

# The Care Team



Call or text 530-783-CARE (2273)

*"It's really important to know that we're all going through similar stuff and that we can work through things together." – Kayla, Youth Advisory Council, age 17*



The Care Team is a FREE youth suicide prevention and response program developed by North Valley Community Foundation. The Care Team is activated by calling or texting 530-783-CARE (2273) or filling out the online referral. From there, the program will connect families to resources and a Care Team coach may also be assigned to help support the young person through one-on-one mentorship and the development of an individualized care plan designed specifically for their needs. For more information, please visit us at [nvcf.org/careteam](https://nvcf.org/careteam)

**\*Please note,  
the Care Team is  
not a crisis line.  
For emergency  
mental health  
crises, call 988.**



**76%** of local high school youth know someone who is struggling. (Youth focus groups, Butte County 2021)



**100%** of youth participants felt safe and trusted their Care Team coach. (Care Team youth closing survey, 2024-2025)



**96%** of Care Team youth felt they had learned strategies to better cope with stress. (Care Team youth closing survey, 2024-2025)

# You don't have to face this journey alone



## Why the Care Team?

The Care Team was developed in response to the Camp Fire and other challenges faced by young people in Butte County. The idea was to provide a team of people who would be available to support a young person and their family if they are experiencing suicidal ideation at **no cost**.

## Who is the Care Team?

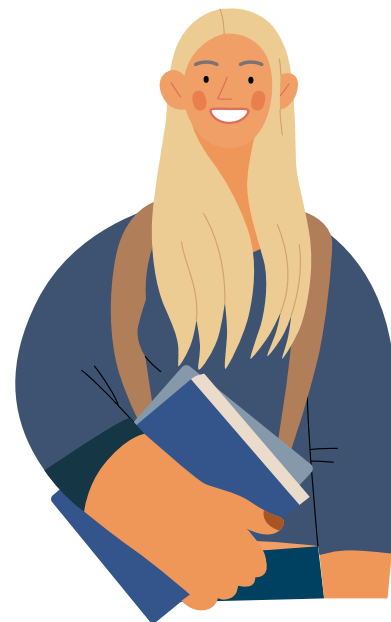
The Care Team is made up of several coach mentors who go through an extensive training process. These individuals are caring and compassionate mentors who are licensed therapists, school counselors, nonprofit employees, artists, athletes and more.

## When to contact the Care Team?

The Care Team responds in three types of situations: when a young person is experiencing suicidal thoughts, has made an attempt on their life or is grieving the loss of someone who has died by suicide.

## Ways to contact the Care Team?

Call or text **530-783-CARE (2273)** or fill out online referral form at [nvcf.org/careteamreferral](https://nvcf.org/careteamreferral). Anyone can contact the Care Team.



## What to expect when you contact the Care Team?

1. Your call will go to an automated line where you will be asked to leave your name, contact information, and the name of the individual you are calling on behalf of, even if it's yourself.
2. A Care Team member will contact you within 24-48 hours to guide you through the referral process.
3. The Care Team member will assess the individual's level of care needed and either partner them with a Care Team coach who will create an individualized care plan or resources and guidance will be provided if care beyond Care Team capacity is needed.

**\*Please note, the Care Team is not a crisis line. For emergency mental health crises, call 988.**



# How to support a struggling youth

## What to look for

- Hopelessness — saying things like “nothing will ever change”
- They start using or increase their use of drugs or alcohol
- Social media posts hinting at suicide or self-harm
- Withdrawing from friends, not responding to texts
- Lack of interest in things the person used to enjoy
- They talk about depression or anxiety symptoms
- They aren’t sleeping/eating

## What to say

- “What is the best way I can support you right now?”
- “You’re not alone in this. We can get through it together.”
- “I am so sorry this is happening to you, you are not alone.”
- “It makes sense that you’re feeling overwhelmed. Can you tell me more?”
- “I hate to see you in pain, but I am so glad you are talking about how you are feeling.”

## Things to avoid

- Saying phrases like, “things could be so much worse” or “just snap out of it”
- Ignoring the signs in hopes that things will get better
- Trying to fix everything yourself



When asked what they want adults to know about youth struggling with mental health, Butte County young people said:

*“Provide a safe space for us to share our feelings. Don’t try to fix us. Don’t pressure us. Really listen, without judgment. Don’t tell us we shouldn’t feel this way, or that we should be grateful for what we have. Be open and understanding. Show compassion, love and support.”*

(2019-2020 California Healthy Kids Survey for Butte County)

**NVCF**  
**CARES**  
CARE TEAM

# Create a safety plan



A safety plan is a written set of instructions that a young person can create with a trusted person — a best friend, close family member, Care Team coach, doctor or therapist — as a plan should they begin to actively experience thoughts about self-harm.

## When to create a safety plan

- It is best to create this plan when the young person is feeling well and thinking clearly.
- Put the safety plan in the youth's own writing, and have them keep it somewhere easily and readily accessible.

## What information to include

- List of warning signs (when the young person is stressed, they notice ...)
- List of coping strategies (what the young person recognizes as helpful)
- List of people and social settings that provide a healthy distraction
- List of people whom the young person trusts to ask for help
- List of elements that create a safe environment for the young person
- Signature by the young person signifying a promise to maintain honest, open communication with their trusted safety planning partner



## Additional free 24-hour resources

**Butte County Mobile  
Crisis Response**  
Call 530-891-2810

**California Youth  
Crisis Line**  
Call or text  
800-843-5200

**National Suicide  
Prevention Lifeline**  
English: 800-273-8255  
Spanish: 833-628-9454  
Call or text 988

**Crisis Text Line**  
Text "HELLO" to 741741

**Teen Crisis Line**  
Call 800-852-8336  
Text "TEEN" to 839863

**NVCF Care Team**  
Call or text  
530-783-CARE (2273)

**\*Please note, the Care Team is not a crisis line. For emergency mental health crises, call 988.**

**NVCF  
CARES**  
CARE TEAM