



**Integrated Support and Training for Caregivers and the Community,
One Skill at a Time.**

POLICY AND PROCEDURE FOR CRISIS SERVICES

EFFECTIVE DATE: October 3, 2022

PURPOSE

To provide safety in crisis situations.

PROCEDURE

Forward Integrated Services, Inc. (FIS, Inc.) provides Unpaid Caregiver Training, Community Integration Services, Social Skills Training, Behavior Support and Safety Planning and Prevention to participants with disabilities and is not a provider of psychotherapy or crisis intervention.

Should a crisis involving an FIS, Inc. client occur during services, the following steps should be considered:

1. Should the participant or any other individual be injured or in immediate danger requiring immediate medical attention, the parent, caregiver, or staff member should immediately call 9-1-1.
2. Should an FIS, Inc. participant who is under the care of a psychiatrist or psychotherapy provider outside of FIS, Inc. experience a behavioral, emotional, or psychiatric crisis, the parent or caregiver should contact that person immediately for assistance and referral.
3. Should the client participant engage in problem behavior for which a Behavior Support Plan does not specify an intervention, the parent or caregiver may call the assigned FIS, Inc., staff member for additional assistance. Should the FIS, Inc. staff member be unavailable or additional assistance is needed, the parent/caregiver may also contact the FIS Inc., COO mobile phone (920-242-9315) or CEO mobile phone (414-559-5361).

Should a crisis involving an FIS, Inc. participant occur outside of service or office hours, the following options may be considered:

1. Should the participant or any other individual be injured or in immediate danger requiring immediate medical attention, the parent/caregiver or staff member should immediately call 9-1-1.
2. Should a FIS, Inc. participant who is under the care of a psychiatrist or psychotherapy provider outside of FIS, Inc. experience a behavioral, emotional, or psychiatric crisis, the parent or caregiver should contact that person immediately for assistance and referral. The parent, caregiver or participant at any time may call 211 for mental health emergency services within their individual county.

In addition, the Psychiatric Crisis Service (PCS)/Admissions Center Crisis Intervention Services (Milwaukee County Mental Health Center) has a mobile team available to provide on-site assessments when it is impossible or impractical for the individual in need to go to the Mental Health Division. PCS provides 24 hour/7 day psychiatric emergency services including assessment, crisis intervention, and medications. The mobile team is available Monday through Friday from 9:00am to midnight and on Saturday, Sunday, and holidays from 11:30am to 8:00pm.

The Psychiatric Crisis Line (414-257-7222) is also available as a first point of contact with the mental health system for individuals in crisis, and is available 24 hours/7 days to provide immediate psychiatric crisis intervention services including screening, assessment, crisis intervention, emergency service coordination, and referral information.

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