

Resources for Family Members

If you have questions or concerns about your family member's treatment, please discuss directly with the treatment provider. If you still have concerns, please ask to speak to a supervisor. If concerns remain unresolved, you may ask to be referred to the client rights officer or ombudsperson for your treatment provider.

Our goal is your satisfaction!

CRISIS #'s:

Children's mental health: Dial "211"

Adult Crisis #: Dial "211 and provide operator with your town, city, or zip code

To access a statewide list for adult mobile crisis services by city or town, go to

www.ct.gov/dmhas and select **24-hour crisis services**

Local mobile crisis provider: _____ Phone #: _____

Family Advocacy Groups:

AFCAMP – (African Caribbean American Parents of Children with Disabilities), offers support, education, and advocacy for parents.

(860) 297-4358 or 1-800-842-7303 **afcamp@sbcglobal.net**

60-B Weston Street, Hartford CT 06120 **www.afcamp.org**

Connecticut Community for Addiction Recovery (CCAR) – organizes the recovery community (people in recovery, families, friends and allies) to put a face on recovery and provide recovery support services. Offers advocacy, education, and service.

(800) 708-9145 or 1-860-244-CCAR (2227) 198 Wethersfield Ave., Hartford, CT

www.ccar.us/

FAVOR – is a non-profit Statewide Family Advocacy Organization serving families of children and youth dealing with a broad spectrum of behavioral and mental health needs, by providing policy and family advocacy. FAVOR offers training, technical assistance and support to parents and caregivers in local communities to assist them in becoming active and equal partners in the System of Care including family advocates.

(860) 563-3232

hgibber@favor-ct.org

2138 Silas Dean Highway, Ste. 102, Rocky Hill CT 06067

www.favor-ct.org

NAMI-CT – (National Alliance on Mental Illness-CT), is the state affiliate of the National NAMI organization; a grassroots, family and consumer organization; offers support groups, free education courses (in English and Spanish), and support for advocacy activities. Runs a warm-line; free brochures available.

(800) 215-3021

(860) 882-0236

www.namict.org

241 Main St, Hartford, CT 06106-1862

For a list of NAMI affiliates in your area visit the NAMI-CT website (above) and select link for local affiliates.

Local affiliate contact: _____ **Phone #:** _____

Padres Abriendo Puertas – (PAP - Parents Opening Doors), an organization of Hispanic Parents of Children with Disabilities in Hartford.

(860) 297-4391

60 Weston St. #B, Hartford, CT 06120

Institute of Living Family Resource Center: A Service for Families and Friends Dealing with Severe and Persistent Mental Health Problems. Provides educational, supportive, and outreach services to families who are dealing with a schizophrenia spectrum disorder (SSD). Offers an accessible and user friendly, comprehensive source of information on the disorder, its treatment, and what community resources are available to help families' better cope with the impact

of the SSD on their lives. Provides for the training and development of staff who work with SSD.

(860) 545-7731 Lhaber@harthosp.org

<http://www.harthosp.org/InstituteOfLiving/FamilyResourceCenter/default.aspx>

80 Seymour Street , Hartford, CT 06102

Mental Health Association of Connecticut (MHAC): Provides advocacy and education for mental health and for erasing stigma. Builds on three cornerstones for change: educating elected officials, motivating people with mental illness and their families to speak out, and creating and building consensus among coalitions for system change.

1-800-842-1501 www.mhact.org

61 South Main Street, West Hartford CT

Community Resources:

Community Collaboratives – (formerly known as the Systems of Care), are local consortiums of public and private healthcare providers, parents of children with behavioral healthcare needs, and service and education agencies organized to develop coordinated, comprehensive community resources for children or youth with complex behavioral health service needs and their families in accordance with principles and goals of Connecticut Community KidCare.

To access a statewide list go to: <http://www.favor-ct.org/collabs.cfm>

Regional Mental Health Boards (RMHBs) - The General Assembly established five RMHBs that involve consumers, family members, concerned citizens and providers in evaluating state funded mental health services for adults and recommending new services or changes in current services based upon feedback from consumers and family members. RMHBs are advisory boards to the CT Department of Mental Health and Addiction Services:

Region I: Southwest Regional Mental Health Board (SWRMHB) – 1 Park St., Norwalk, CT. (203- 840-1187), Email: swrmhb@optonline.net

Website: www.swrmhb.org

Region II: Region II Mental Health Board – CT Valley Hospital, Shew Hall, P.O. Box 351, Middletown, CT (860- 262-5027) Email: southcentral@rmhb2.org
Website: www.southcentralhealth.org

Region III: Eastern Regional Mental Health Board (ERMHB) – 401 West Thames Street, Building 105, Norwich, CT (860) 886-0030 Email: rdavidson@ermhb.org
Website: <http://www.ermhb.org>

Region IV: North Central Regional Mental Health Board (NCRMHB) – 367 Russell Road, Newington, CT (860- 667-6388) Email info@ncrmhb.org
Website: www.ncrmhb.org

Region V: Northwest Regional Mental Health Board (NWRMHB) – 969 West Main Street, Waterbury, CT (203- 757-9603) Email: jsw@nwrmbh-ct.org
Website: www.nwrmbh.org

Legal Resources:

Center for Children’s Advocacy (UConn) - Non-profit organization dedicated to promotion and protection of the legal rights of poor children whose care is dependent on Connecticut’s judicial, child welfare, health, mental health, education, and juvenile justice systems. Provides legislative and legal advocacy and training for attorneys and legal advocates.

