



# Resource Guide for Maine Families, Schools, and Communities

Integrated Multi-Tiered Systems of Support (I-MTSS)



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## Introduction

The Multi-Tier Systems of Support Resource Guide for Maine Families, Schools, and Communities was written to provide assistance to individuals, families, and schools in identifying needed resources and supports.

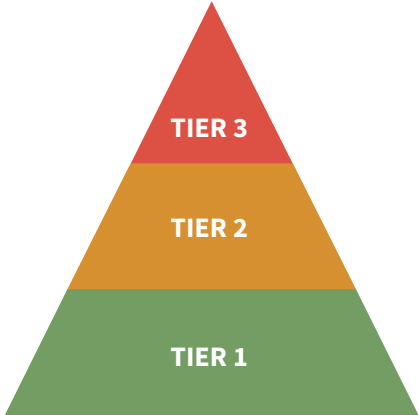
Maine schools are working diligently to support the needs of students every day. Schools are an important point of contact for many families given the amount of time their children spend at school with caring adults. There are times when the needs of a child and family are supported by community services in addition to school-based supports and interventions. Interconnecting school and community supports can be important in building lasting partnerships.

*“We have been through so much in the last year and had been struggling from economic hardship, housing, financial & more! Our family behavioral needs were becoming urgent. It’s been a long rough road, but we have really come a long way.”*

Maine’s Multi-Tiered System of Supports (MTSS) for behavioral health and wellness is a promising way for schools and communities to work together so that every student can achieve health, wellness, and social success in schools, at home, and in their communities. School and community practices that encompass social and emotional learning and regulation, bully prevention, substance misuse prevention and intervention, etc. are integrated into a continuum of supports for children and families, so that the level of response matches the intensity of need. The goal of MTSS is for children and families to have access to a streamlined system of supports, than includes proven school and community-based practices and a referral process with community behavioral health providers for a seamless delivery model for children and their families. There are three tiers in the framework:

### SCHOOL BASED TIERED FRAMEWORK

| Tier I (Universal: For Everyone)  | Tier II (Targeted)   | Tier III (Intensive and Individualized)   |
|---|--|---|
| <p>All children receive instruction on the expectations for their behavior and are acknowledged positively when they demonstrate appropriate behaviors. In most cases, 80% of students respond positively to school-wide behavioral expectations. It is likely that some students will need additional help to meet behavioral, social/emotional, and academic goals.</p> | <p>Tier II offers explicit instruction and opportunities to practice social strategies to small groups of students who may require additional support. Once a student is being considered for this tier, the school engages with family members as active contributors of information and decision making. Planning and monitoring of goals occurs to discover if the child is benefiting from intervention. The goal is to build skills, gain social acceptance, and higher levels of self-confidence. Some students may need more intensive and individualized supports.</p> | <p>Intensive and Individualized assessment, instruction, and intervention are provided to a child when the lower tiered support is not adequate for their level of need. With Tier III supports, family involvement is critical for providing the student with consistency across aspects of home, school, and community. A behavior intervention plan (BIP) is developed by a team based on appropriate assessments to teach and promote appropriate social behavior. Approximately 5% of students in a school are supported at this tier.</p> |



## What Questions Can Families Ask About MTSS in Their Child(ren)'s School?

Schools in Maine have adopted different models of MTSS, so it is important to understand how what practices your child's school uses to promote positive behaviors and to prevent behavioral challenges.

1. What are the school-wide behavioral expectations for my child? How are these taught?
2. When will the school be sharing information on MTSS for interested parents?
3. Can I join the team?
4. How can I receive updates on my child's behavior?
5. What happens if my child doesn't follow expectations?
6. How are students acknowledged for following school-wide expectations?
7. What do I do if I am worried about my child socially, emotionally, or behaviorally?

## What Can Families Do To Support Their Child's School?

1. Ask your child about the school-wide expectations for behavior.
2. Use a common language when developing expectations in your home.
3. Acknowledge your child frequently for meeting expectations at home and at school.
4. Talk to your child's teacher regularly, and share concerns when they come up.
5. Ask for timely communication regarding your child's behavior.
6. Celebrate your child's strengths, talents, interests, and successes.
7. Discuss with your child any behavioral incidents that occur.
8. Participate in parent-teacher-student conferences and other school functions for your child.

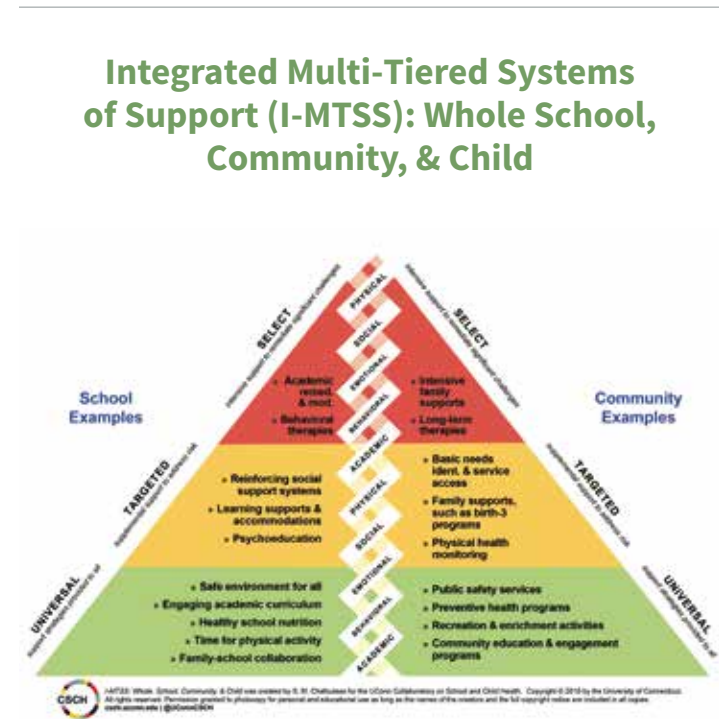
Adapted in part from CT-SERC, *A Family Guide to PBIS in Connecticut*. Middletown, CT. Retrieved August 2020 from <https://www.pbis.serc.co/docs/publications/family%20guide%20PBIS%20for%20web2.pdf>

## A Bridge Between Home, School, and Community.

Maine's emerging model of MTSS aims to integrate research-based behavioral health practices within the School's existing continuum of support. There are many benefits of establishing a common vision between school and community staff, families, and youth:

- Strong, collaborative relationships created between early learning, school, and community staff and families and youth based on team-based decision making.
- Improved and aligned goals for positive behaviors, academic engagement, and social success.
- Improved effectiveness of the behavioral health interventions provided to students.
- Increased efficiency of resource use.
- Early learning, school, and community providers working collaboratively to choose and deliver evidence-based interventions that are matched to the student and family needs.

When home, school, and community work together to implement interventions, services, and supports, kids benefit! Connecting these systems can lead to improved outcomes for all children, especially those at risk for developing emotional and behavioral challenges. This model is referred to as an Integrated Multi-Tiered System of Support (I-MTSS).



## Behavioral challenges and your child: school and community mental health partners answer frequently asked questions (FAQ)

*“Know where to find the information and how to use it—that’s the secret of success.” ~ Albert Einstein*

### What do I do if my child is struggling in school?

Grades slipping, trouble making friends, easily frustrated? If this sounds like your child, don't panic. It isn't uncommon for children to struggle at times in school. If behaviors are persistent, or getting worse despite your best effort to help your child, it might be time to look for additional help.

