

County Crisis Services



1919 University Avenue West, Suite 400, St. Paul, MN 55104 Tel. 651-645-2948 or 888-NAMIHELPS www.namihelps.org

What are county crisis services?

County crisis services help people of all ages experiencing a mental health crisis resolve the situation and link people to resources. Sometimes trained crisis responders come to homes or agreed upon meeting places to help.

Who can use county crisis services?

Anyone in Minnesota can use these services. Crisis services can be used by everybody, regardless of legal or immigration status.

Are crisis responder's police?

No, crisis responders are not police officers. They are mental health providers or mental health specialists. In some communities, police may work with crisis responders in certain situations.

What do crisis responders do?

Crisis responders will first assess a situation over the phone. They will determine whether they need to come in person and, if not, help resolve the situation and link people to resources over the phone.

If a crisis responder comes in person, they assess the situation, help the people experiencing the crisis cope, and connect them with resources. They also follow up with the people they have helped to make sure they are receiving the ongoing support and services they need.

What are the benefits of county crisis services?

People can use county crisis services instead of calling law enforcement. Crisis services also help people you access the medical care they need, avoid emergency department visits, and connect with resources.

What should I say when I call?

Explain you or someone else is having a mental health crisis. Be clear about what exactly is happening and if you want a crisis responder to come in person. Try to remain calm but do convey the urgency of the situation.

They will ask for your name as well as the name, age, and a description of the person in crisis, their current location, and if they have a weapon. You may also be asked questions about the person's mental health history and diagnoses, medications, past suicide attempts or violence, drug use, triggers, what has helped in the past, and if they have currently lost touch with reality. Be honest if you do not know the answers to these questions. You do not have to be with the person who is in crisis to call.

How do I contact county crisis services?

In the Twin Cities metro area, call **CRISIS (**274747) from a cell phone to access services.

Outside of the metro area, each county has a different number for crisis services. The Minnesota Department of Human Services list these numbers at: <https://mn.gov.dhs/people-we-serve/adults/health-care/mental-health/resources/crisis-contacts.jsp>.

Are translation services available?

Yes. Ask for an interpreter when you call.

Are county crisis services available on tribal reservations?

The Fond Du Lac, Leech Lake, and Red Lake Band tribes do not have crisis response numbers. DHS recommends calling 911 from these locations. The White Earth tribe crisis response number is available on the above directory.

Are there other crisis services available?

Visit the Minnesota Department of Human Services' website for more information: <https://mn.gov/dhs/people-we-serve/adults/health-care/mental-health/>

NAMI HelpLine: 800-950-6264

National Suicide Prevention Lifeline: 1-800-273-8255

Crisis Text Line: 741741

NAMI publications for developing crisis plans can be found for free at <https://namimn.org/support/resources/crisis-resources>