

About Us

Baltimore Crisis Response, Inc. (BCRI) is the city's first and only comprehensive crisis center. For over 30 years, we've helped individuals overcome mental health and substance use disorders, regardless of ability to pay or time of day. With a mission to provide timely and effective community-based services in the least restrictive environment, we work in partnership with other city providers to create new and innovative ways to serve this vulnerable population.

Now Serving Youth in Baltimore

Starting Summer 2023, BCRI will be the sole provider for mobile crisis response for youth in Baltimore City/County. These services are crucial for supporting the LGBT+ community, since an estimated 45% of the nation's LGBT+ youth had serious suicidal ideations in 2022.

(Source: TrevorProject.org, 2023)



988 Call Center

BCRI serves as the regional administrator for the 988 Suicide Prevention Lifeline for the Baltimore Metro Region. Trained and caring counselors provide mental health / substance use information and referrals, supportive counseling, and suicide crisis intervention. They also dispatch Mobile Response Teams and link callers with more intensive services within BCRI or the community, if needed. The 988 hotline has a dedicated LGBT+ support extension to connect those in need of counselors who are dedicated and specialized in care for the LGBT+ community.

Mobile Crisis Response

Our team of clinicians, peers, and nurses work in tandem with our call center team to be the first responders to residents experiencing a behavioral health crisis. We offer services like 911 Diversion, which focuses on diverting behavioral health-related calls from police/EMS to trained mental health professionals. Our responders are available 24/7 to help residents seeking assistance from community providers, hospitals, and police in the least restrictive alternative available. This service helps reduce ER wait times and police involvement.

We Serve Everyone

We strive to offer a safe healing environment to care for those resolving their traumas and pursuing their best selves. Our staff, most of whom with lived experience, create an affirmative setting for the LGBT+ community and reflect the city's diversity at-large as well.

40%

SERIOUSLY
CONSIDERED SUICIDE
IN THE LAST YEAR

1 IN 10

REPORTED UNDERGOING
CONVERSION THERAPY

68%

SAID CURRENT POLITICS
HAS DIMINISHED THEIR
MENTAL HEALTH

1 IN 3

REPORTED BEING
HARMED/THREATENED
BECAUSE OF THEIR IDENTITY

28%

REPORTED HOUSING
INSECURITY AT SOME
POINT IN THEIR LIFE

2 IN 3

GENDERQUEER YOUTH
DISPLAYED DEPRESSION
SYMPTOMS IN THE LAST 2 WEEKS

50% ↓

DROP IN SUICIDE RISK WHEN
PRONOUNS ARE RESPECTED
FOR GENDERQUEER YOUTH

1 IN 2

SAY THAT BRANDS THAT
SHOW SUPPORT FOR LGBT+
PEOPLE POSITIVELY IMPACTS
THEIR CONFIDENCE

86%

REPORT HAVING STRONG
SUPPORT FROM AT
LEAST 1 PERSON

8 IN 10

REPORT HAVING AT LEAST
1 AFFIRMING SAFE
SPACE TO JOIN

54%

SOUGHT COUNSELING
AND WERE ABLE TO
RECEIVE IT

40K

PARTICIPATED IN THE
SURVEY NATIONWIDE