

# DANE COUNTY DEPARTMENT OF HUMAN SERVICES

## CRISIS SERVICES UPDATE



February 22, 2024

Todd Campbell, Division Administrator  
Carrie Simon, Urgent Care Manager

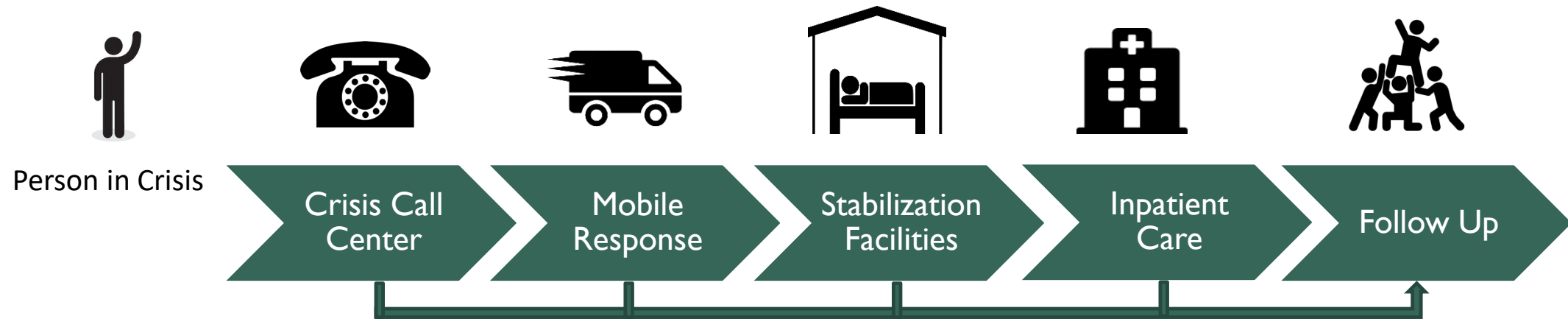
# CRISIS SERVICES UPDATE

- CARES expansion
- Mobile Crisis
- Crisis Triage Center

# VISION FOR CRISIS SERVICES

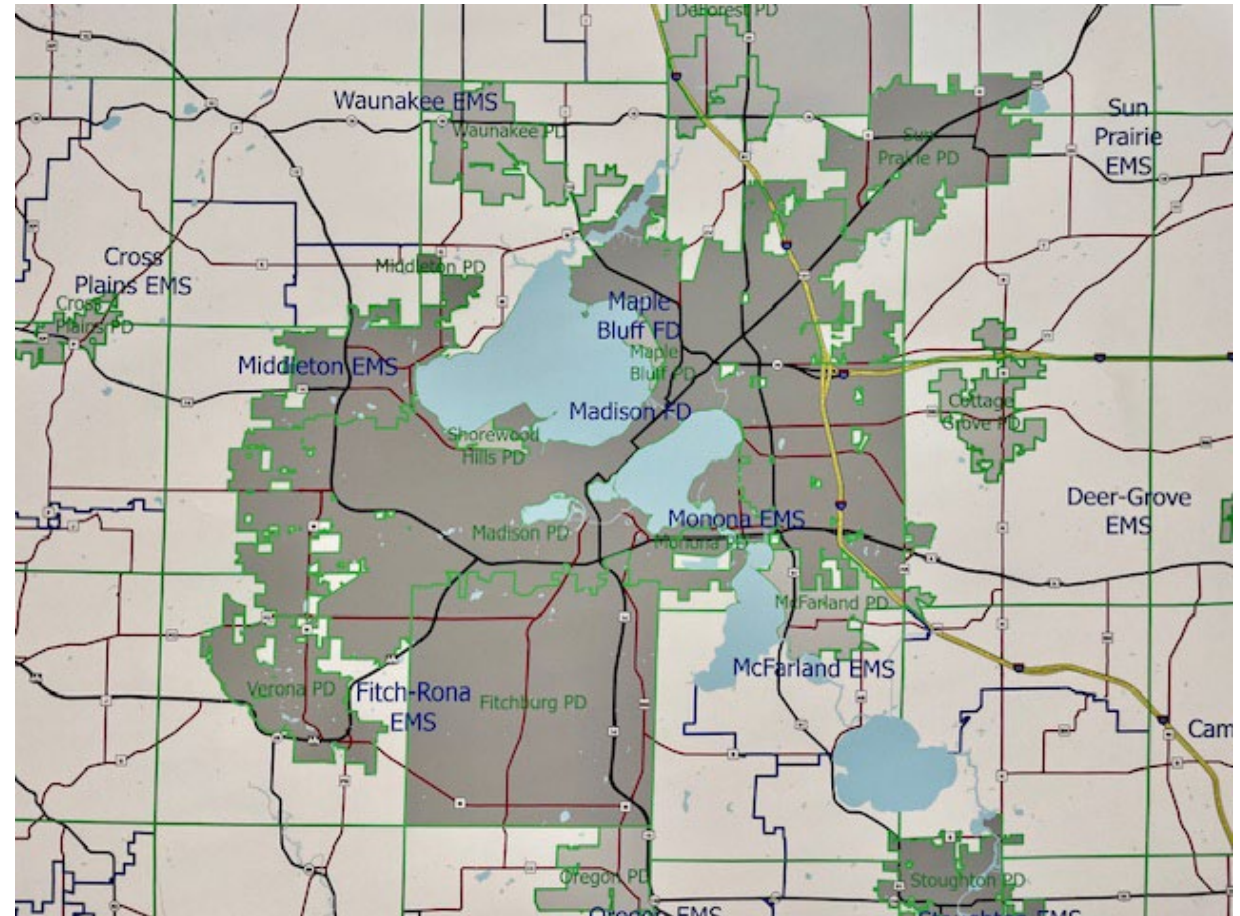
- **Crisis service system is a resource that helps all who need it, when they need it**
  - Using the right resource at the right time
  - No wrong door
  - Continuity of care - warm hand off to follow up care
  - Seamless ability to collaborate
  - Efficient and effective navigation/coordination among an array of service providers
  - Options that fit the multitude of needs
  - Strong and stable workforce
  - Effective messaging to partners/public
  - High level of integrity to local regulations and national standards

