



Partnering with Accredited Suicide Prevention Hotlines

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Suicide Prevention Program 2 – Regional and Local Capacity Building

- Partnerships have been developed with crisis centers around California to support their efforts to prevent suicide.
- Examples of capacity building activities include:
 - Enhanced language capacity of services
 - Investment in new technologies, e.g. chat (instant messaging), text (SMS) based services
 - Outreach and engagement to underserved ethnic and cultural groups

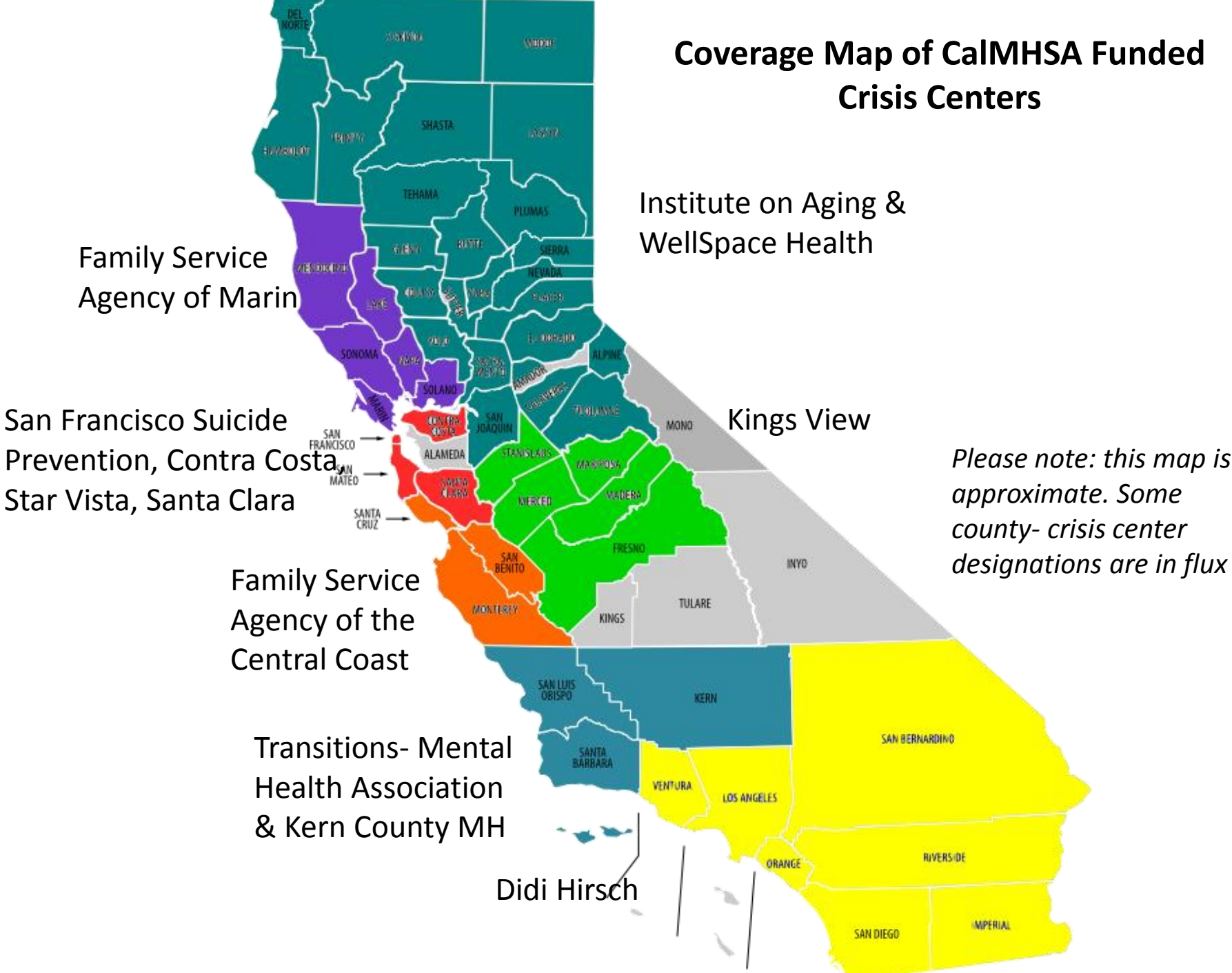


Suicide Prevention Program 2 – Regional and Local Capacity Building

- Support for best practices such as:
 - Quality improvement activities
 - Investment in software to track calls and analyze trends
 - Accreditation, and related policy and procedure development
 - Development of sustainability strategies
 - Volunteer recruitment, training strategies
- In addition, a new crisis center was developed in the Central Valley in order to provide a local response to crisis callers. The crisis center is now open 24/7.



Coverage Map of CalMHSF Funded Crisis Centers



Today's Panel

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Today's Panel, Continued

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Questions for the Panel

- How can counties utilize crisis centers to better coordinate with first responders or respond in a crisis?
- How can Crisis Centers support and augment existing county crisis lines?
- How can Crisis Centers support communities in responding in the case of suicide or other traumatic event (e.g. postvention)?
- What are specific program activities or resources designed and available for special populations?
- What types of training are available for county staff or community partners?



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Key Question for the Audience

- What other needs have you identified that a Crisis Center could potentially provide?

