



Dane County Department of Human Services

Todd Campbell - Adult Community Services Division Administrator





WHAT IS IT?

The Behavioral Health Resource Center (BHRC) is a voluntary service designed to help any Dane County resident access mental health and substance use services in Dane County, despite insurance status, financial status, age, identity, ability or legal status.

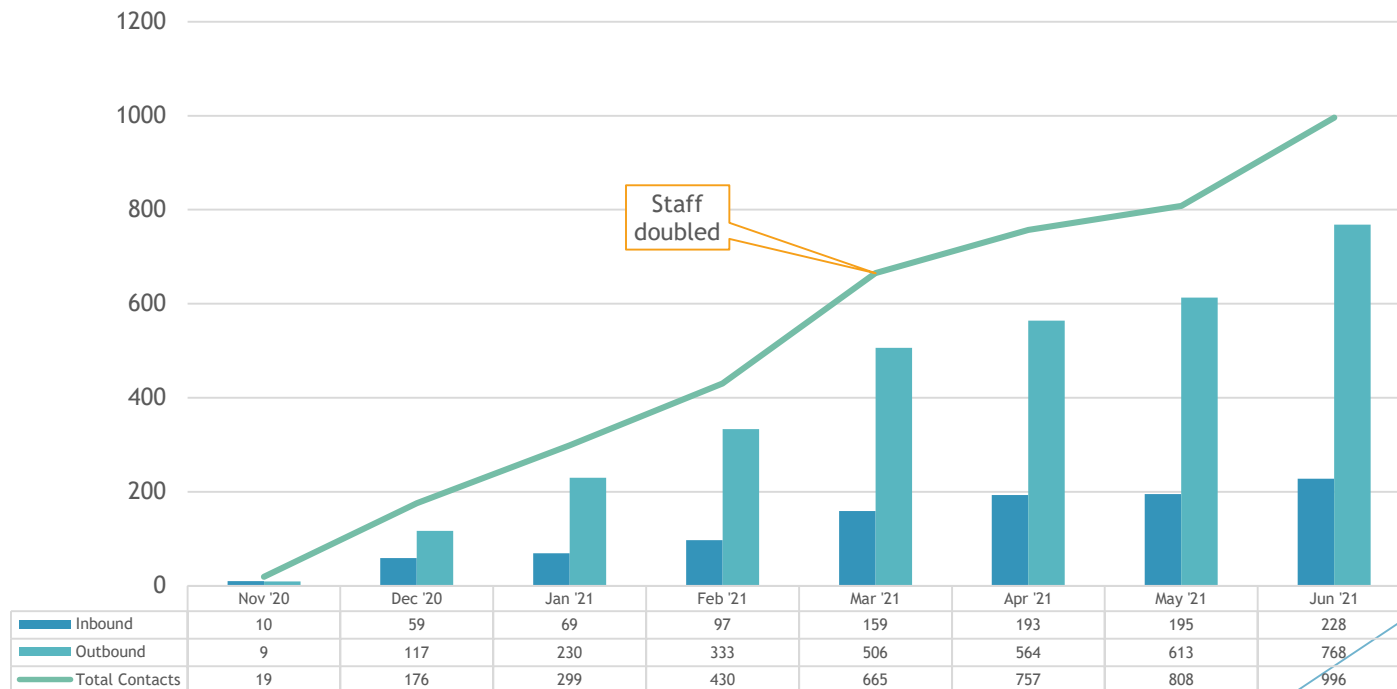
Website: <https://danebhrc.org/>



WHAT DOES THE BHRC DO?

The BHRC is set up like a call center, or contact center. The BHRC intends to answer calls live or respond to messages within 1-2 business days.

