

PROGRAM GOALS

- Perform comprehensive risk assessments and collaborative response planning
- Coordinate least restrictive interventions with local resources
- Person-centered de-escalation, planning, stabilization
- Build connections to services based on mental health needs to reduce costs to individuals, counties, and communities
- Reduce and eliminate suicide attempts and deaths

PROGRAM VALUES

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

Mission

To provide comprehensive, high quality crisis services within the communities we serve.

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 to coordinate an immediate response to assist a person experiencing a mental health crisis.

Our collaborative crisis model creates opportunities that maximize existing mental health resources by providing seamless trauma-informed, compassionate services while minimizing additional care costs.

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 current coping skills that a person brings to the crisis and work to enhance these in conjunction with the development of natural supports. We believe crisis intervention is an opportunity to effect change, instill hope, and build connections.

888-552-6642

How NWC interfaces with the community?

NWC has a toll-free 24/7 crisis line that any individual, community member, or other professional can utilize to access services. NWC triages emergency mental health situations via telephone and in-person crisis assessments utilizing existing care providers and local resources.

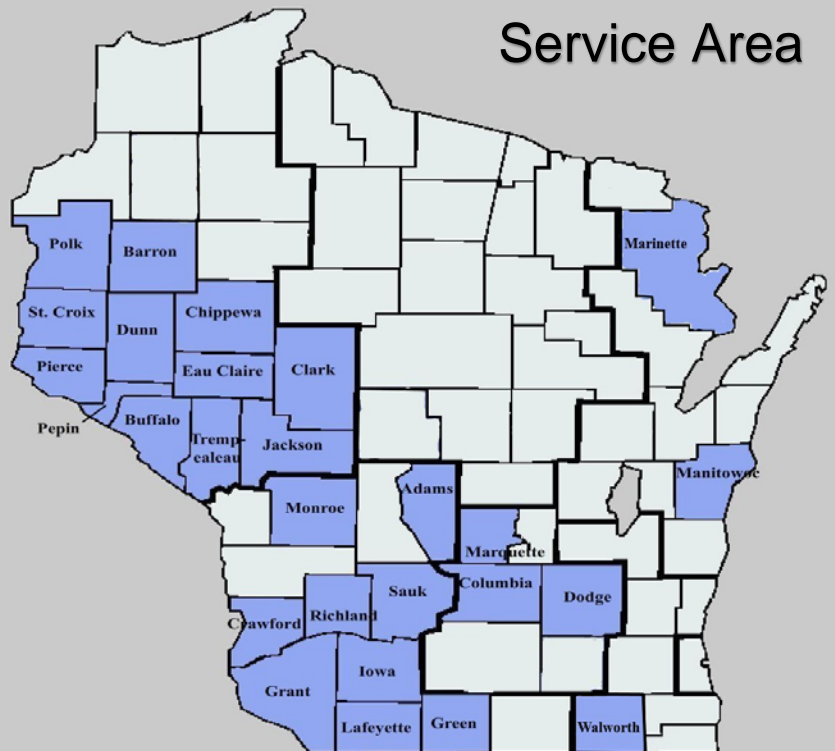
PROGRAM COMPONENTS

- **Telephone** – Our telephone crisis 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.
- **Mobile** – Our mobile crisis service provides an on-site, in-person intervention for individuals experiencing a mental health crisis. Each mobile team is located within that county.
- **Crisis Services for Child Network (CSCN)** – Our child and youth crisis stabilization services offers a network of providers to offer diversion care during a transitional period of crisis. Acuity of mental health needs are met with appropriate placement in respite/foster care, group home, and residential levels of care.
- **Linkage and Coordination** – Our 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. Care coordination is delivered by skilled care managers.



TRAININGS OFFERED

- DHS 34 – Crisis
- Mental Health First Aid
- Taking Care of You
- Crisis Planning
- Jail Suicide Care Management
- Law Enforcement Crisis Refresher



Northwest Connections Contact Information

402 Technology Drive E, Menomonie, WI 54751

Phone: 888-552-6642

Fax: 715-235-0129

Ashley Williams, MSW, LCSW, Emergency Services Director

Phone: 715-939-0436 E-mail: AshleyWi@nwccg.com

Heather Hainz, MA, LPC, Northern Regional Clinical Coordinator

Phone: 715-937-5077 E-mail: HeatherH@nwccg.com

Kathryn Erb, LCSW, Southern Regional Clinical Coordinator

Phone: 715-645-0243 E-mail: KatieE@nwccg.com

Samantha Scribner, Call Center Supervisor

Phone: 715-235-0084 E-mail: SamanthaS@nwccg.com

Melissa Chapman, Program Assistant

Phone: 715-309-4256 E-mail: MelissaCh@nwccg.com