PROVIDING NEEDED HELP

5. Provide Practical Assistance
   • Discuss a plan to resolve their concerns or meet their needs.
   • Take actions to help address their needs.

6. Connect Individuals with Social Support
   • Help people contact their friends and loved ones.
   • Keep families and children together.
   • Encourage use of available sources of support.

7. Facilitate Coping
   • Give basic information on normal stress reactions.
   • Provide practical suggestions on how to cope that guide people toward helping themselves.
   • Include information on when to seek additional mental health services.

8. Link with Collaborative Services
   • Identify and direct people to government and nongovernment services available.
   • Remember to address the needs of children, adolescents, and older adults.

Getting Mental Health Care

For crisis counseling and long-term mental health care resources in Los Angeles County, call the County of Los Angeles Department of Mental Health 24-hour access hotline:

1 (800) 854-7771
These are the eight PFA core actions. They consist of three main steps: making contact, conducting a rapid needs assessment, and providing the help people need.

**MAKING CONTACT**

1. Make Contact and Engage
   - Introduce yourself and ask for permission to talk.
   - Describe who you are and what you do.
   - Describe what you will do to help.

**ASSESSING NEEDS**

2. Ensure Safety and Comfort
   - Ask about and help people meet their needs (food, water, glasses, hearing aids, medications).

3. Stabilize (if necessary)
   - Find out and address the main sources of distress.
   - Remain calm and give people the opportunity to talk.
   - Suggest a few calming breaths or take a moment before deciding what to do.

4. Gather Information on Current Needs and Concerns
   - Identify individuals in need of immediate referral for mental health or other services.
   - Identify needs for additional services.