



nh healthy families™

# 988 and Rapid Response Access Point Toolkit



A STRONGER YOU.  
A STRONGER NEW HAMPSHIRE.



## HOW TO USE THIS TOOLKIT

NH Healthy Families has created this toolkit to share resources about 988 and the Rapid Response Access Point in New Hampshire. You can use the materials in this toolkit to share and learn more about 988 and the NH Rapid Response Access Point in your community.

The resources in this toolkit have been created to provide information to the public. With these materials you can help others learn:

- **What is 988**
- **How 988 can help**
- **When to contact 988**
- **How to connect with 988**
- **...and more!**

**FOR MEMBERS**

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## WHAT IS 988?

The 988 Lifeline is a national network of local crisis centers that provides free and confidential emotional support to people in a suicidal crisis or emotional distress 24 hours a day, 7 days a week in the United States.

### What Happens When You Call The 988 Lifeline?

First, you'll hear an automated message featuring additional options while your call is routed to your local 988 Lifeline network crisis center.	We'll play you a little music while we connect you to a skilled, trained crisis worker.
A trained crisis worker at your local center will answer the phone.	This person will listen to you, understand how your problem is affecting you, provide support, and get you the help you need.

988 Lifeline Center calls are free and confidential, and we're available 24/7.








## WHAT IS THE NH RAPID RESPONSE ACCESS POINT (NHRRAP)?





The NH Rapid Response Access Point (NHRRAP) is a 24/7 service for any adult, youth, or family in crisis. With one phone call, text, or chat (online) to the NHRRAP, individuals can receive the care and services they need during a mental health or substance use disorder crisis.

### What can the New Hampshire Rapid Response Access Point do to help?

#### Crisis Operators can:

-  Listen to you about any problems
-  Use skills to lower stress
-  Link you with other services, like a Rapid Response Team
-  Make a crisis plan
-  Follow-up with you after a crisis

#### Rapid Response Teams can:







-  Travel to the place you are or where you choose to meet
-  Meet in person or by telehealth
-  Give follow-up appointments
-  Have therapists and peers to talk to you

## WHAT IS THE DIFFERENCE BETWEEN 988 AND NHRRAP?

Rapid Response is **New Hampshire's** crisis response system and includes call, text, chat but also the ability to dispatch mobile crisis response teams throughout New Hampshire communities.

988 is a **nationwide** helpline for emotional, mental or substance use crisis. 988 is a national resource with 200 call centers throughout the United States and includes call, text and chat and the contacts are routed by area code (call/text) and zip code (chat) to the nearest Lifeline. Most of the time you will get a New Hampshire Lifeline if you are calling/texting from a 603 area code. Sometimes you'll be routed to another center throughout the country, but all having trained staff on the other end.

### New Hampshire Rapid Response vs. National 988 Suicide & Crisis Lifeline

	 Someone to call, text or chat	 Can deploy mobile crisis teams	 Connection to local resources and appointments when needed	 Services in NH
 <b>New Hampshire Rapid Response</b> Call/Text <a href="tel:833-710-6477">833-710-6477</a> Chat <a href="http://www.nh988.com">www.nh988.com</a>	✓	✓	✓	✓
<b>National</b> 	✓			

**NH Rapid Response and 988 are both available 24/7 and anonymous**  
 Calls and texts to 988 are routed by area code. A call from an area code outside of New Hampshire will reach a call center in the state with that area code.  
**For a local response every time, call NH Rapid Response.**



# HOW TO TALK ABOUT 988 AND THE NH RAPID RESPONSE ACCESS POINT

Here are some ways you can begin the conversation about 988 and the NH Rapid Response Access Point with people you know:

Educating Others:	Supporting Others:
“Did you know there’s a new three-digit number for people who are struggling or feeling overwhelmed?”	“Have you heard about 988?”
“I’ve heard that people who call 988 feel really supported.”	“I feel like you might be struggling and want you to know that 988 has someone there to listen.”

## HOW TO ASK: Different Ways to Start a Conversation about Mental Wellness

**Ask genuinely.** There are no special words. Being authentic is more important than what you say.

“Just wanted to check in with you. How are you doing?”

**Ask directly.** Letting someone know you want to hear about mental health can help them feel okay about opening up to you.

“Just checking in. You seem a little down today. How are you doing?”

**Share how you are first.** Being open about your struggles can help normalize what others are going through.

“I’ve really been anxious lately with everything that is going on. How have you been?”

**Ask about today.** It can be overwhelming to think about your overall emotional health if you are struggling. Focusing on the moment can be helpful.

“How are you feeling today? How are you feeling right now?”

**Ask regularly.** If you think someone is struggling, make it an expected part of the conversation that you’ll ask how they are, even if they don’t want to talk that day.

“I just wanted to check in on how you are doing today. I’m thinking of you.”

**Talk to them about things other than mental health too.** Connect over other aspects of your relationship.

“This meme made me think of you!”

