



Brown County
Homeless and
Housing Coalition

GREATER GREEN BAY

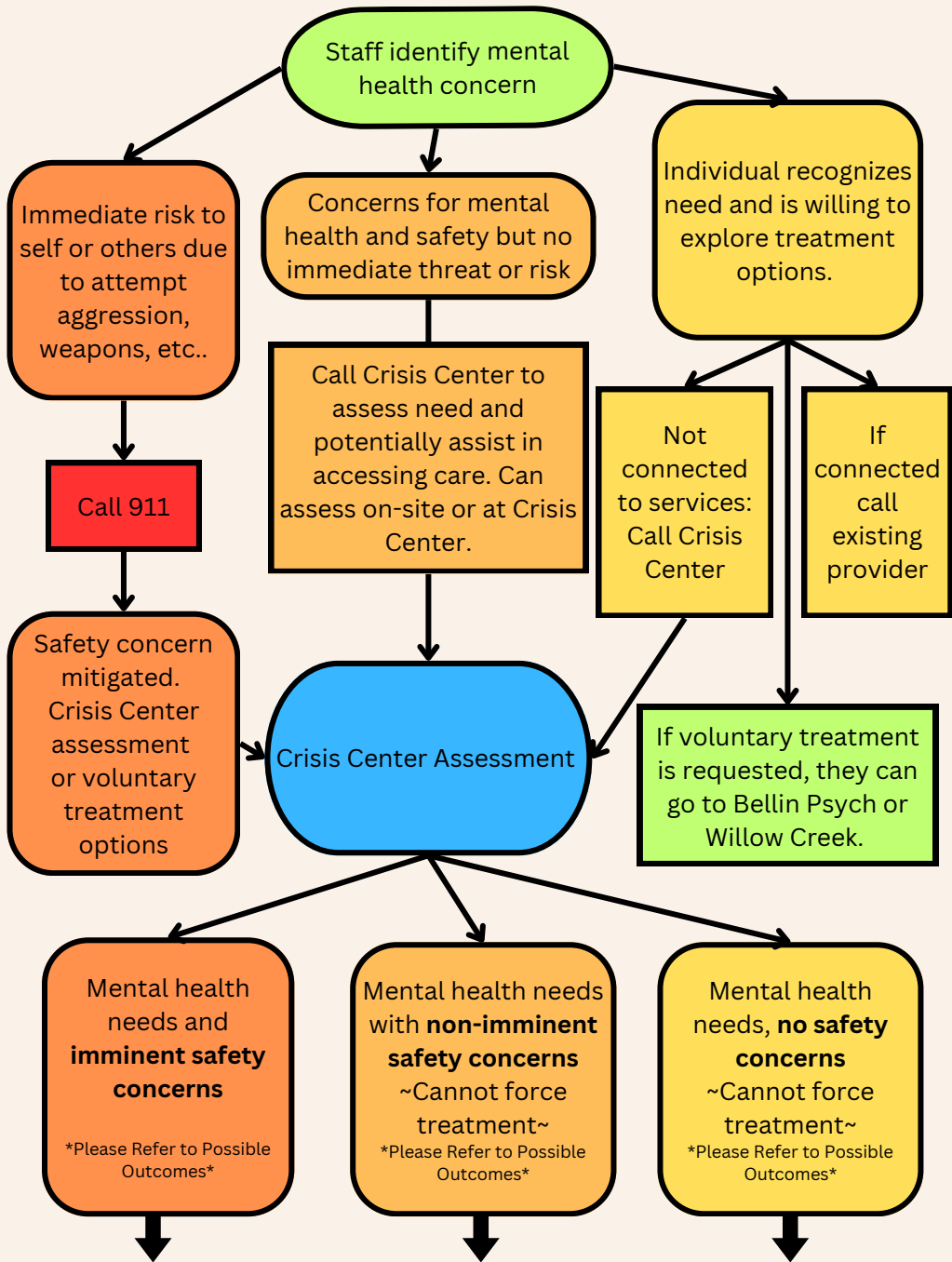
CRISIS RESPONSE GUIDE

Created Fall 2024
By the BCHHC Mental Health Workgroup

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Crisis Flow Chart



CRISIS FLOW CHART CONT. POSSIBLE OUTCOMES

Immediate Safety Concern	Non-Immediate Safety Concern	No Safety Concerns
<p>Option 1: Voluntary inpatient treatment at any accessible facility. Average stay is 3-5 days. Cannot discharge without approval.</p> <p>Option 2: Involuntary inpatient hospitalization to Bellin Psych, Willow Creek, Nicolet Psychiatric Center, or Winnebago. Can be less than 72 hours.</p>	<p>Option 1: Safety plan agreement where individual returns to community with additional supports, referrals to outpatient services and follow up calls from Crisis Center for 24-48 hours.</p> <p>Option 2: Voluntary crisis stabilization placement at BayHaven. Adults only. Average stay is 3-5 days.</p> <p>Option 3: Voluntary inpatient hospitalization</p>	<p>Option 1: Referral to outpatient services.</p> <p>Option 2: Follow up calls from Crisis Center</p> <p>Option 3: Referral to voluntary county case management.</p> <p>Option 4: Voluntary Crisis Stabilization. Adults only.</p>

COMMUNITY RESOURCES

24/7 CRISIS SERVICES

Crisis Center

(920) 436-8888

Wisconsin Lifeline

988

Call when immediate support is needed to prevent a situation from becoming dangerous.

