

POLICY ON EQUAL OPPORTUNITY IN SERVICE DELIVERY

The Human Service Center is in compliance with the Civil Rights Policy and Standards of the Wisconsin Department of Health and Social Services. No otherwise qualified applicant for services or service participant shall be excluded from participation, be denied benefits, or otherwise be subject to discrimination in any manner on the basis of race, color, national origin or ancestry, sexual orientation, religion, sex, age, political belief or affiliation, disability or association with a person with a disability. This policy covers eligibility for, and access to, service delivery and treatment in all programs and activities. No one is denied services because of inability to pay.

FEES FOR SERVICE

As a certified program, the Emergency Services Department will bill Medicaid and other third party payors for the cost of professional Mobile Crisis Assessments, and follow-up case management. The Human Service Center offers payment adjustments based on ability to pay status.

Help
ask · listen · tell

The Human Service Center

(Human Services Board 51.42/51.437)

P.O. Box 897
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Rhinelander, WI 54501-0897

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www.thehumanservicecenter.org



THE HUMAN SERVICE CENTER

**Person Centered and
Outcome Focused**

Serving Forest, Oneida and
Vilas Counties

EMERGENCY SERVICES PROGRAM

**Crisis
Intervention**



EMERGENCY SERVICES

The Human Service Center Emergency Service Program is a state-certified program offering services in Forest, Oneida and Vilas Counties. The program offers 24-hour crisis line and 24-hour mobile crisis response team. It provides individualized services in the least restrictive manner utilizing natural and peer supports whenever possible. The focus of the program is on prevention of a crisis, de-escalation and offering community-based options. The program is equipped with resources to assess and divert many situations from inpatient hospitalizations.

MOBILE CRISIS TEAM

Assessments and interventions by the mobile crisis team are available 24 hours a day, seven days a week, at a variety of locations.

All teams are made up of trained personnel in the area of crisis intervention. The different individuals utilize physicians, nurses, law enforcement personnel, psychiatrists, mental health technicians and other specially trained staff.

The team offers an assessment and assists with the disposition of the crisis situation and the creation of a safety plan. Disposition may include, but is not limited to, the following: Inpatient psychiatric treatment, crisis bed placement, to home with supports in place, etc.

The team can also provide linkage and follow-up to assist with obtaining continued treatment.

CRISIS

Specially trained staff provide confidential and anonymous telephone counseling, crisis intervention, and information and referral 24-hours per day, seven days a week.

TOLL FREE NUMBER

1-888-299-1188

CLIENT RIGHTS GRIEVANCE INFORMATION

When you receive any type of service for mental illness, alcoholism, drug abuse or a developmental disability, you have the following rights under Wisconsin Statute sec. 51.61(1) and HFS 91, Wisconsin Administrative Code:

- ◆ CLIENT RIGHTS
- ◆ PERSONAL RIGHTS
- ◆ TREATMENT AND RELATED RIGHTS
- ◆ RECORD PRIVACY AND ACCESS

If you would like more information regarding your rights, the grievance procedure, or to file a grievance, you may contact the Behavior Health Client Rights Specialist:

KELLY VON OEPEN
THE HUMAN SERVICE CENTER
705 E. TIMBER DRIVE
RHINELANDER, WI 54501
715 369-2215 EXT 3913



The Human Service Center is an equal opportunity provider.