



Participant Success Stories

Crisis Center

Program Overview

The Crisis Center provides short-term crisis counseling for all people in Brown County free of charge. The centers are available by phone or in person 24 hours a day, every day of the 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

Provides 24-hour crisis counseling, free of charge, for people of any age throughout Brown County.

2009: 5,496 in-person counseling sessions; 29,682 telephone crisis calls answered (Brown County)

A Story of Success

Late one evening, a woman named Karen called a number that rings into the Crisis Center of Family Services. She had been struggling with depression for nearly a year and had recently been experiencing strong urges to take her own life. A Crisis Counselor at Family Services spent time with her talking through her issues. She was able to provide a referral for outpatient counseling to help Karen with ongoing support as she coped with these feelings of overwhelming sadness.

More than two months later, Karen called the Crisis Center program manager to say how grateful she was for the help she received. She explained how she had first attempted to call her mental health provider, only to find that she did not fit into their areas of service and they could not help her. After making two lists, one of reasons to end her life and one of reasons not to, in a final desperate attempt she went to the internet and typed in, "I need help now." She called the first number on the list and was referred to the Crisis Center of Family Services.

On the other end of the phone was Jenna, a Crisis Counselor at Family Services. Karen stated that Jenna could not have been more helpful. She did not have all of the answers to her worries and concerns, but she listened. In nine months of fighting her thoughts and two weeks of experiencing unbearable urges to end her life, Karen had now found someone to really listen. She credits her survival to Jenna's ability to listen and empathize. She was also able to get the ongoing support she needed to overcome these feelings and see all the positives in her life. Karen summarized her experience with the Crisis Center as being "pretty amazing." Looking back, she says, "Because of her, I was still alive when my husband and children came home."

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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