### How do I request school-based support?

A good rule of thumb is to always start with your child's teacher. Contact the teacher and share your concerns, and it is okay to request a meeting with the teacher or school-based team. School teams are available to assist in problem solving and to provide support to your child using school-based interventions.

### What are the school-based interventions and supports available?

Maine schools have supports and interventions available to students who need targeted and/or intensive teaching, positive behavior supports, and mental health services. Schools choose evidence-based practices based on the needs, context, and culture of their community, so it will be important to ask about what supports are available.

## COMMONLY USED EVIDENCED-BASED PRACTICES IN SCHOOL

### Social Skill Intervention Groups

Social-emotional competence is a critical area of learning for all students. Social skills intervention groups have proven to be the most effective and efficient Tier 2 approach for providing social emotional learning opportunities to students who require more targeted intervention in this area. There are many well-researched social-emotional learning curricula available to guide educators in efforts in this important area. Social skills groups can be lead by a wide variety of school personnel including general and special education teachers, school counselors, and behavior specialists.

### Check-In/Check-Out (CICO)

CICO is designed to support students that exhibit mild, but persistent challenging behaviors that frequently have a negative effect on academic progress. After checking in with a designated staff member who has assumed responsibility for morning check-ins, students check in with teachers prior to the start of each class. During this brief check-in, the teacher makes a positive connection with the student and reminds them of the behaviors they are trying to improve. At the end of the class period the student “checks out” with the teacher who provides feedback on the students' behavior during that period using a point system (0, 1, or 2). It is important to keep in mind that CICO is based on providing frequent positive feedback that is specific to each student's needs. The feedback rating sheet is never used to reprimand or punish student behavior.

### Self-Monitoring

Self-monitoring programs are used to teach students to observe and record their own behavior and can be used in all areas of learning including academic domains. A variety of self-monitoring tools are available to educators. In addition to monitoring protocols, self-monitoring is often used as part of broader intervention packages that include a combination of goal setting and self-evaluation. Self-monitoring is supported by a substantial research base across age groups (including preschool), individuals with and without disabilities, and skill areas.

## Functional Behavior Assessment (FBA)

Functional Behavior Assessment is an effective proactive technology that is established as a systematic, evidence-based process for assessing the relationship between a behavior and the context in which that behavior occurs. An important goal of FBA is to guide a team in developing a positive behavior intervention plan based on the function of the behavior. Interventions that are based on the results of a FBA lead to a more significant change in student behavior.

## Behavior Intervention Plan (BIP) also referred to as a Positive Behavior Support Plan (PBSP)

A Behavior Intervention Plan is a proactive action plan to address behaviors that are interfering in the learning of the student or others. A BIP is appropriate when interventions at Tier 1 and Tier 2 have not been successful. A BIP may be a component of a student's IEP or 504 plan. A hallmark of a quality BIP is the incorporation of positive behavior interventions and supports and the focus on understanding the "why" the behavior occurred so that there is a focus on teaching an alternative behavior that meets the student's need in a more pro-social way. This often includes making instructional and environmental changes, aligning reinforcement for positive behaviors, and response strategies to discourage unsafe or interfering behaviors.

## RENEW- Rehabilitation for Empowerment, Natural Supports, Education, and Work

RENEW is a structured school-to-career transition planning and individualized wraparound process for youth with emotional and behavioral challenges. Developed in 1996 by staff at the Institute on Disability (IOD), RENEW is being provided by schools, community mental health centers, community-based providers, and IOD staff members to youth. The model focuses on supporting each youth to design and pursue a plan for the transition from school to adult life. RENEW has substantially increased the high school completion, employment, and post-secondary education participation rates among our most vulnerable youth.

## SIRP - Student Intervention RE-Integration Program [sirpmaine.com](http://sirpmaine.com)

SIRP is an education based program for youth experimenting with alcohol or other drugs. The program empowers youth to make healthy decisions and reduce risk. SIRP focuses on reducing high-risk choices with alcohol or other drugs and reducing risk of problems with alcohol or drugs throughout a participant's lifetime. SIRP teaches the PRIME for Life Under 21 Program, provided by the *Prevention Research Institute, Inc. (PRI)*. This evidence-based education program is available to youth (13-18 years) experimenting with alcohol, marijuana, and other drugs. A youth, parent, teacher, administrator, probation officer, or other community members can refer an individual. Youth also have the ability to self-refer.

## Restorative Practices

Restorative practices is a relationship-building and problem solving approach using restorative methods (circles for teaching, conferences for conflict resolution) that involves the victim and person involved in wrongdoing together to repair harm. This inclusive practice is an alternative to punishment where students are encouraged to reflect on and take responsibility for their actions.

*\*More Information and resources are available at [MainePBIS.org](http://MainePBIS.org)*

## What are evidence-based practices?

Although there are numerous interventions advertised and available to children with behavioral challenges, only some have been shown to be effective through a scientifically sound research process. When an intervention has been repeatedly studied using valid and reliable research methods, it is called an evidence-based practice (EBP).

## Where do I turn if I suspect my child/student is vaping?

Maine Center for Disease Control and Prevention has information and guidance for schools, families, and youth on evidence-based programs to prevent and support individuals to quit tobacco use in schools. Studies have found restorative practices, including education and counseling, are more effective than punitive responses in addressing adolescent tobacco use. The table below includes many resources available to youth, as well as guidance and resources for adults and schools to use to prevent and respond to vaping.

**?** **DID YOU KNOW** that the Center for Tobacco Independence works with 14 different organizations across Maine to provide tobacco prevention services to communities? If your child, school, or community is looking for support to prevent vaping or to support youth, find out more: [www.ctimaine.org/resources/local-prevention-partners](http://www.ctimaine.org/resources/local-prevention-partners)

*Electronic Nicotine Delivery Systems (ENDS) School Enforcement Literature Review, June 2019, Market Decisions Research for the MaineHealth Center for Tobacco Independence*



Update Tobacco Policy



Educate Parents, Students and Staff



Incorporate into Health Education Curriculum



Treatment Resources



Youth Engagement and Empowerment



Positive and Restorative Practices

## Youth Facing Resources

- This is Quitting Youth Texting Program  
*Text MAINE to 88709*
- This is Quitting Palm Card & Flyer  
*(these materials are part of a campaign that is "refreshed" every quarter by the Truth Initiative)*
- Vaping Support Line or Email  
*1-844-9NO-VAPE or [NoVAPE@MaineQuitLink.com](mailto:NoVAPE@MaineQuitLink.com)*
- VapeFreeMaine.com  
*MaineCDC Anti-Vaping Campaign for Youth & Young Adults*
- Youth are eligible to participate in free and confidential treatment services provided by the Maine QuitLink (formally the Maine Tobacco Helpline) for their vape and tobacco use.
- Sidekicks is a program that helps youth learn how to have respectful conversations with peers about their tobacco and vape use. You can find more information on that program, [here](#).

