

# Community Connect

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Formerly the Volunteer Center of Riverside County

*Connecting People in Need With Those Who Can Help*

## HELPLINE Fact Sheet (951) 686-HELP

### What is HELPLINE?

HELPLINE is a free, confidential Crisis/Suicide intervention service. The line is open 24-hours a day, seven days a week. HELPLINE has been a program of Community Connect since 1968 and relies on grant funding and donations to operate.

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### How does HELPLINE work?

Certified counselors who have completed 58 hours of crisis/suicide training answer the HELPLINE phones 24-hours a day. When you call (951) 686-HELP you are put in touch with someone who cares, who will listen and support you in your time of crisis. Together you explore alternatives to help stabilize your situation.

### Who uses HELPLINE?

Anyone who is feeling overwhelmed by their situation and perhaps considering suicide. Someone will likely call when they are depressed, abusing drugs and/or alcohol, having family-related problems and for any other kind of crisis.

### What other services does HELPLINE provide?

HELPLINE staff regularly present to community groups including teens, parents, schools, PTAs, counselors, psychologists, and more. Additionally, HELPLINE staff serve as a community resource regarding suicide/crisis education and prevention.

### How can I support HELPLINE?

#### • Volunteer

HELPLINE is in need of additional volunteers to support its call volume. Through 55 hours of training, volunteers become experts in active listening, effective communication and the knowledge and skills necessary to focus on the caller, problem solve, gain rapport and refer the caller to human social service options. Trained HELPLINE counselors choose desired shifts of service.

#### • Donations

HELPLINE relies on funding from grants and the generous contributions from individuals across Riverside County. If you have lost a loved one due to suicide, consider a donation in their name to HELPLINE.

### Additional Statistics

- HELPLINE currently answers more than 700 calls per month
- Last year, HELPLINE answered 8,099 suicide/crisis prevention calls

### HELPLINE Contact Information

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