



# Colorado Early Childhood Mental Health Support Line

## *Answers to Frequently Asked Questions*

### **What is the Early Childhood Mental Health Support Line?**

The ECMH Support Line is a no-cost, confidential resource for any parent or professional who cares for children under six. The support line helps parents and professionals by connecting them to local resources that can help them better support the young children in their care.

The support line allows caregivers to speak with a trained consultant about the resources they need for themselves and the children in their care. The consultant on the line can discuss needs, brainstorm appropriate supports, and connect caregivers to local early childhood mental health consultants.

### **Why should I refer caregivers to the Early Childhood Mental Health Support Line?**

You play an important role in helping young children across Colorado thrive by supporting children's early social-emotional skills such as making friends, caring for others, managing emotions, and resolving conflict peacefully. The support line aims to increase the knowledge and confidence of caregivers in a way that supports positive mental health early and creates a foundation for lifelong health and wellbeing. There are no wrong reasons to call, but here are some of the more common reasons people do:

- Classroom Disruptions
- Changes in Behavior
- Family-Provider Relationships
- Staff Relationships and Wellbeing
- Director Stress

### **What can caregivers expect the call experience to be like?**

When a caregiver calls the ECMH Support Line they will talk to a trained consultant with expertise in early childhood mental health who will listen to their questions or concerns and work together on next steps, including connecting them to support in their community.

The support line is focused on giving parents and professionals the knowledge and resources they need to support the healthy development of young children in their care. It's a confidential resource and a safe space to address concerns and doubts they may be experiencing.

### **How much does it cost to call the Early Childhood Mental Health Support Line or get a consultation?**

There is no cost for callers. The ECMH Support Line is designed to be a resource for *all* children, their families, caregivers, and the professionals who work with them.

### **Who can use the Early Childhood Mental Health Support Line?**

Because every child has mental health, all caregivers can learn from this resource. This is a flexible, ongoing resource designed for parents and professionals to call when they feel they would benefit from extra support or insight. You don't have to be facing a problem to get this support.

This resource is strengths based, culturally responsive and designed to support parents and professionals of all backgrounds.

With the help of language services, consultants can communicate with families in the language with which they feel most comfortable.





# Colorado Early Childhood Mental Health Support Line

## *Answers to Frequently Asked Questions*

### **Who runs the Early Childhood Mental Health Support Line?**

The ECMH Support Line is a project of the state and is offered at no cost to Coloradans who care for children under the age of six.

### **Who will caregivers be talking to when they call?**

When someone calls the ECMH Support Line, they will talk to a consultant who is trained in early childhood behavior, mental and emotional health. These professionals serve as a resource for both parents *and* caregivers.

The consultants live in Colorado and have supported hundreds of parents and professionals like you. Our support line consultants are prepared to listen and respond to diverse communities across the state.\*

### **What hours can I use the Early Childhood Mental Health Support Line?**

Support line consultants are available weekdays 10:30 a.m. to 5:30 p.m. to listen to questions or concerns, provide tips, and connect caregivers and professionals with resources in their community. You don't need to schedule an appointment.

### **Where should I refer parents and caregivers who have a concern about their child care setting or whose child is in crisis?**

If you or another caregiver requires assistance beyond a mental health consultation, Colorado Crisis Services offers free, confidential, and professional 24/7 support. Call 1-844-493-8255 or text "TALK" to 38255.

If you suspect child abuse or neglect, call Colorado's Child Abuse and Neglect hotline at 1-844-CO-4-Kids.

**Anyone witnessing a child in a life-threatening situation should call 911 immediately.**

If you have concerns about a child care program or would like to report a licensing violation please call the child care complaint line at 1-800-799-5876.

**Free support is a call or click away!**

**(833)-ECMH411**

Monday through Friday,  
10:30 a.m. to 5:30 p.m.

[MentalHealthStartsEarly.com](http://MentalHealthStartsEarly.com)



\*Consultants do not work directly with children, make a diagnosis or provide therapy, and they're not connected to the child welfare system or Child Protective Services.



 (833)-ECMH411

 [MentalHealthStartsEarly.com](http://MentalHealthStartsEarly.com)

 EVERY CHILD'S MENTAL HEALTH MATTERS