

**Connected Community Wellness Screen Program
Samaritan Counseling Center of the Fox Valley, Inc.**

What to expect when crisis is contacted

Calling the crisis number can be a scary thing to do, but when you call, you will be dealing with trained professionals who work with crisis experiences daily! This group of individuals are available to you 24/7, 7 days a week. Usually when your county's crisis center is contacted they will start off by asking for your name and phone number, and possibly address, in case of phone disconnection and the need to call you back. The crisis worker will then go into brief questions about the current situation and the reason as to why you are calling. They can provide brief counseling via telephone as well as provide referral services. They will assess for safety of the individual- asking such questions of if there are any suicidal thoughts, plans, intent, behaviors, and actions. The crisis worker will continue to provide brief telephone therapy and provide referral services if needed.

Depending on the situation, a crisis worker may contact the crisis team, which is a back-up to the phone team. These individuals would come to your home/wherever you are to further assess and help with the current situation. While there, they will continue to talk with the individual(s) involved to see if the problem can be resolved or reduced. If there are any concerns for safety and/or they feel the individual needs to be hospitalized, crisis would then work towards getting the individual(s) to the nearest hospital for a further evaluation. They would first try to ask a trusted family member or friend to drive them, but if there is not anyone available, crisis will call the police department and they will then deliver them to the hospital. Once at the hospital, the staff there will consult a psych evaluation and decide if there is a need for hospitalization. If hospitalization is not needed, the crisis team can also provide follow-up which may include intensive short-term therapy, alternate living arrangements, and/or referral to helpful agencies within the community. Overall the crisis team is working closely with law enforcement, mental health agencies, and the court systems, to best meet the needs of every individual.

Reference: The Guide to the Outagamie Department of Health and Human Services (2016) pg 31
<http://www.outagamie.org/modules/showdocument.aspx?documentid=126>