

# Mental & Behavioral Health Services

A Guide for Organizations

## Where to Start?



### How to Use This Guide

This guide provides an overview of referral databases and navigation tools available to support access to Mental and Behavioral Health services. Each platform serves a different purpose — some offer public directories, others provide live navigation or appointment assistance, and some support secure, closed-loop referral coordination among agencies. Understanding the role of each tool can help organizations determine the most appropriate referral pathway based on a family's needs, level of urgency, and desired level of support.



## For children birth to age three:

**Child and Family Connections #5** (CFC) also known as Early Intervention

[dayonepact.org/child\\_and\\_family\\_connections.php](http://dayonepact.org/child_and_family_connections.php)

(331) 481-4263

Provides supports and services for families with infants and toddlers from birth to 36 months with developmental delays or disabilities, or who are at risk for developmental delays in the following areas: Physical (how your baby moves and explores) – Cognitive (how your baby learns) – Communication (how your baby lets you know what they need) – Social and emotional (how your baby engages with you and shows feelings) – Adaptive (how your baby uses new skills).

**Access:** Publicly funded program. Families may contact CFC directly to request an evaluation at no cost.



## For children age three and older:

### Local School District

[dupageroe.org/school-information/district-websites](http://dupageroe.org/school-information/district-websites)

**Access:** Public and federally mandated service; families may contact their local school district directly to request an evaluation.

Unlike referral databases, school districts serve as the direct entry point for publicly funded special education services for children age three and older. Local school districts are responsible for evaluating and providing special education services for eligible students under the Individuals with Disabilities Education Act (IDEA).

Best for families seeking evaluation or support for developmental delays, learning differences, or social-emotional concerns that may impact school readiness or educational progress.

**Service Provider Identification & Exploration Resource (SPIDER)**

[spider.dcfcs.illinois.gov](http://spider.dcfcs.illinois.gov)

**Access:** Free and public facing.

A statewide Illinois database managed by the Department of Child and Family Services (DCFS) that lists social service programs and agencies.

Best for families wanting to find social, behavioral, or Early Childhood services in their area.

Best for outreach teams wanting to maintain a local “resource list” and verify programs in Illinois.

Primarily informational--does not support appointment booking or tracking.



## For children age five and older:

**Beacon (Illinois)**

[beacon.illinois.gov](http://beacon.illinois.gov)

**Access:** Free and public facing.

A State and Region-focused centralized resource for Illinois youth and families to find Mental and Behavioral Health supports. It serves as a curated entry point connected to Illinois systems and youth services.

Best for families in Illinois seeking youth Mental and Behavioral Health services through a state-supported starting point.

Best for organizations guiding families to a state-supported starting point for youth Mental and Behavioral Health services.

Primarily informational but can connect families to specialists who assist in finding services and can refer complex cases for further care.

**ReferralGPS**

[Referralgps.com](http://Referralgps.com)

**Access:** Agency only. Requires a paid contract to access.

A Mental and Behavioral Health treatment matching and navigation tool often deployed through schools, municipalities, or community organizations to connect students/families to treatment referral options.

Best for organizations managing local access to Mental and Behavioral Health services and connecting students/families with local providers.

Supports triage and scheduling assistance.



# For the whole family:

**211 of DuPage County**  
Call 211. Text 898-211

[211dupage.gov](http://211dupage.gov)

**Access:** Free and public facing.

A phone and online resource helpline connecting individuals to local health, human, and social services.

Best for families who “don’t know where to turn” and need a general resource/referral gateway.

Best for organizations offering a general resource referral point for communities.

Managed locally through DuPage County Community Services.

**Care Solace**

[caresolace.org](http://caresolace.org)

**Access:** Agency only. Requires a paid contract to access.

A care-coordination company combining a searchable directory with human ‘Care Companion’ support to actively help individuals book care appointments. Used widely by schools, employers, and healthcare systems.

Best for organizations seeking hands-on navigation for Mental and Behavioral Health access and assisting individuals to find care quickly.

Allows for active engagement and warm hand-offs.

**Findhelp**

[findhelp.org](http://findhelp.org)

**Access:** Free and public facing.

National social-service directory focused on connecting people with free or reduced-cost resources addressing social determinants of health (SDOH).

Best for families needing help with social/economic barriers: housing, utilities, food, transportation, and Mental and Behavioral Health supports.

Best for organizations assisting families with social or economic needs and community supports beyond clinical care.

Provides direct links to agencies and next steps but does not offer live navigation or referral tracking.

<p><b>Integrated Referral and Intake System (IRIS)</b></p> <p><a href="http://dupagedaecc.org/177/Integrated-Referral-and-Intake-System-IR">dupagedaecc.org/177/Integrated-Referral-and-Intake-System-IR</a></p> <p><b>Access:</b> Agency only. Free to join but requires a signed Memorandum of Understanding.</p>	<p>A web-based referral and intake system enabling organizations to send, receive, and track referrals within local network. Widely used in Illinois through All Our Kids Early Childhood Networks.</p> <p>Best for organizations and Early Childhood providers to coordinate HIPAA-compliant referrals within a local service network. Allows for service networks to monitor referral flows and gap analysis.</p> <p>Managed locally by the DuPage County Health Department.</p>
<p><b>Psychology Today</b></p> <p><a href="http://psychologytoday.com/us">psychologytoday.com/us</a></p> <p><b>Access:</b> Free and public facing.</p>	<p>Nationwide directory of therapists, counselors, and other Mental and Behavioral Health providers.</p> <p>Best for families or individuals who want to self-search for a therapist and compare multiple providers.</p> <p>Best for organizations providing a consumer-facing directory that allows individuals to independently search and connect with Mental and Behavioral Health providers.</p> <p>Allows for searches based on specialty, insurance, and location but does not help with scheduling or referral tracking.</p>
<p><b>Unite Us</b></p> <p><a href="http://uniteus.com/networks/illinois/">uniteus.com/networks/illinois/</a></p> <p><b>Access:</b> Agency only. Requires a paid contract to access.</p>	<p>A network-based closed-loop referral and care coordination platform connecting health, government, and community partners.</p> <p>Best for organizations and social service agencies wanting to coordinate clients across partner agencies and track outcomes.</p> <p>Requires participation in a regional partner network.</p>

**If you or someone you know is feeling overwhelmed, experiencing a Mental and Behavioral Health or substance use crisis, or having thoughts of suicide, please contact:**

**Call or Text 988 or Chat [988lifeline.org/chat](http://988lifeline.org/chat).**

No matter the situation, a trained Crisis Worker will listen, offer support, and help navigate what comes next.

**DuPage County Crisis Recovery Center (CRC)**

**Call (630) 627-1700 for support or to request an on-site assessment.**  
 Walk-in at 115 N. County Farm Road, Wheaton, IL. [dupagecrc.org](http://dupagecrc.org)

The CRC provides immediate, 24/7 support for individuals facing Mental and Behavioral Health or substance use crises. They offer a safe space for stabilization, guidance, and connection to long-term care.