



About the National Crisis Center

Sandy Hook Promise's National Crisis Center launched in the fall of 2019, with a mission to provide a safe and confidential Trusted Adult for students to reach out to for help.

The National Crisis Center is the only one of its kind exclusively dedicated to school-based anonymous reporting nationwide, supported by highly trained and compassionate counselors who monitor the app, website, and hotline 24 hours a day, seven days a week, 365 days a year.

The Say Something Anonymous Reporting System is a companion to the core Say Something program that teaches students and educators what the warning signs for potential violence or self-harm are, when, and how to tell a Trusted Adult to get help. Regular Say Something trainings are required for a school or district to be authorized to use the system.

The Crisis Counselors listen to student concerns, provide relevant resources, and reach out for help when warranted. When an immediate, life-threatening situation is identified, counselors work with local response teams that include school administrators, social workers, and law enforcement officials.

Crisis Counselors go through extensive and ongoing training that includes more than 500 hours of training in evidence-based best practices, as well as accredited suicide prevention and crisis counseling certification programs. They also work for more than six weeks under the watchful eyes of an experienced counselor before handling any student tips on their own.

In 2023, the National Crisis Center was accredited by the American Association of Suicidology as an approved crisis intervention program as defined by a set of quality standards.