## Adult Facing Resources

- E-Cigarette Rack Card
- Maine Quit Vaping & Support Services Palm Card  
*Tips for Talking to Teens*
- Vaping Support Line or Email  
*1-844-9NO-VAPE or [NoVAPE@MaineQuitLink.com](mailto:NoVAPE@MaineQuitLink.com)*

## School and Community Resources

[www.ctimaine.org/resources/ends-vaping/](http://www.ctimaine.org/resources/ends-vaping/)

- Introduction to ENDS & Vaping Infographic
- School Tobacco Policy Framework Infographic
- Tobacco and ENDS Prevention Resources Infographic
- Tobacco and Nicotine Treatment Resources Infographic
- Addressing Tobacco Use and Vaping with Positive and Restorative Practices Infographic
- Understanding Tobacco Laws for Maine Schools Infographic
- Maine's Updated School Tobacco Law (LD152) Infographic
- Nicotine: Understanding Addiction and Potential Harms Infographic

[www.substanceuseprevention.org/lesson-guide](http://www.substanceuseprevention.org/lesson-guide)

[www.maine-preventionstore.com](http://www.maine-preventionstore.com)

[www.youareprevention.org](http://www.youareprevention.org)

[www.preventionforme.org](http://www.preventionforme.org)

## How do I request special education services?

If during/after a response to intervention process and Tier 1 level interventions it is believed your child may qualify for more intense school interventions they may be referred to be assessed for special education services. This process can be started at any time and the referral can be made by multiple individuals including; child developmental services, school personnel, providers, and parents/guardians.

The request for a special education referral should be made in writing and include the school special education teacher, principal, and district special education director. Once a referral is made an initial IEP will be held in a reasonable time period to determine whether or not the child will be formally assessed for special education eligibility and if so which assessments will be performed. The parents will sign permission for the assessments to be performed and can expect that within 45 school days another IEP will be held to review assessments and determine eligibility.

## What if my child needs to be tested, assessed and/or evaluated?

An Individualized Education Plan team meeting will be held to review the concerns and to determine the needs of the child and to identify the assessments that will be needed to support decision making and identification of specific supports needed.

## What is an IEP? What should I expect during the IEP process?

### How do I prepare for an IEP meeting?

Individualized Education Program (IEP): This is the plan which will detail your child's diagnosis under which they are eligible for special education, their assessments results which qualified your child and identified needs, the accommodations, modifications, and services which they will receive to meet goals, and goals which will address the your child's identified needs.

At a minimum IEP meetings will be held at least one time per year to update any changes which may be needed based on your child's present level of performance. However, a parent can call an IEP meeting at any time. Best practice is to inform the district of individuals you may have attending.

✓ *If you are inviting a legal advocate and a lawyer you are required by law to give the district prior notice.*

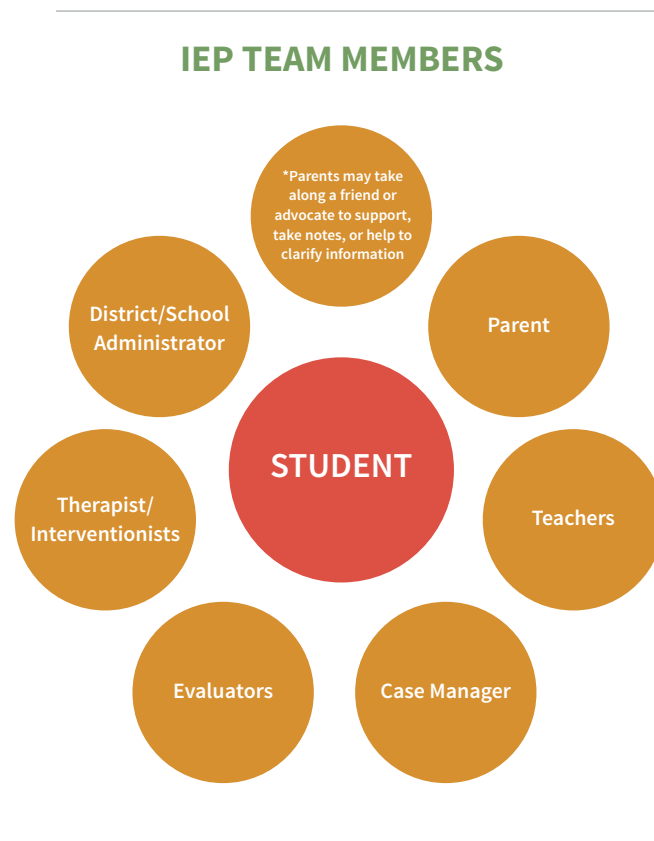
At the meeting you will voice your concerns and hear from the team to review your child's strengths and weaknesses. Your child's goals will be reviewed as well as new goals will be discussed. Determinations around what services, modifications, and accommodations will be needed to meet your child's goals.

## What if I disagree with how the school is supporting my child?

If you have had IEP meetings and you have worked up the school districts chain of command (teacher, case manager, Principal, SPED Director, Superintendent, & School Board) and you still do not agree with how the school is supporting your child and/or believe the district maybe violating your rights within MDOE you have the right to access effective dispute resolution processes. This process will be outlined for you at the meeting and you have the right to inquire about it any point in time.

For more information regarding this process, check out the following link:

[www.maine.gov/doe/learning/specialed/dueprocess](http://www.maine.gov/doe/learning/specialed/dueprocess)



## How do schools partner with community based services?

### POINTS TO CONSIDER:

- There is variation across schools/districts on how they are staff to address social work/guidance/school counselors
- No universal DOE process for making a referral for community support services (see flow chart on the right)

## How is my child's information shared? How will my child's information be protected?

### FOR SCHOOL INFORMATION

What is FERPA? The Family Educational Rights and Privacy Act (FERPA) is a federal law that affords parents the right to have access to their children's education records, the right to seek to have the records amended, and the right to have some control over the disclosure of personally identifiable information from the education records. When a student turns 18 years old, or enters a postsecondary institution at any age, the rights under FERPA transfer from the parents to the student ("eligible student").

