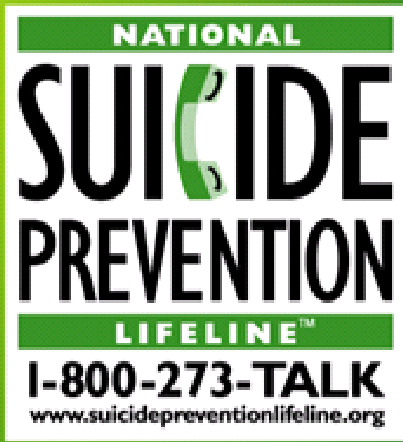


United Way 2-1-1 and CONTACT Lifeline: Resources in a time of Community Crisis

Jeanette Jackson, Call Center Supervisor
United Way 2-1-1/ Samaritans Crisis Hotline
Family and Children's Service of the Capital Region

Why a Hotline?

- Easy access in time of crisis
- No appointment, no insurance
- Confidential, don't have to share name
- Less stigmatizing
- Can be a good first step to more formal services
- Intense thoughts of suicide can be de-escalated on the phone.



NATIONAL
SUICIDE
PREVENTION
LIFELINE™
I-800-273-TALK
www.suicidepreventionlifeline.org

The logo is centered on a green gradient background. It features the words "NATIONAL", "SUICIDE", and "PREVENTION" stacked vertically in a bold, black, sans-serif font. The word "SUICIDE" is stylized with a green telephone handset icon integrated into the letter "I". Below "PREVENTION" is the word "LIFELINE™" in a smaller, bold, black font. Underneath that is the phone number "I-800-273-TALK" in a bold, black font, and at the bottom is the website URL "www.suicidepreventionlifeline.org" in a smaller, black font. A dark green oval shadow is cast beneath the logo.

CONTACT Lifeline




Open Seven Days: 9 a.m. – 10 p.m.

Calls to the Hotline:

- A woman who is in custody battle and feeling like she wants to give up.
- A teenage boy who has experienced a breakup and feels very down and alone.
- An older man who has multiple health issues and just needs someone to talk to.
- A sister who is concerned about her brother who is talking about suicide.

Why call United Way 2-1-1?

- Referral and Information to any community service
- Access to Mental Health Resources in the Community
 - Hospitals
 - Mental Health Counselors
 - Mobile Crisis
 - Support Groups

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Types of Calls

- A mother looking for substance abuse treatment for her teenage son.
- A man looking for low cost dental care who has insurance that does not cover dental.
- A single mother out of work who cannot afford her rent.
- A caseworker looking for low-cost transportation for a disabled client.

Most common reasons people call 2-1-1:

- Volunteer Income Tax Assistance Program
 - Rent Payment Assistance
- Utility Bill Payment Assistance
 - Housing/Homelessness
 - Job Search Assistance
 - Health Insurance
 - Legal Assistance

Announcing a new service....



CrisisChat.org
Online Emotional Support

Why take the hotline online?

- Many youth and people of all ages feel more comfortable communicating in text.
- More than 90% of youth are online daily: meets them where they are.
- Intensity of online disclosure is high.... People can and do communicate raw emotion online.
- Website can also offer mental health information and resources

Why volunteer?

- Learn new skills for resume or future job (it's good for you).
- Help people in need directly (it's rewarding).
- Be part of a team (it's fun).
- Contribute to the efforts of United Way to improve our community outcomes (it's meaningful)!

Contact Information

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