

# **BUILDING AN IDEAL BEHAVIORAL HEALTH CRISIS SYSTEM OF CARE FOR DUPAGE COUNTY**

## *Frequently Asked Questions*

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### **What is a Crisis Recovery Center (CRC)?**

- A CRC is a single point of entry for individuals experiencing a mental health or substance use crisis. It creates an opportunity to divert those with misdemeanor charges with unmet mental health or substance use needs to appropriate care and reduce the number of people brought to jail.
- A CRC is considered a 23/59 program and Individuals will be evaluated and transitioned to an appropriate level of care within 23 hours and 59 minutes (no overnight stays).
- A CRC can be considered an emergency room for behavioral health issues.

### **Why do we need a CRC?**

- When someone you care about needs help because they are experiencing a mental health and/or substance use crisis, the Central Receiving Center provides a safe, caring, and medically appropriate alternative to an emergency room or jail.
- The CRC will reduce hospital emergency room visits and unnecessary 911 calls and incarcerations by providing an efficient and effective use of existing resources.

From January 2017-March 2022, there were an average of:

- 570 drug related ED visits per quarter at DuPage County Hospitals.
- 1,471 alcohol related ED visits per quarter at DuPage County Hospitals.
- 6,238 mental health related ED visits per quarter at DuPage County Hospitals.
- 1,705 suicide related ED visits per quarter at DuPage County Hospitals.

### **What are the goals of a CRC?**

- Provide a single point of access for law enforcement officers, EMS, and family members to drop-off individuals experiencing a MH/SU crisis.
- Destigmatize individuals with mental health and/or substance use disorders.
- Provide a safe alternative to law enforcement and individuals experiencing a MH/SU crisis.
- Provide an appropriate setting for lower level detox or transport for individuals who are experiencing acute withdrawal from a substance use disorder to an ER.

- Reduce the inappropriate utilization of hospital emergency departments by diverting individuals with mental health and/or substance use disorders.
- Provide an efficient and effective use of existing resources.

### **Where will the CRC be located?**

- The CRC will be located at 115 County Farm Road in Wheaton on the DuPage County Health Department campus. This location is centrally located within the county and in close proximity to discharge locations (correctional center, crisis residential services, acute hospital needs).

### **Who will the CRC serve?**

- The CRC will serve DuPage County residents in need of immediate mental health or substance use intervention. Individuals will be able to access resources provide by the CRC at one location and be provided with real time evaluations.

### **Who is not eligible for care at the CRC?**

- Individuals who are an imminent safety risk to themselves or others
- Individuals who are a violent criminal offender

### **Who will benefit from the CRC?**

#### Individuals in Crisis

- Provide one location to have mental health and substance use needs evaluated in real time for DuPage County residents.

#### Law Enforcement

- Provides a single point of access to drop off individuals experiencing a crisis.

#### EMS

- Provide a timely, medically appropriate alternative to hospital emergency departments.

#### Hospital Systems

- Reduce inappropriate utilization of hospital emergency departments.

#### Community as a Whole

- The CRC is a resource to the entire community and anyone in need of immediate mental health or substance use intervention.

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**What services will be provided at the CRC?**

- 24/7 Crisis intervention, assessment, and evaluation.
- Referral and warm hand off to most appropriate level of care.
- Linkage to health insurance, food, job placement and other community resources.
- Withdrawal management and linkage to substance use treatment.

**How long will individuals experiencing a behavioral health crisis stay at the CRC?**

- A CRC is considered a 23/59 program, which means individuals will be evaluated and transitioned to an appropriate level of care within 23 hours and 59 minutes (no overnight stays).

**Where will individuals in crisis be referred to after the behavioral health emergency?**

- Referrals will be based on each individual's needs based on assessment/evaluation.
- Referrals can include: Crisis Residential, in-patient or outpatient substance use/mental health treatment, hospital, jail or home with a safety plan and follow up supports.

**How will the CRC be funded/sustained?**

**Capital Investment: Estimated to be \$25.8 Million**

DuPage County provided \$15.3 million for the project from the American Rescue Plan Act.

An additional \$5.5 million came from the state's Rebuild Illinois Capital Plan, funds which were secured by Conroy when she served as a state representative.

The remaining \$5 million will be provided by the Health Department and includes a \$1 million grant from U.S. Congressman Sean Casten through the U.S. Department of Health and Human Services.

DCHD is working to identify funding to support operations.

It is anticipated construction/renovation work will begin in spring 2024 with a potential opening of the facility in summer 2025.

**Who will staff the CRC?**

- DuPage County Health Department
    - Emergency Services Counselors
    - Psychiatrists/Psychiatric Nurse Practitioner
    - Case Managers/engagement specialists
    - DuPage County Sheriff's Office\*
    - Deputy-transfer of custody for local departments.\*
- \*depends on finalized operational plans

**Will law enforcement or EMS be notified/informed of the client's linkage to treatment or community resources?**

- No. Information relating to a patient's health care history, diagnosis, condition, treatment, or evaluation are considered individually identifiable health information. Confidentiality of this health information is required and may only be disclosed with the express written consent of the patient.

**What is the difference between Crisis Stabilization and the Crisis Recovery Center?**

| <b>Crisis Stabilization<br/>(aka) Crisis Residential or Crisis Respite</b>   | <b>Central Receiving Center</b>   |
|--|---|
| <p>Short term residential treatment that provides immediate care to individuals 18+ experiencing a mental health crisis but not requiring an inpatient level of care.</p> <p>Voluntary stay that averages 3-5 days.</p> <p>Services offered:</p> <ul style="list-style-type: none"> <li>• Evaluation</li> <li>• Short term stabilization- group and individual brief therapy, care coordination, case management</li> <li>• Psychiatric evaluation and medication management</li> <li>• Linkage to continued treatment upon discharge</li> </ul> <p>Crisis stabilization can be a level of care referral from a CRC.</p> | <p>A single point of entry for individuals experiencing a mental health or substance use crisis.</p> <ul style="list-style-type: none"> <li>• Opportunity to divert those with misdemeanor charges with unmet mental health or substance use needs to appropriate care and reduce the number of people brought to jail</li> <li>• Easily accessible location for law enforcement, emergency personnel to have a timely drop off for evaluation</li> <li>• Considered a 23/59 program (no overnight stays)</li> <li>• Needs are evaluated and transitioned to an appropriate level of care within 24 hours</li> <li>• Services offered:                             <ul style="list-style-type: none"> <li>• 24/7 crisis intervention, assessment, and evaluation</li> <li>• Referral and warm hand off to most appropriate level of care</li> <li>• Linkage to ongoing community resources</li> </ul> </li> </ul> |