

Voluntary Care Management Program

Program Overview

[The Voluntary Care Management program](#) serves families and youth with serious emotional challenges, mental illnesses and/or substance use disorders. 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

Target Population

Eligible families for the Voluntary Care Management program 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.

Families who have an open DCF case, an open CSSD delinquency case, or have a Department of Social Services case manager are not eligible for this program.

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.

DCF Agency Contact

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