

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

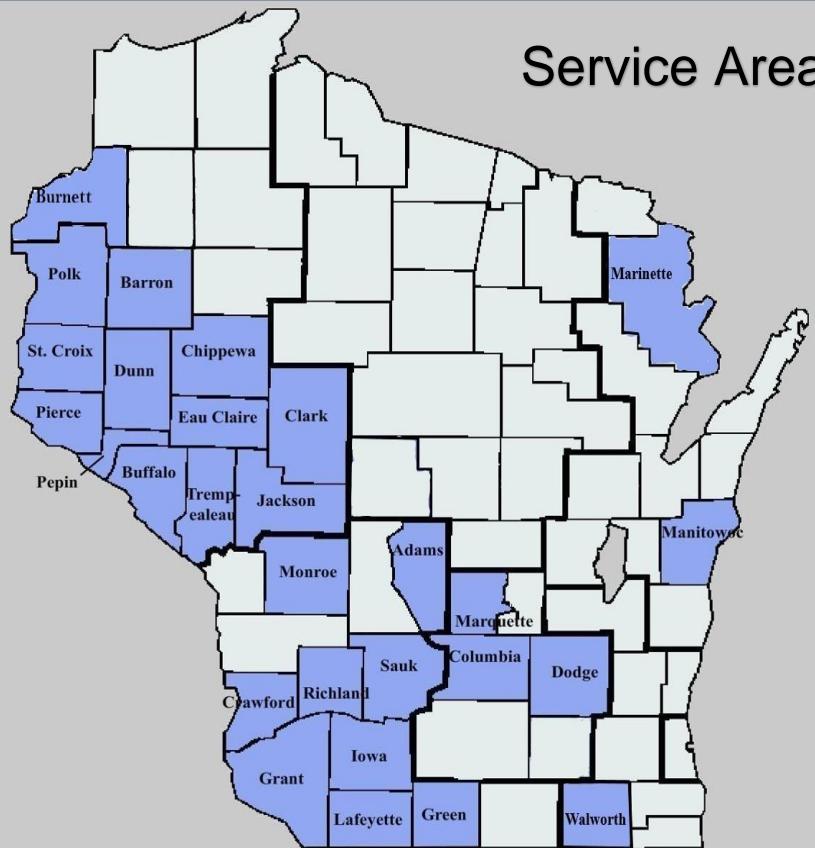
- **Telephone** – Our telephone crisis service provides callers with immediate assistance from trained professionals regarding information, support, assessment, intervention, emergency mental health service coordination and referral for additional, alternative or ongoing services.
- **Mobile** – Our 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.
- **Clinical Consultation** – Our trained licensed mental health professionals are available 24/7/365 for clinical consultation support to frontline crisis workers.



TRAININGS OFFERED

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

Service Area



Northwest Connections Contact Information

Phone: 888-552-6642 Fax: 715-235-0129

Heather Hainz, MA, LPC, Emergency Services Director
Phone: 715-937-5077 E-mail: HeatherH@nwccg.com

Cody Butcher, MA, Northern Regional Clinical Coordinator
Phone: 715-566-3845 E-mail: CodyB@nwccg.com

Katie Erb, LCSW, Southern Regional Clinical Coordinator
Phone: 715-645-0243 E-mail: KatieE@nwccg.com

Cheyenne Ver Voort, M.Ed., B.S., Call Center Operations Manager
Phone: 715-235-0084 E-mail: CheyenneV@nwccg.com

Nick Hughes, Call Center Supervisor
Phone: 715-235-0084 E-mail: NicholasH@nwccg.com

Melissa Chapman, Program Assistant
Phone: 715-309-4256 E-mail: MelissaCh@nwccg.com