



24/7 Crisis & Suicide Hotline

951.686.HELP

 **2.1.1 Community Connect**
Let us help. Call 211

LET US HELP !!

HELPLINE
Riverside County

GENERAL

 **2.1.1 Community Connect**

Let us help. Call 211

INTRO TO COMMUNITY CONNECT

2-1-1 Community Connect of Riverside County has been helping residents connect with community services since 1966. Our office is located in the Caesar Chavez Community Center, a beautiful historic Spanish-Revival building erected in 1928.



COMMUNITY CONNECT PROGRAMS

2-1-1

Hotline for social service referrals

Helpline / 951-686-HELP

County-wide 24/7 suicide hotline

Transportation Access Program

Short term transportation assistance

VetLink

Peer to Peer support for veterans

Alternative Sentencing Program

Community service, anger management...

Cal Fresh Assistance

Helping food insecure individuals

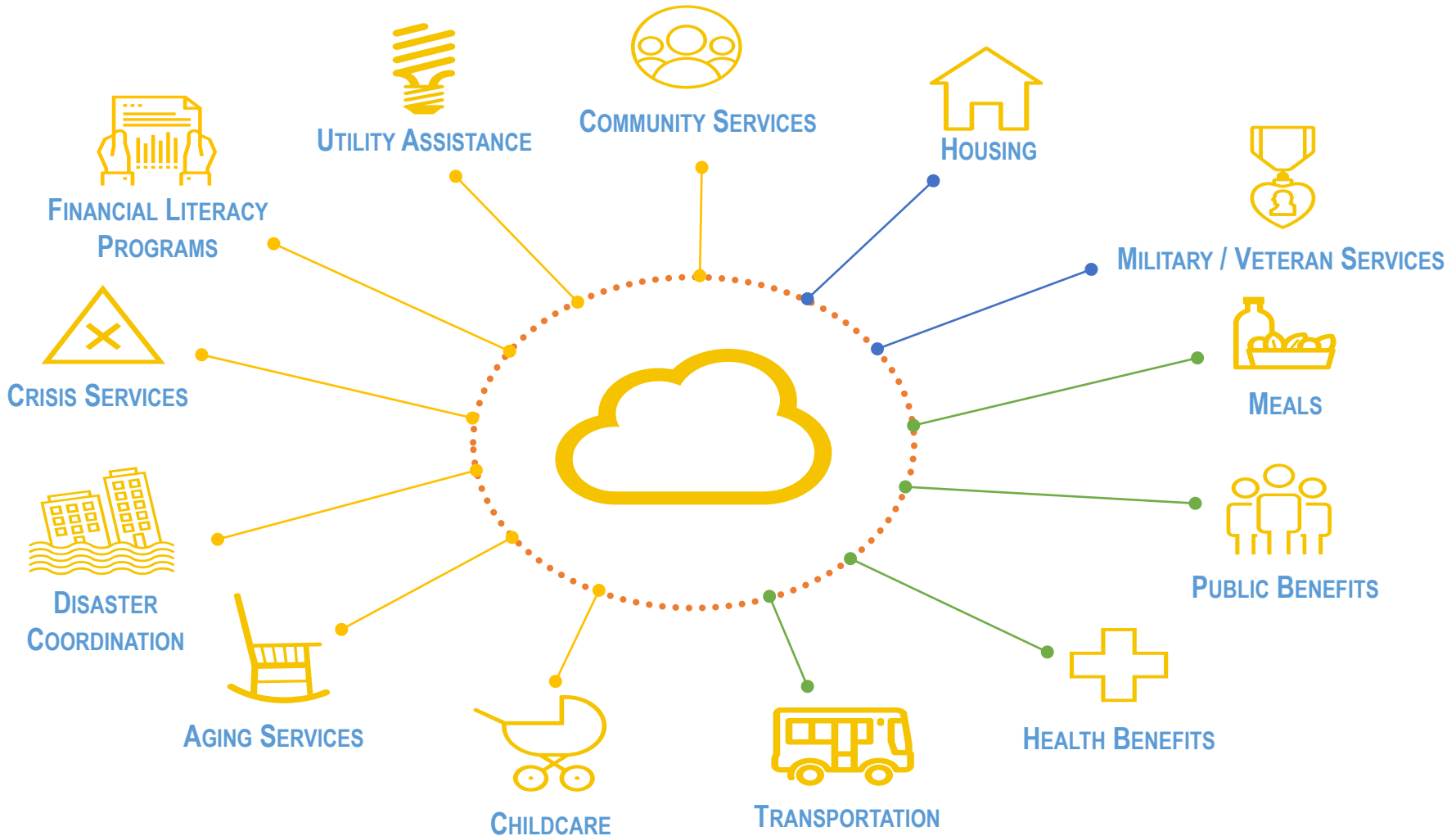


INTRO TO 2-1-1 HISTORY AND SERVICES

Atlanta was the first to introduce a 2-1-1 social service referral hotline in 1997. As of 2017, close to 95% of the population in the U.S. has access to 2-1-1 services. In 2017, the U.S. 2-1-1 network answered 15 million calls. 2-1-1 Community Connect of Riverside County connects 600 people per day to 3,000 community partners. These partners are verified annually.



MEETING NEEDS WITH VERIFIED REFERRALS



SUICIDE INTERVENTION IS A GREAT NEED

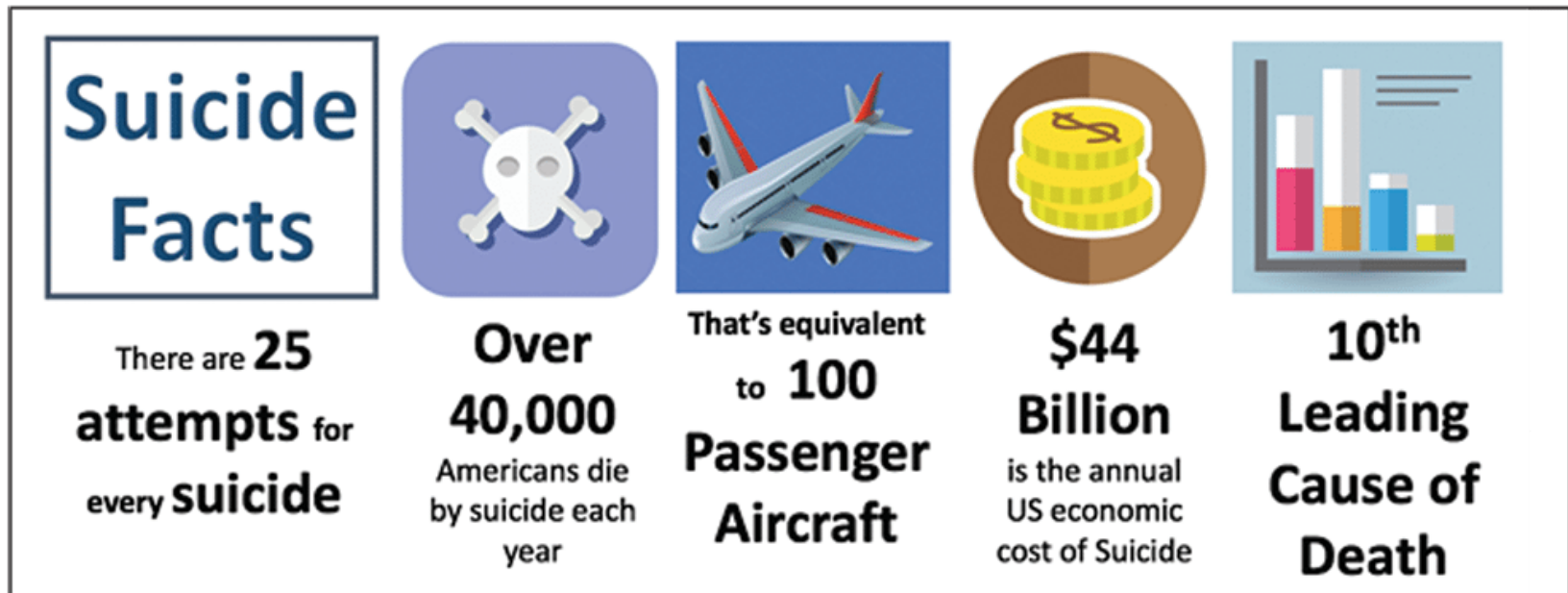


FIGURE 1. Suicide facts and figures

Adapted with permission. Suicide Statistics. American Foundation for Suicide Prevention website. 2014. <http://afsp.org/about-suicide/suicide-statistics/>. Accessed April, 2016.