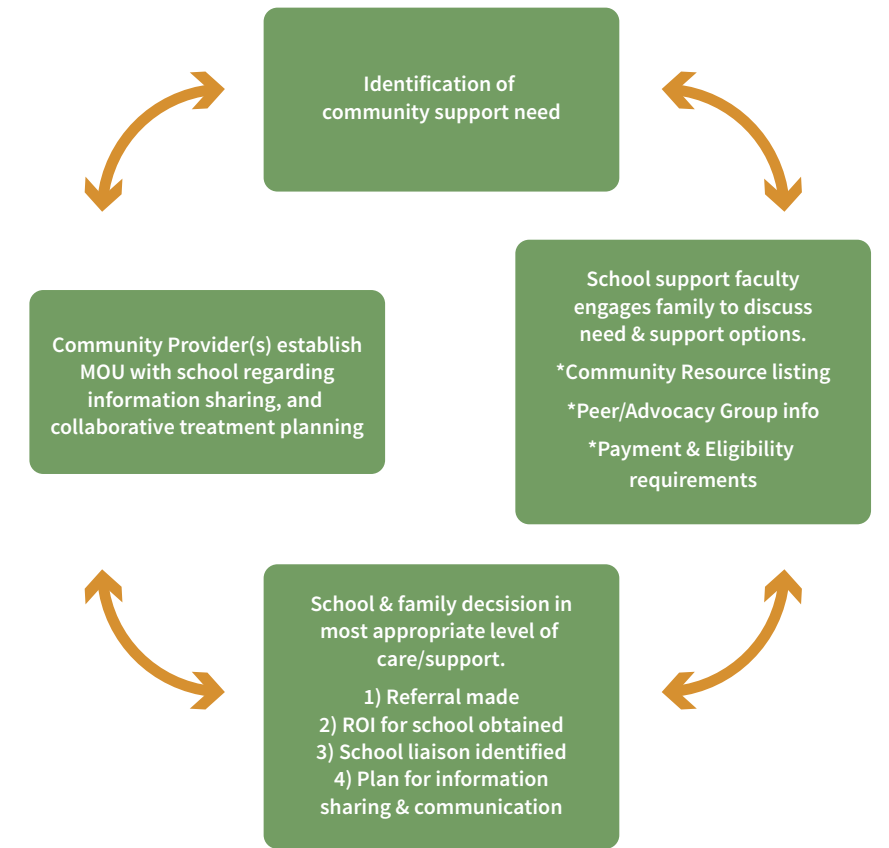
### FOR MEDICAL INFORMATION

What is HIPAA? The HIPAA Privacy Rule establishes national standards to protect individuals' medical records and other personal health information and applies to health plans, health care clearinghouses, and those health care providers that conduct certain health care transactions electronically. The Rule requires appropriate safeguards to protect the privacy of personal health information, and sets limits and conditions on the uses and disclosures that may be made of such information without patient authorization. The Rule also gives patients rights over their health information, including rights to examine and obtain a copy of their health records, and to request corrections.

*"I am writing this to voice my thoughts on the importance of having someone with lived experience to talk to about my child. The staff at GEAR Parent Network, are "REAL." They are parents who have also experienced trouble with schools, the heartache of having a child hospitalized and/or jailed, medication changes and other issues that arise when dealing with a child with a social emotional disorder. They understand the strain it puts on the family, the marriage, friendships, and extended family."*

*"I know for me personally, I would be lost without the one-on-one contact with my peer specialist. She makes me not feel alone. I can cry to her when my heart is breaking because my child doesn't fit in and she understands. I realize I am not alone."*

*"The Autism Society of Maine continues to do a great job providing information, leadership, and advocacy. I would like more families and agencies to know about all of the services available, and a way for families to join the ASM before experiencing a problem they need help with."*





**Peer Navigators can help you navigate available school and community based services.**

## PEER NAVIGATOR PROGRAMS

| Peer Support Organization      | Navigation Support  | Contact Information   |
|--------------------------------|---|---|
| <b>Maine Parent Foundation</b> | <p><b>Family Support Navigator Program</b></p> <p>The Family Support Navigator Program at Maine Parent Federation is a peer to peer resource. This program trains individuals with lived experience navigating the various systems of care for children with special healthcare needs and/or disabilities. Navigators can provide information, resources, referrals, and direct assistance navigating any system of care. We work directly with families providing one to one assistance to meet the families where they are at and take them as far as they are willing to go. This program and all programs through MPF are free and there are no eligibility requirements.</p> | <p>1-800-870-7746<br/>www.mpf.org</p>                         |
| <b>Autism Society of Maine</b> | <p><b>Autism Information Specialist Program</b></p> <p>Information Specialists provide resource information to parents, guardians, schools, the workplace, and the community to support individuals with Autism Spectrum Disorders. We work one on one to assist families, guardians, and Individuals on the Autism Spectrum as they navigate child or adult services. We attend and participate in educational, transitional, and vocational planning meetings. We provide presentations and workshops regarding various topics to agencies and community organizations around the state. The Autism Society also offers Teen and Adult Social Groups.</p>                       | <p>1-800-273-5200<br/>www.asmonline.org/programs/ais.aspx</p> |

### Peer Support Organization

### Navigation Support

### Contact Information

**GEAR Parent Support Network (Gaining Empowerment Achieves Results)**

**Family Peer Specialist In-Home Support-(GEAR)**  
Provides FREE support in Maine statewide to parents and families who have a child or youth with emotional, behavioral, substance use, mental health concerns. R.A.M.P. (Restorative Approaches Maine Project), our in-home *Family Peer Specialist* Support program, is long-term parent peer support (up to six months) designed to provide support to families in the comfort of their homes, over the phone, via video conferencing and texting. Our *Family Peer Specialists* are also available to attend meetings or IEP's with the parent/caregiver. *Family Peer Specialist* staff help families to identify goals, milestones and meaningful steps they can make, both in their own lives and in their communities.

1-800-264-9224  
www.gearparentnetwork.org

*“The Family Support Navigator program at Maine Parent Federation was very informative. It helped me to work out a strategy which would assist me in navigating the school system and special education for my child. It opened my eyes to which was the best way to proceed in order to meet the needs of my child.”*

*“The last two years of my life has been a tremendous effort of trying, and at times I felt alone, powerless, and defeated. When a parent peer specialist introduced herself to me I was guarded, skeptical, non-trusting, but I listened. She explained to me that GEAR Parent Network was a resource for families, run by families, to help other parents wand their families with children who have special needs. Gear gave me hope, encouragement, and the strength I needed to continue to make small positive steps in the right direction.”*

The Office of Child and Family Services (OCFS) supports Maine's children and their families by providing *Early Childhood Services, Behavioral Health, & Child Welfare Services*.

Maine Department of Health and Human Services (DHHS) —Office of Child and Family Services (OCFS) does not provide any direct service. Most services funded by Maine are provided by for profit and nonprofit agencies.

## DEPARTMENT OF HEALTH AND HUMAN SERVICES DISTRICT COORDINATORS:

### Statewide

Family Information Specialist (FIS): The Family Information Specialist is there to help families navigate the system! If you have questions, give her a call.

#### Judy Demerchant

Telephone: (207) 493-4135 • Fax: 493-4168  
30 Skyway Dr., Unit 100  
Caribou, ME 04736  
E-mail: judy.demerchant@maine.gov

### Aroostook, Hancock, Penobscot, Piscataquis, & Washington Counties

#### Cheryl Hathaway

Phone: (207) 561-4204  
19 Maine Ave.  
Bangor, ME 04401  
E-Mail: cheryl.hathaway@maine.gov

### York & Cumberland

#### Cathy Register

Telephone: (207) 822-2331  
151 Jetport Boulevard  
South Portland, ME 04106  
E-mail: cathy.register@maine.gov

### Androscoggin, Oxford, Sagadahoc, Franklin, Kennebec, Somerset, Waldo, Lincoln, & Knox Counties

#### Kellie Pelletier

Phone: (207) 513-6821  
200 Main St.  
Lewiston, ME 04240  
E-Mail: Kellie.Pelletier@maine.gov

### Children's Behavioral Health Manager

#### Teresa Barrows

Telephone (207) 561-4265  
19 Maine Ave.  
Bangor, ME 04401  
E-mail: teresa.barrows@maine.gov

## Community Based Services & Supports for Children & their Families

*"When my child's behavior got out of control at home, I felt judged, alone, and helpless. I had no idea where to turn to get the help we all needed."*

**? DID YOU KNOW** that 1 in 4 Mainers is impacted by mental illness?

The National Alliance on Mental Illness (NAMI) provides support, education, and advocacy for individuals, families, and communities impacted by mental illness.

