

Program Overview

The Crisis Center of Family Services provides short-term crisis counseling for all people in Brown, Shawano, or Sheboygan County. All services are free of charge. The centers are available by phone or in person 24 hours a day, 365 days a year. Crisis Center staff handle situations such as suicide, stress management, relationship issues, grief and loss, parent/child conflicts, and much more.

Who We Serve

Any individual or family in crisis throughout Brown, Shawano, or Sheboygan Counties.

2007: 5,125 counseling sessions conducted; 28,642 telephone crisis calls answered.

A Story of Success

The Brown County Sheriff's Department transported Ed, a male in his 40s, to the Crisis Center for a suicide assessment after relatives requested a welfare check. His family was concerned about a recent statement he had made about visiting a priest "for what I'm going to do." Ed denied suicidal ideation or intent. He did state, however, that he was becoming increasingly dependent on alcohol and expressed his desire to get help.

Throughout his assessment, Ed repeatedly denied suicidal intent, saying that he was only seeking "peace of mind" by talking to a priest. In previous months, he had been in contact with several local mental health facilities, but was told each time that he could not receive immediate assistance. Ed recognized that the Crisis Center could not complete an AODA (Alcohol and Other Drugs) assessment, but said he found it helpful to speak with someone about how he was feeling.

His Crisis Counselor listened and provided support as Ed discussed how he began using alcohol to escape his problems and the conflicting emotions this caused. He recognized that the only way his problems would be resolved is to overcome his addiction and face his challenges. The Crisis Counselor was able to schedule an AODA assessment for four days later, the first step to getting Ed the treatment he needed. Knowing that the days up to the appointment would be the most difficult, the Counselor encouraged him to rely on Crisis Center services when he needed them and scheduled intensive follow-up. Ed was also referred for outpatient counseling and AA support groups.

The Crisis Center followed up with Ed multiple times over the next few weeks. He proudly stated that it had been eight days since he had a drink and so far was not craving alcohol. A Family Services Outpatient Counselor was working with him on past issues and it looked like Ed was on the road to recovery. He thanked the Crisis Center for being available to listen when he needed support and other services were not accessible.

The Crisis Center is located at 300 Crooks Street in downtown Green Bay.

The above story is an example of the type of children, individuals and families we serve. Names, ages, and other personal information have been changed to protect the client's confidentiality.

Family Services of Northeast Wisconsin, Inc.

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