

To The Source Team,

I am writing because I'd like to say, "Thank you!" for being there for all of our teenagers when they are struggling with a mental health issue. As a parent, foster parent and educator, I often feel surrounded and sometimes overwhelmed with the mental health needs of the teens in my life. Although I have access to psychologists and therapists as well as social workers, I have been using the Source crisis line over the past few years to add another layer of support. This has been especially helpful because other support options aren't always available during the times when teenagers tend to have their mental health breakdowns. It seems like 11 pm on a Friday night is always the time I need someone to support a teen.

The best support that I have found with your service was when I recently discovered that you would send someone to the house for a wellness check even if it was late in the evening. Although my teen wasn't very open to extended support, she did allow the visit and that helped to de-escalate the situation and I was able to feel that my teen was no longer in danger of hurting herself that evening.

Your visit was able to keep the teen from being taken to the ER which might result in hospitalization at a mental health facility. I have had multiple situations where hospitalization was the result of a mental health breakdown and, except for supporting a teen with medication when needed, I have found that the hospitalization has not helped. Rather, it often adds another layer of stress on the teen due to the acting out of other teens in the facility. My goal is to keep a teen safe and avoid hospitalization if possible while providing the support they need through various options.

I look to The Source to create an option where teenagers are able to connect with a worker and peer counselor in a less threatening environment, such as the home, when they are struggling to stay safe due to mental health concerns. My teen has used The Source phone and text options when she needed someone to talk to about her struggles. I have given my students and their parents the phone number to the Source so that they might also have that option.

Thanks again for all you do to support our teens!

RosaLee Hagstrom