# DANE COUNTY'S CRISIS CONTINUUM





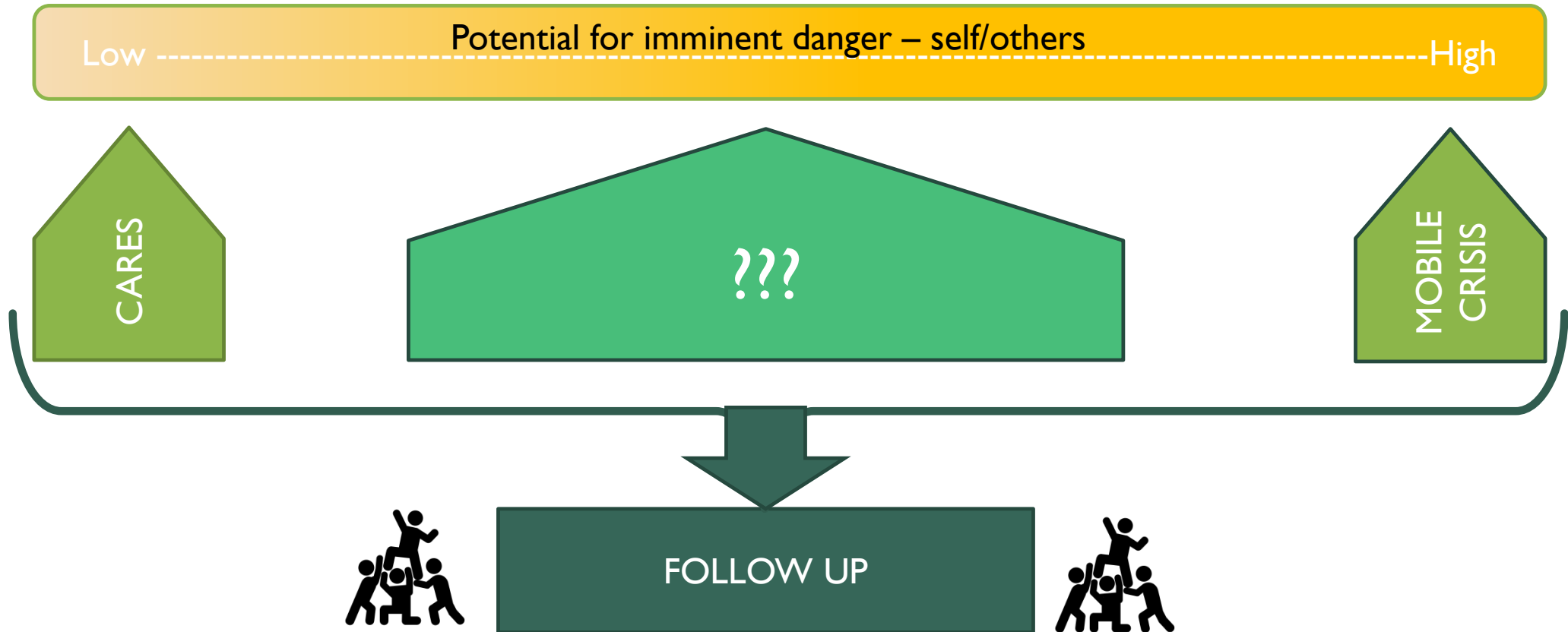
# CARES EXPANSION GRANT



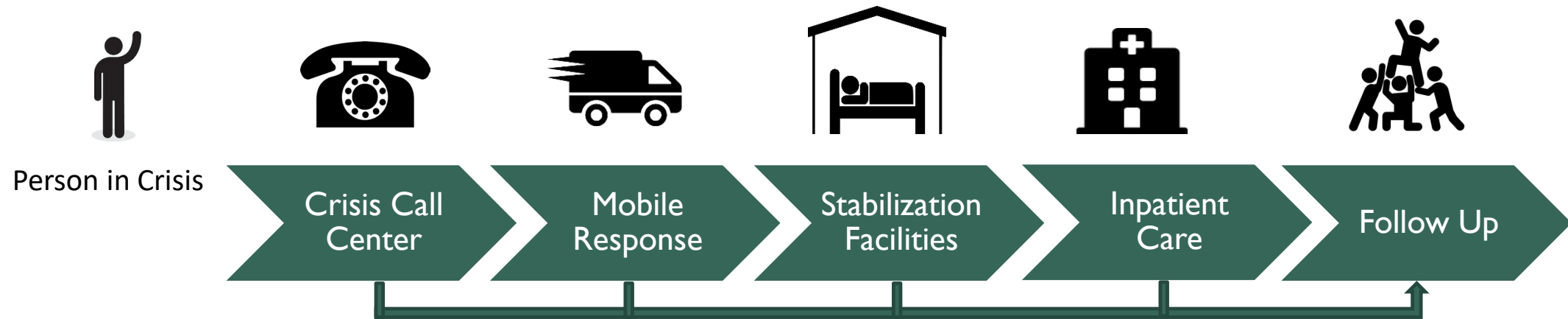


# MOBILE CRISIS CONTINUUM

GOAL: Employ a behavioral health resource whenever there is a behavioral health need



# DANE COUNTY'S CRISIS CONTINUUM





## CRISIS TRIAGE CENTER UPDATE

- Facility-based stabilization
  - Length of Stay up to 23 hours
  - Not the Wrong Door
  - Linkage to next level of stabilization or other follow-up care
  - Necessary components:
    - Ability to accept/invoke involuntary holds
    - Short term stabilization facility for involuntary admissions
    - Walk up urgent care style clinic



# THE FUTURE OF CRISIS SERVICES – MISSING LINKS

- Missing links
  - Streamlined 24/7 mobile crisis response county-wide
  - Crisis Triage Center with ability to accept involuntary admissions
  - Short term stabilization facility for involuntary admissions
  - Walk up urgent care style clinic
  - Continuity of care throughout the continuum
    - IT platform for information sharing and real-time referrals
  - Peer support
  - Sobering capacity
  - Direct link to timely placement in supportive housing
  - Adequate wages to retain a qualified workforce
  - Administrative capacity to collect necessary information and perform meaningful QA

# QUESTIONS?



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