



St. Louis County Youth Connection Helpline

What is the Helpline?

The St. Louis County Youth Connection Helpline is a 24/7, one step access point for children, youth and families in the St. Louis County

What area is served?

St. Louis County

How to reach the Hotline:

Call | **314-628-2929 or 1-877-928-2929**

Chat | **KeepingKidsFirst.org**

Text | **4HLP to 31658**

Go | **SafePlace locations**

Who can contact the Hotline?

- Employees from SafePlace site
- Youth 19 years and under
- Anyone concerned about a St. Louis County resident aged 19 or younger
- Family members
- Community members or agencies
- Law Enforcement

What happens when someone contacts the Hotline?

- A Master level or licensed clinician will focus on immediate need and provide support
- Ensure Safety of the caller
- When appropriate, outreaches will be provided by both Youth in Need and BHR
- BHR will respond when a mental health need is the primary problem
- Youth in Need will respond when shelter/welfare needs are primary problems
- Follow up will occur within 48 business hours of initial call
- Follow up will be done weekly until linkage occurs

Partnership

Helpline will prioritize linkage with CSF partners

CSF partners will prioritize referrals from helpline

Helpline is available to partners 24/7 for crisis assistance