GOOD NEWS! SUICIDE IS PREVENTABLE!

- | | | |
|--------------------------|--------------------------|-----------------------|
| I IDEATION | P PURPOSELESSNESS | W WITHDRAWAL |
| S SUBSTANCE ABUSE | A ANXIETY | A ANGER |
| | T TRAPPED | R RECKLESSNESS |
| | H HOPELESSNESS | M MOOD CHANGES |

“Impulsive suicides” are rare. According to the American Foundation of Suicide Prevention, 90% of individuals who die of suicide had a preventable mental illness. Also, nearly all exhibited “IS PATH WARM SIGNS”. Know the signs and know that research-based assistance is just a call away. We can help!

HISTORY OF THE RIVERSIDE COUNTY HELPLINE

The first suicide hotline was founded in England in 1953 by members and clergy of a small church. By 1970, most major cities of the English speaking world had a suicide hotline. HELPLine was launched over 50 years ago in 1968 by Community Connect (then the Volunteer Bureau of Riverside).



YOU CAN USE HELPLINE TO HELP YOURSELF

Are you overwhelmed?
Feeling alone? Scared?
Having suicidal thoughts?
Experiencing a crisis?
HELPLine is here 24/7 for you.
You can share your name or
be completely anonymous.
We can provide you with
emotional support, referrals
for services or emergency
response. You are not alone.



YOU CAN USE HELPLINE TO HELP OTHERS



ask



listen



refer



HELPLine
Riverside County
951-686-HELP

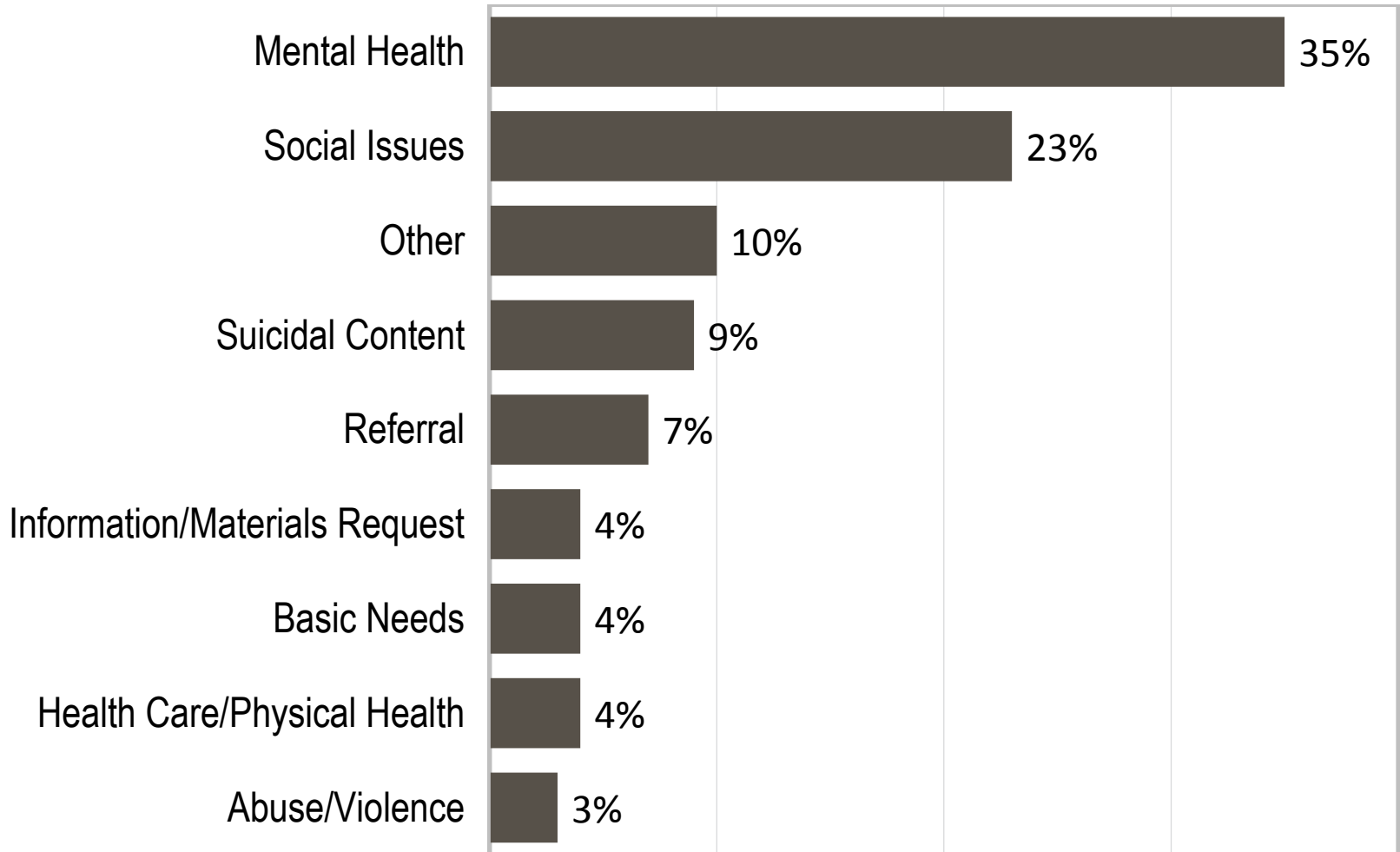
Always be willing to ask someone directly, “Are you having suicidal thoughts?”. Next listen and refer for help. Remember you can call 951-686-HELP for crisis intervention and suicide prevention 24/7 but remember if you or someone else is in imminent danger of suicidal actions, call 9-1-1 right away.

