



Call Center 24/7 Support Services

If you would like more information regarding the Aurora Community Services Call Center and how we could support your group or organization please call or visit our website.

For more information contact:

Aurora Community Services
406 Technology Drive East
Suite B
Menomonie WI 54751
Phone 1.715.235.1839
Fax 1.715.235.2688
888.301.5897

www.AuroraServices.com



History and Mission

Aurora Community Services (ACS) was founded in 1986 to provide high quality, individualized, community based services to persons with disabilities. Since then Aurora has expanded into a diverse human service agency known for providing excellent services in the areas of mental health, senior services, employee assistance, and long term care. Through our numerous sites across central Wisconsin we provide a full spectrum of individualized community based services to persons with mental health issues, dual diagnoses, disabilities, and individuals with a traumatic brain injury.

Aurora's 24/7 Call Center was designed to serve a wide range of crisis and support needs for individuals and their support systems. Staffed by highly trained professionals, the ACS Call Center is equipped with the latest telephonic and case management technology which ensures that callers receive excellent and timely service. Our technology allows us to track and report every component of our service from the initial call to case closure to ensure quality and customer satisfaction.

Aurora Community Services Established in 1986.
"An Employee Owned Company"

Aurora
community services

"A new beginning"





Call Center Services

The following services are available through the Aurora Call Center:

- 24/7 live call answering by skilled professionals
- Telephonic mental health assessment
- Telephonic problem resolution coaching
- Referral to community mental health and other resources
- Interface with local law enforcement
- Support for law enforcement personnel handling individuals with mental health issues
- Outbound support calls
- Inbound or outbound QA support calls

Other services available as needed.

Advantages of Using Aurora

Aurora's Call Center is unique in that it is a one-stop resource for individuals needing a wide range of services and resources. Aurora's years of experience in providing community-based mental health and support services leaves us uniquely qualified to assist individuals, law enforcement personnel, and others with a wide range of issues. Callers to our center are connecting with a diverse and experienced organization with extensive resources and professional personnel who have demonstrated their passion to serve others for almost 25 years.

Customer Service is #1

Our goal is to provide our customers with timely and excellent service which meets or exceeds their expectations. Each call is given focused and customized attention and we will go the extra mile to ensure that the caller receives just the right information or help.

Aurora solicits customer feedback on a continual basis and we strive to do everything we can to support our customers as their needs change.

Our Quality Assurance Department continuously monitors Call Center performance and customer feedback, ensuring that staffing, service, support, and reporting are meeting customer requirements and expectations.

"The experience with Aurora has been outstanding. The professionalism of the staff ... is beyond my expectations."

- Aurora customer

"I felt confident working with Aurora; (they) have also been great with follow up support for us and our employees."

- Aurora customer

"A new beginning"

