



**FOR IMMEDIATE RELEASE**

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**Colorado Crisis Services Now Offers Crisis Text Service for  
Coloradans Needing Mental Health, Substance Use or Emotional Help**

**Denver, Colo.** — Beginning today, Coloradans can now use text to receive immediate and professional help to deal with any type of crisis situation. The new statewide crisis text service launched by Rocky Mountain Crisis Partners, a provider of Colorado Crisis Services (CCS), is available 24 hours a day, seven days a week. The text service is the latest resource for individuals needing mental health, substance abuse or emotional help before, during or after a crisis.

How it works:

- Anyone can text the word *TALK* to 38255 anytime, from anywhere in Colorado about any type of crisis.
- The individual in crisis will receive an automated text with the terms and conditions of the text crisis service. He or she will then be asked to provide a date of birth and zip code; the name of the individual can remain anonymous.
- Within minutes, a Masters level crisis text counselor from Rocky Mountain Crisis Partners receives the text and responds quickly. The crisis text counselor will text back to ask questions about the individual's situation, safety, and thoughts and emotions, and will work with the individual on developing a plan to make him/her feel in control of the crisis situation. If a crisis text counselor feels that the individual is in danger, he/she will talk with the individual about accessing additional crisis services.
- The entire conversation is conducted in a texting format and can take up to an average of 45 minutes (unless the individual in crisis asks to speak with a counselor over the phone). The text conversations are confidential and are secured through a text software provider that uses the same encryption and data protection standards required by major financial institutions.
- The text service is completely free of charge, but standard text message rates will apply. Individuals should consult their cell phone provider for further details.

"We are thrilled to offer Coloradans a new crisis help tool," said Liza Tupa, the deputy director of community programs at the Colorado Office of Behavioral Health. "This new service helps ensure Coloradans greater access to mental health services at the right place and at the right time."

This new statewide text service is the latest option for Coloradans facing a crisis situation. Additional resources include:

- The Colorado Crisis Support Line [1-844-493-TALK (8255)], which is available toll free 24/7, 365 days a year and offers over 100 language service options, provides callers with an immediate connection to a crisis counselor
- The chat crisis service available at [www.ColoradoCrisisServices.org](http://www.ColoradoCrisisServices.org) allows users to chat with Masters level crisis clinicians or chat specialists to receive emotional online support, crisis intervention and suicide assessments. This chat feature is available seven days a week from 4 p.m. to midnight.
- In person services through 24-hour walk-in crisis locations, mobile response teams and respite care facilities throughout the state. A list of the walk-in crisis center locations can be found at [www.ColoradoCrisisServices.org](http://www.ColoradoCrisisServices.org)

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### **More about Colorado Crisis Services**

Colorado Crisis Services is Colorado's first statewide resource for mental health, substance use or emotional crisis help, information and referrals. This effort was formed as a part of the initiative set forth by Gov. John Hickenlooper, in partnership with the Colorado Department of Human Services, to strengthen Colorado's mental health system and provide greater access to mental health services. This campaign is part of the Strengthening Colorado's Mental Health System: A Plan to Safeguard All Coloradans initiative.

View the Colorado Crisis Services TV spots (English and Spanish) here:

<https://www.dropbox.com/sh/3fnvq7qml2mb3g0/AABED9-xPM0gBQagnadVBgl9a?dl=0>