Community Support & Referral Planner

A practical companion to Listen, Support, Connect.

01 Start with permission

Ask what kind of help the person wants. Do not diagnose, promise secrecy, or make faith-based support a condition of care.

What support is the person requesting? (Avoid unnecessary identifiers)

02 Consider barriers with compassion

- [ ] Cost or insurance
- [ ] Transportation or childcare
- [ ] Language or accessibility
- [ ] Privacy or technology
- [ ] Scheduling or hours of service

Which barriers matter to this person, and what help was welcomed?

03 Offer a choice

You might say: “Would you like the number, or would it help to make the call together?”

The person’s preferred next step

Record only the minimum necessary information and protect completed pages under your organization’s confidentiality and safeguarding policies.

Keep a Verified Local Referral List

Fill in trusted services before a need arises; revisit regularly.

Mental health care or primary care | name / contact / access details / verified date

Urgent mental health / mobile crisis support | name / contact / access details / verified date

Food, housing, transportation or family assistance | name / contact / access details / verified date

04 Plan the follow-up

What was agreed? Follow-up date and safe contact method

U.S. urgent safety information

For immediate danger or a medical emergency, call 911. For suicide or mental health crisis support in the United States, call or text 988. Outside the U.S., use local emergency and crisis services.

Verify service hours, eligibility, costs, language access, and availability before sharing a referral. This is educational support, not clinical or crisis-response training.