

Family response

Immediate, in-person support
and stabilization for children
or youth and their parents/caregivers

612-979-9511

Monday through Friday: 10 a.m. to 10 p.m.

Leave a message after hours. For emergencies, call 911.



Support for your family

If your child or teen experiences a mental, behavioral, or emotional issue that leaves you overwhelmed, and unsure of what to do next — that's a family crisis.

No situation or conflict is too small. We respond, wherever you are.

- Free, available to any family in Hennepin County
- No restrictions based on diagnosis, symptoms, or health plan coverage

Our goal is to help you keep your child or teen safely in the home, avoiding more restrictive interventions. We build on family, cultural and community strengths.

Immediate, in-person support

We are a multicultural, diverse team with lived experience, and we are here to support you. When you call, staff will gather basic information and send a family response team to your location within one hour:

- De-escalate and address the immediate concern
- Engage and support your family over the next 72 hours
- Connect you to other supports, including an optional eight-week stabilization service

Ongoing stabilization

After the initial 72 hours, a free, optional eight-week stabilization service can help promote your family's well-being:

- Support healthy, safe behavior and your child's ability to manage their daily activities
- Build connections in your family and to ongoing supports in the community