## HOW TO ANSWER: Different Ways to Respond to Someone Who is Struggling

**Stay calm.** If someone lets you know they are having a hard time, it is because they trust you to listen. You don’t need any special skills other than being yourself.

“Thanks for sharing that. Tell me more about what’s going on.”

**Ask follow-up questions.** Let them know you are interested by asking for more information.

“How long have you been feeling like this? What kinds of things have been helpful or not helpful?”

**Validate their feelings.** Comparing their situation to other people or letting them know why things aren’t so bad is not helpful. Acknowledge that they aren’t ok.

“That sounds really hard.”

**Be open about your own struggles without comparing.** Normalizing mental health challenges is helpful.

“I’ve been having a lot of anxiety lately too.”

**Check back in regularly.** Let them know they’re on your mind.

“I’ve been thinking about you since we talked. How are you doing today?”

**Find ways to stay connected.** Social connection is critical for mental health.

“I’m thinking of having a virtual watch party for our favorite series this week. What night works best for you?”

# NH 988 AND RAPID RESPONSE ACCESS POINT EDUCATIONAL MATERIALS

Use these materials to spread the word about 988 in your communities. You can share these resources electronically or by printing them out.

<https://www.samhsa.gov/resource-search/988>

<https://www.dhhs.nh.gov/programs-services/health-care/behavioral-health/strong-granite/strong-granite-toolkit>

<https://www.dhhs.nh.gov/documents/nh-rapid-response-access-point>

## Frequently Asked Questions (FAQ) Infographic

Get the answers to the most common questions about 988.

<https://www.samhsa.gov/find-help/988/faqs>

<https://988lifeline.org/faq/>

**Materials such as wallet cards, posters and flyers are available to hand out and place in public spaces.**

<https://www.dhhs.nh.gov/programs-services/health-care/behavioral-health/strong-granite/strong-granite-toolkit>

## Materials in Other Languages

NH Rapid Response Access Point- Spanish [Wallet Card](#)

NH Rapid Response Access Point-Spanish [Flyer](#)


## SAFETY PLAN

Use SAMHSA's safety plan:

- With friends, family, co-workers or individuals receiving services in your office
- At tabling events or in your office
- For yourself

[Download the SAMHSA Safety Plan](#)

**Safety Plans Work** *There is hope.*



**1. Write 3 warning signs that a crisis may be developing.**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**2. Write 3 internal coping strategies that can take your mind off your problems.**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**3. Who/What are 3 people or places that provide distraction?**  
(Write name/place and phone numbers)

\_\_\_\_\_ Phone \_\_\_\_\_

\_\_\_\_\_ Phone \_\_\_\_\_

\_\_\_\_\_ Phone \_\_\_\_\_

**4. Who can you ask for help?** (Write names and phone numbers)

\_\_\_\_\_ Phone \_\_\_\_\_

\_\_\_\_\_ Phone \_\_\_\_\_

\_\_\_\_\_ Phone \_\_\_\_\_

**5. Professionals or agencies you can contact during a crisis:**

Clinician: \_\_\_\_\_ Phone \_\_\_\_\_



Local Urgent Care or Emergency Department:  
Address \_\_\_\_\_ Phone \_\_\_\_\_

Call or text 988 or chat 988lifeline.org

**6. Write out a plan to make your environment safer.**  
(Write 2 things)

\_\_\_\_\_

\_\_\_\_\_



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## ADDITIONAL RESOURCES

[988 Community Education and Awareness Toolkit \(ny.gov\)](#)

<https://www.naminh.org/suicide-prevention/>

<https://zerosuicide.edc.org/>

If you or someone you know is struggling emotionally, please reach out and get support:

- [Veterans Crisis Line](#) – Veterans and their loved ones can call 988 and Press 1, [chat online](#), or send a text message to 838255 to receive confidential support 24 hours a day, 7 days a week, 365 days a year. Support for [deaf and hard of hearing](#) individuals is available.
- [Crisis Text Line](#) – Free, 24/7 support for those in crisis. Text 741741 from anywhere in the US to text with a trained Crisis Counselor.
- [The National Maternal Mental Health Hotline](#) provides free 24/7 confidential support, resources and referrals to pregnant and postpartum mothers facing mental health challenges (and their loved ones). Call or text 1-833-TLC-MAMA (1-833-852-6262).
- [Trans Lifeline](#) – Call 1-877-565-8860 for a hotline staffed by transgender people for transgender people. Trans Lifeline volunteers are ready to respond to whatever support needs community members might have.
- [Disaster Distress Helpline](#) – Call 1-800-985-5990 for a 24/7 national hotline dedicated to providing immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster.
- [The Trevor Project](#) – A national 24-hour, toll free confidential suicide hotline for LGBTQ youth. If you are a young person in crisis, feeling suicidal, or in need of a safe and judgment-free place to talk, call 1-866-488-7386 to connect with a trained counselor.
- [The LGBT National Help Center](#) – Call 1-888-843-4564. Open to callers of all ages. Provides peer-counseling, information, and local resources.





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