

What are the components of the program?

- **Telephone** – Our telephone service provides callers with immediate assistance from trained professionals regarding information, support, assessment, intervention, emergency mental health service coordination and referral for additional, alternative or ongoing services.
(Provided by NWC)
- **Mobile** – Our mobile crisis service provides an on-site and in-person intervention for individuals experiencing a mental health crisis. Each mobile team is located within the county they serve.
(Provided by NWC)
- **Walk-In** – A walk-in service provides face-to-face support and intervention at an identified location or locations on an unscheduled basis. (Provided by the county department, a mobile crisis worker or an outpatient mental health provider)
- **Linkage and Coordination** – Linkage and coordination services connect consumers to their supports and/or support cooperation in the delivery of emergency mental health care within the county in which the program operates. (Provided by the county department following initial contact)
- **Stabilization** – This is an optional program component whereby an individual may receive emergency mental health services within one of the following settings (outpatient clinic, school, detention center, jail, crisis hotel, adult family home, CCI, or an individual's own home), during a transitional period of crisis.
(Provided by the county department or another community provider)



How are Emergency Mental Health Services programming funded?

Our program components are funded by county human services departments. Each county department may choose to become certified in emergency mental health services and in turn, have the ability to bill Medical Assistance and private insurance companies for these services. To add, counties have experienced significant cost reductions as result of program implementation.

What is the role of crisis planning in an Emergency Mental Health Services program?

Crisis prevention plans are developed to improve the overall treatment approach for the individual. Individuals should be engaged in the development of and agree with the crisis plan. Individuals are empowered to utilize natural supports and develop coping skills in the process. Crisis plans allow crisis workers to have access to important treatment information that can facilitate an intervention that fits within the goals of the overall treatment process. The planning facilitates a more effective, efficient treatment approach with the individual.

What are crisis worker qualifications?

Our crisis workers meet the requirements of DHS34.21. In addition, we focus on employing individuals who are competent, inquisitive, solution-focused, and empathetic. Each crisis worker receives extensive training in the area of crisis assessment and intervention. Our trainings focus on some of the following topics: basic mental health concepts, psychopharmacology, alcohol and other substances, crisis assessment, crisis intervention, and de-escalation techniques.

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Emergency Mental Health Services is a collaborative effort between Northwest Connections (NWC) crisis workers, individuals, community members, law enforcement personnel, county personnel, and community providers to coordinate an immediate response to assist a person experiencing a mental health crisis.

Goals of the program

- Provide crisis assessment and coordinate safety planning targeting an individual's needs.
- Apply the least restrictive treatment approach.
- Utilize the continuum of resources available within the community.
- Engage people in their own crisis planning, treatment, and development of their natural supports.
- Reduce the number of suicide attempts and suicide deaths by meeting people where they are in the community.
- Reduce the number of unnecessary Emergency Detentions (ED) – Reduce the number of people being placed in inpatient hospitals without consent due to imminent risk and mental illness.
- Focus on the prevention of crisis escalation.

Program Values

THINK SERVICE

- | | |
|-----------|---------------|
| Trust | Safety |
| Hope | Efficiency |
| Integrity | Relationships |
| Nurture | Values |
| Knowledge | Innovation |
| | Cooperation |
| | Empathy |

Mission

Northwest Counseling and Guidance Clinic programming supports people and communities by providing them access and opportunities to human services that they want and need.

Philosophical approach of the program

We recognize the importance of empowerment and person-centered interventions. The principles of respect, support and least restrictive treatment guide our interventions. We draw on the strengths and existing coping skills that a person brings to the crisis and work to enhance these skills in conjunction with the development of natural supports. We believe crisis is an opportunity to effect change in an individual's natural environment. We see the crisis linkage and follow-up services as an opportunity to engage the person in longer-term interventions to prevent further escalation of a crisis.

Northwest Connections (NWC) works in collaboration with county human services departments to provide comprehensive, community-based, emergency mental health crisis services. NWC provides crisis service components to create an efficient and effective crisis program. Our system of collaboration with each county and/or other service providers creates opportunities that maximize the use of pre-existing services, and creates seamless customer-friendly service while minimizing additional service costs.

How NWC interfaces with the county system?

