMERGENCY



**988 Suicide & Crisis Lifeline**—The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals in the United States.

-  **988**
-  Text to **988**
-  Chat with a counselor at **988lifeline.org**



**Rape, Abuse, Incest National Network (RAINN)**—24/7 support for survivors by phone or online through the National Sexual Assault Hotline

-  **800.656.HOPE (4673)**
-  **rainn.org**



**Crisis Text Line**—24/7 free support for those in crisis

-  Text **"HELLO" to 741741**
-  **crisistextline.org**

**Trevor Project Lifeline**—24/7 crisis intervention and suicide prevention services for lesbian, gay, bisexual, transgender and questioning (LGBTQ) young people ages 13-24


-  **866.488.7386**
-  **thetrevorproject.org**


**National Alliance on Mental Illness (NAMI) Information Helpline**—Information and referral services Monday through Friday, 9 am - 5 pm

-  **800.950.6264** or **312.563.0445** in Chicago
-  **nami.org**

## Illinois Crisis and Referral Entry Services (CARES)

**Crisis Line**—Crisis mental health services for children and adolescents; also determines eligibility for Screening, Assessment and Support Services (SASS), intensive mental health services for individuals who may need hospitalization; and refers to community mental health or other services

 **800.345.9049 (TTY: 866.794.0374)**

 [illinois.gov/hfs/info/Brochures%20and%20Forms/Brochures/Pages/hfs3838.aspx](https://illinois.gov/hfs/info/Brochures%20and%20Forms/Brochures/Pages/hfs3838.aspx)

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**Childhelp National Child Abuse Hotline**—24/7 confidential crisis counseling in over 170 languages and crisis intervention, information, literature and referrals to emergency, social service and support resources

 **800.4ACHILD (422.4453)**

 [childhelp.org/hotline](https://childhelp.org/hotline)

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**National Dating Abuse Helpline**—24/7 support for teens, young adults and their concerned friends and family members who have questions or concerns about their dating relationships

 **866.331.9474 (TTY: 866.331.8453)**

 **Text “LOVEIS” to 22522**

 [loveisrespect.org](https://loveisrespect.org)

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**National Runaway Safeline**—24/7 anonymous, free crisis line for anyone who might want to run away from home, is on the run and wants to come home, or is homeless

 **800.RUNAWAY (786.2929)**

 [1800runaway.org](https://1800runaway.org)

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**Teen Line**—Teen-to-teen hotline and community outreach program available every night from 6-10 pm to help adolescents address their problems in a confidential, anonymous and comfortable way

 **310.855.4673**

 **Text “TEEN” to 839863**

 [teenlineonline.org](https://teenlineonline.org)

**Illinois Poison Center**—24/7 free, confidential hotline that offers information and treatment advice about potentially harmful substances to Illinois residents and healthcare professionals

 **800.222.1222**

 [illinoispoisoncenter.org](https://illinoispoisoncenter.org)

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**Consumer and Family Care Line**—Illinois resources for questions about mental health services and referrals to a mental health provider, available Monday through Friday, 8 am - 5 pm, except holidays

 **866.359.7953 (TTY: 1.866.880.4459)**


From the main menu, select **option 1** for life-threatening emergencies or **option 2** for the Consumer and Family Care Line. **Next, choose among the following options:**

**Option 1:** Questions about the [Illinois Family Support Program](#), which provides funding to children with a Serious Emotional Disturbance (SED) under the age of 18 to assist in obtaining the appropriate level of treatment required to improve their condition.

**Option 2:** Referral to a Mental Health Provider

**Option 3:** Questions About Mental Health Services

**Option 5:** The [Warm Line](#), which is not a crisis hotline but an Illinois resource for individuals with mental health and/or substance use challenges and their families to receive support by phone

 [illinoismentalhealthcollaborative.com/consumers/consumer\\_contacts.htm#ConFamCareLine](https://illinoismentalhealthcollaborative.com/consumers/consumer_contacts.htm#ConFamCareLine)

# direct services

**Illinois Service Providers by County**—A listing of service providers by county from the Illinois Department of Human Services (DHS)

 [dhs.state.il.us/page.aspx?module=12&office=6&county=](https://dhs.state.il.us/page.aspx?module=12&office=6&county=)

**Illinois Crisis/Emergency: Mental Health Partners/Providers**—A listing of service providers by city from DHS

 [dhs.state.il.us/page.aspx?item=30893](https://dhs.state.il.us/page.aspx?item=30893)

**Center on Halsted**—The largest lesbian, gay, bisexual and transgender community center in the Midwest, based in Chicago. Provides a behavioral health phone line and email, and information about their services, community resources and possible referrals

Call: 773.472.6469 ext. 460

 [behavioralhealth@centeronhalsted.org](mailto:behavioralhealth@centeronhalsted.org)


 [centeronhalsted.org](https://centeronhalsted.org)

# additional support

**ULifeline**—An anonymous, confidential online resource center for college students to locate support on their campus and search for the emotional health information they need and want without shame

 [ulifeline.org/get\\_help\\_now](https://ulifeline.org/get_help_now)

**The Jason Foundation**—Educational and awareness programs that equip young people, educators, youth workers and parents with tools and resources to help identify and assist at-risk youth

 888.881.2323

 [jasonfoundation.com](https://jasonfoundation.com)

# family, parents & caregivers


**Look Through Their Eyes**—A voluntary collaboration of organizations that tracks emerging trends, and promotes education among professionals and the public. Provides support to a broad network of agencies working with and for children and families who experience trauma

 [lookthroughtheireyes.org](https://lookthroughtheireyes.org)

**Child Mind Institute**—A guide for parents helping a child in distress

 [childmind.org/article/youre-worried-suicide](https://childmind.org/article/youre-worried-suicide)


**Under the Rainbow**—Youth services of *Sinai BrightPath*, a division of Chicago-based Sinai Health System, providing behavioral health services for Chicago families with locations at both Mt. Sinai Hospital and Holy Cross Hospital's St. Casimir Clinic

 773.542.2000

 [sinai.org/content/under-rainbow](https://sinai.org/content/under-rainbow)

# professionals

**Center for Childhood Resilience at Ann & Robert H. Lurie Children’s Hospital of Chicago**—Provides training, coaching, school-based interventions and other services through partnerships with schools and youth-serving agencies


 [luriechildrens.org/en/specialties-conditions/center-for-childhood-resilience/](https://luriechildrens.org/en/specialties-conditions/center-for-childhood-resilience/)

# media

**Recommendations for Reporting on Suicide**—Recommendations for journalists developed by leading experts in suicide prevention and in collaboration with several international suicide prevention and public health organizations, schools of journalism, media organizations, journalists and Internet safety experts

 [reportingsuicide.org](https://reportingsuicide.org)

**American Foundation for Suicide Prevention**—Additional recommendations for safe reporting on suicide

 [afsp.org/reporting-on-suicide-prevention](https://afsp.org/reporting-on-suicide-prevention)