

## What happens when someone calls Crisis Connection?

The chances are good that right now, as you read this, two or three people in our community are talking to a Crisis Connection counselor and getting help.

Help with what? It could be literally almost anything. Typically, calls involve family and relationship matters, depression, coping with abuse of many kinds or seeking out community resources. We counsel people at serious risk of suicide every day.

While the needs of our callers are many and varied, our response usually involves two vital steps:

- First, we help the caller reach a place of emotional and physical safety. We have been described as the “paramedics of mental health.”
- Second, we connect the caller to resources that offer longer-term support.

## 24/7 Crisis line numbers

Crisis Connection/  
Community Call Center . . . . . 612-379-6363

Sowing the Seeds of Hope/  
Rural Minnesota Crisis Line . . . . 1-866-379-6363

Men’s Line . . . . . 612-379-6367

WorkLine . . . . . 612-852-2225

National Suicide Prevention  
Lifeline . . . . . 1-800-SUICIDE

## Crisis Connection numbers

Teen and Community Education  
Programs . . . . . 612-852-2203

Volunteer information . . . . . 612-852-2203

Financial Development . . . . . 612-852-2224

## How you can be involved

There are several ways people can be involved in the important, life-saving work of Crisis Connection:

### Volunteer as a counselor

If you are interested in learning more about becoming a volunteer phone counselor, call to talk with us. *Contact: Volunteer Resources, 612-852-2203*

### Volunteer in other ways

We have numerous other volunteer positions that enable people to assist our efforts in fundraising, technology development and more. *Contact: Volunteer Resources, 612-852-2203*

### Contribute money

Individuals, corporations and foundations, religious and civic organizations, all help us generate the funds needed to fulfill our mission. *Contact: Financial Development, 612-852-2224*

### Be proactive

Put our crisis line number—**612-379-6363**—on your refrigerator. Make sure you, your family and friends know how to reach us in times of crisis.



*Every hour of every day ... someone is here to listen.  
If you or someone you know needs us  
please call 612-379-6363 or 1-866-379-6363.*

[www.crisis.org](http://www.crisis.org)

**Every minute of every hour  
of every day ... someone is  
here to listen.**

10.0415



*Confidential crisis counseling, information  
and referral, 24 hours a day*

*Our mission is to create a place in which no one in crisis will be alone.*

**24/7 crisis line: 612-379-6363 or 1-866-379-6363**

## *Why we matter*

We matter for this reason: people have mental health needs 24 hours a day, seven days a week. We are the agency Minnesotans can count on to be there, with a qualified counselor able to respond to a crisis with empathy, and with expert knowledge of resources.

We provide a more accessible and far less costly intervention resource at times when few options—other than hospital emergency rooms—are available for mental health support.

Our Community Call Center, which has operated continuously since 1969, is a confidential service and available without charge to anyone at any time. Nearly all of the 45,000 calls we receive annually are handled by a volunteer staff of about 75 counselors, all of whom have at least 55 hours of specialized training and are supervised by paid professional mental health counselors.



*"You guys are great. You are my lifeline. Tell everybody there how much I appreciate you."*

## *Education and training*

### **Professional education and training**

Crisis Connection offers a broad range of training and educational opportunities for individuals in a wide variety of occupations, including social service agency staff, law enforcement and security officers, medical professionals, teachers, church staff and child care workers. We specialize in suicide intervention skills training, with trainers registered in Applied Suicide Intervention Skills Training (ASIST).

### **Volunteer training**

Our volunteers include community volunteers, and students who are completing internships or service learning requirements. Each volunteer receives 55 hours of initial crisis intervention and counseling training, plus ongoing in-service. Our volunteers function primarily as phone counselors, under staff supervision, but some also serve as teen and community educators.

### **Outreach and community education**

Crisis Connection staff and trained volunteers are regularly asked to speak at community education activities on a variety of mental health and crisis counseling topics, as well as to provide an overview of the organization's services. Crisis Connection's Teen Education Program provides adolescents with information about mental health and suicide prevention.



## *Our services can be highly specialized*

Crisis Connection counselors are adept at serving populations with special needs or that require particular understanding of culture and circumstances:

- Our "Sowing the Seeds of Hope/Rural Minnesota Crisis Line" is available to farmers and farm families throughout Minnesota.
- Our "Men's Line" is a resource to help men in crisis or anyone involved who wants to talk to someone about issues of abuse and violence in their lives.
- Through a partnership with Hennepin County, our "WorkLine" is available to welfare-to-work clients, helping them overcome the barriers to getting and keeping full-time jobs, such as child care or transportation complications.
- We are Minnesota's arm of the National Suicide Prevention Lifeline. We are also one of just two Minnesota entities certified by the American Association of Suicidology.



**CrisisConnection**

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