### NAMI Maine

[www.NAMIMaine.org](http://www.NAMIMaine.org) / 800-464-5767 or 207-622-5767

### Helpline

The Helpline is an information and referral helpline for people who are looking for resources for navigating the mental health system. Available at 622-5767 x1 or by emailing [helpline@namimaine.org](mailto:helpline@namimaine.org)

### Family Respite Program

The Family Respite Program is a program for parents or guardians of children age 17 or younger who have a mental health diagnosis or a developmental delay in two or more areas. The Respite Program will help families choose a qualified provider to spend time with their child(ren) while the caregivers are able to get a well-deserved break.

Respite is a support for guardians and caregiver choice is an important factor in its success. Caregivers have choice over who provides respite, as well as when and where respite takes place. If there is someone the family already knows and feels comfortable with who is interested in providing respite for the family.

Parents or guardians who are interested in the Family Respite Program can contact the Respite Application Specialist to learn more and get an application, Chelsea at 207-622-5767 x2314. You can learn more about the Family Respite Program on our website [www.namimaine.org/respite](http://www.namimaine.org/respite) and find a PDF of the application at [www.namimaine.org/respite/family](http://www.namimaine.org/respite/family)

### NAMI Basics

NAMI Basics is an educational program for parents and primary caregivers of children and adolescents living with mental illnesses. It covers the fundamentals of caring for yourself, for your family and for your child. The course is scheduled frequently throughout the year, you can go to [www.namimaine.org/namibasics](http://www.namimaine.org/namibasics) to find out when the next course is.

## Family to Family

NAMI Family-to-Family is an educational program for family members and friends of people living with mental illness. The course covers basic information about mental illnesses, as well as coping skills, suicide prevention, listening and communication techniques, and much more. The course is scheduled frequently throughout the year, you can go to [www.namimaine.org/FamilytoFamily](http://www.namimaine.org/FamilytoFamily) to find out when the next course is.

### Support Groups

NAMI Maine has a variety of support groups around the state, many of these groups are meeting remotely over Zoom during the Coronavirus Pandemic. Support groups are confidential and safe places to share stories about struggles and successes with mental illness. There are support groups for individuals living with a mental illness as well as those who have someone experiencing a mental illness in their life. The current schedule for support groups can be found at [www.namimaine.org/RemoteSupportGroups](http://www.namimaine.org/RemoteSupportGroups).

### Youth Mental Health First Aid

Youth Mental Health First Aid teaches parents, family members, caregivers, teachers, school staff, peers, neighbors, health and human services workers, and other caring citizens how to help an adolescent (age 12-18) who is experiencing a mental health or addictions challenge or is in crisis. Youth Mental Health First Aid is primarily designed for adults who regularly interact with young people. The course introduces common mental health challenges for youth, reviews typical adolescent development, and teaches a 5-step action plan for how to help young people in both crisis and non-crisis situations. NAMI Maine's calendar will have any currently scheduled virtual YMHFA training, and schools or agencies can arrange to host a training for their staff by contacting the YMHFA Coordinator, Libby Wright at [Libby@namimaine.org](mailto:Libby@namimaine.org) or 207-622-5767 x2320.

### Teen text support line

207-515-8398

A text line for youth ages 14-20 to talk about their feelings and get support. Staff under age 23 are available through the text line from 12 pm to 10 pm daily. (*The Teen Text Support Line is not a crisis line, if you are in crisis there are numerous local and national resources you can reach out to.*)

## What are the community based services available in the State?

There are many resources available to support you and your child in addressing behavioral health concerns and for connection to community resources. The below table highlights the menu of treatment options currently available in the State of Maine.

As eligibility criteria and service availability is constantly shifting, please seek support from a peer navigation specialist or your district coordinator to determine what level of care will best meet the needs of your child and family.

### COMMUNITY BASED SERVICES

| Service   | Purpose of Service   | Who is eligible?   | How is it paid for?                         |
|---|--|--|---|
| <b>Outpatient Therapy</b>                                       | Individual, family and group therapy to address mental health symptoms and support emotional and behavioral stability.   | Children (0-18) who show a need for mental health assessment and support.  | MaineCare<br>Private Insurance*<br>Self-pay |
| <b>Behavioral Health Home (BHH)</b>                             | Care coordination to address physical and behavioral health needs. This is a holistic, team-based approach to assist in identifying and connecting to natural and community resources. | Children (0-18) with a diagnosis of mental health, intellectual disability, pervasive developmental disorder and/or a chronic medical condition. | MaineCare Only                              |
| <b>Case Management (TCM)</b>                                    | Help with identifying and connecting to needed resources and services.   | Children (0-18) with a diagnosis of mental health, intellectual disability, pervasive developmental disorder and/or a chronic medical condition. | MaineCare Only                              |
| <b>Case Management-Chronic Medical Conditions (TCM)</b>         | Help with identifying and connecting to needed resources and services, with an emphasis on health care coordination.   | Children (0-18) with chronic medical conditions that have at least 3 functional limitations.   | MaineCare Only                              |
| <b>School-based Services</b>                                    | Support services provided within the school setting that are indicated on an IEP or IFSP.  | School age children with an IEP or IFSP.   | MaineCare Only                              |
| <b>Rehabilitative &amp; Community Services (RCS) section 28</b> | Support with skill building for daily living and behavioral management.  | Children (0-21) who have a developmental disability that impacts daily function.   | MaineCare Only                              |

| Service   | Purpose of Service   | Who is eligible?  | How is it paid for?  |
|---|--|---|--|
| <b>Respite</b>  | Family respite assists families by providing a break from the responsibility of caring for a child that has developmental delays and/or serious emotional and behavioral disorders.                  | This is a statewide program funded by DHHS, and available to families requesting this level of assistance.                          | Contact:<br>Jessica Wood<br>207-561-4102<br>Jessica.wood@maine.gov |
| <b>Medication Management</b>                                    | Psychiatric evaluation prescription, administration and/or monitoring of medications intended for treatment and management of behavioral health symptoms.  | Children (5-18) who have been evaluated and indicate a need for medications to best manage behavioral health symptoms.              | MaineCare<br>Private Insurance*<br>Self-Pay                        |
| <b>Intensive Outpatient Program (IOP)</b>                       | Intensive level of treatment that entails several hours per day/several days per week of intervention to address behavioral health problems that cannot be managed in an outpatient therapy setting. | Children (8-18) who require intensive supervision and engagement to address serious emotional and behavioral disturbance.           | MaineCare<br>Private Insurance*                                    |
| <b>Home &amp; Community Treatment (HCT)</b>                     | In-home and community support and therapy for several hours per week to help with management of mental health symptoms and behavior.   | Children (0-18) with serious disruptive behavior and emotional disturbance. This is a higher level of care than outpatient therapy. | MaineCare Only   |
| <b>Functional Family Therapy (FFT)</b>                          | Family-based treatment to improve family functioning, and relationships, reducing negative and dysfunction patterns of behavior and communication.   | Youth (11-18) with or at risk of delinquent behavior and/or juvenile justice involvement.   | MaineCare Only   |
| <b>Multi-Systemic Therapy (MST)</b>                             | Intensive in-home family-focused treatment that addresses serious disruptive behavior and focuses on multiple domains of the youth's environment.  | Youth (12-17) with serious disruptive behavior and existing or potential for legal problems.  | MaineCare Only   |
| <b>Multi-Systemic Therapy-Problem Sexual Behavior (MST-PSB)</b> | Like MST, specifically designed to treat youth and their families for problematic sexual behavior.   | Youth (10-17.5) who have engaged in sexually abusive behavior.  | MaineCare Only   |




