

Behavioral Health & Crisis Management

Children and youth in DFPS conservatorship benefit from access to STAR Health services, and as such caregivers have access 24 hours a day, 7 days a week to a Behavioral Health hotline offered through Superior Health Care Services.

Caregivers and youth can get behavioral health and/or substance use disorder help right away by calling 1-866-912-6283. A live person will help the caregiver or youth find the best provider for the caregiver and child. As always the caregiver should call 911 if the child is having a life-threatening behavioral health emergency. The caregiver can also go to a crisis center or the nearest emergency room. The hotline is bilingual in English and Spanish. If the caregiver speaks another language or are deaf/hard of hearing, they should call 1-866-912-6283 for help.

Additionally, on March 31, 2020, the Texas Health and Human Services launched a 24/7 statewide mental health support line to help all Texans experiencing anxiety, stress or emotional challenges due to the COVID-19 pandemic.

This resource offers COVID-19-related mental health support for anyone who calls, including foster parents and all other caregivers. People can call the Statewide COVID-19 Mental Health Support Line 24 hours a day, 7 days a week toll-free at 833-986-1919.