



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 of Colorado and free to all Coloradans who care for children under the age of six.

Who will I be talking with when I call?

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

The consultants live in Colorado and have supported hundreds of families like yours by helping them respond to the needs of young children.

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.

What hours can I call the Early Childhood Mental Health Support Line?

Support line consultants are available weekdays 10:30 a.m. to 5:30 p.m. in your home language, to address your questions or concerns, provide tips, and connect you with resources in your community. You don't need to schedule an appointment time.

Does my child have to be experiencing a mental health crisis for me to use the support line?

No. Every child has mental health and parents and other caregivers play an important role in supporting their healthy development. The support line is designed for anyone who has questions or concerns they want to discuss about a child. The consultants are there to listen and support you without judgement.

What should I do if I am experiencing a crisis with my child?

If you require 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.

Free support is a call or click away!

(833)-ECMH411

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

MentalHealthStartsEarly.com





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What is the Early Childhood Mental Health Support Line?

The ECMH Support Line is a no-cost, confidential resource for anyone who cares for children under six. The support line helps families and caregivers to better understand and support the emotional wellbeing of young children in their care.

The consultant on the line can discuss needs, brainstorm appropriate support resources, and connect you to consultation in your community.

Why should I call the Early Childhood Mental Health Support Line?

Everyone has mental health - even babies! Parents and other caregivers play an important role in building children's social-emotional skills such as making friends, caring for others, managing emotions and resolving conflict peacefully.

Supporting children to develop these skills not only reduces challenging behavior but also helps them build stronger relationships with their families and caregivers. Reaching out to the ECMH Support Line is a great way to connect with an experienced consultant who can help you understand what support is available and directly connect you to a team in your area. There's no wrong reason to call, here are some of the more common reasons people do:

- Parenting stress
- Changes in Child Behavior
- Supporting Big Emotions
- Preparing for Schedule Changes
- Building Strong Relationships

What should I expect the call experience to be like?

When you call the ECMH Support Line you'll talk to a trained consultant with expertise in children's behavior and emotional development who will listen to your questions or concerns and work with you on next steps.

The support line is focused on giving parents and caregivers like you the knowledge and resources you need to support the healthy, emotional development of young children in your care. It's a confidential resource and a safe space to address your concerns, questions, and doubts.

How much does it cost to call or get a consultation?

It's free for callers. The ECMH Support Line is designed to be a resource for ALL.

Who can use the Early Childhood Mental Health Support Line?

This is a flexible, ongoing resource designed for families and caregivers to call when they feel they would benefit from extra support or guidance. Your child's teachers or doctors can call too! You don't have to be facing a problem to get this support.

Consultants staffing the line are trained to listen and respond to the needs of your family. With the help of language services, consultants can support families in the language with which they feel most comfortable.