| Service   | Purpose of Service  | Who is eligible?  | How is it paid for?                         |
|---|---|---|---|
| <b>Mobile Crisis Response</b>                           | Community-based crisis assessment and intervention, available 24/7, 365 days per year. Support to proactively address behavioral health crisis and maintain safety.   | Children and Adults in behavioral health crisis, and/or exhibiting dangerous behavior or thinking.  | No pay<br>MaineCare<br>*This a free service |
| <b>Crisis Stabilization Unit</b>                        | Short-term (3-7 days), highly supportive residential program to assist in addressing behavioral health crisis.  | Children and Adults. A mobile crisis assessment is required to determine eligibility and appropriateness to a CSU placement.              | No pay<br>MaineCare<br>*This a free service |
| <b>Intensive Temporary Residential Treatment (ITRT)</b> | Short-term (1-4 month) residential treatment to teach children and parents the skills necessary to safely manage behavioral health and behaviors in the home setting. | Children (5-17.5) with a mental health, autism, or intellectual disability who requires intensive out-of-home treatment to ensure safety. | MaineCare Only                              |
| <b>Psychiatric Hospitalization<sup>^</sup></b>          | Short-term (3-14 days) inpatient level of care to treat acute mental health illness and unsafe behavior.  | Children (0-18) who are at imminent risk to themselves or others, and/or who are unable to be kept safe at a lower level of care.         | MaineCare<br>Private Insurance*<br>Self-pay |

**<sup>^</sup>Psychiatric In-Patient Hospitalization Criteria**

For Admission to a psychiatric hospital, at least one of the below elements must be met (medical necessity) and the child cannot safely be managed at a less intensive level of care:

1. *Serious attempt to harm self, within past 72 hours*
2. *Serious attempt to harm others or property, within past 72 hours*
3. *Considered at imminent risk of harming self or others*
4. *Exhibiting a significant deterioration or divergence from expected developmental norms of behavior and/or cognitive functioning*
5. *The child or child's family behavior has prevented adequate diagnostic assessment at a less intensive level of care*
6. *The child requires continuous medical monitoring of a medication trial*

 \*Check with your insurance policy to see if this level of care is reimbursed  
Check with your service provider to see if sliding scale or self-pay payments are an option

**What if my child or family member is in crisis?**

If you, or your child are in crisis, don't wait. Get help immediately!  
The below table provides a quick reference for commonly used crisis support resources.

**HOTLINES/CRISIS SUPPORT NUMBERS**

| Resource Type                   | Resource                                 | Purpose   | Contact Information   |
|---------------------------------|--|---|---|
| <b>Behavioral Health Crisis</b> | <b>Maine Statewide Crisis Hotline</b>    | The Maine Crisis Hotline helps to stabilize individuals and families while assisting in crisis resolution and action planning. If you are concerned about yourself or about somebody else, call the 24-hour crisis hotline and speak with a trained crisis clinician who can connect you to the closest crisis center.  | <b>CALL 1-888-568-1112 or 711 (Maine Relay)</b>   |
|                                 | <b>Suicide Prevention</b>                | The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals  | <b>1-888-568-1112<br/>1-800-273-TALK (8255)</b><br>For more information visit the Maine Suicide Prevention Program. |
|                                 | <b>Intentional Peer Support Warmline</b> | The Intentional Peer Support Warm Line is available toll-free from anywhere in Maine, 24 hours a day, seven days a week. It is a mental health peer-to-peer phone support program offering mutual conversations with a trained specialist who has life experience with mental health and/or substance use issues and recovery. The focus is to encourage and foster recovery, moving toward wellness and reconnecting with community. | <b>1-866-771-WARM (9276) or 711 (Maine Relay)</b>   |
|                                 | <b>NAMI Maine Helpline</b>               | The NAMI Helpline is a safe and confidential mental health service for peers, law enforcement, professionals, friends and family members. It provides support, education and advocacy for anyone with questions about mental health concerns.   | <b>1-800-464-5767 (Press 1)</b><br>Helpline available Monday - Friday, 8:00am to 4:00pm.                            |

| Resource Type                 | Resource                   | Purpose  | Contact Information   |
|-------------------------------|----------------------------|--|---|
| Substance Use and Tobacco Use | Alcoholics Anonymous (AA)  | During business hours, your call will be taken by a member of Alcoholics Anonymous who knows exactly what you are going through and can give you all the information you need. At night, there is a well-qualified answering service that can give meeting information, or put you in touch with a person in your area recovering from alcohol use disorder who is available to talk with you about how to get help. | <b>1-800-737-62 37</b><br>For more information visit: <a href="http://www.csoaamaine.org">www.csoaamaine.org</a>  |
|                               | Narcotics Anonymous (NA)   | Call the Narcotics Anonymous helpline and talk to a person in recovery from addiction.   | <b>1-800-974-0062</b><br>For more information visit: <a href="http://www.namaine.org">www.namaine.org</a>   |
|                               | Eyes Open for ME           | Visit <a href="http://www.eyesopenforme.org">www.eyesopenforme.org</a> for more information on Opioid Use Disorder and ways to get help.   | <b>1-800-974-0062</b>   |
|                               | The Maine Tobacco Helpline | When you're ready to quit, just call.  | <b>1-800-207-1230</b><br>For more information visit: <a href="http://www.thequitlink.com">www.thequitlink.com</a>   |
|                               | Statewide Al-anon          | Al-anon meetings are a place to learn how to change reactions to the attitudes and behaviors common in alcoholic relationships, including those where drinking no longer occurs. The hotline is staffed by volunteers who answer phones, provide literature, and keep meeting information.   | <b>1-800-498-1844</b><br>For more information visit: <a href="http://www.maineafg.org">www.maineafg.org</a>   |
| Domestic Violence             | Domestic Violence Hotline  | The statewide Domestic Violence Helpline connects callers with advocates at Domestic Violence Resource Centers and provides information, crisis counseling, emotional support and advocacy   | <b>1-866-834-HELP (4357)</b><br>For more information visit: <a href="http://www.mcedv.org">www.mcedv.org</a><br>For a list of resources in Tribal communities visit: <a href="http://www.mcedv.org/get-help">www.mcedv.org/get-help</a>                           |
| Sexual Assault                | Sexual Assault Helpline    | Call the 24-hour statewide sexual assault crisis and support line (or text Monday-Friday, 8am-5pm) for confidential services free of charge.   | <b>1-800-871-7741 (Voice) or 711 (Maine Relay)</b><br>For more information visit: <a href="http://www.mecasa.org">www.mecasa.org</a> .<br>For a list of resources in Tribal communities visit: <a href="http://www.mcedv.org/get-help">www.mcedv.org/get-help</a> |

