

# Voluntary Care Management Program

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## Program Overview

[The Voluntary Care Management program](#) serves families of youth with serious emotional challenges, mental illnesses and/or substance use disorders who are experiencing barriers to accessing services their child needs. The goal is to support families by increasing their access to care. By participating in the program, families can expect:

- Responsive and attentive staff who respect their needs
- Support in navigating the behavioral health care system
- Connection to services and supports in their community

## Eligible Families have a child/youth:

- Under the age of 18 with a diagnosed emotional, behavioral or substance use problem; or
- With a developmental disorder, in addition to a primary diagnosis of an emotional, behavioral or substance use problem; and
- Who cannot access the services they need.

***Please note:*** To be eligible, families must be willing to provide necessary paperwork and actively participate in treatment planning.

## Length of Service

Length of service varies based on the child/youth's need.

## Referral Information

Parents/caregivers can submit a request for Voluntary Care Management services by calling the Department of Children & Family (DCF) Careline at 1-800-842-2288 and pressing 3 for voluntary services.