**Chester County Crisis Resources**

**WCU Public Safety: 610-436-3311**

**National Suicide Prevention Lifeline: 1-800-273-TALK (1-800-273-8255)**

**Valley Creek Crisis Center**

469 Creamery Way

Exton, PA 19341

(610) 280-3270

<http://chescocrisis.holcomb-bhs.org/>

**Valley Creek Crisis Center, located in Exton, PA, offers a crisis program to assist children, adolescents and adults experiencing varying levels of crisis. Services are available 24 hours a day, 7 days a week and are free to the residents of Chester County. All of Valley Creek’s services are consumer-driven, recovery-oriented and culturally competent. This is achieved through the utilization of psychiatric rehabilitation principles, the use of peer specialists throughout the crisis system and a strong emphasis on diversionary efforts to help maintain individuals in the community whenever possible. Valley Creek Crisis Center has culturally diverse staff, including individuals fluent in Spanish.**

**Valley Creek Crisis Center offers five distinct services, which include:**

***Telephone Crisis Counseling (Ph: 610-280-3270) -*** The telephone crisis service provides counseling, consultation, education and referral to individuals experiencing acute psychological or psychosocial problems or to the family, friends, colleagues, school staff and/or agencies calling on behalf of another person. Ideally crisis intervention at this level of care alone will preserve the individual’s ability to resolve his/her crisis, utilizing his/her family or natural supports while remaining within his/her own community. The goal of the telephone crisis line is to ensure the personal safety of the caller and to promote overall recovery and wellness.

***Consumer-Run Warm Line (Ph: 1-866-846-2722) –*** Valley Creek’s Consumer-Run Warm Line is **dedicated to mental health consumers who want to receive peer support and may need resource information. An important goal of the warm line is to proactively support consumers before a crisis develops. The warm line is staffed by paid Certified Peer Specialists who are trained specifically to assist other consumers in furthering their recovery. The warm line is open seven days a week: Monday – Friday, 2:00 pm – 8:00 pm, and Saturday – Sunday, 12:00 pm – 6:00 pm.**

***Crisis Walk-In Center -* The walk-in crisis service is seen as an important alternative to the telephone counseling or mobile outreach. When** an individual or family arrives at the crisis center, they will be greeted by crisis staff in the front lobby and then escorted to a private room for confidentiality and comfort.  At that time the assessment and triage will be conducted, including family or friends to the extent desired by the individual in crisis.

As with all crisis services, the goal of this intervention is to provide solution-focused interventions that ameliorates the immediate problems, with linkage to aftercare supports.  Crisis staff will work with the individual until sufficient resolution has been achieved and a solid aftercare plan has been developed.

***Community-Based Mobile Outreach -*** The mobile crisis outreach involves a response team that will travel to any location in which a county resident is experiencing a crisis. The goal of all mobile crisis outreaches is to provide triage/assessment, clinically appropriate crisis de-escalation, supportive counseling and solution-focused interventions. Crisis staff will work with the individual and/or family to determine the most appropriate setting in which to provide the service, whether that is in the individual’s home or another mutually agreed upon, safe/supportive place.  Staff will make every effort to include family members or social supports that an individual believes would support a timely and effective crisis recovery.

***Adult Crisis Residential Program -* Valley Creek Crisis Center’s Adult Residential Program is short-term residential placement to accommodate adult consumers in need of behavioral health services that are less restrictive than an inpatient psychiatric hospitalization. Treatment and psychosocial supports are available to individuals in acute psychiatric crisis but who are able to remain within the community. The crisis residential program is a voluntary program and provides consumer-driven, recovery-oriented treatment in a comfortable, home-like environment. The Crisis Residential Program supports consumers in developing and achieving individualized goals in order to resolve the acute crisis and achieve timely community reintegration.**