| Resource Type             | Purpose  | Contact Information   |
|---------------------------|--|---|
| Human Trafficking         | Human trafficking is a form of modern-day slavery. This crime occurs when a trafficker uses force, fraud or coercion to control another person for the purpose of engaging in commercial sex acts or soliciting labor or services against his/her will. Force, fraud, or coercion need not be present if the individual engaging in commercial sex is under 18 years of age. | <b>1-888-373-7888</b><br><b>TTY:711</b><br><b>Text: 233733</b>  |
| Child Protective Services | If you are concerned about child neglect or abuse, call this 24-hour hotline to speak to a child protective specialist. Calls may be made anonymously.   | <b>1-800-452-1999 (Voice) or 711 (Maine Relay)</b>  |
| Adult Protective Services | If you are concerned about incapacitated or dependent adults (age 18 and over) in danger of abuse, neglect or exploitation call this 24-hour hotline to speak to an adult protective services specialist. Calls may be made anonymously.   | <b>1-800-624-8404 (Voice) or 711 (Maine Relay)</b>  |
| Poison Control Center     | The Northern New England Poison Center is the regional poison center for Maine, New Hampshire and Vermont. It is available 24-hours to provide immediate treatment advice for poisonings and answer questions about poisons and prevention.  | <b>1-800-222-1222 (Voice) or 711 (Maine Relay)</b><br>For more information visit: <a href="http://www.nnepc.org">www.nnepc.org</a>            |
| Maine 211                 | If you are not sure who to call and want to get connected to statewide services and programs.<br><br>One number - thousands of services. 2-1-1 is an easy-to-remember, 24-hour number that connects people who want to give help or get help with a full range of health and human services in their community.  | <b>Dial 211 or 1-877-463-6207 (When Out of State)</b><br>For more information visit: <a href="http://www.211maine.org">www.211maine.org</a> . |

## What if I am unsatisfied with my child's services or disagree with the service provider?

The mental health rights of children are spelled out in the booklet called "The Rights of Recipients of Mental Health Services who are Children." A copy of this booklet can be sent to you by calling (207) 493-4135, Children's Services Grievance Coordinator, DHHS-Office of Child and Family Services or by visiting the links below.

The following are suggested ways to address concerns. They do not have to be followed in any particular order, though it is encouraged to handle issues on the lowest level possible for the best outcomes, they are listed below from least restrictive (1) to most restrictive (5).

**1** You can talk directly to the provider and share your concerns.  
*If you remain dissatisfied;*

**2** You can contact (call or write) the supervisor/program manager or director of the program. Discuss your issues and ask for a meeting.  
*If you remain dissatisfied;*

**3** You can file a complaint or grievance at the agency level.  
*If you remain dissatisfied;*

**4** You can contact one of the entities in the state that provides advocacy services to families: (Kids Legal, Disability Rights Maine) They will complete an intake to see if the issue qualifies for their assistance. There is no charge to families for this service if you qualify.  
*If you remain dissatisfied;*

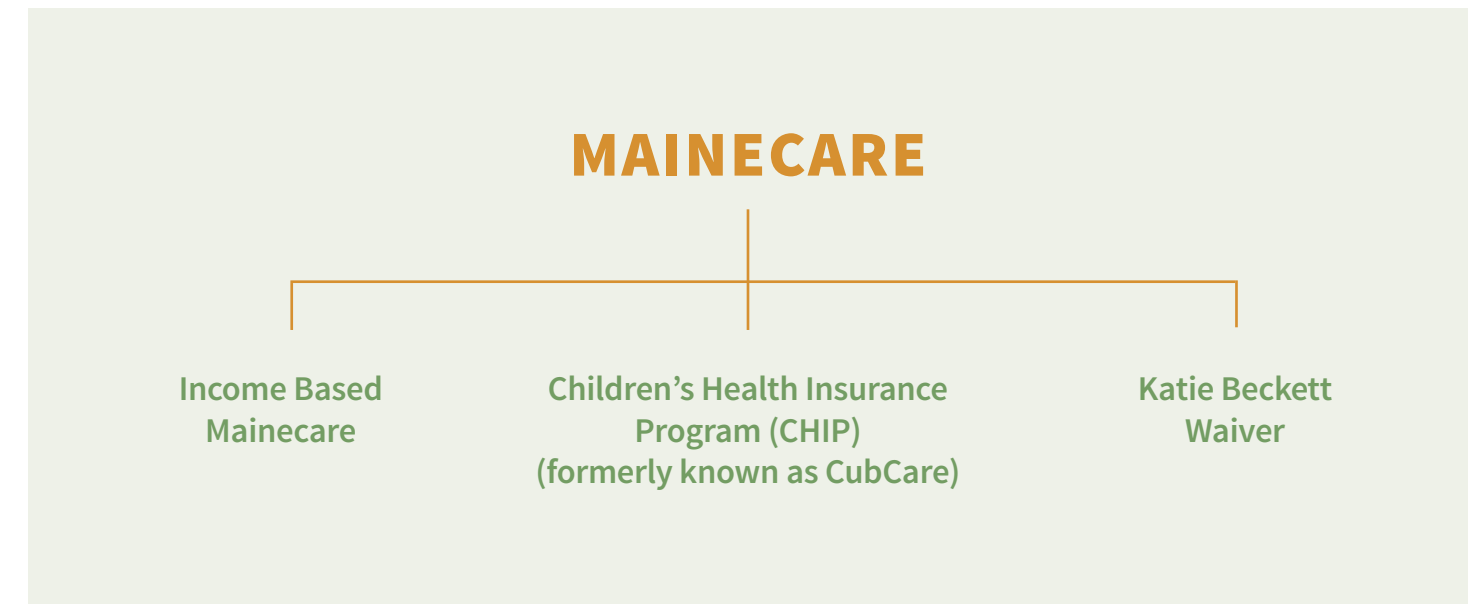
**5** You can follow the process outlined in the Rights of Recipient's booklet mentioned above. There is a definition and process for complaints and grievances. This is a very formal process with fairly tight time frames and involves a state provided mediator. Mediation is typically the first thing that is tried.

**For more information or questions contact:** Children's Services Grievance Coordinator-DHHS-Office of Child and Family Services, Children's Behavioral Health Services-11 State House Station, 2 Anthony Avenue-Augusta, ME 04333-0011-Phone: (207) 493-4135; Fax: (207) 287-5282; Maine relay – 711

*Grievance Policy for Rights of Recipient (Word\* / also in PDF\*) updated 8/14/19*  
[https://www.maine.gov/dhhs/ocfs/cbhs/policy/Rights\\_of\\_recipients.pdf](https://www.maine.gov/dhhs/ocfs/cbhs/policy/Rights_of_recipients.pdf)

## How are services paid for?

In Maine, behavioral health services are funded primarily through MaineCare, Maine's state Medicaid program. There are three types of MaineCare—each have different variables to eligibility.



### INCOME BASED MAINECARE/CHIP

MaineCare provides free and low-cost health insurance to Mainers who meet certain requirements, based on household composition and income. CHIP requires a copay and insurance just the child(ren) in the home, it is also based on income. If a family does not qualify for Income based MaineCare, they may qualify for CHIP with co-pay.

### KATIE BECKETT WAIVER

Katie Beckett is a MaineCare option for children with serious health conditions. If your child meets the rules for this option, your child can get MaineCare full benefits. These are the same benefits that other children get. Questions and/or instructions can be found at the following link: *MaineCare: [www.maine.gov/dhhs/oms](http://www.maine.gov/dhhs/oms)*

### PRIVATE INSURANCE

Some services offered in Maine for children and families may accept private insurance. Services like outpatient therapies, hospitalizations often accept both private insurance and MaineCare.

### SELF-PAY

Some agencies providing services allow self-pay for services as well as something called a sliding fee scale. If a person does not have health insurance, Private or MaineCare. Not all agencies provide this option, you must ask them before services.

### FREE CARE/GRANTS

Some agencies are funded by DHHS or other child serving entities through grants given to the agency.



