

The Parent Resource Network Line

YOUR PLACE TO TURN

If you have a child with mental health needs, or you're an adolescent seeking help, we know it can be difficult finding answers to your questions. That's why the Parent/Professional Advocacy League (PAL) created the Parent Resource Network Line (PRN)—a toll-free phone number where you can obtain support and get information on mental health services for children.

Staffed by trained and knowledgeable family advocates, the PRN line is the place to turn for the mental health resources you need.

TOLL FREE

1-866-815-8122

MassRelay Numbers*

TTY 1-800-439-2370
Voice 1-800-439-0183
In-State Relay 7-1-1

SPONSORS

The PRN line is sponsored by the Alliance for Health Care Improvement, a collaborative of major health plans in Massachusetts. **Tufts Health Plan** is the leading funding source. The Tufts HP grant was matched by these other Alliance health plans:

Harvard Pilgrim Health Care
Blue Cross Blue Shield of Massachusetts
Fallon Community Health Plan
Neighborhood Health Plan

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PAL

Parent/Professional Advocacy League

Massachusetts State Organization,
Federation of Families for Children's Mental Health

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mental health information,
referrals and support:

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NEED ANSWERS?

WE CAN HELP.

I'm frustrated and can't find help for my child, what should I do?

I'm worried about my child's mental health—how do I navigate "the system"?

I know I need help but my parents say it's a phase.

What mental health services is my child entitled to receive for free?

I can't deal with things anymore—I just want a way out.

What if my child needs to be hospitalized?

What will my insurance pay for?

My friend talks about suicide, what should I do?

Can I get help without my parent's knowledge?

*MassRelay is a 24/7 service enabling hearing people or people who do not use a text telephone (TTY) to communicate over regular telephone lines with those who are deaf, hard-of-hearing, late-deafened, or speech disabled.

Who is the PRN line for?

The PRN line is designed to provide Massachusetts residents with information, referral and support regarding child and adolescent mental health issues. Adolescents and parents alike are encouraged to use the PRN line. Professionals working with children can also refer adolescents and parents to the line.

Who will be answering my call?

Trained family advocates staff the PRN line. These are parents who have successfully navigated the maze of mental health services for their own children, and have been trained to provide education, advocacy and support to families. All information is kept strictly confidential.

What kinds of questions can I ask?

Ask us every question on your mind. We're prepared to provide information on general or specific areas, such as:

- Services provided by state or community agencies;
- School mandates—such as Team evaluation, Individual Education Plans, Section 504;
- Crisis intervention and hospitalization; and
- Insurance issues and funding problems.



When can I call the PRN line?

The line is staffed weekdays from 3 to 8 p.m. and Saturday from 10 a.m. to 3 p.m.. If you call at other times, or when the line is busy, leave a message and a staff member will return your call within 24 hours.

Who operates the PRN Line?

The Parent/Professional Advocacy League (PAL) operates the line. This is an organization of parents and professionals that advocate on behalf of children, and the families of children, with mental health needs. PAL is the state chapter of the Federation of Families for Children's Mental Health.

The PAL organization includes a statewide office in Boston, a PAL chapter in Worcester and a network of 41 family advocates providing education, advocacy and support to families throughout Massachusetts. Through the PAL network, families are supported in accessing mental health services for their children, and empowered in advocating for systems change.