

An HPF Counselor Guide to Crisis Intervention through LifeMatters® Services: 1-866-574-3130

Sometimes, during foreclosure prevention counseling, it becomes apparent that the emotional needs of the homeowner are far greater than what you can provide. Refer these homeowners directly (via hot transfer) to LifeMatters for free, confidential crisis intervention.

Acute emotional crisis situations that could be referred to a LifeMatters counselor include:

- Suicidal thoughts
- Homicidal thoughts
- Recent abuse or neglect of a child or vulnerable adult
- Recent death in the family
- Chronic substance abuse
- Domestic violence



Confidential LifeMatters services are available 24 hours a day, every day of the year.

Costs

Services provided directly by LifeMatters are free to the homeowner. The service is paid for by the Homeownership Preservation Foundation. If a homeowner is referred to local counseling or support services by a LifeMatters counselor, he or she will be advised of any costs. For additional information, call LifeMatters at:

1-866-574-3130