

"Q&A" ALGORITHM



Does the Message require an Urgent Response?

YES

NO



Does the message include Contact Info?

YES

NO

Send initial response:
*We care about how you are doing. Please know this line is NOT monitored 24/7. If you need immediate help text "NATIVE" to 741741 for free 24/7 support or call the Suicide Prevention Lifeline at 1-800-273-8255.

Draft, Review, Edit Response & Post in Public Spaces (e.g. Social Media, website, text-message, etc.)

Is Suicide ideation suggested?

YES

NO

Notify Crisis Team Email or SMS: (with High Importance! flagged)

Assign to Appropriate Staff Draft, Review, Edit Response. Notify/ Post Answer

1st Contact Attempt Clarify the individual's intent **within 48 hours** of message sent

No Contact Info Reverse lookup + Identify Local Resources

*Add to "Management Doc"

Has the person responded **within 24 hours** of outreach?

YES

NO

Has the person clarified their intent with Staff?

2nd Contact Attempt Staff follow-up - **no later than one week**

*Update "Management Doc"

Has the person responded **within 24 hours** of outreach?

YES

NO

Has the person clarified their intent with Staff?

3rd Contact Attempt Staff follow-up with resources - **no later than one week after 2nd contact**

3-month Follow-up: Caring Contact

*Update "Management Doc"

"Dear ___ I wanted you to know what we are thinking you and hope things are going well for you. You are loved. You are not alone. We Need You Here. Text "NATIVE" to 741741 for free 24/7 support or call the Suicide Prevention Lifeline at 1-800-273-8255. You can also, text "CARING" to 65664 to receive caring messages." With Love, insert Team"

Has a similar question been answered?

YES

NO

Send related answer(s) **2-3 days**

Assign First Draft to Appropriate Staff **1 week**

*Add to "Management Doc"

Email:
Hi! This is Staff. Thanks for reaching out! I received your question and found a similar answer to yours...Let me know if this answers your question. Thanks for writing in!

Text:
Thanks for reaching out to Insert! I've answered a question similar to yours (insert link). I hope you find it helpful.

Sexual health questions:
*Please note this line is NOT monitored 24/7. If you have an urgent sexual health question text NATIVE to 774636

Grief or concerning questions:
*We care about how you are doing. Please note this line is NOT monitored 24/7. If you need immediate help text "NATIVE" to 741741 for free 24/7 support or call the Suicide Prevention Lifeline at 1-800-273-8255.

No Contact Info:
Post in Public Spaces (e.g. Social Media, website, text-message, etc.)

Review, Edit, Approve Draft (send to appropriate folks e.g. medical, behavioral, mental health, substance misuse, etc.)

1 week

*Update "Management Doc"

Notification/ Posting Process:

WITH Contact Info:
Notify person via provided contact info

No Contact Info:
Post in Public Spaces (e.g. Social Media, website, text-message, etc.)

2 days

*Update "Management Doc"

[Click here to edit](#)