HELPLINE CRISIS COUNSELORS ARE HERE 24/7

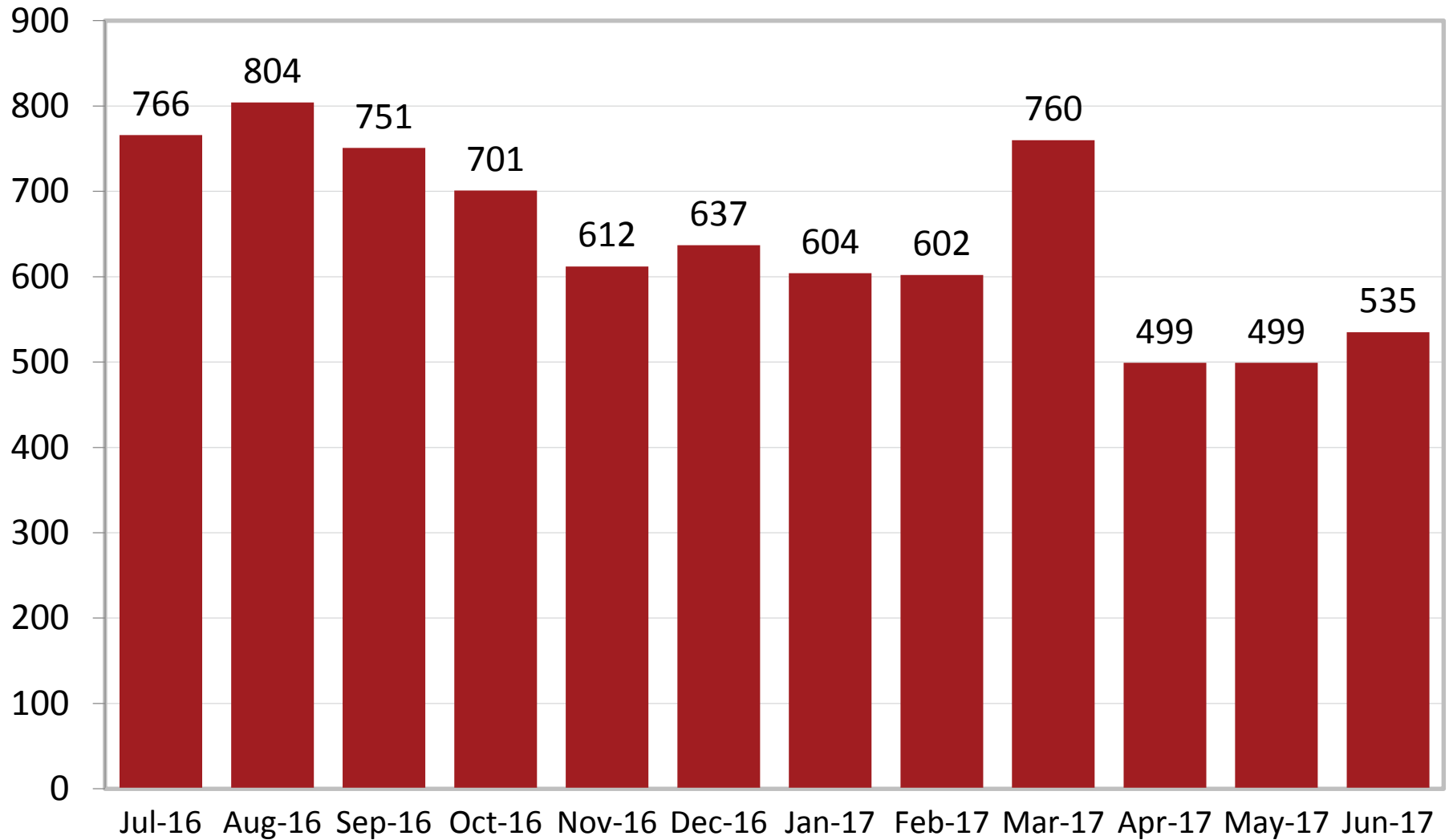
Calls are answered by staff, volunteers and interns who have attended extensive research-based training using the American Association of Suicidology and National Lifeline standards. Crisis workers typically work a four hour shift to avoid burn-out and fatigue. We are here for you!



HELPLINE CALLERS HAVE DIVERSE NEEDS



HELPLINE RECEIVES 400+ CALLS PER MONTH



A TYPICAL CRISIS CALL TO HELPLINE

Active Listening

Caller Ashley is a college student having anxiety.
Caller Ashley is out of meds and out of food.
Staff Sally provides coping skills for anxiety.

Active Engagement

Staff Sally asks Caller Ashley if she is suicidal
Caller Ashley reports not having suicidal thoughts

Link to Services (via 2-1-1 Data Base)

Staff Sally refers Ashley to the Riverside 24/7
Mental Health Urgent Care and UCR Food Pantry.



*NOTE: NATIONAL HOTLINES
ARE GREAT BUT LOCAL LINES
CAN LINK TO LOCAL SERVICES.

A TYPICAL EMERGENCY CALL TO HELPLINE

Active Listening

Caller Bob shares his grief after his wife's death
Staff Sally provides emotional support

Active Engagement

Staff Sally asks Caller Bob if he is suicidal
Staff Sally asks Caller Bob if he has a plan

Active Rescue

Caller Bob says that he plans to shot himself
Staff Sally calls the police on a three way call
Staff Sally stays on the line until help arrives



A CALL TO HELPLINE CAN BE LIVESAVING

This is HELpline Volunteer Lauren. On Christmas Eve, she got a call from a young girl who was in danger due to her suicidal actions. Lauren got an ambulance to the girl just in time. Later Lauren was given, “Heart of a Hero”, a first responder of the year award along with the responding police officer.



HELPLINE ACTIVE COMMUNITY OUTREACH

In addition to telephonic crisis intervention and suicide prevention, we also do active outreach throughout Riverside County. Here we are at the 2019 Daisy Walk for Veteran Suicide Prevention. We attend both large events and provide presentations.



HELPLINE COMMUNITY PASSIVE OUTREACH



Cal Trans Honors Mental Health Awareness Month with Two HELPLINE Billboards!!!



