

# C R I S I S I N T E R V E N T I O N S E R V I C E S

## What is a crisis?

Wisconsin DHS 34 defines a crisis as a situation caused by an individual's apparent mental disorder which results in a high level of stress or anxiety for the individual or persons providing care for the individual or the public which cannot be resolved by the available coping methods of the individual or by the efforts of those providing ordinary care or support for the individual.

## S E R V I C E S

- Mobile assessment
  - Suicide assessment
  - Other risk assessment
- Safety planning
- Crisis de-escalation
- Phone support
- Information & referrals
- Community education
- Crisis planning
- Screening for involuntary court intervention



**WCDHHS Crisis Intervention Services uses the least restrictive means necessary to ensure safety & wellbeing of persons experiencing a crisis.**

It is the goal of Crisis Intervention to provide a thorough risk assessment for safety concerns related to mental health issues or inability to care for self due to age, illness, or disability. Crisis services are available to persons of all ages. Services are voluntary unless situation presents with substantial probability of physical harm to self or others.

## L O C A T I O N S

Crisis intervention services take place in a variety of settings, including:

- WCDHHS Clinic
- Other WCDHHS Facilities
- Schools
- Homes
- Shelters
- Community Agencies

## Waukesha County DHHS Crisis Intervention Services Available 24/7

*Business Hours*  
Monday to Friday, 8:00am to 4:30pm

WCDHHS Outpatient Clinic

**(262) 548-7666**

Information and resources available 24/7 through Impact 211  
Dial 2-1-1 or (866) 211-3380

*Anytime*  
Day • Night • Weekends • Holidays

Impact 211 Waukesha County Hotline

**(262) 547-3388**

## Crisis Intervention Services Team

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- Professional mental health clinicians who receive ongoing training and education
- Experienced interviewers in the areas of suicide, self-injury, and other risks to safety
- Knowledgeable sources for information and referrals related to mental health issues

**Call 9-1-1 for any immediate safety concerns, including suicide attempt or violence.**

WCDHHS Crisis Intervention Services is certified by the State of Wisconsin Department of Health Services as promulgated in DHS 34.

Fees for crisis services are eligible for reimbursement by medical assistance and/or by third-party payers. Services are available to all persons, regardless of ability to pay. Questions about financial matters should be directed to WCDHHS at (262) 548-7212.



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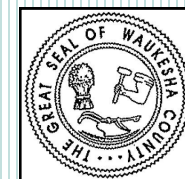


**Waukesha County  
Department of Health and Human Services  
Clinical Services Division**

Outpatient Mental Health And Substance Use Clinic  
514 Riverview Ave.  
Waukesha, WI 53188  
(262) 548-7666  
[www.waukeshacounty.gov](http://www.waukeshacounty.gov)



## Crisis Intervention Services



**Waukesha County  
Department of Health and  
Human Services**  

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**Clinical Services Division**