

## What happens when someone calls Crisis Connection?

"I need to find the strength to make it through one more day," a caller says. She is a single mother with limited resources and she's been taking her sick child to medical appointments on the bus for weeks. The exhausted, worried woman sounds ready to collapse, but after talking to the phone counselor who listens supportively, she sounds much calmer and says, "Now I think I can make it through tomorrow."



An older woman calls who has called Crisis Connection many times over the last several years. She has been diagnosed as suffering from schizophrenia, lives on disability, and is very lonely and isolated. Today she is frightened because her monthly disability check has not arrived. The Crisis Connection counselor talks to her for a while, helps her remember that the check is not due quite yet, and makes sure that she is safe.

An unemployed, middle-aged man calls Crisis Connection on a cold, rainy morning. He's sitting under a tree in a suburban woods, talking on a cell phone and holding a bottle of pills. He's afraid

he will lose his house, feels hopeless, helpless and ready to swallow the whole bottle of pills. The Crisis Connection counselor talks to him for over an hour and eventually gets him to disclose enough details about his surroundings that local police can find him and get him to a hospital for professional care and treatment.



## 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, 612-852-2201*

### 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, 612-852-2201*

### Contribute money

Individuals, corporations and foundations, religious and civic organizations, all help us generate the funds needed to fulfill our mission. *Contact: Business office, 612-852-2200*

### 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.



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

**YOU** could be  
the person who  
answers the next  
call for help!

**HSI** 

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)

**HSI** 

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**

## *Volunteer to serve people in crisis*

We need volunteer phone counselors to help us with the vital work of Crisis Connection, a non-profit mental health agency that provides 24-hour crisis counseling by telephone. Crisis Connection's service is free, confidential, and available 365 days a year to callers throughout Minnesota.

Anyone can call us for help, and talk about issues such as depression, suicide, abuse, and family and relationship problems. We also provide information and referrals to additional community resources. Currently, we respond to more than 45,000 calls a year.

Crisis Connection counselors are trained volunteers who are partnered with skilled professionals. They are trained to respond to callers in nonjudgmental and positive ways, and are supported by the professional staff available at all times. Our goal is to provide

callers with emotional support, to de-escalate any crises, and help callers find additional helpful resources.

*"I love working here. It fulfills me in a way I could never have envisioned."*

## *We have internship opportunities*

We have internships for students at both the undergraduate and graduate levels.

If you are interested in an internship, we offer:

- Individual supervision with a licensed psychologist or social worker.
- A variety of times to volunteer including evenings, nights and weekends.
- Experience with a wide variety of callers, presenting a wide range of problems and mental health issues.
- Excellent training in crisis and suicide intervention.

Our training program prepares individuals to help people on a one-to-one basis. Volunteers develop communications and intervention skills that can be used in their personal as well as professional lives.

Call 612-852-2201 to learn more about our volunteer or internship opportunities or visit our website at [www.crisis.org](http://www.crisis.org).



*"The experience here has been so eye-opening for me ... the opportunity to try to help people has enriched my life, and the training has helped me in all aspects of my life."*



*"I have learned an incredible amount of communication skills that I use in both my volunteer work and my personal life."*

## *How to become a volunteer phone counselor*

If you are 20 years of age or older, you can apply to become a phone counselor.

If accepted, you would complete a 40-hour training program that covers basic counseling skills and mental health topics.

Once you complete the training, you would typically work one four-hour shift per week on a team of volunteers under the guidance of a skilled professional.

The hours are flexible and the atmosphere is congenial and supportive. To apply, call 612-852-2201.

**HSI**

 CrisisConnection

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