ORANGE COUNTY TO INLAND EMPIRE
91 FREEWAY * NORTH LINE * WEST OF 605 FREEWAY
West Facing 14 X 48 Digital Billboard



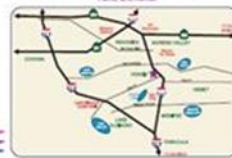
4215 PLY - LAKE PERRIS / HEMET / MENFEE / MARCH AFB AREA
6015 FREEWAY * WEST LINE * NORTH OF HWY 78 WEST / 4th ST
South Facing 14 X 48 Digital Billboard

211
Community
Connect
951
686
426
889
300
30792629



Exact location and the ad placement opportunity before the 105 interchange, 91 freeway in the Inland Empire in the Inland Empire, connecting Orange County to Riverside and the Inland Empire.

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WE PROVIDE SUICIDE PREVENTION TRAINING

safeTALK and ASIST



3 hour training to recognize persons with thoughts of suicide

- Prepares participants to use TALK
 - Tell Ask Listen KeepSafe
- Identify & engage people with thoughts of suicide
- Connect people with thoughts of suicide with further help

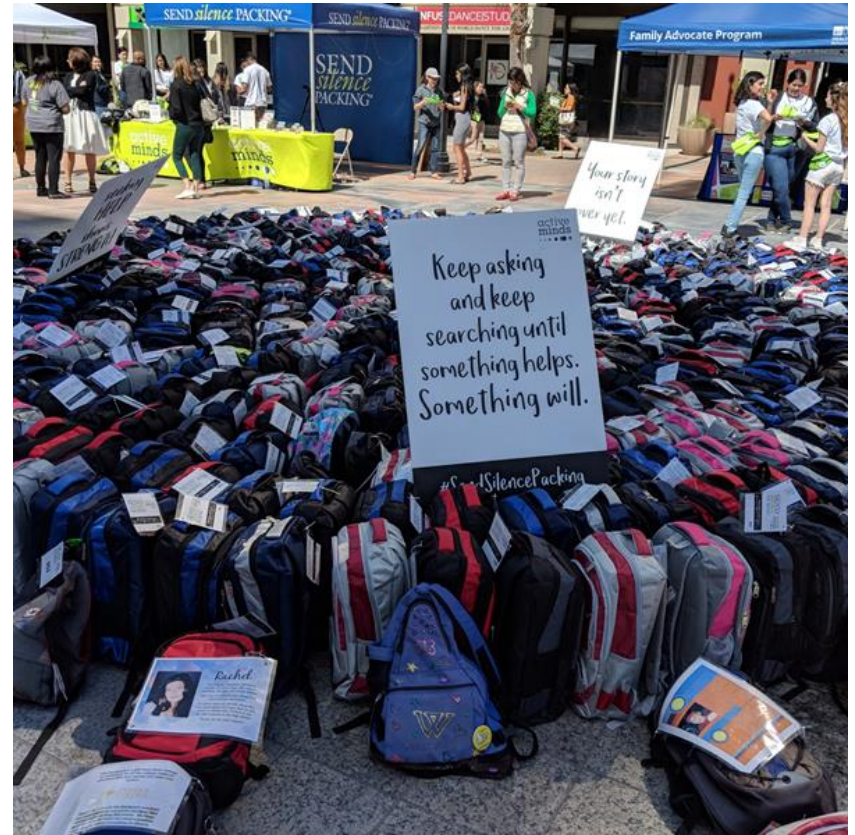


2 day training to prevent immediate risk of suicide

- Recognize invitations for help
- Reach out and offer support
- Review the risk of suicide
- Apply a suicide intervention model
- Link people with community resources

HELPLINE IS PART OF A MOVEMENT

HELPLINE is part of a larger network in Riverside County working towards a suicide safer community. We are a contractor of Riverside UHS-Behavioral Health who has a number of programs preventing suicide. Join the movement to prevent suicide. Go to Up2Riverside.org



QUESTIONS, COMMENTS OR REQUESTS?



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HELPLINE Manager
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jcarson@connectriverside.org



HELPLINE
Riverside County
951-686-HELP



The 2-1-1 Riverside County
Community Report 2018

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Connect**

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