



# Crisis Services Continuum Update

Dakota County Board  
Community Services Committee  
October 14, 2025

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## Guiding Principles



-  Right Service, Right Responder, Right Time
-  Service integration, upstream and responsive solutions
-  Build on 30+ years of service and partnership
-  Use national best practices
-  No single change is the solution
-  Extensive partnerships, at all levels
-  Leverage a county-based system and high level of familiarity of existing resources
-  Utilize a client-led approach
-  Evaluate impact and plan for sustainability

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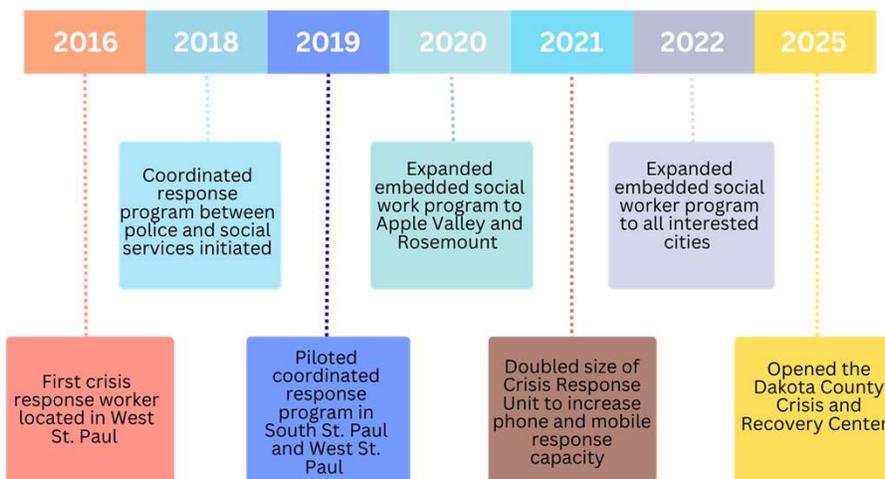
## National Best Practice Guidelines



### Effective Crisis Continuum

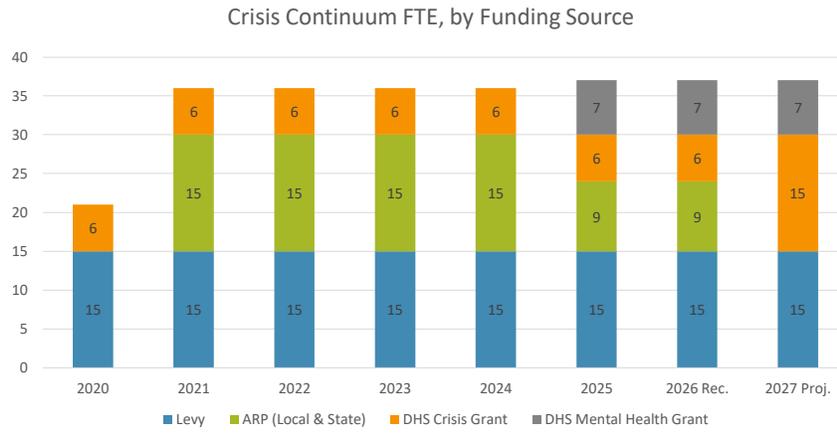
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## Timeline



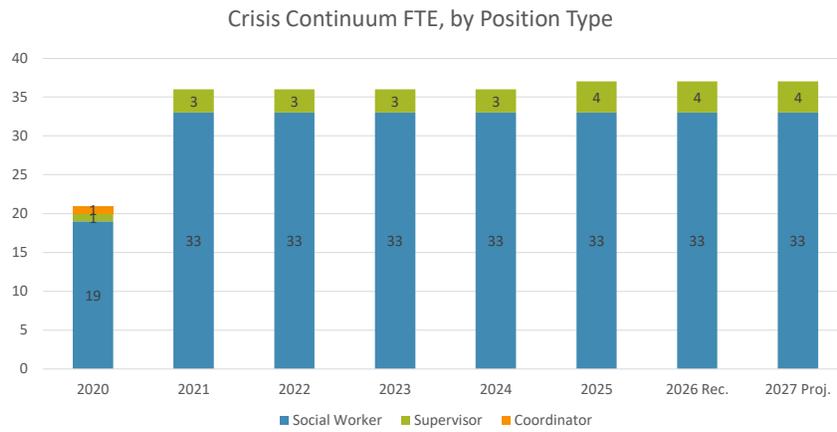
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# Crisis Continuum - FTE



