



Southwestern Pennsylvania Human Services, Inc.

## *SPHS CARE Center*

# Crisis Intervention Services



Telephone Services



Walk-In-Services



Mobile Crisis Outreach



Stabilization/Diversion Unit

24-Hour Crisis Hot-line:

**1-877-225-3567**

A crisis is defined as an immediate stress-producing situation, which causes acute problems of disturbed thought, mood or social relationships requiring immediate intervention. SPS Behavioral Health provides four levels of Crisis Intervention Services.

The four levels of crisis intervention services are:

**1. Crisis Telephone Service:** Immediate response to callers on a 24-hour-a-day basis. The professional staff assists callers by offering assessment, crisis intervention, suicide prevention, crisis resolution and referral to a vast array of local agencies and support groups.

All referrals for Crisis Intervention Services come through the Crisis Telephone Service by calling **1-877-225-3567**. The crisis telephone staff will determine priority and initiate referral to the appropriate level of crisis services.

**2. Crisis Walk-In-Services:** Immediate response to callers who are in need of an urgent face-to-face crisis assessment. In addition to a face to face assessment, crisis counseling/consultation and crisis resolution are provided during the walk-in-service. Hours of operation are Monday through Friday, 8:30 a.m. - 4:30 p.m. at the following locations: 75 East Maiden Street, Washington; and 568 Galiffa Drive, Donora. And 24/7 service at 1961 North Main Street, Washington; and 14 Galleton Avenue, Donora.

**Goals and objectives of the program:**

- Provide 24-hour crisis services/assessments
- Assist in the development of an individualized crisis plan
- Stabilize the crisis by linking the consumer to needed services
- Decrease hospital utilization by facilitating early intervention, stabilization, community reintegration and support

**3. Mobile Crisis Outreach:** Provides early intervention before the situation escalates to a critical point. Consultation services are also provided to consumers, support systems and behavioral health providers. A face-to-face assessment is completed and the crisis resolution usually results with linkage to provider agencies. All referrals for Mobile Crisis services come through the crisis telephone services.

Crisis Telephone, Crisis Walk-in and Mobile Crisis Outreach are offered to all persons who reside in Washington County or anyone wanting assistance for such a person. In addition, follow-up services are available.

**4. The Crisis Stabilization/Diversion Units:** One eight-bed facility, and one four-bed facility, providing medically supervised crisis stabilization to adults with a behavioral health disorder who are in crisis. **The stabilization/diversion units are located at 1961 North Main Street, Washington and 14 Galleton Drive, Donora.**



Washington County residents can utilize these confidential services. In addition, referrals will be accepted from human service, mental health, and crisis intervention service providers; and law enforcement in Washington County.

**CRISIS INTERVENTION SERVICES**

**1-877-225-3567**

**For further information, please contact**  
**Crisis Intervention Services**  
**1-877-225-3567**



***1961 North Main St., Washington, PA***



***14 Galleton Avenue, Donora, PA***

