

PROTOCOL ALGORITHM TEMPLATE



Does the Message require an Urgent Response?

YES

NO

YES

NO

Has a similar question been answered?

YES

NO

Auto Response Options:
 General: We care about how you are doing. Please know this line is NOT monitored 24/7. If you need immediate help text "NATIVE" to 741 741 for free 24/7 support or call the Suicide Prevention Lifeline at 1-800-273-8255.
 Sexual health questions: Please note this line is NOT monitored 24/7. If you have an urgent sexual health question text NATIVE to 774 636
 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 741 741 for free 24/7 support or call the Suicide Prevention Lifeline at 1-800-273-8255.
 DV/SA: We care about how you are doing. Please note this line is NOT monitored 24/7. If you need immediate help call StrongHearts Native Helpline at 1-844-762-8483 or text "NATIVE" to 741741 for free 24/7 support.
 Suicide/mental health option: 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. We want to continue to support you, text "Caring" to 65664.
 2SLGBTQ: We care about how you are doing. Please note this line is NOT monitored 24/7. If you need immediate help text "NATIVE" to 741 741 for free 24/7 support or call the Trevor Lifeline at 1-866-488-7386 for 2SLGBTQ youth and young adults.

Assign Draft to Crisis Response Staff, Review, Edit Response & Post on Public Platforms (i.e. Social Media, website, text-message, etc.)
Post within 48 hours

Reverse Look up Option
 Staff may use a reverse look-up resource and identify local resources: e.g. mental health center, police.
Within 48 hours

Was Reverse Look up Successful?

YES

NO

Does the Message include a Crisis or Suicidal Ideation ?

YES

NO

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

Assign Draft to Crisis Response Staff, Review, Edit Response & Post on Public Platforms (i.e. Social Media, website, text-message, etc.)
Post within 48 hours

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

Move to Auto Response

Staff may call local resources to intervene

*Add to "Management Doc"

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

YES

NO

Has the person clarified their intent with Crisis Team?

2nd Contact Attempt
 Crisis Team 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 Crisis Team?

3rd Contact Attempt
 Crisis Team will follow-up and provide resources - **no later than one week after 2nd contact**

3-month Follow-up: Caring Contact

Determine Type of Q
 (e.g. recycled, tailored, or non-native/ adult)
Find related website answer link(s)
1 week

*Add to "Management Doc"

Chose Template:

Recycled Template
 Hi *insert!* Thanks for reaching out! I received your question and found a similar answer to yours *insert link*. Let me know if this answers your question. Thanks for writing in! Take care, *insert relative*

Tailored Template
 Hey there! Thanks for reaching out! *Insert tailored info*. I received your question and found a similar answer to yours *insert link*. Let me know if this answers your question. Thanks for writing in! Take care, *insert relative*

*Update "Management Doc"

Notify person via provided contact info
2-3 days

Assign First Draft to Appropriate Staff
1 week

*Add to "Management Doc"

Review, Edit, Approve Draft
 Send for review to appropriate folks, as needed (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.)
2-3 days

*Update "Management Doc"



"Dear ____, I wanted you to know that I am thinking of you and hope things are going well for you. You are loved. You are not alone. We Need You Here. If you are ever in a mental health emergency please call the Suicide Prevention Lifeline at 1-800-273-8255 or text "NATIVE" to 741 741. You can also click [here](#) for more resources and text "CARING" to 65664 to receive caring messages. With Love, Staff

*Update "Management Doc"

[Click here to edit](#)