

DANE COUNTY DEPARTMENT OF HUMAN SERVICES

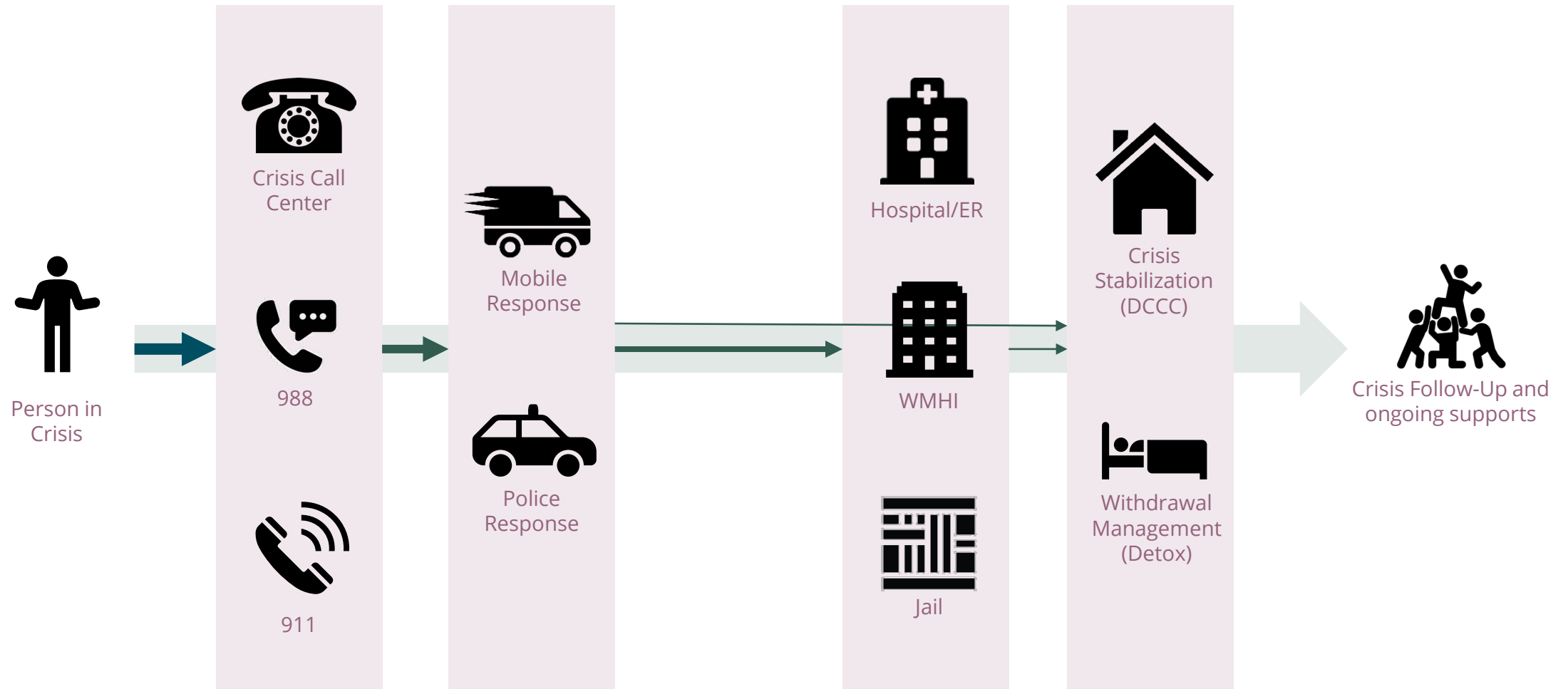
CRISIS SERVICES UPDATE



June 30, 2025

Todd Campbell, Division Administrator
Carrie Simon, Urgent Care Manager

THE CRISIS CONTINUUM

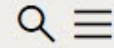




CARES UPDATE



HARVARDKennedy School
Government Performance Lab



STRENGTHENING ALTERNATIVE 911 EMERGENCY RESPONSE

Evaluating Alternative Emergency Response in Madison and Dane County, WI





CARES EXPANSION – SUN PRAIRIE

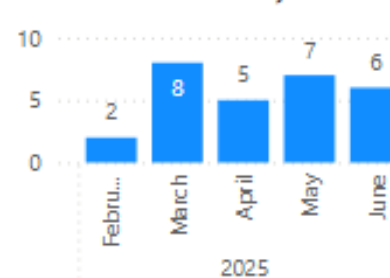


SUN PRAIRIE

CARES incidents by Hour and Day

Hour	Mon	Tue	Wed	Thu	Fri	Sun	Total
9	2	2			1		5
10	1	1					2
11			1	2		1	4
12			1		1		2
13	1				2		3
14	3		1				4
15	1			1	1		3
16	1						1
17		1		1			2
18	1	1					2
Total	10	5	3	4	5	1	28

