Who To Call When You Need Support

- 24/7 Child and Teen Hotline
  (650) 567-KIDS (5437)
  for parents, educators and youth

- 24/7 Parent Support Line
  (650) 579-0358

- 24/7 Drug and Alcohol Hotline
  (650) 573-3950

- National Alliance on Mental Illness San Mateo County (NAMI)
  (650) 638-0800

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Where to find help in San Mateo County

- San Mateo Medical Center
  222 W. 39th Avenue, San Mateo
  (650) 573-2662

- Mills-Peninsula Medical Center
  1501 Trousdale Drive, Burlingame
  (650) 696-5915

If you can’t do that safely, call 911 and request a Crisis Intervention Trained (CIT) officer - they are trained to deal with people experiencing mental health issues.

- Crisis Intervention and Suicide Prevention Hotline
  (650) 579-0350 | (800) 273-TALK (8255)

- Crisis Text Line
  Text START to 741-741 | www.crisistextline.org

Where to find help in San Mateo County

- San Mateo County Behavioral Health and Recovery Services ACCESS Call Center
  (800) 686-0101

- San Mateo County Office of Consumer and Family Affairs
  (800) 388-5189 | (650) 573-2189 (Spanish)

Online Information & Support

- www.onyourmind.net | Teen Chat Room
- www.smchealth.org/MH911
- www.smchealth.org/ocfa
- www.NAMIsanmateo.org
- www.sanmateo.networkofcare.org/mh
- www.SAMHSA.gov

Where to find help for your child

“I think my child has an emotional, mental health or substance use problem”
Did You Know One In Five Youth Have A Mental Health Condition?

Half of the people with mental health conditions develop symptoms by age 14. The longer someone waits to get help, the longer their recovery process becomes. Help your child get the help they need early on to live a long and healthy life.

What To Do
If you think your child has an emotional / mental health or substance use problem

Call
- Your child’s pediatrician or primary care doctor
- Your health insurance company’s behavioral health resource line. If your child does not have health insurance, contact the San Mateo County Health Coverage Unit at (650) 616-2002
- San Mateo County Behavioral Health and Recovery Services ACCESS Call Center at (800) 686-0101

Bring to the first appointment or hospital

1. Medical history
   - Any significant illnesses
   - Disabilities
   - Allergies
   - Medication
   - Hospitalizations for any reason
   - Names/contact information for your child’s doctors

2. Health insurance information including:
   - Private insurance
   - Medi-Cal

What to say
- My child is ______ years old. I am concerned because
- I first noticed a change in my child’s behavior ____________
- How can I find out if my child really has an emotional/mental illness or substance abuse problem?
- How do I get support and services for my child and myself?

Warning Signs and Risk Factors for Emotional Distress
Get information about the warning signs of emotional distress for children, teens and adults at www.bit.ly/MHWarningSigns

Any person 18 years or older is legally an adult. This means he / she must give consent for behavioral health staff to share information with you.

When seeking behavioral health services, the staff may want to talk with your child without you present. Don’t be alarmed - this is standard practice.