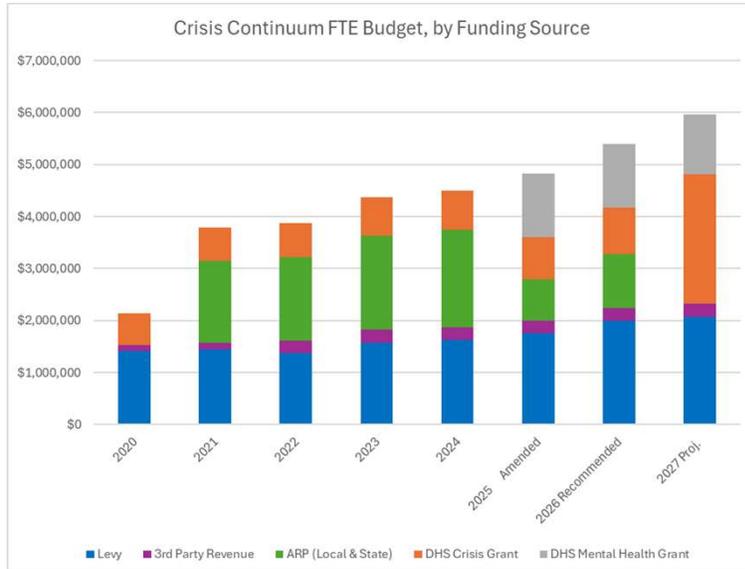
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# Crisis Continuum - FTE



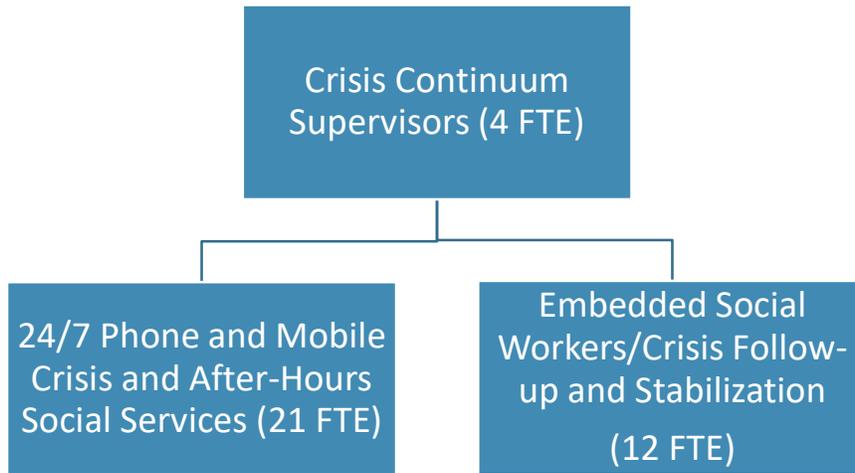
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# Crisis Continuum - FTE Funding



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# Crisis Continuum - FTE



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## What was the problem to solve?



- 911 as first point of contact; law enforcement as primary responder
- Limited in-person mobile crisis response, due to staffing
- Recurring crises without follow-up, stabilization or connection to ongoing services
- Trust between cities/police and county
- Tackling complex community issues together
- Move services upstream and prevent more serious crises
- Wellness and access to care



