Recently Sue* called 211 in crisis and connected with 211 Specialist John*.

Through her tears, Sue explained she was feeling overwhelmed and didn’t know where to turn. John listened to Sue, explored her situation and offered her empathy and validation. Sue and John came up with a safety plan that included Sue practicing some de-escalation techniques and following up with a mental health provider.

Sue called 211 back a week later to express her appreciation for John and how much better she has been feeling after that call. Sue stated that she felt John’s kindness and sincerity. She ended by explaining that John really gave her hope.

* Names and events were changed in order to protect client privacy