

CRISIS HOTLINE - 327-KIDS

A Greenwich mother called the hotline late one evening. Her two teenagers were out of control, threatening physical violence. She shared this wasn't the first time; the children were angry, admittedly in response to her ongoing struggles with substance abuse. She didn't know what to do. A Crisis Counselor met with the family and began to teach communication strategies in order to avert a stay at the Teen House. Slowly, and through regular visits, the family members began to communicate with each other and more effectively address their issues. The TeenTalk Counselor began working at the teens' school, and checking in daily with the children individually about ongoing problems. The TeenTalk Counselor was also able to work with the school to put much-needed special education services in place. While Mom continues to try to address her addiction, the children now have a trusted confidant to help them along the way.



Any time of the day or night, trained Crisis Counselors are a phone call away for any child or parent who needs help. Crises come in all forms – everything from escalating conflicts between parents and kids, economic hardship, school problems, and peer issues to even more dangerous situations, including abuse, neglect and homelessness.

Kids in Crisis counselors, located at the campus in Cos Cob, provide immediate help to sort out issues and tackle problems. Additionally, they offer face-to-face counseling services to manage issues before they intensify. Kids in Crisis counselors will also provide ongoing support to children and families in need, augmented with ongoing community supports where needed.

- This year, Crisis Counselors provided hotline assistance to more than 600 children and families and conducted 198 in-person support meetings. TeenTalk Counselors at six area schools offered individual support to 786 adolescents and spearheaded small therapeutic groups that assisted more than 1,500 children.



Working in tandem with Crisis Counselors are TeenTalk Counselors in middle and high schools throughout Fairfield County. These full-time, school-based counselors provide confidential help to students and their families, managing issues as they begin to emerge, addressing problems before they become crises. They are, in reality, outreach counselors based in the community, partnering with their counterparts, the Crisis Counselors at the Cos Cob campus. Many times, TeenTalk Counselors avert a crisis before it escalates, providing a local bridge to safety. When the school day or week is done, TeenTalk Counselors link students and their families to Kids in Crisis and the round-the-clock hotline, providing a consistency of care that is unmatched.

Increasingly, Crisis Counselors and TeenTalk Counselors help families remain together, averting the need for temporary emergency shelter. ■

CRISIS HOTLINE: 327-KIDS

SAFEHAVEN FOR KIDS

THE TLC HEALTH CENTER