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## Someone To Talk To



### Dakota County Crisis Response Unit (CRU)

**Available 24/7**

**In 2024**

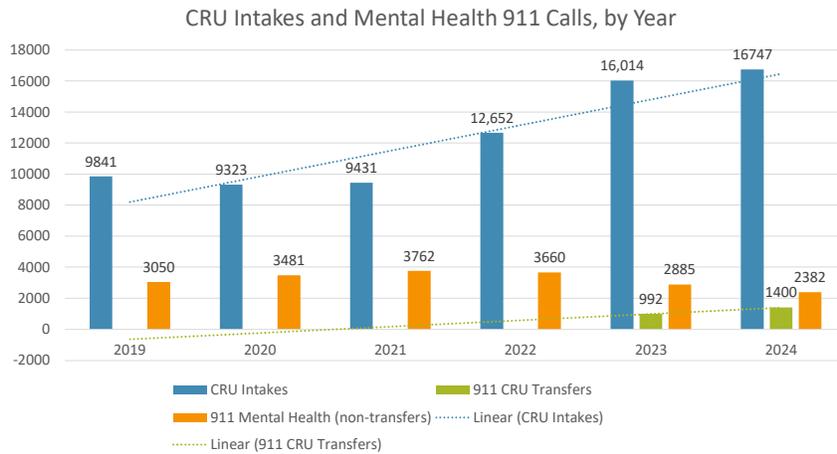
More Minnesota counties are sending mental health professionals to 911 callers in crisis



- **18,779** direct CRU calls
- **1,400** 911 calls routed to CRU from Dakota 911
- **83%** of 911 transfers resolved without law enforcement involvement
- **24/7** crisis and after-hours emergency social service response

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## Crisis Call Trends



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## What do call trends tell us?



- Increase in mental health crisis response – right service at the right time
- Community needs high since 2020, and remain high
- Partnership and outreach working to change norms for seeking and receiving services
- Less reliance on 911 and law enforcement as first responder

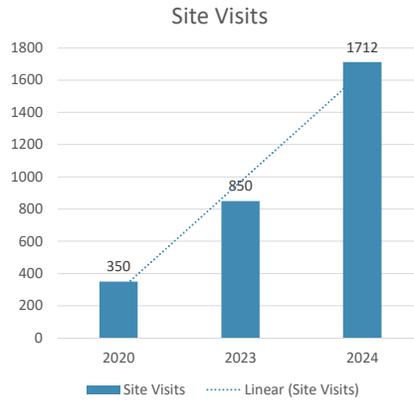
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## Someone to Respond



### Expansion of mobile crisis response through 24/7 CRU In 2024:

- 1,712 site visits; 100% in person
- Most clients assessed in their home
- Serving people across ages, demographics and geography
- Most clients assessed within two hours; goal is 15–30-minute response



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## What are the presenting issues?



### Primary reason for intervention, 2024

	Dakota County (N=1,535)	Statewide (N=21,154)
Dysregulated behavior	28%	12%
Psychotic or delusional behavior	20%	10%
Suicidal ideation	18%	28%
Other	14%	9%
Depression	7%	14%
Anxiety/panic	5%	17%
Suicide attempt	4%	3%
Mania	3%	2%
Non-suicidal self-injurious behavior	1%	3%
Trauma	1%	2%

Source: Minnesota Department of Human Services (2025). Note: Data are reported by episode. Only one reason can be reported.

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## What does site visit data tell us?



- More FTE creates capacity for in-person response
- Serving high level of acuity with skilled team with strong public safety system partnership
- Assess and triage to other levels of care, including emergency departments
- Interventions promote safety and wellbeing, for person and community
- Of those assessed, 89.1% remain in community
  - Low percentage of jail as disposition (2%)
- Referrals to services: therapy, case management, medication management, hospital services, housing services, chemical health services.

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## Crisis Follow-up



### Countywide embedded social worker, follow-up model:

- SW co-location in 10 police departments, follow-up available countywide
- Joint powers agreements with all participating cities
- 2,256 follow-up contacts
- 357 crisis stabilization cases



Photo Description: Lakeville Mental Health/Social Services Team. Left to Right: Communities Advocate: Melinda Martinez; Dakota County Crisis: Sylvia Galvan-Kupke and Stephanie Robinson; Lakeville Police Support Services Liaison: Officer Natalie Anderson; Dakota County Crisis: Ayan Alinur

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## What is the value of follow-up?