(860) 570-5327 <http://www.kidscounsel.org/>

Hartford Office: 2074 Park Street, Hartford, CT 06106

Bridgeport Office: 2470 Fairfield Avenue, Bridgeport, CT 06605

Mailing Address: Center for Children's Advocacy, 65 Elizabeth Street, Hartford, CT 06105

Connecticut Legal Rights Project – Independent, non-profit legal service organization; target representation: clients who receive services from DMHAS in Connecticut. Education about client rights and options.

860-262-5050 or 1-877-402-2299 (Toll Free) www.clrp.org

Connecticut Valley Hospital, P.O. Box 351 Silver St., Middletown 06457

Office of Protection & Advocacy for persons with disabilities (P&A) – An independent, State agency created to safeguard and advance the civil and human rights of people with disabilities and their families in Connecticut.

(860) 297-4307

www.ct.gov/opapd/site/default.asp

60B Weston Street Hartford, CT 06120-1551

Statewide Legal Services – **1-800-453-3320** Referral center for legal advocates throughout the State serving low-income individuals.

State Advocacy & Grievance Resources:

DCF Ombudsmen’s Office - **(866) 637-4737** Serves clients, foster and adoptive parents, providers and citizens to resolve disputes with DCF, in the best interests of the children.

Dept. of Education, Bureau of Special Education – **(860) 713-6912** Anne Louise Thompson, Bureau Chief annelouise.thompson@ct.gov.

DMHAS Office of Client Rights & Grievances - **860-418-7000 or 1-800-446-7348**

An alphabetical listing of designated client’s rights officers for each treatment provider can be found on the DMHAS website:

<http://www.ct.gov/dmhas/LIB/dmhas/publications/CRO.pdf>.

Local client’s rights officer: _____ **Phone #:** _____

Office of the Child Advocate – **(800) 994-0939**; oversees the protection and care of children in CT and advocates for their well-being.

<http://www.ct.gov/oca/site/default.asp>

Office of the Healthcare Advocate – **(866) 466-4446** Assists CT citizens with healthcare issues. <http://www.ct.gov/oha/site/default.asp>

Special Education Rights & Grievance Process:

http://www.sde.ct.gov/sde/lib/sde/pdf/DEPS/Special/Prosaf_fullversion.pdf

State of CT Departments:

Dept. of Children and Families (DCF) – (860) 550-6301; (866) 637-4737 The Dept. has four Mandate areas: child welfare, children’s behavioral health (including voluntary services), juvenile services, and prevention.

<http://www.ct.gov/dcf/site/default.asp>

Dept. of Mental Health & Addiction Services – (860) 418-7000; (800) 446-7348 The Dept. provides mental health and addiction services throughout Connecticut.

<http://www.ct.gov/DMHAS/site/default.asp>

Dept. of Social Services (DSS) – (800) 842-1508 Provides a broad range of services to people who are elderly, people with disabilities, and individuals.

www.ct.gov/dss/site/default.asp

Other Community Resources:

CT Clearinghouse - A statewide library and resource center for information on substance abuse and mental health disorders.

(860) 793-9791 or (800) 232-4424 (toll-free) www.ctclearinghouse.org/

334 Farmington Avenue, Plainville, CT 06062-1321

CPAC – Child & Parent Advocacy Center - Offers free information and support to families of children with any disability or chronic illness, age birth through 26.

(860) 739-3089 or (800) 445-2722 (toll-free) www.cpacinc.org

338 Main Street Niantic, CT 06357

Behavioral Health Partnership (CT BHP) - A Partnership between the Department of Children and Families (DCF), the Department of Social Services (DSS), the Department of Mental Health and Addiction Services (DMHAS), and a legislatively mandated Oversight Council designed to create an integrated behavioral health service system for our people who receive Connecticut Medicaid benefits.

(children and families who are enrolled in HUSKY A, & B, DCF Limited Benefit, Charter Oak Health Plan, Medicaid Low Income Adults (LIA) and Medicaid Fee for Service programs). Value Options is the Administrative Services Organization

(ASO) contracted to authorize and arrange for Medicaid funded behavioral health services under this program.

1-877-552-8247 or 1-877-552-8247 (toll free) or 1-866-218-0525 (TTY/TDD)

www.ctbhp.com/ 500 Enterprise Dr., Suite 4D, Rocky Hill, CT 06067

Network of Care - A comprehensive mental health online resource for individuals, families, and agencies that provides information about mental health services, laws, and related news, as well as communication tools and other features.

<http://connecticut.networkofcare.org/mh/home/index.cfm>