

FAQs



COLORADO CRISIS SERVICES

What is Colorado Crisis Services?

Colorado Crisis Services provides free, confidential and immediate support from trained professionals and peer specialists, available 24/7/365 by calling 844-493-TALK (8255), or texting TALK to 38255. Colorado residents can also seek services in-person at our walk-in centers, regardless of ability to pay. 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.

What is the difference between Colorado Crisis Services and 988?

Colorado Crisis Services and 988 are both free support lines that are available to the people of Colorado. 988 is the new national 3-digit number for calls, texts, or chat that connects people to the Suicide & Crisis Lifeline. Colorado Crisis Services also provides free support via call or text in addition to in-person walk-in services, regardless of your ability to pay. Find a walk-in location near you at [ColoradoCrisisServices.org](https://coloradocrisiservices.org).

What kinds of things can Colorado Crisis Services help me with?

Crisis looks and feels different for everyone - so if you find yourself in need of someone to talk to, we are here for you. Common topics people reach out about include depression, grief and loss, self-injury, suicidal thoughts, bullying, stress, parenting concerns, trauma, drug and alcohol use, relationship problems, family crisis, anxiety, domestic violence, being unhoused, disability, concerns for a friend or family member, recovery support, and resource questions.

How often can I use Colorado Crisis Services?

There is no limit to how often you can use our services. Reach out when you can't stop doom scrolling, when you feel like your head is spinning in circles, when you just need someone to listen, when the intrusive thoughts just won't stop. No matter what you're going through, you can always turn to us.

What can I expect when I call or text Colorado Crisis Services?

When you reach out via call or text, you can choose to be connected to a trained professional—or you can choose to speak with a peer specialist who has gone through experiences similar to yours. They will ask you a few questions including asking you to provide your name and pronouns so they know how to refer to you, however you can also choose to remain anonymous. If you are connecting via call, you will be asked for a call back number in case you get disconnected. They will then give you space to share your thoughts and listen to you. They will provide immediate support and offer recommendations for your specific situation, and connect you to further resources if needed to ensure you receive continued care.

What information do I have to provide when contacting Colorado Crisis Services?

You get to choose what you are willing to share and your decisions won't affect your ability to get support.

What kinds of people are answering when I call or text?

When you call or text, you will be given the option to speak with a trained professional or a peer specialist. Our trained professionals are specialized in crisis management and are trained to respond to varying situations. Training includes de-escalation, stabilization and learning how to make useful connections to on-going support. Peer specialists identify as having lived experience with a mental health concern, or supporting someone with a mental health or substance use concern. They have undergone speciality crisis training including how to reduce stigma and connect people to support.

Are my interactions with Colorado Crisis Services confidential?

When you call or text Colorado Crisis Services, your information is kept confidential and our trained professionals and peer specialists do not have the ability to determine your location. However, if someone's safety is at risk, the trained professional or peer specialist will attempt to connect the person to emergency services.

Text Disclosure: The confidentiality and security of texts 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 their security practices.

Where can I get help in person?

Most of our walk-in centers are open 24/7 and offer confidential, in-person crisis support. If you need help in-person, 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. Find one near you at ColoradoCrisisServices.org

What can I expect when I visit a walk-in center?

You'll check in at the front desk and be asked to complete a brief screening to determine the level of care you might need, which will likely involve meeting with a trained professional to talk more in depth about what you're experiencing. This process helps decide what next steps are needed. This may also include a brief physical health screening by a medical professional.

Do your trained professionals and peer specialists speak other languages?

Our trained professionals and peer specialists on the phone, as well as the staff at our walk-in centers, have access to more than 200 languages via telephonic translation services. Some of the walk-in locations may also have Spanish speaking staff. Please note that text services are only available in English at this time.

Can you come to me?

If a trained professional determines that the best intervention requires face-to-face interaction, a trained professional can be dispatched at your request. They may travel to a variety of locations in the community (schools, homes, churches, etc.), including a discrete location of your choosing. In rural areas, it could take up to two hours for the team to arrive and up to one hour in urban areas. A telehealth option may also be utilized.

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 and other out-of-pocket expenses may be required depending on the plan coverage with your insurance provider. However, no payment is required at the time of service, and no one will be turned away for crisis services, regardless of ability to pay.

Are call and text services free?

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

Can I request help for a family member or friend?

A family member or friend of a person in crisis may certainly call or text Colorado Crisis Services and discuss the situation with the trained professional to find out how you can get support for yourself and the person you're concerned about.