**Peer Navigators can help you navigate insurance, access health care, mental health and dental needs.**  
*(see page 10)*

## What if my child/family have other resource needs?

### COMMUNITY BASED RESOURCES AND SUPPORT

| Resource Type                   | Organization                             | Purpose  | Contact Information  |
|---------------------------------|--|--|--|
| <b>Aging and Disability</b>     | Office of Aging and Disability (DHHS)    | Do you have a child with a disability that is approaching adulthood? The DHHS Office of Aging and Disability Services promotes the highest level of independence, health, and safety for older adults and adults with disabilities throughout Maine.   | <b>1-207-287-9200</b><br><b>1-800-262-2232</b><br><b>www.maine.gov/dhhs/oads</b><br><b>Email: OADS@maine.gov</b> |
| <b>Adoption &amp; Fostering</b> | Adoptive & Foster Families of Maine, Inc | Provides support services for adoptive and foster parents, and kinship providers. AFFM provides the training, guidance, knowledge, and resources needed to handle complex issues as families open their hearts and homes to children.  | <b>1-800-833-9786</b><br><b>www.affm.net</b>   |
| <b>Advocacy/Legal</b>           | Disability Rights Maine (DRM)            | DRM ensures autonomy, inclusion, equality, and access for people with disabilities in Maine. DRM is Maine's Protection & Advocacy agency for people with disabilities, representing people whose rights have been violated or who have been discriminated against based on their disability. | <b>1-800-452-1948</b><br><b>www.drme.org</b>   |
|                                 | Kids Legal                               | KIDS LEGAL provides direct representation to children, youth, and parents or caregivers on their behalf. We also provide consultations and trainings in Maine about the rights of children and youth.  | <b>1-207-400-3233</b><br><b>www.kidslegal.org</b>  |
|                                 | Pine Tree Legal                          | Pine Tree Legal Assistance is committed to making the justice system more accessible for all Mainers, regardless of income, using three effective strategies: legal advocacy, information about your rights and community legal education.   | <b>www.ptla.org</b>  |

| Resource Type                          | Organization                                       | Purpose   | Contact Information                               |
|--|--|---|---|
| <b>Behavioral Health</b>               | Maine Office of Behavioral Health (DHHS)           |   | <b>www.maine.gov/dhhs/samhs/mentalhealth</b>      |
|  | Substance Abuse and Mental Health Services (SAMSA) |   | <b>www.samhsa.gov</b>                             |
|  | NAMI Maine   | Through support, education, and advocacy NAMI Maine is dedicated to building better lives for the 1 in 4 Mainers who are affected by mental illness.  | <b>1-800-464-5767</b><br><b>www.namimaine.org</b> |
| <b>Childcare</b>                       | Child Care Aware                                   | Find out more about childcare in your area.   | <b>www.childcareaware.org/state/maine</b>         |
|  | Child Care Choices                                 | Choosing childcare is an important decision. Maine has resources to help.   | <b>www.childcarechoices.me</b>                    |
| <b>Community Action Programs (CAP)</b> |  | Community Action Programs (CAP) exist in each county in Maine. They assist people with a variety of programs including housing, fuel assistance, transportation, childcare programs, weatherization, head start, pre-school, other basic needs and so much more. Please contact your local agency for more information.   |   |
| <b>Eating Disorders</b>                | Eating Disorder Association of Maine (EDAM)        | (EDAM) is a network of like-minded people and organizations dedicated to promoting health and wellness at every size, body acceptance, and the prevention of eating disorders and disordered eating throughout Maine. EDAM provides identification of resources, training, education, awareness, and support for individuals, families, treatment providers and communities throughout the state. | <b>www.maineeatingdisorders.org</b>               |

| Resource Type     | Organization                  | Purpose   | Contact Information  |
|-------------------|-------------------------------|---|--|
| Employment/Career | Employment First              | The purpose of this coalition is to promote coordination and collaboration among state agencies that provide services and supports for persons with disabilities to advance integrated community-based employment and customized employment services for persons with disabilities.   | <b>1-800-452-1948</b><br><b>www.employment-forme.org</b>   |
|                   | Job Corp                      | Job Corp exists in two places in Maine. They provide a no-cost education and career technical training program administered by the U.S. Department of Labor that helps young people ages 16 to 24 improve the quality of their lives through career technical and academic training.  | Penobscot Job Corp<br><b>1-207-990-3000</b><br><b>www.penobscot.jobcorps.gov</b><br>Loring Job Corp<br><b>1-800-733-5627</b><br><b>www.loring.jobcorps.gov</b> |
|                   | Vocational Rehabilitation     | The Division of Vocational Rehabilitation, also known as "VR," is a Department of Labor program that helps people who have disabilities to get and keep a job. VR helps people who have physical, mental, or emotional disabilities.  | <b>1-800-760-1573</b><br><b>TTY: Maine Relay 711</b><br><b>www.maine.gov/rehab/dvr/vr.shtml</b>  |
|                   | Career Center                 | Maine Career Centers provide a variety of employment and training services at no charge for Maine workers and businesses.   | <b>1-888-457-8883</b><br><b>www.maine-career-center.gov</b>  |
| Housing           | Maine State Housing Authority | The Maine State Housing Authority (MaineHousing) addresses problems of unsafe, unsuitable, overcrowded, and unaffordable housing. At its core, the agency couples the efficiencies of the private financial markets with public purpose goals to provide affordable home ownership and rental housing opportunities for Maine people. | <b>1-800-452-4668</b><br><b>Maine Relay 711</b><br><b>www.mainehousing.org</b>   |

| Resource Type      | Organization  | Purpose  | Contact Information  |
|--------------------|---|--|--|
| Housing            | HUD   | Housing assistance and support.  | <b>202-708-1112</b><br><b>TTY: 202-708-1455</b><br><b>www.hud.gov/states/maine</b>                       |
|                    | Homeless Youth Services: Office of Child and Family Services (OCFS) | OCFS contracts with providers of homeless youth services throughout Maine to ensure that youth who are experiencing homelessness, including being unstably housed, have access to services where they are located. | <b>(207) 626-8666</b><br>Alice Preble<br><b>alice.preble@maine.gov</b>                                   |
| LGBTQ Support      | out maine   | out maine is a Maine based non-profit organization that specializes in supporting, educating and empowering LGBTQ youth  | <b>1-800-530-6997</b><br><b>www.outmaine.org</b>   |
| Transportation     | AccessMaine   | Resource listing of transportation resources in the state of Maine.  | <b>www.accessmaine.org/living_transportation</b>   |
|                    | Non-emergency Transportation-DHHS                                   | Resource for MaineCare members regarding transportation.   | <b>www.maine.gov/dhhs/sites/maine.gov/dhhs/files/inline-files/Transportation-Documents-A-Brokers.pdf</b> |
| Tobacco and Vaping | Maine QUITLINK  | Support to quit using tobacco and/or vaping.   | <b>1-800-QUIT-NOW</b><br><b>www.mainequitlink.com</b>  |
|                    | Centers for Disease Control and Prevention (CDC)                    | Resources and guidance to help inform effective tobacco prevention and control.  | <b>www.cdc.gov/tobacco</b>   |
|                    | Prevention for ME   | Resource listing for addressing vaping, substances and tobacco use.  | <b>211 or 1-866-811-5695</b><br><b>www.preventionforme.org/resources</b>                                 |

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**NOTES**

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**NOTES**



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