



Emergency Mental Health Services ("Crisis Services") is a coordinated system of mental health services which provides an immediate response to assist a person experiencing a mental health crisis.

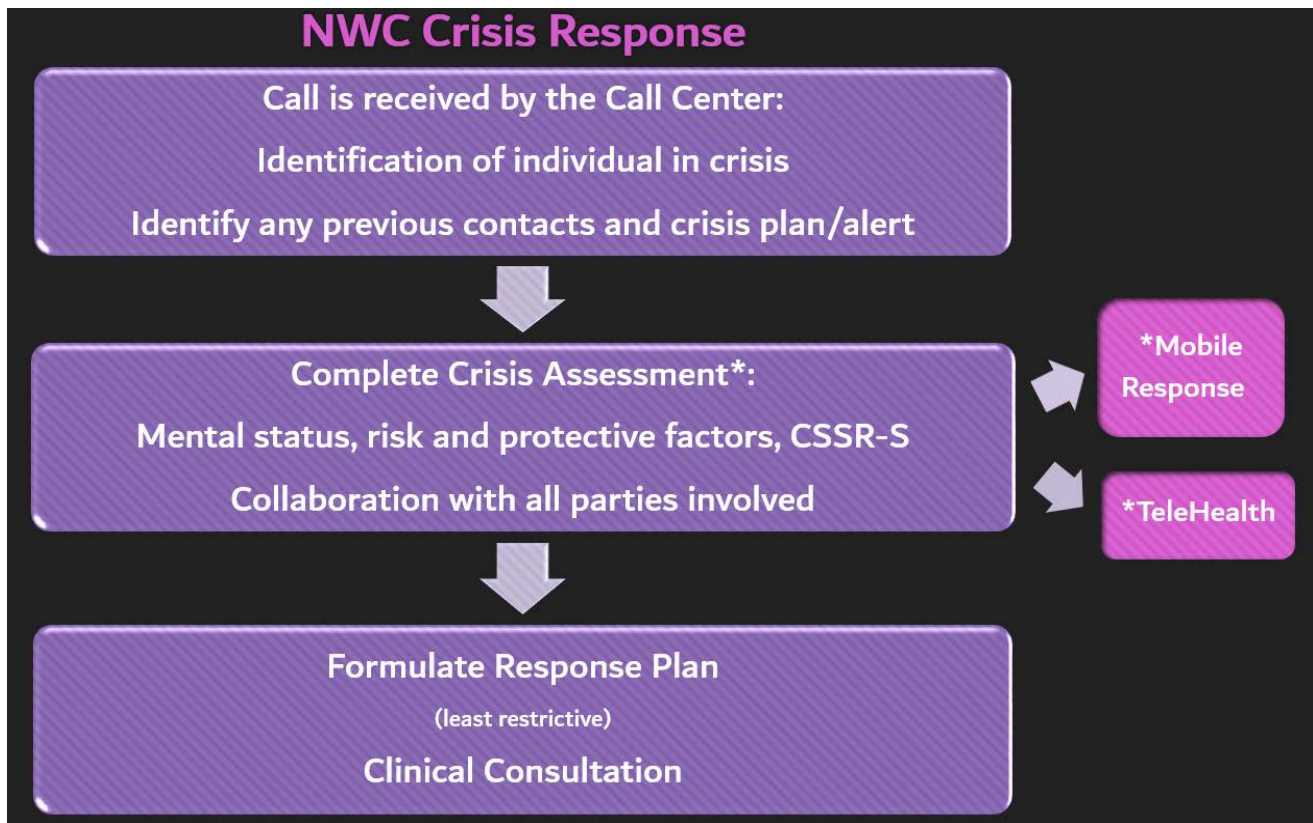
What is a crisis?

