

**CREATING A NEW DANE COUNTY UNIVERSAL ACCESS CALL CENTER AND
AUTHORIZING NEW POSITIONS
DCDHS – ACS DIVISION-BEHAVIORAL HEALTH**

The 2020 adopted budget builds upon county government’s commitment to improving behavioral and mental health services across our community. The recently released PCG Community Behavioral Health Needs Analysis provides further opportunity to improve access and outcomes.

This resolution creates a new Dane County Universal Access Call Center. Utilizing new mental health money approved in the 2020 budget, this center will be run by the county, designed after a call center model that’s been so incredibly effective with our Aging and Disability Resource Center. The new Dane County Universal Access Call Center will be a resource for providers, patients, and families, creating a single point of contact to navigate the sometimes confusing waters of care. The new team will stay abreast of service delivery changes in the community of behavioral and mental health in Dane County. This knowledge will be used to inform county citizens seeking information on how to access care regardless of the system they are in, public or privately funded. The call center would be rooted in integrated relationships with all providers and systems in the county creating mutually beneficial resources and referral exchange, thereby making a significant leap forward towards the vision of integrated care coordinated through a single access point.

This resolution seeks to add 7.0 FTE Behavioral Health Resource Specialist positions and 1.0 FTE Social Work Supervisor (Org 460000) to create a new team to staff the Call Center. These positions will be allocated to the ACS Division and will be fully funded with amounts transferred from the Health and Wellness-CJ Tubbs Initiative expense line.

This resolution also seeks to extend the county’s existing contract with the Dane County chapter of the National Alliance on Mental Illness and provide countywide crisis intervention training for all front line personnel – police officers, emergency medics, social workers and others who often first come into contact with individuals presenting in crisis and in need of referral to care. This training will help defuse situations and provide an entry point to necessary mental and behavioral health care. It is estimated that this extensive training will cost \$60,000.

NOW, THEREFORE, BE IT RESOLVED that position authority in the Human Services Department is increased by 1.0 FTE Social Work Supervisor position (M 11) effective April 1, 2020 and 7.0 FTE Behavioral Health Resource Specialist positions (SW 20) effective July 1, 2020 within the ACS Division (org code 6046) as detailed above. The total cost of these positions is \$426,100.

BE IT FUTHER RESOLVED that the following expenditure accounts be adjusted in the Department of Human Services:

Expenditure	Account Number	Account Title	Amount
460000	10009	Salaries and Wages	\$281,875
460000	10099	Retirement	\$22,500
460000	10108	Social Security	\$21,650
460000	10117	Health	\$97,325
460000	10153	Dental	\$7,225
460000	10171	Disability Insurance	\$850
460000	10180	Life Insurance	\$425
460000	10250	Salary Savings	(\$5,750)
460000	36701	Training – NAMI	\$60,000
460000	36035	Health and Wellness CJ Tubbs Initiative	(\$486,100)
		Total	\$0

BE IT FINALLY RESOLVED that a waiver of bidding requirements be applied to the training contract with NAMI.