



VALUES

- GENERAL
 - Service Consistent with Agency Mission
 - Service Available 24 Hours per Day/7 Days per Week/365 Days per Year
 - Service Accessible Communitywide Via an Easy to Remember 3 Digit Number with 866 and 561 Back-up Numbers
 - Service Accessible Via a Wide Range of Technology Accessible Formats
 - Responsive to changing communication preferences including CHAT and Texting.
 - Service Adheres to Confidentiality Standards
 - Community Wide Awareness of 211
 - Responsive to the Community by Participating in Collaborations/Partnerships
 - Telephone Based Service with No Walk-ins
 - Location Unpublicized

- COMMITMENT TO QUALITY
 - Compliant with AIRS and AAS Accreditation Requirements
 - Compliant with National Suicide Prevention Lifeline Standards
 - Compliant with Nonprofits First Certification Requirements
 - Compliant with Contact USA CHAT Standards
 - Comprehensive Training
 - Successful Completion of Training Before Specialist Responds to Any Calls
 - Community Expert on Suicide Prevention/Intervention
 - Dedicated to Providing the Blended Services of Crisis Intervention and Information/Assessment/Referral
 - Comprehensive Quality Assurance/ Quality Improvement Plan
 - Continuous Service Evaluation to Ensure Quality

- COMMITMENT TO CALLERS
 - Callers Receive Minimal Front-End Auto-Attendant Choices
 - Caller Currently Being Served is the Priority
 - Callers are Empowered
 - Callers are Given Options
 - Callers are Given Counseling Regarding Choices
 - Callers are Supported in Identifying the Variety of Issues Faced

- Callers are Supported in their Efforts to Problem Solve
- Callers Receive Advocacy, as needed
- Callers are Provided with Follow-up, as needed
- Callers are Provided with Direct Linkage to Services, as needed
- Callers are Not Transferred within the Resource Center
- Callers are Not Put on Hold
- Non-English Speaking Callers are Served by Bi-lingual Staff or Interpreters
- Talk Time is Not Limited; however, Callers who are Persistently Mentally Ill (“Active Callers”), May be Placed on a Directive Related to Call Frequency and Call Length
- Homicidal and Suicidal Callers are Consistently Evaluated for Necessary Intervention
- Callers Overwhelmed by the Complexity of the Health and Human Service Delivery System are Provided with Navigation Assistance to Ensure Connections are Made, e.g. Elder Crisis Outreach, Healthcare Advocacy, Special Needs

➤ COMMITMENT TO DATA

- Comprehensive/Consistently Updated Resource Database
- Formally Established Inclusion/Exclusion Resource Policy
- Consistent Collection and Reporting on Demographic and Need Data
- Unmet Needs Tracked and Shared with Policymakers in the Hope of Affecting Change
- Resource Database Information Accessible in a Variety of Forms: Via Telephone, Published Directories, the Internet and an App on either an Android or I-Phone

➤ QUALITIES OF STAFF

- Non-Judgmental
- Patient
- Empathic
- Courteous
- Professional
- Non-Directive
- Neutral
- Knowledgeable
- Culturally Sensitive
- Well Versed in Suicide Protocols

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