Contact Service Volume





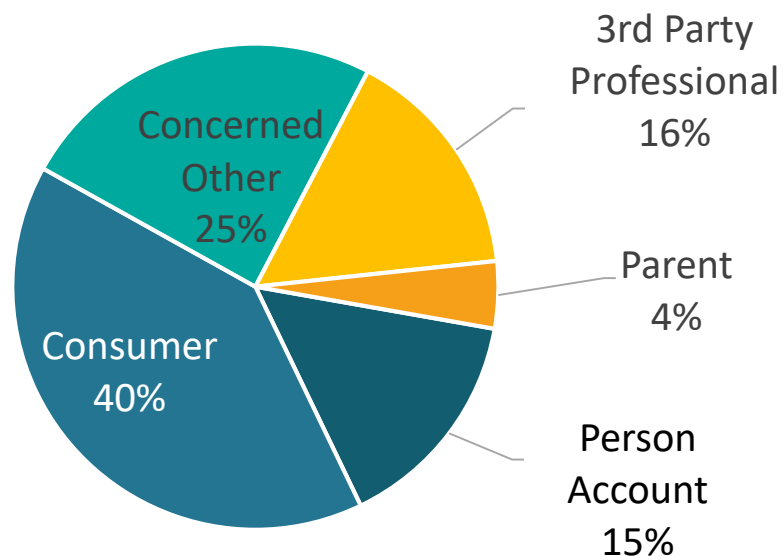
WHO HAVE WE TALKED TO?

- ▶ Presentations, marketing materials, and targeted outreach to 40+ County and Community Partners including:
 - Public Health Madison and Dane County
 - SOAR/Recovery Dane
 - Briarpatch
 - Addiction Response Team (ART)
 - Coalition of Black Services Providers
 - Zero Suicide Collaborative
 - Urban Triage
 - RCDC Systems of Change
 - Latinx Mental Health Council/Latinx Health Council
 - Catholic Multicultural Center
 - Sun Prairie School District
 - Waunakee School District
 - Madison Metropolitan School District (MMSD) and Building Bridges
 - Madison Police Department
 - Journey Mental Health Crisis



WHO HAVE WE HEARD FROM?

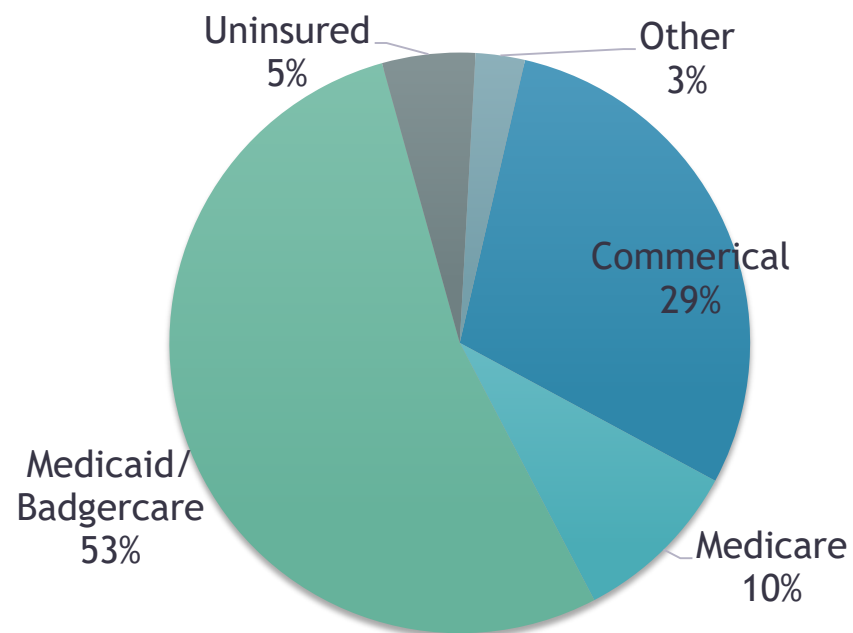
Who Contacts BHRC
May 1 - June 30, 2021





WHO WOULD FUND TREATMENT?