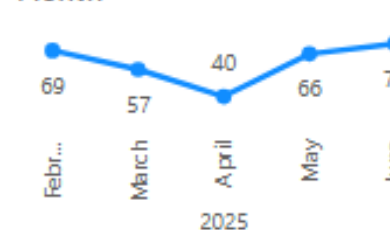
CARES incidents by month



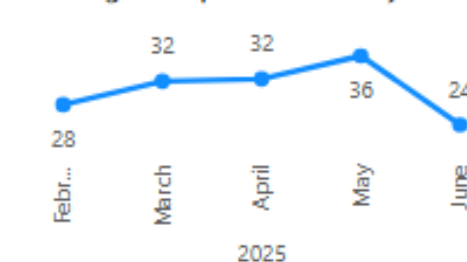
On Scene Time by Month in Minutes



Average Call duration by Month



Average Response Time by Month

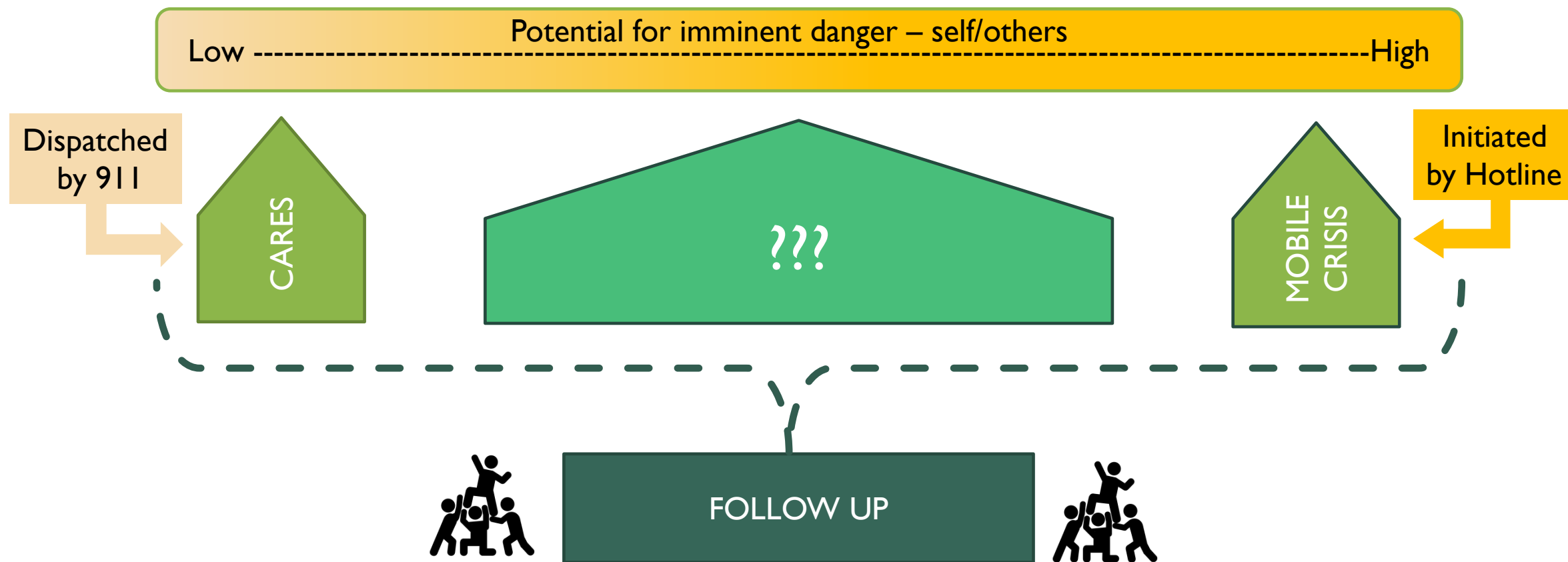


- 20 of the 28 responses were to someone's home
- 4 were transported from the response location



MOBILE CRISIS CONTINUUM

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



PROGRAM UPDATES

- Mobile Crisis Staffing Update
- 988 Improvement Grant
- Law Enforcement Virtual Behavioral Health Pilot Program Grant

CENTERSTONE RECOMMENDATIONS

- * Streamlined mobile crisis strategy
- * Centralized and systemized follow up care
- * Improved data collection and outcome measurement
- * Technology solutions for info sharing, dispatching, making referrals

Phase-based approach to implementation

- Collaborative planning with stakeholders
- Build consensus on values and desired outcomes, collect and analyze data
- Develop project plan for transition to integrated model
- Neutral facilitator as project manager

CRISIS CARE FACILITIES (CCF)

A.K.A. CRISIS URGENT CARE AND OBSERVATION FACILITIES (CUCOF)
A.K.A. CRISIS TRIAGE CENTER

- 2023 Wisconsin Act 249 creates a framework for a new type of facility
- State Biennial budget includes \$10M in grant funding to support development of up to two regional CCFs
- New administrative rule ([DHS 31](#)) creates regulations for licensing and operations

The future of this type of service in Dane County is still uncertain:

- Wisconsin DHS intends to initially certify 1 or 2 CCFs
 - No guarantee that one would be sited in Dane County
 - Prioritization for the western region of the state
 - Prioritization for locations at least 100 miles from WMHI
- CCFs to be independently certified (not county-based)
- State grant funding will support start-up of initial CCFs, but MA reimbursement model is not yet determined



CRISIS SERVICES – MISSING LINKS

- Streamlined 24/7 mobile crisis response county-wide
- Interoperable dispatch between 911 and Hotline
- Crisis Care Facility with ability to accept involuntary admissions
- Walk up urgent care style clinic
- Sobering capacity
- Peer support
- Systematic referral to specialized follow-up services and supports
- Direct link to timely placement in supportive housing
- Continuity of care throughout the continuum
 - IT platform for information sharing and real-time referrals

QUESTIONS?



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