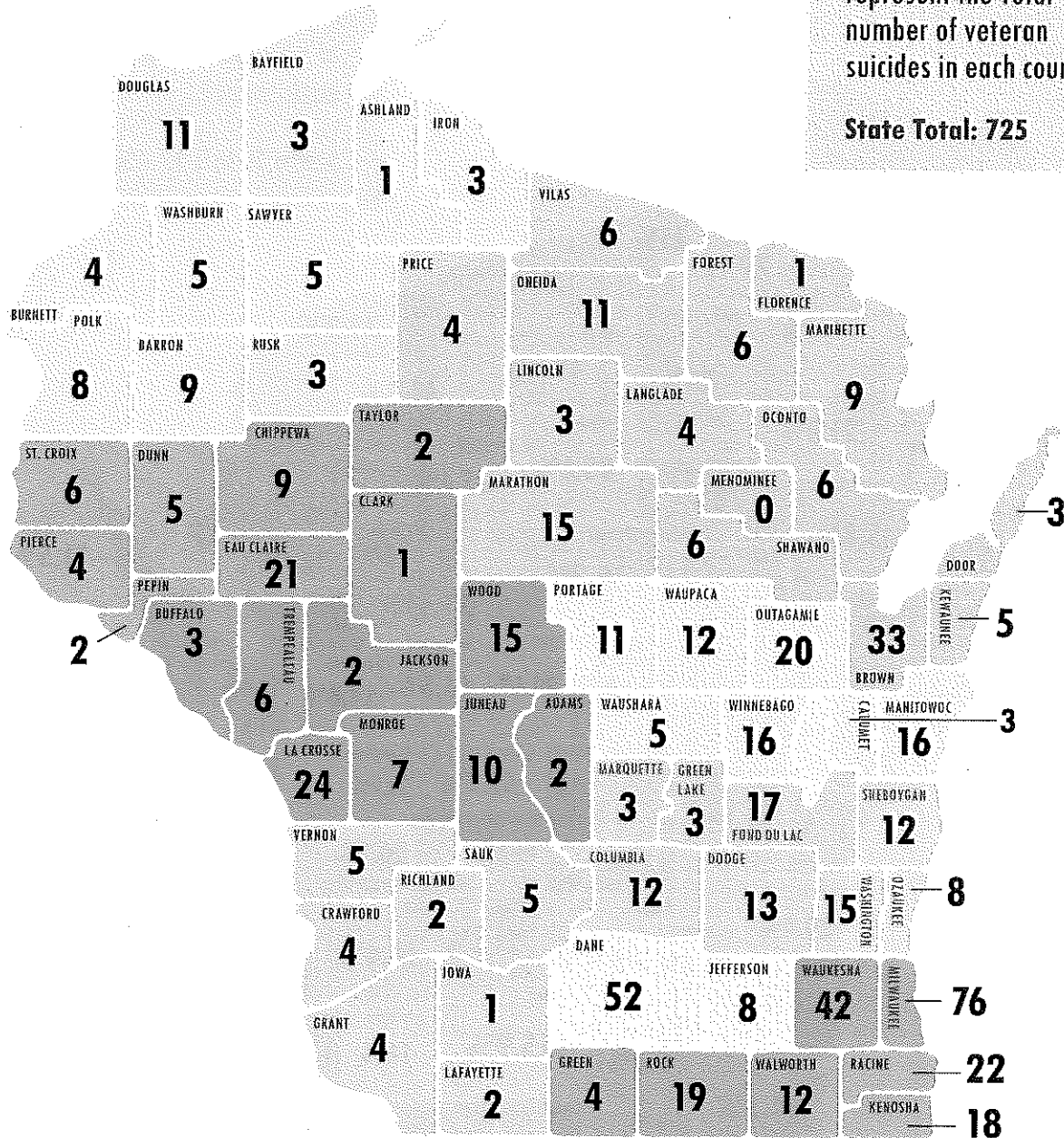
NWC has a toll free number. Law Enforcement as well as community members can access the line. NWC has procedures to manage the potential overlap of services (CPS and Juvenile Justice). We work with the county to develop a plan. We work with you to develop a seamless process.

Wisconsin Veteran Suicides by County, 2013-2017

In Wisconsin, 3,382 adults died by suicide between 2013-2017. Of these, 725, or 17.7 percent, were veterans.

Numbers in Green represent the Total number of veteran suicides in each county

State Total: 725



Veterans Outreach and Recovery Program

The Wisconsin Department of Veterans Affairs' Veterans Outreach & Recovery Program (VORP) connects Wisconsin veterans to community services and provides case management and support, with a special focus on treatment and recovery. Regional Veterans Outreach and Recovery coordinators across the state, in collaboration with community providers and professionals, provide assistance and connection to: mental health services, substance use treatment, financial and employment assistance, housing and utilities, transportation, and more. Learn more at WisVets.com.

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