

## RECOMMENDATION FOR COMMENDATION

**On 1 September 2022 at approximately 1800 hours Lysandra Matos was working as a 211 Resource Navigator. A city resident called 211, as he was experiencing homelessness and distraught with not having a place to sleep. Unfortunately, after intake hours, 211 has no options for shelter referrals.**

**He repeatedly stated that he was going to walk out in the street and get hit and die. Suddenly, Lysandra realized the caller had indeed walked into the street because she heard the sounds of car horns blaring and pedestrians yelling. Over and over, Lysandra asked the caller if he could provide the street name of his location, so that she could call 911 for help. She heard the cars driving around him as he refused to provide the street name or disclose his location.**

**Lysandra remained calm, asking him to get back on to the sidewalk and out of the heavy traffic. While she kept the caller engaged, and continued to ask him to walk back to safety, she made the smart decision to call 911 from her personal mobile phone. She knew that transferring the call to the Crisis Line would likely result in the caller hanging up. Finally, the caller told Lysandra that he was in front of St. Ann's Church at 929 N Duke Street. As soon as he shared this vital information, she implored him to not hang up, assured him she is still on the line with him while she is talking to the police. Thinking quickly again, she was able to get details of what the caller was wearing so that she could share the information with the 911 dispatchers. She remained on the phone with the caller until emergency responders arrived.**

**The next day, the police officers called Lysandra to advise her that the caller had been admitted to LGH Behavioral Hospital to be observed, and that he was safe.**

**All 211 Resource Navigators receive extensive training in the practice of being trauma-informed, so that they know how to react in these situations. Thanks to that training and Lysandra's expertise from her full-time profession, she was able to save a life that night!**