

**Crisis Intervention Services**

**Waukesha County DHHS  
Crisis Intervention Services**

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Crisis Intervention Services Supervisor

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**Overview  
Waukesha County DHHS Crisis Services**

WHO	WHAT	WHEN	WHERE	WHY

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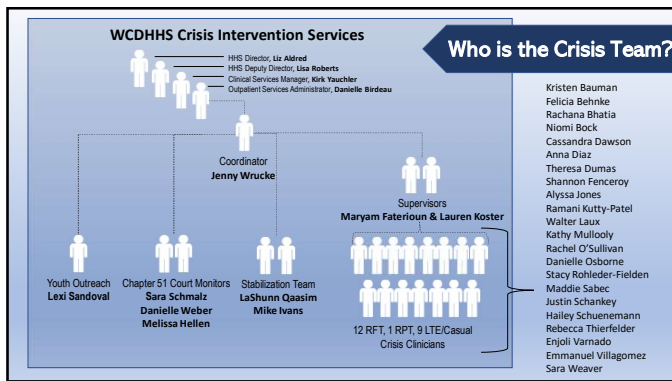
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**Who does the Crisis Team serve?**

**Across the Lifespan**

Age Range	Calls
18-24	2264
25-34	2179
35-44	1584
45-54	1111
55-64	242
65+	58
<b>Total</b>	<b>8527</b>

**Anyone who calls for self or others**  
Family • Friends • Employers • Community Organizations

**Law Enforcement involvement (45%)**

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**What does Crisis do?**

*Crisis Clinicians are more than ED approvers*

- ✓ Assess/Approve Emergency Detentions
- ✓ Facilitate Hospital Placement for Youths on Emergency Detentions
- ✓ Partner with LE for:
  - Chapter 55.135s/55.06 EPP
  - Chapter 51.45
- ✓ Assessment for walk-ins at HHS
- ✓ Follow-up Contacts
- ✓ Support Calls
- ✓ Link to resources/services
- ✓ Provide Rights/Grievance/Billing Information to Clients
- ✓ Crisis Planning
- ✓ Screen for 51.20s (5th Standard Type of Three-Party Petitions)

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**What does Crisis consider during an assessment?**

- Present safety concerns
- Mental status
- History of attempts
- Current treatment
- History of treatment adherence
- Support system/environment
- Least restrictive interventions for safety
- Risk Factors
- Protective Factors
- Will to Live
- Willingness to Accept Help

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### How is Crisis evolving to meet the needs of public ?

American Rescue Plan Act grant funding to assist with improvement of Crisis Intervention Service program development. In July 2022, funding was approved for development of three new embedded positions.

- SHERIFF**  
1 Crisis Clinician to expand Embedded Mental Health Professional Program (total of 2 MHPs), Hours M-F 0900-2300  
Fully operational as of November 2022
- WISCONSIN RELIEF**  
1 Crisis Clinician to co-respond with specialized officers (ride-along model), Hours M-F 1000-1800  
Est. fully operational Feb 2023
- WISCONSIN COUNTY COMMUNICATIONS**  
1 Crisis Counselor to work alongside telecommunicators at WCC. Hours M-F 1400-2200. Person started 1/3/23. Program under development.

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### Where is Crisis housed?



Human Services Center  
514 Riverview Avenue

\*Plan to relocate to the Mental Health Center (1501 Airport Rd.)

### Where does Crisis go?

- Hospitals
- Homes
- Jail or PD
- Schools
- Outdoors

Other:

- By Phone
- Telehealth
- Lad Lake Shelter Care
- Norris Adolescent Center

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### How do I reach Crisis Services?



**For General Public:**

During business hours: (262) 548-7666, press option #4

After-Hours: (262) 547-3388

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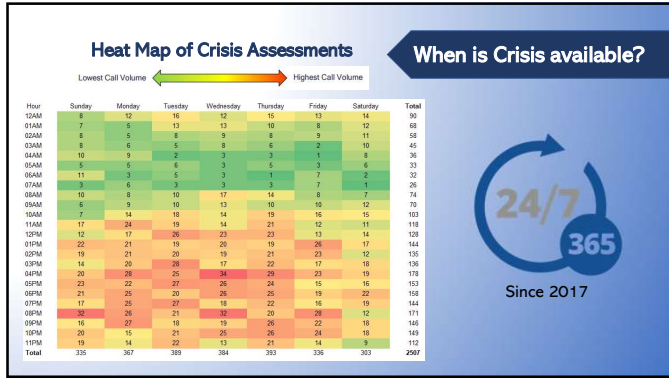
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### Why does Crisis exist?

- 1 WI Counties are mandated to provide some level of Crisis Service
- 2 Chapter 51 Mandate (2016)

51.15(2)(c)

(c) The county department may approve the detention only if a physician who has completed a residency in psychiatry, a psychologist licensed under ch. 455, or a mental health professional, as determined by the department, has performed a crisis assessment on the individual and agrees with the need for detention and the county department reasonably believes the individual will not voluntarily consent to evaluation, diagnosis, and treatment necessary to stabilize the individual and remove the substantial probability of physical harm, impairment, or injury to himself, herself, or others. For purposes of this paragraph, a crisis assessment may be conducted in person, by telephone, or by telemedicine or video conferencing technology.

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**What other Crisis Service exists?**

**Crisis Intervention Services**

**Community-Based Crisis Stabilization**  
*Short-Term Crisis Case Management (October 2021)*

Person has frequent contact with emergency response systems(s) due to unmet mental health needs and/or has needs that may result in a crisis if not met.

Referral is made to WCDHHS by phone, email, or walk-in. See back panel for more information.

Person meets with Crisis Stabilization Clinical Therapist for an assessment to determine medical necessity of the service. If appropriate, person consents for Crisis Plan.

Person is referred to services which may include:

- Mental Health Treatment
- Substance Use Treatment
- Employment Services
- Housing Assistance
- Economic Support
- Other Needs Identified

Team of case managers meet with person regularly for direct assistance and linkage to services.

Person meets with Stabilization worker weekly to review plan and updated service status.

**Crisis stabilization unit coming in 2024!**

Waukesha County Department of Health and Human Services  
 Clinical Services Division

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**Crisis Intervention Services**

**Thank You!**  
**Questions / Comments**

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Waukesha County Department of Health and Human Services  
 Clinical Services Division

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