

Mental Health Crisis Resources

Scranton & Lackawanna County, Pennsylvania

Keep this page somewhere easy to find.

LIFE-THREATENING EMERGENCY

Call 911

Tell the operator: "This is a mental health emergency" • Ask for a CIT officer

988 Suicide & Crisis Lifeline

Call or text 988 • Available 24/7 • Free & confidential

Scranton Counseling Center • 24/7 Crisis Line

570-348-6100

Available 24 hours a day, 7 days a week • Lackawanna & Susquehanna Counties

Walk-In Crisis Services

Crisis Receiving & Stabilization Unit (CRSU)	329 Cherry St, Scranton, PA 18505 • 24/7 walk-in Adults 18+ (out of high school) • 8-bed stabilization unit - Police & fire drop-off accepted - Phone: 570-245-0579
Scranton Counseling Center – Walk-In	326 Adams Ave, Scranton, PA 18503 Mon–Fri 8:30am–4:30pm • Face-to-face crisis evaluation After-hours: call 570-348-6100 for mobile response
Commonwealth Health Regional Hospital ER	Lackawanna County Provides emergency psychiatric evaluation SCC crisis workers embedded in the ER 24/7 - 746 Jefferson Ave, Scranton, PA - 570-770-3000.

Any hospital ER can stabilize a mental health crisis. The CRSU (329 Cherry St) is the preferred alternative when hospital-level care is not required.

Mobile Crisis Response

SCC Mobile Crisis Team	Call 570-348-6100 • Available 24/7 Two-person team responds to homes, schools, probation offices, and community settings throughout Lackawanna Co.
Crisis Co-Responder Team (CCRT)	Call 911 and request a CRT co-responder Behavioral health specialist + CIT-trained officer Serves all ages in Lackawanna & Susquehanna Counties
PA 211 Northeast	Call or text 211 • Available 24/7 Connects to crisis resources, shelter, food & services Free • Interpreter services in 140+ languages

Text & Chat Options

Crisis Text Line	Text HOME to 741741 • 24/7
988 Online Chat	chat.988lifeline.org • 24/7
PA 211 Text	Text your zip code to 898-211 • Resource connection

Specialized Lines

Veterans Crisis Line	Call or text 988, press 1 • Text 838255 • 24/7
Trans Lifeline	(877) 565-8860 • Peer support by and for trans people
Trevor Lifeline (LGBTQ+ youth)	(866) 488-7386 or text START to 678678 • 24/7
NAMI NEPA (Northeast PA)	naminepa.org • 570-207-0152 Free support groups, education & advocacy NAMI Helpline: 1-800-950-6264 • Mon–Fri 10am–10pm ET
Disaster Distress Helpline	1-800-985-5990 or text TalkWithUs to 66746 • 24/7 SAMHSA • For stress from disasters or public health events

Tips when calling for help

Scranton Counseling Center (570-348-6100) is the primary crisis line for Lackawanna County — available 24/7, answered by a crisis clinician.

The CRSU (329 Cherry St) is open 24/7 and accepts walk-ins with no appointment — it is the preferred alternative to the ER for mental health crises that don't require medical stabilization.

When calling 911, say "This is a mental health emergency" and request a Crisis Intervention Team (CIT) officer or Crisis Co-Responder Team.