



# Community Wide Crisis Line

**520-622-6000**

# Our Mission

***Inspiring Hope During  
Life's Most Challenging Times***

# What is a Crisis

- ❑ In the Moment an Inability to Cope with Life Circumstances
- ❑ It Can Happen to Anyone at Anytime
- ❑ Everyone Can and Will Respond in Different Ways



# Who Can Call The Crisis Line

- Everyone/Anyone
- Enrolled and Non Enrolled Members
- Family/Friends Worried About Loved Ones
- Mental Health Community Professionals
- People Looking for Information
- One Place to Call to Meet all of Crisis Needs
- Law Enforcement

# What Happens If I Call?

- ❑ A Crisis Specialist Will Take Your Call
- ❑ They Will Ask You Basic Demographic Information (i.e., Name, DOB, and Phone Number)
- ❑ They Will Ask What Type of Assistance That You Need
- ❑ They Will Listen to Your Situation and Help You Evaluate Your Natural Supports
- ❑ They Will Provide You With Some Different Solutions That You May Not Have Thought Of

# Crisis Specialist Utilize The Recovery Model With Callers

- Supports the Callers Potential for Solving Their Own Crisis
- Develops Hope & the Ability to Cope
- Focuses on Strengths Not Shortcomings
- Empowers the Caller to Look for Solutions
- Inclusive of All Individuals
- Focus on the Journey of Recovery

# Informal Supports That May Be Suggestion

- Talking with Family Members
- Using Supportive Relationships Like Partners, Spouses, or Friends
- Talking with Pastors or Clergy
- Visiting with Neighbors or Friends
- Engaging in Physical Activities
- Going to the Library or Other Community Activities
- Using Peer Mentors

# Formal Supports That May Be Suggested

- Community Referrals for Outpatient Counseling
- SAMHC Urgent Care Walk-in Services
- In-Patient Psychiatric Care Referrals
- COMPASS De-tox Services
- Out-Patient Substance Abuse Services
- Mobile Teams

# Formal Supports That May Be Offered:

- Assistance with Applications for Emergency Application
- Assistance with the Pre-Petition Process
- Coordination of Care with the CSP
- Information to the Community

# Questions and Answers

