



# Why a Behavioral Health Resource Center?



## Vision

Behavioral Health Resource Center (BHRC) is designed to effectively and efficiently connect people with the care they need.

A Venn diagram with three overlapping blue circles. The top-left circle is labeled 'Crisis Services', the top-right circle is labeled 'Providers', and the bottom circle is labeled 'BHRC'. Each circle contains a list of services. The background features a faint illustration of a person thinking and a hand holding a pen over a document.

## Crisis Services

- Provides 24/7 emergency response
- Mobile crisis
- Crisis Stabilization
- Emergency Detention
- Referral

## Providers

- Treatment
- Assessment & Diagnostics
- Case Management
- Services
- Referral

## BHRC

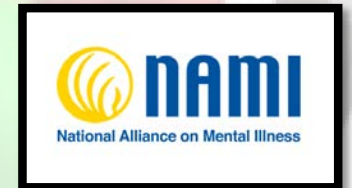
- Referral
- Connection
- Resources
- Follow-up
- Peer support

# How Will the BHRC Help?

- Warm handoffs across systems
- Direct people to the right level of care at the right time
- Identify and mitigate barriers to accessing care
- Serve clients across the lifespan while respecting native languages and cultures
- Use a person centered approach to care coordination
- Use peers to walk alongside people and provide a more supportive experience

# The BHRC Workgroup

- Meeting since January
- Representatives from
  - Access Community Health
  - Chrysalis
  - Group Health Cooperative
  - Journey Mental Health Center
  - NAMI Dane County
  - Quartz
  - SSM Health
  - Tellurian
  - UnityPoint Health
  - UW Health and UW Medical Foundation
  - Veterans Administration
  - WI Department of Corrections



# Committees



Personnel

Documentation/IT/Legal

Screening and  
Assessment

Resource Mapping

Community Outreach  
and Equity

# Doors open November 2020

The background features three light-colored doors. The leftmost door is closed. The middle door is partially open, revealing a glimpse of the interior. The rightmost door is fully open, showing a clear path through the doorway. The doors are rendered in a simple, clean style with light beige or tan tones and thin grey outlines.

- Initial staffing in place
- Site secured and ready with office and interview space
- Initial marketing and communication to public and stakeholders
- Assessment tools developed
- Mapping of access points across health systems
- IT systems can support initial work of the BHRC
- Information-sharing procedures in place
- Developing referral points for warm handoffs
- Engagement with community partners to strengthen relationships

## Phase 2

- Streamlined referral process based on lessons learned
- Use of common assessment tool
- Integrated IT including real time access to care
- Expanded web design and functionality
- Expanded community partnerships
- Expanded use of peer services
- Time to treatment information sharing
- Prior authorization management