

Crisis Services. . .

Our Story . . .

In response to needs identified by Erie County citizens and agencies in the late 1960's, Suicide Prevention & Crisis Service (more commonly known as Crisis Services) was formed to alleviate distress, coordinate linkage to community resources, and provide help to people in emotional crisis. Our telephone hotline counseling service began in 1968 with dedicated volunteers and staff. It continues today, along with our other programs, making Crisis Services the most comprehensive crisis center in Western New York and an important link in the network of critical services provided by Erie County.

Crisis Services provides immediate crisis intervention, assessment, supportive counseling, linkage and follow-up services for individuals and families facing various types of crisis. When you are feeling alone and don't know where to turn, we are always available for help in dealing with various situations including, but not limited to, emergency mental health needs for children and adults, housing and homeless issues, domestic violence, rape, elder abuse and access to community-wide resources 24 hours a day, 365 days a year.

For over 40 years, Crisis Services continues to be your safety net . . . since 1968.

Become a Volunteer

If you would like to learn more about becoming a volunteer for Crisis Counseling Program or our Advocate Program, please go to our website, www.crisisservices.org, & click on Volunteer Opportunities.

Make a Donation Today

Become a supporter of Crisis Services. Go to www.crisisservices.org to donate online or get more information.

Community Education & Training

Crisis Services provides educational presentations and trainings on the various services we provide. Contact us today to arrange for one of our expert staff to come to your community group, school, or organization.



Certified by the
American Association
of Suicidology



24 Hour Hotline
Serving Erie County
716-834-3131

www.crisisservices.org

Kids' Helpline
716-834-1144
1-877-KIDS-400

also servicing
Chautauqua County
24 Hour Hotline
1-800-724-0461

E-mail: info@crisisservices.org

Our Programs . . .

Crisis Counseling 24 Hour Hotline

- Provides immediate response to all callers on a 24-hour basis
- Provides immediate access to all Crisis Services Programs
- Offers assessment, supportive phone counseling, crisis intervention, suicide prevention, referral and information services
- Handles over 150,000 calls per year
- Provides service for Erie County and Chautauqua County
- Provides TTY services for the hearing impaired

Kids' Helpline

- Provides school-age children, adolescents and parents immediate and confidential support 24 hours/day
- Provides immediate access to all Crisis Services Programs

716-834-1144



716-834-3131

Emergency Outreach

- On-site emergency intervention for those experiencing a mental health crisis
- Offers telephone assessment, lethality monitoring, on-site crisis intervention, 9.45 evaluation, community linkage, and consultation 24 hours a day, 7 days per week
- On-site intervention provided by 2-person teams of professionals with the goal of crisis stabilization and hospital diversion

Trauma Response

- Provides crisis intervention 24 hours a day, 7 days per week to individuals, groups, schools, and businesses who have been exposed to a traumatic event, such as suicide, community violence, and work place death

Our Mission:

Crisis Services is dedicated to promoting the health, safety, and well-being of the community through prevention, education, immediate intervention and access to community-wide resources 24 hours a day.

Advocate

- New York State Department of Health Designated Rape Crisis Center
- NYS Approved Non-Residential Domestic Violence Service Provider
- Provides immediate and confidential response and support for survivors of rape, sexual assault, domestic violence, family violence and elder abuse at all Erie County ER's
- Criminal Justice Advocacy
- Case Management Services
- Counseling
- Sexual Assault Nurse Examiner Program

Homeless Outreach

- 24-hour hotline provides information, referral & crisis intervention to persons who are homeless or at risk of becoming homeless
- Case management services focusing on comprehensive needs of homeless individuals and families
- Homeless prevention services providing financial assistance for eviction, foreclosure or utilities shut-off
- After hours homeless assistance
- Case management at Emergency Shelters in Erie County

Police Mental Health Coordination Project

- Collaboration between law enforcement and the emergency mental health system of Erie County to offer coordinated response to the needs of people with mental illness

Your safety net . . . since 1968