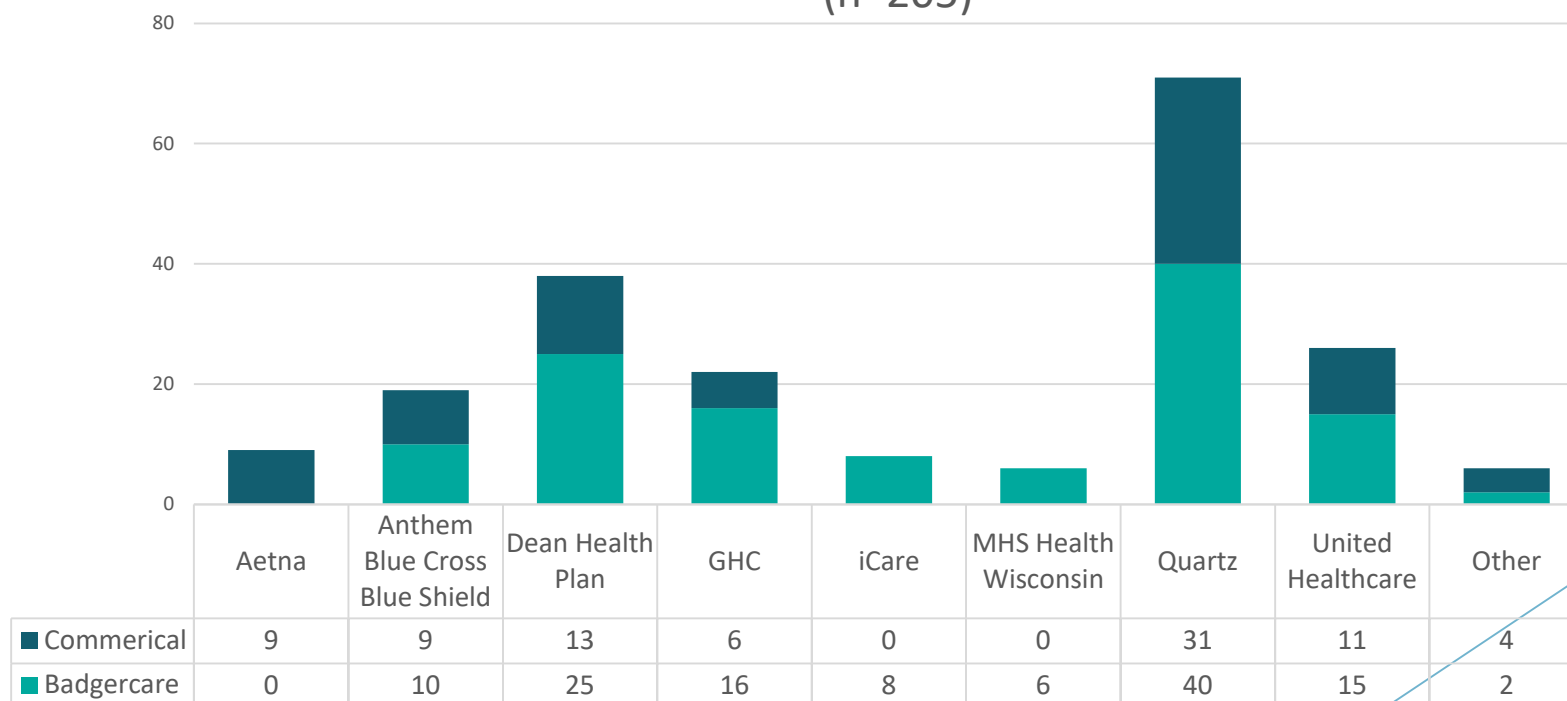
Insurance (n=328)





WHO WOULD FUND TREATMENT?

Known Commerical and Badgercare Insurers
(n=205)





PRAISE FOR THE BHRC

- ▶ “Again, thank you for talking the other day. You were so helpful. I was feeling overwhelmed and you righted the boat.”
- ▶ “I am so grateful you followed up with me and my son was able to talk! He even sent me a text after our call and thanked me. I am also happy to hear you will follow-up with him in a few weeks. So impressed with BHRC - and you!”
- ▶ “Thank you very much for your time today. It’s challenging to navigate all this as a new Dane County resident. I appreciate all the resources and your supportive ear as well. You are all providing an important service.”
- ▶ “I just talked to a UW psych social worker who could not say enough good things about BHRC! [... was] impressed with the model, the great culture, and the service.”
- ▶ “You’re a saint, man!”