INPATIENT/OUTPATIENT PSYCHIATRIC PROGRAMS

Bellin Psychiatric

(920) 433-3630

Willow Creek

(888) 258-9756

Brown County Community Treatment
Center

(920) 391-4700

Call to schedule an assessment if interested in seeking treatment services.

BROWN COUNTY DISPATCH

Emergency Dispatch

9-1-1

Non-Emergency Green Bay Police

(920) 448-3208

Call 9-1-1 to request immediate assistance from police, fire, and rescue personnel for any in-progress situation that could potentially result in danger to someone's life.

TRAINING OPPORTUNITIES

These local training resources can support providers in becoming better equipped at handling mental health crisis situations they encounter

Trainings Offered	Contact
*Crisis Intervention Partners (CIP)- <i>Provides a better understanding and improving interactions with people who experience mental health crises</i>	Green Bay Police Department Sheila Carlson Sheila.carlson@greenbaywi.gov
*De-Escalation- <i>A method to prevent potential violence using communication and body language concepts to diffuse a situation before it escalates.</i>	Green Bay Police Department Lt. Matt VanEgeren matt.vanegeren@greenbaywi.gov
Mental Health First Aid - <i>Identify, understand and respond to mental health and substance use challenges. Adult, Teen and Youth modules.</i>	Connections for Mental Wellness david@connectionsmdw.org or kathleen@connectionsmdw.org N.E.W. Community Clinic Shannon.gowan@newcc.health
*Question Persuade Refer (QPR) - <i>Recognize the warning signs of suicide and question, persuade, and refer people at risk for suicide for help.</i>	Coalition for Suicide Prevention bccfsp@gmail.com
Trauma Informed Care - <i>Recognize the signs and symptoms of trauma in patients, families, and staff; Integrate knowledge about trauma into policies, procedures, and practices; and Actively avoid re-traumatization.</i>	Family Services of NEW Tana Koss tkoss@familyservicenew.org WI Dept of Health Services DHSResilientWI@dhs.wisconsin.gov

*Training offered at no cost.

Trainings Offered	Contact
<p>First Aid/CPR/AED-</p> <p><i>Recognize and care for a variety of lifesaving skills such as first aid, breathing, and cardiac emergencies.</i></p>	<p>NWTC https://www.nwtc.edu/academics-and-training/cpr-and-life-support-training</p> <p>Bellin Health Denise Ellis Denise.Ellis@bellin.org</p> <p>Center for Childhood Safety https://www.centerforchildhoodsaftey.org/copy-of-safe-sitter</p>
<p>*Narcan/Naloxone -</p> <p><i>How to recognize the signs of an opioid overdose and administer the opioid overdose reversal drug Naloxone</i></p>	<p>Brown County Public Health Marissa Powell -920-448-6442 marissa.powell@browncountywi.gov</p> <p>Vivent Health Parker.Trueblood@viventhealth.org Jacob.Strohl@viventhealth.org or call the Green Bay office 920-437-7400</p>
<p>Active Shooter Training-</p> <p><i>Recognize potential workplace violence indicators, actions to take in order to prevent and prepare for potential active shooter incidents, and how to manage the consequences of an active shooter incident.</i></p>	<p>Green Bay Police Department Lt. Keith Gering Keith.Gering@greenbaywi.gov</p> <p>Brown County Sheriffs Office Trevor.Bilgo@browncountywi.gov</p>
<p>*Drug Identification -</p> <p><i>The ability to immediately recognize narcotics, their paraphernalia, cutting agents, and physiological effects.</i></p>	<p>Brown County Drug Task Force</p> <p>Lt. Matt Ronk matthew.ronk@browncountywi.gov</p>
<p>Motivational Interviewing -</p> <p><i>Participants will learn strategies that start from a place of empathy and draw on the client's personal motivation to create their own goals for change.</i></p>	<p>UWGB Behavioral Health Training Partnership</p> <p>Joanne Tulachka tulachkj@uwgb.edu</p>

ADDITIONAL RESOURCES

BROWN COUNTY: KNOW WHERE TO
GO GUIDES

BROWN COUNTY COMMUNITY
COUNSELING RESOURCES

TYPES OF MENTAL HEALTH
PROFESSIONALS

TYPES OF THERAPY TECHNIQUES



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