

## Change Direction — Five signs Feeling hopeless? video transcript

NARRATOR:

Nearly one in every five people, or 42.5 million American adults, suffers from a diagnosable mental health condition. [Source: Substance Abuse and Mental Health Services Administration, Results from the 2013 National Survey on Drug Use and Health: Mental Health Findings, U.S. Department of Health and Human Services: [www.samhsa.gov](http://www.samhsa.gov) (as of November 24, 2014).]

Often our friends, neighbors, co-workers and even family members are suffering emotionally and don't recognize the symptoms or won't ask for help. We've put together five possible signs that someone is in emotional pain and might need help. One of the signs is:

### **Feeling hopeless.**

They seem overcome with hopelessness and overwhelmed by their circumstances.

*A plane takes off. Inside the plane, a man types on a laptop and his neighbor starts a conversation.*

HAROLD: Business trip?

MATT: Yeah. Just trying to keep up with e-mails. How about you?

HAROLD: I wish. I got laid off six months ago. Third time in five years. It's taking me longer to find a new job each time.

MATT: Oh, sorry to hear that.

HAROLD: Yeah, I'm on my way to my 11th interview. I'd have to move if I get it, but if it pays enough I'll make it work. Never traveled for work before, but I did travel in the Service. I was stationed all over the globe. Turkey, Germany, Afghanistan. You name a place, I've probably waited for a plane there.

MATT: That's nice to get the opportunity to see a lot of new places.

HAROLD: Hmm. Well, since then, it's been really hard for me to get used to being in one place all the time. Especially with office jobs — I don't like sitting at a desk all day long but I bring a lot of strong skills that I developed in the Service.

HAROLD: My last boss thought I had trouble focusing but I really just have to get up and move around more than the others. Maybe I shouldn't take it personally, but I do. It feels personal, you know?

MATT: Yeah, I know what you mean.

HAROLD: [points to computer screen] Are those your kids?

MATT: Yeah, that's Sara, she's five, and little Benjamin; he's only two years old.

HAROLD: My kids are seven and thirteen. [Shows Matt photos from his wallet.] Lila needs braces but I don't know when I'll be able to afford 'em. Unemployment checks help, but I make a lot more when I work.

HAROLD: And you know what Faye said to me when I dropped her off at my parents' house this morning? She said, "Don't worry, Daddy, I'll break open Mr. Banky Pig and you can have ALL the money I've been saving up for a bike!" [Harold gets choked up.] My kids are so giving. I just want to be able to give them everything, you know? But without a job, that's not so easy.

MATT: I can imagine. That sounds really challenging.

HAROLD: Even when things seem to go right, it's like I take one step forward and ten steps back. I'm always trying my hardest but I always seem to be falling further behind.

NARRATOR: Matt recognizes that Harold is feeling overwhelmed by the situation he's in, so he mentions some resources that might help.

MATT: Sounds like you're going through a tough time. I just recently heard a coworker talking about how this organization — Give an Hour — can connect you with counseling that can help through it's volunteer network. And it's at no cost to you. The website lists vocational resources, too.

MATT: Let me find the number...

Matt types on the laptop.

MATT: Here it is!

Matt writes the number down and gives it to Harold.

HAROLD: You really think they can help?

MATT: Give them a call and see what they say. And you can call the state information and referral line, too. It's "211" in most states, or you can look up the number.

HAROLD: Thanks. I'll start calling around after my interview. I don't mean to bug you. You're busy enough. Thanks for listening.

MATT: It's my pleasure. Sounds like you have a lot to offer. I really appreciate your service in the military, too. Good luck with your job search.

HAROLD: Thanks!

MATT: Hey, tell me more about your kids. Do you have any tips for getting my little one to sleep on time?

*The plane lands.*

NARRATOR: Harold calls and gets referrals to local programs. Some of them specialize in helping veterans with basic needs in tough times just like what he's been going through. Others offer help with his resume, job applications and interview skills.

NARRATOR: It takes some time and some help, but a few months later, Harold's working again and feeling more optimistic. And the insurance with his new job helps him get Lila her braces — without Faye having to break open her piggy bank.

NARRATOR: By simply listening and offering helpful resources, Matt made a difference for Harold and his family. It's important to act on your concerns as soon as you notice signs of someone who's feeling hopeless. You could change a life. To learn more about how you can recognize signs of emotional suffering, visit [www.changedirection.org](http://www.changedirection.org).