

## Call Center

### Program Description

Team Wellness Center (TWC) offers a crisis and information call center to respond to a variety of immediate requests identified by the persons served and others in the general public that includes crisis response, information and referral, or response to other identified human service needs. The Call Center program specializes in assisting the persons served population who are diagnosed with severe and persistent mental illness/co-occurring disorders and suicide prevention. This accredited program uses a dedicated department of highly trained customer service representatives/crisis workers to answer incoming calls 24 hours a day, 7 days a week. A toll-free number is published as a suicide hotline and central access number for integrated care assistance.

### Program Philosophy

Team Wellness Center is dedicated to enhancing the well-being of individuals by providing an array of comprehensive behavioral and physical services in an environment that promotes quality of life, continuous improvement, and social awareness. The Call Center is the bridge that brings an array of services to the caller by linking them to the proper information to meet an immediate need or to avert potential harm to self or others.

### Program Goals

- Assist persons with immediate integrated health and human service needs 24 hours a day.
- Answer calls with staffing levels that provide the highest probability of being answered by a live person.
- Prevent suicides without the delay of requiring the caller to be transferred to a trained crisis worker outside of the Call Center.

### Specific Services Offered

Specific services afforded to each person served is immediate response to questions, information and suicide prevention. The dual-trained customer service/crisis worker will provide callers with information on service delivery at Team Wellness Center, external providers, and referral to psychiatric urgent care.

### Population Served

All persons served and the general public.

### Admissions Criteria

N/A

### Referral Source

Persons are referred to the TWC Call Center by the general marketing efforts, including brochures, websites and business cards of TWC. The toll-free number is available to the general public (888) 813-8326

### Setting

The Call Center is located in a dedicated office space of approximately 400 sq/ft and consists of at least 10 call-agent stations.

### Hours of Operation/Frequency

24-hours/7-days per-week.

### Location(s)

Centralized (answering incoming calls for all TWC locations)

Call Center location:

#### **Wyandotte**

2925 Eureka Rd.

Wyandotte, MI 48207

### Transition Criteria

N/A

### Discharge/Exit Criteria

N/A

### Payer/Funding Source

Funding is provided by Team Wellness Center