- Proactive approach to intervene early, stabilize and prevent future crisis
- Coordination with existing supports (case management) and/or referrals for support and care
- Creates access to ongoing mental health services
- Builds trust and partnership across communities
- Collaborative safety and wellness planning



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## Crisis and Recovery Center



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## Residential Services



- Guild residential services operating at full capacity in new building starting on February 10, 2025
- Since February 10, more than 80 people served:
  - Residential treatment average length of stay, 64 days
- Preserved local services

### Crisis and Recovery Center, Dakota County

2025 Livingston Ave, West St Paul, MN 55118

\*View Guild's [IRTS Recipient Handbook and Agreement Form](#) for detailed information about the staff and services we provide, including the daily schedule.

[Virtually Tour Crisis and Recovery Center, Dakota County](#)



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## Place to Go



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## Place to Go – What to expect?



Trusted destination for mental health crisis assessment, connection to resources, and personalized safety and wellness planning for individuals 18+

Living room space with mental health resources, 2 retreat rooms, beverages and snacks

Recommend calling the Dakota County Crisis Response Unit, 952-891-7171, prior to visiting the Place to Go

Staffed Monday – Friday 2 p.m. – 10:00 p.m., CRU provides response other hours

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## Retreat Room



- Privacy for crisis assessments
- Quiet waiting and resting space
- Adjustable lighting

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## Meeting/Conference Room



- Access to telehealth
- Welcoming space for team meetings
- Crisis follow-up and stabilization planning

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## Living Room



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## Place to Go - Success Stories



School called CRU about statements a child made pertaining to parent's mental health

Arranged for mom to come to Place to Go and meet with Spanish-speaking clinician

Child provided snack and activities while mom was assessed

Follow-up care: Psychiatry appointment at Place to Go and crisis stabilization referral

Mom's feedback: "It was even better than I could imagine"

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## Crisis Continuum - Better off?



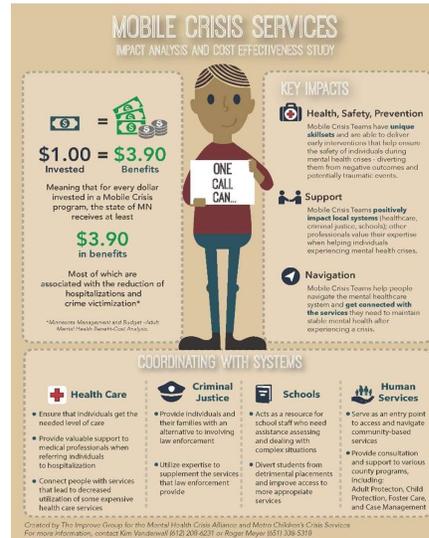
- Increased capacity for phone and mobile response and countywide coverage, 24/7
- Timely and responsive access to support tailored to individual needs
- Diversion from higher levels of care, law enforcement and criminal justice system
- Prevention of more acute and serious crises
- Strong partnerships, collaboration and trust between social services, law enforcement and community
- Research shows range of positive outcomes and return on investment

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# Cost-Benefit: Research



- Wilder Research report provides detailed summary of data sources, metrics, and recommendations for future cost-benefit analysis
- Previous work with State's Office of Management and Budget *Results First* found \$3.90 benefit for each \$1.00 invested



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# Accomplishments



- Established and effective crisis continuum
- Program evaluation with Wilder Research
- Electronic health record
- 2025 National Association of Counties achievement award for Crisis and Recovery Center



Photo Description: County Board and staff receiving recognition for NACo Achievement Award, August 12, 2025.

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## System Challenges



- Payment model for crisis services
- Coordination and access for those with most complex needs
- Cuts to health care, mental health, and social services puts pressure on CRU and other crisis response systems
- Early intervention and access
- Staff support and retention

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## Future Planning and Opportunities



- Sustain partnerships
- Ensure clear processes and communication pathways
- Work on strategies for engaging clients and families
- Expand access through Place to Go
- Community awareness
- Measure impacts and share positive outcomes
- Sustainable funding:
  - Fill funding "potholes"
  - Work with State on equitable crisis grant funding formula and seek more State funding for crisis services
  - Maximize billing revenue

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## Questions/Discussion