

Family response



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

612-979-9511

Available every day from 10 a.m. to 10 p.m.
Leave a message after hours. For emergencies, call 911.

Support for your family

If your child (ages 5–18) experiences a mental, behavioral, or emotional issue that leaves you overwhelmed and unsure of what to do, we are here to help. No situation is too small for our family response experts.

- Immediate in-person response within one hour anywhere in Hennepin County.
- Available to families with children ages 5–18 at no cost.
- Driven by your family's cultural, community, and clinical needs.

Our goal is to keep youth and families stable in their homes by helping them determine and connect to the support they need to thrive.

Immediate, in-person support

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 culturally specific 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



hennepin.us/family-response

CHANGE INC.

Nexus-FACTS
FAMILY HEALING

