

FAQs



COLORADO CRISIS SERVICES

Colorado Crisis Services is the statewide behavioral health crisis response system offering residents mental health, substance use or emotional crisis help, information and referrals. Its mission is to strengthen Colorado's mental health system by providing Coloradans with greater access to crisis services wherever they are at 24/7/365 regardless of ability to pay.

1) **How can Colorado Crisis Services help?**

Colorado Crisis Services provides free, confidential and immediate support. Our trained professionals are available 24/7/365 via phone, text, or in-person at our walk-in centers, and we also provide help via online chat. If you don't know where to begin getting help with a mental health, substance use or emotional concern—for you, or for someone you know—start here. Our crisis counselors will listen and care. We are dedicated to offering guidance, no matter what the issue.

2) **What can I expect when I call?**

When you call Colorado Crisis Services, you will be connected to a trained professional—or you can choose to speak with a trained peer specialist who has gone through experiences similar to yours. We offer translation services in more than 200 languages for non-English speakers, we engage in immediate problem solving, and we can even make follow-up calls to ensure you receive continued care.

3) **What kinds of people are answering the phones? What are their backgrounds?**

Depending on the reason for your call, you will either be connected to a trained professional, or you can choose to speak with a trained peer specialist. Our crisis clinicians are trained mental health professionals, and our peer specialists are individuals who have gone through experiences similar to yours and are now trained to provide support and guidance to others on a variety of topics.

4) **What kinds of things can I call about?**

Crisis looks and feels different for everyone—so if you find yourself struggling with any mental health, substance use or emotional challenge, our services are for you. No problem is too small. Common call topics include: depression, substance use, grief & loss, self-injury, suicidal thoughts, bullying, stress, parenting concerns, trauma, drugs & alcohol, relationship problems, family crisis, anxiety, domestic violence, homelessness, disability, concerns for a friend or family member, recovery support, and resource questions.

5) **What is the difference between the Colorado Crisis Services line and the Suicide hotline?**

The National Suicide Prevention Lifeline is 1-800-273-8255 (TALK). It's based in New York and is routed by area code to regional providers. The area codes for Colorado are routed to two organizations locally, including Colorado Crisis Services, which is a certified Lifeline provider. Most calls to The National Suicide Prevention Lifeline are related to suicide prevention or rescue.

The Colorado Crisis Services Line is dedicated to Colorado and provides access to Colorado's statewide crisis system. Anyone can call either number and get access to the same professional and expert response for any behavioral health crisis or resource need.

6) **Do I have to tell them my name when I call in?**

The clinician will ask for at least a first name and call-back number in case the call gets dropped or disconnected. However, it is not required to give your name.

7) *Are my messages confidential?*

The confidentiality and security of texts and chats is ensured through the software provider, which uses the same encryption and data protection standards required by major financial institutions to transact business with one another. When using our text service, keep in mind that your information is being sent through your cell phone and involves technology outside of our platform. Contact your cell service providers for more information about security on their end.

8) *Where can I get help in person?*

Our walk-in centers are open 24/7 and offer confidential, in-person crisis support, information and referrals to anyone in need. If you need in-person assistance, or are helping someone with a crisis, you can always go to the walk-in center closest to you. Walk-in centers are located statewide, including the Denver Metro region, Northeast region, Western Slope region and Southeast region.

9) *What happens when I go to a walk-in center?*

You'll check in at the front desk and will be seen by a trained clinician who will determine the appropriate intervention. If needed, you will receive a clinical evaluation. This may include a brief physical evaluation by a medical professional.

10) *How often can I call, text, chat, or walk-in?*

You can use our services whenever you are experiencing any sort of mental health, substance use or emotional issue. No matter what you're going through, we're here to help. No problem is too insignificant.

11) *How do I use Crisis Text?*

In order to begin talking with a crisis text clinician, text TALK to 38255. Please read the terms and conditions that are sent to you in the initial texts from us. We will also ask you for your date of birth and your zip code. After you have ended your text, you will get one additional followup question within a few hours asking you to rate the helpfulness of your text conversation.

If you would like to stop receiving texts from us at any time, simply text STOP and you will be removed from our list. If you would like to begin talking to a crisis text clinician again later, just text TALK to 38255 at any time.

12) *How do I use Crisis Chat?*

The Crisis Chat feature is available on the Colorado Crisis Services website, seven days a week, from 4 p.m. to midnight. Go to ColoradoCrisisServices.org and click the "Chat Now" button. Once you accept the terms and conditions of this service, you will be directed to a few "pre-chat" questions. The answers to these questions provide chat specialists with basic information. At the end of the chat, you will also have the opportunity to answer a few questions about the chat experience.

13) *Do your counselors speak other languages?*

Our phone clinicians, as well as the staff at our walk-in centers, have access to more than two hundred languages via telephonic translation services. Some of the walk-in locations may also have bilingual staff. Translation is not currently available for our text and chat services.

14) *Can you come to me?*

If a trained clinician determines that the best intervention requires face-to-face interaction, a Mobile Crisis Clinician may be dispatched. A mobile clinician may travel to a variety of locations in the community (schools, homes, churches, etc.), including a discrete location of your choosing.

15) *Are walk-in services free?*

Crisis walk-in services are available regardless of one's ability to pay. If an individual has private insurance, a co-payment may be required depending on the plan coverage. However, a co-payment is not required at the time of service, and no one will be turned away for crisis services, regardless of ability to pay.

16) *Are call, chat, and text services free?*

It is free to speak with a trained clinician via our phone, chat, and text options. However, for texts, standard text message rates from your cell phone provider will apply (consult your cell provider for clarification).

17) *Can I request help for a loved one?*

A family member or friend of an individual in crisis may certainly call the hotline and discuss the situation with the clinician to determine the best plan.