



News

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Department of Mental Health and Addiction Services Launches Adult Crisis Telephone Intervention and Options Network

(Hartford, CT) – The Connecticut Department of Mental Health and Addiction Services (DMHAS) in partnership with the United Way of Connecticut (UWC), today announced the launch of the Adult Telephone Intervention and Options Network (ACTION) line for adults 18 years of age or older who are in the community and experiencing a mental health or emotional crisis for which an immediate response may be required. The ACTION line is a centralized phone number answered by 2-1-1 staff trained to offer an array of supports and options to individuals in distress, including telephonic support; referrals and information about community resources and services; warm-transfer to the Mobile Crisis Team (MCT) of their area; and, when necessary, direct connection to 911.

“We are pleased to provide this valuable resource which offers round the clock support to adults in crisis. Any individuals seeking immediate response to a mental health and/or substance use issue can contact the ACTION line team at 2-1-1 or 1-800-HOPE-135,” said DMHAS Commissioner Miriam Delphin-Rittmon. “Immediate access to local support and resources is vital in assisting those in crisis. I encourage anyone who needs help to reach out because support is available,” she concluded.

The ACTION line operates 24 hours a day, seven days a week, 365 days a year with the availability of multilingual staff or interpreters as needed. The centralized line is available to provide after-hours coverage for mobile crisis providers throughout the state. The ACTION line team is comprised of dedicated contact specialists, licensed clinicians and a peer support specialist with lived experience with mental health and substance use/addiction. The services and supports offered through the ACTION line are available to all residents of Connecticut at no financial cost to the caller.

DMHAS funds and operates MCT services throughout the state. MCT services are mobile, readily accessible, short-term services for individuals and families experiencing acute mental health and/or substance use/addiction crises offered in a rapid response framework. MCTs aim to promote the prevention of crises among persons and families, as well as postvention activities that support individuals in developing a meaningful sense of belonging in their communities.

The MCT and ACTION Line staff work in collaboration with family members, peer-run organizations, faith-based communities, law enforcement, and other civic and community organizations to ensure that persons in distress and their loved ones have the support and resources they need within their local community.

Individuals 18 years of age or older who are experiencing emotional distress or a mental health and/or substance use/addiction crisis are encouraged to call 2-1-1 or 1-800-HOPE-135 (1-800-467-3135) to access ACTION Line services and supports.

About 2-1-1 Connecticut

2-1-1 Connecticut is a free health and human service information and referral service, with a continuously updated database of more than 4,000 agencies and 40,000 programs and services. Free, confidential assistance is available 24 hours a day, 7 days a week, every day of the year online at 211ct.org and over the phone by dialing 2-1-1.

2-1-1 Connecticut is operated by United Way of Connecticut and receives support from the State of Connecticut and Connecticut United Ways.

United Way of CT meets and exceeds the highest national standards for a call center. It is a National Suicide Prevention Lifeline (NSPL) provider that maintains national accreditations from the Alliance for Information and Referral Services (AIRS) and the American Association of Suicidology (AAS).

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