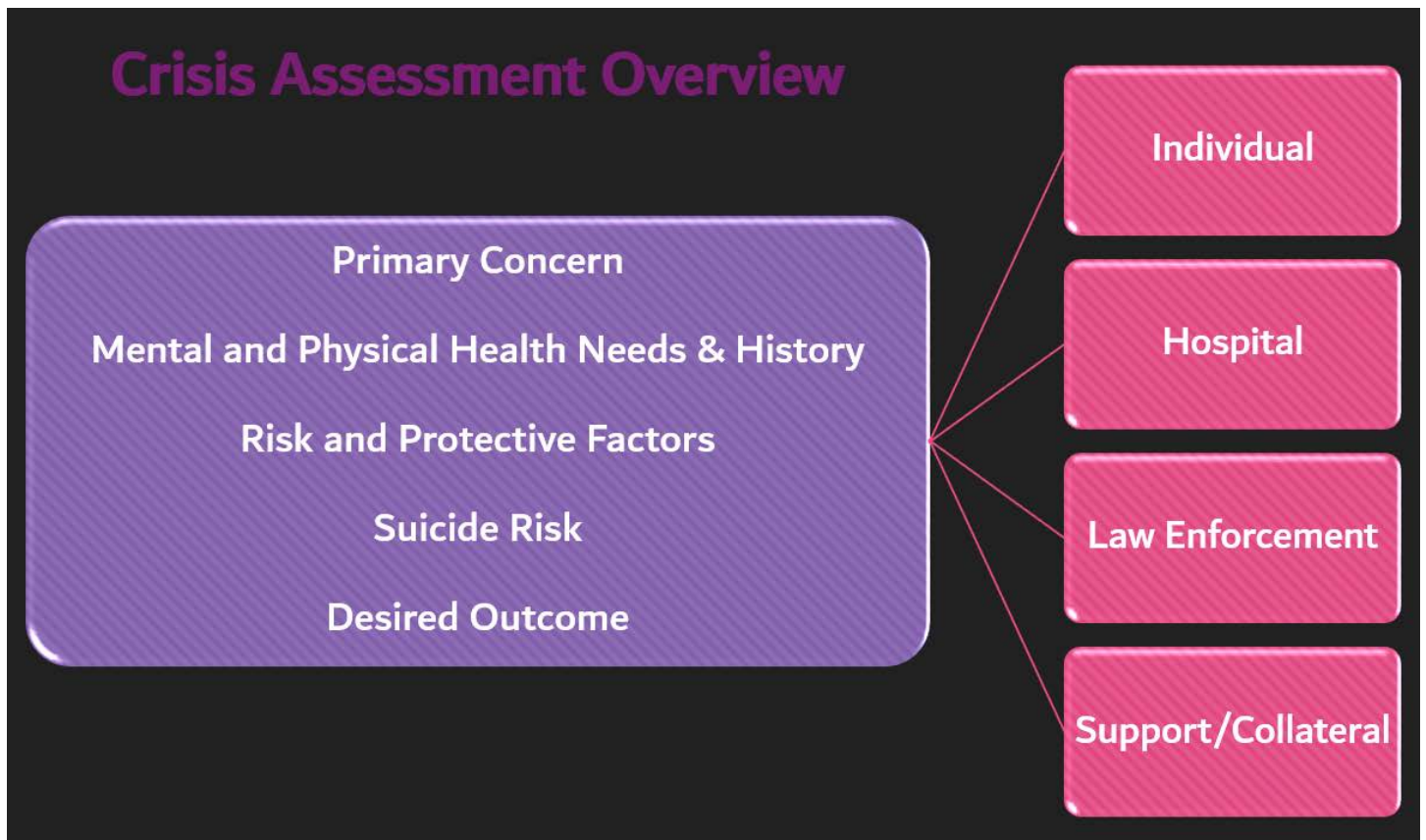
A crisis is a situation caused by an individual's apparent mental disorder which results in a high level of stress or anxiety for the individual, persons providing care for the individual or the public which cannot be resolved by the available coping methods of the individual or by the efforts of those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

Components of a Crisis Services Program

- **24-Hour Telephone Service:** provides information, support, counseling, intervention, emergency service coordination.
- **Mobile Crisis Service:** provides onsite, in-person intervention.
- **Walk-In Service:** provides face-to-face support and intervention at set location on an unscheduled basis.
- **Short-Term Voluntary or Involuntary Hospitalization:** when less restrictive alternatives are not sufficient to stabilize an individual who is in crisis.
- **Linkage and Coordination Service:** assistance during the period of transition from emergency to ongoing mental health services.
- **Stabilization Services:** optional emergency mental health services which provide short-term, intensive, community-based services to avoid the need for inpatient hospitalization.

Northwest Connections (NWC) Crisis Response





Suicide Risk Assessment Screening Tool

