

DHS Emergency Mental Health Definition:

DHS Statute 34.02(5) by definition states: “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.”

-- Important Numbers --

Juneau County Daytime Crisis:
Monday-Friday, 8am to 4:30pm
608-847-2400

After Hour Emergencies
1-800-777-7386

Suicide & Crisis Lifeline 988

Solstice Warmline 608-244-5077

Text HOPELINE to 741741

Uplift WI 534-202-5438

Mission Statement

Providing quality services for individuals and families in a safe, supportive, respectful partnership by promoting health, well-being, and self-sufficiency.

Vision Statement

To promote safety, well-being, and self-sufficiency for the individuals of Juneau County. We strive to do so by remaining open-minded to the ideas and suggestions of others; provide person-centered services in the least intrusive and least restrictive way possible; collaborate with our departments and community partners; to function with integrity in all matters, manage public resources responsibly; and acknowledge the values and beliefs of others in a courteous and respectful manner.

**Juneau County
Department of Human Services**

200 Hickory Street
Mauston, WI 53948

Ph: 608-847-2400
Fax: 608-847-9421

Office Hours

Monday through Friday
8:00am - 4:30pm

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**Juneau County
Department of
Human Services**

**Daytime
Crisis
Response**

Daytime Crisis Response

What is Daytime Crisis Mobile Response?

Daytime Crisis Mobile Response is a resource for community members to utilize when they are experiencing a crisis.

It is intended to be a short-term, face-to-face interaction using de-escalation tactics to help achieve stabilization.

There are a number of ways for crisis to be contacted:

During business hours:

- Call law enforcement
- Call Juneau County Department of Human Services main line and ask to speak to the Intake Crisis Worker
- Present at the Emergency Room

After business hours:

- Call law enforcement
- Present at the Emergency Room
- Call the after hour crisis line

Initial Assessment and Planning

The Juneau County Crisis workers are trained to use the Columbia Suicide Severity Scale for the initial assessment. They are trained to be aware of symptoms. They cannot diagnosis the people they encounter under crisis. They are required by law to take the least restrictive approach. In order of least restrictive to most restrictive, those approaches are:

- Safety plan
- Voluntary Admission
- Chapter

The crisis workers attempt to utilize community resources when at all possible.



Crisis Follow-Up Services

Juneau County attempts to contact each individual that has utilized the crisis response resource.

A crisis worker will contact the individual to complete a follow-up assessment.

Typically, with the future orientated plan, follow up appointments are established, referrals for services are made, and community resources are discussed.

Approaches

Safety Plan

This approach is most common. When utilizing the safety plan, the crisis worker and individual discuss and document de-escalation tools and appropriate coping skills. A future orientated plan is then established.

Voluntary Admission

This approach is discussed during a crisis situation if the individual wants to voluntarily admit themselves to a hospital for mental health treatment. The crisis workers can assist with finding voluntary placement. Medical clearance at a local hospital is required for admission.

Emergency Detention/Chapter

This approach is for an individual who is at imminent danger to themselves, others or display an inability to care for oneself. Also, for an individual who is mentally ill, drug dependent, or developmentally disabled and reasonably believed to be unwilling or unable to cooperate with voluntary treatment.