

# 911 Call Diversion Emotionally Distressed Caller Risk Assessment

## QUESTIONS

“Are you (or the person you are calling about) ATTEMPTING to hurt or kill yourself or anyone else RIGHT NOW?”

**“YES”**  
“MAYBE” OR “SILENCE” is considered a “YES”  
(DISPATCH LAW ENFORCEMENT)

**“NO”**

“Do you feel that you need to talk with someone?”

## PLAN

**“NO”**

**“YES”**

Do you have a plan?  
How would you do it?

Reports a specific plan

Does NOT have a specific plan

## MEANS

Do you have the means (gun, pills, etc.) to do it?  
Have you thought about how to get what you need?

**“YES”**

**“NO”**

## TIMEFRAME

When would you do this?

Has decided upon a specific time or is vague

Has no definite time frame.

## ACTION

**Transfer REJECTED**  
**DISPATCH LAW ENFORCEMENT**  
Continue to assess for immediate safety

“It sounds like it would be helpful if you could talk to someone for a little longer - To help sort through what the best option for you is at this point. I’M GOING TO CONNECT YOU WITH A MEMBER OF OUR CRISIS NETWORK TEAM TO HELP YOU.”

**Transfer ACCEPTED**  
Xfer to 988

- Provide CFS#
- Stay on line
- Provide brief summary call
- Dispatch CIT 1-9 call
- MHL Diversion disposition

