Community Call Script

Answer the line saying: “NAMI (Affiliate Name), this is (give your name). How can I help you?”

(Apply active listening skills and empathetic responses)

Listen for Key Risk Areas

Safety: Is the caller at imminent risk of harm to self or other?
-If yes, request a call back number in case the call is lost. Advise the caller to call 911 for emergency assistance (Be sure to tell the person to let the 911 operator that this is a mental health emergency)

Crisis: Is the caller experiencing a mental health crisis, in severe distress, or presenting a risk of harm to self or others?
-If yes, request a call back number in case the call is lost. Advise the caller to call the National Suicide Prevention Lifeline or the crisis line of their Local Mental Health Authority.

Non-Emergency Needs: Does the caller need information/assistance for financial, medical issues, obtaining food, shelter, other referrals?
-If yes, provide appropriate referrals and information regarding accessing services. (online resource guide resource information will be helpful here – ex: 211).

If In Crisis and/or Safety Risk

If you or someone you know are faced with a mental health crisis, please call the crisis hotline for the Local Mental Health Authority for your county. Here is the list of Texas mental health crisis hotlines (search by county): https://hhs.texas.gov/services/mental-health-substance-use/mental-health-crisis-services

If you or someone you know is a danger to themselves or others, please call 911
Many law enforcement agencies have officers who have been trained to respond to persons who may be experiencing a mental health related crisis. (Be sure to tell the person to let the 911 operator that this is a mental health emergency)
Dial 211 to be connected to Mental Health & Substance Abuse services in your area. You may also visit 211 online. ([https://www.211texas.org/](https://www.211texas.org/))

**Suicide Prevention Lifeline**
(800) 273-TALK (8255)
or (800) SUICIDE (784-2433)
In Spanish (888) 628-9454

**NAMI Information Line**
(800) 950-NAMI (6264)
The Information HelpLine is an information and referral service which can be reached by calling (800) 950-NAMI (6264), Monday through Friday, 10 a.m.- 6 p.m., EST

**Veteran’s Crisis Line**

Are You A Veteran In Crisis Or Concerned About One?

Connect with the Veterans Crisis Line to reach caring, qualified responders with the Department of Veterans Affairs. Many of them are Veterans themselves ([https://www.veteranscrisisline.net/](https://www.veteranscrisisline.net/))

There are many ways to connect with a Responder
Call (800) 273-8255 and press 1
Text 838255
Chat online ([https://www.veteranscrisisline.net/get-help/chat](https://www.veteranscrisisline.net/get-help/chat))
Support for Deaf and hard of hearing, call (800) 799-4889

**The Texas Health and Human Services Commission**

The Texas Health and Human Services Commission is the agency of state government charged with the responsibility of delivering health, mental health and substance abuse services to Texans. To learn more about HHSC community mental health services that are available in your area for adults or children, you can contact your local mental health authority.

To find the proper mental health authority and their telephone number, please go to the DSHS website: ([https://hhs.texas.gov/services/mental-health-substance-use/mental-health-crisis-services](https://hhs.texas.gov/services/mental-health-substance-use/mental-health-crisis-services))

You may also use this online mental services search form to find services in your area: ([https://hhs.texas.gov/services/mental-health-substance-use/mental-health-substance-use-resources/find-your-local-mental-health-or-behavioral-health-authority](https://hhs.texas.gov/services/mental-health-substance-use/mental-health-substance-use-resources/find-your-local-mental-health-or-behavioral-health-authority))

**STARRY Counseling Program Crisis Hotline (800) 440-9789**
The STARRY Counseling Program provides 24/7/365 crisis phone coverage for families across Texas. Crisis hotlines are designed for emergency use only, to help families avoid imminent abuse, neglect, runaway, and severe family conflict.
Here for Texas Mental Health Navigation Line: http://www.herefortexas.com/index.html#~:text=Here%20For%20Texas%20is%20a%20Texas%20Society%20of%20Psychiatric%20Physicians.&text=You%27ll%20be%20connected%20to%20resources%20in%20your%20area.

Additional Resources

CRISIS AND SUICIDE

Crisis Text Line
Text 741741 from anywhere in the USA to text with a trained Crisis Counselor, free 24/7

Girls & Boys Town National Hotline
(800) 448-3000

National Hopeline Network
(800) SUICIDE

National Suicide Prevention Lifeline
(800) 273-TALK (8255)

National Youth Crisis Hotline
(800) 442-HOPE (4673)

The Trevor Project (LGBTQ youth suicide help)
(866) 488-7386
Text (202) 304-1200

LGBT National Hotline
888-843-4564

Trans Lifeline
877-565-8860

ALCOHOL

Al-Anon for Families of Alcoholics
(800) 344-2666

Alcohol and Drug Helpline
(800) 821-4357

Alcohol Treatment Referral Hotline
(800) 252-6465
Alcohol & Drug Abuse Hotline  
(800) 729-6686  

Families Anonymous  
(800) 736-9805  

National Council on Alcoholism and Drug Dependence Hopeline  
(800) 622-2255  

SUBSTANCE ABUSE  

Poison Control  
(800) 222-1222  

National Institute on Drug Abuse Hotline  
(800) 662-4357  

Cocaine Anonymous  
(800) 347-8998  

DOMESTIC VIOLENCE  

National Domestic Violence Hotline  
(800) 799-7233  

National US Child Abuse Hotline  
(800) 422-4453  

YOUTH  

Texas Youth Helpline  
Trained volunteers provide guidance to youths, parents, siblings, and other family members on youth-related concerns, referral information, or to simply listen. 
(800) 989-6884 or use chat  

Community supports  
If the caller is requesting information about services:  
i. Provide verbal information over the phone, and;  
ii. Ask for their email address or physical address, and;  
iii. Send them the information requested via email or mail  

Provide information for local Affiliate support groups, programs, resources, and how to get involved