**Crisis Centers**

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| Treatment #1: Expand the functionality of crisis centers. |

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| **ACTION ITEMS AND OBJECTIVES** |
| 1. **Increase Public Awareness and Understanding of Crisis Center Services** |
| Form a dedicated awareness sub-team to design and implement an outreach campaign that clearly communicates crisis center services and eligibility criteria. |
| Collaborate with community partners (e.g., law enforcement, hospitals, shelters, schools) to educate front-line personnel on crisis center services and referral processes, ensuring appropriate utilization. |
| 1. **Expand Crisis Centers for Youth Across Idaho** |
| Facilitate collaborative discussions between Youth Crisis Centers and Youth Assessment Centers to clarify roles, identify potential synergies, and assess feasibility for co-location based on existing program standards. |
| Conduct a statewide needs assessment to evaluate regional gaps in youth crisis services, ensuring data-driven decisions for new crisis center locations. |
| 1. **Improve Crisis Center Utilization, Operations, and Coordination** |
| Establish regular statewide meetings for crisis centers and key stakeholders to foster communication, share best practices, and develop strategies to enhance operational efficiency. |
| Strengthen crisis center networks by promoting resource-sharing and standard operating procedure (SOP) alignment to improve coordination across all centers. |
| 1. **Ensure Sustainable Statewide Funding and Support for Adult Crisis Centers** |
| Establish a sub-group to define key performance indicators (KPIs), collect testimonials, and compile impact reports that highlight cost-effectiveness and community benefits. |
| Develop a data collection framework that tracks return on investment (ROI), service utilization, and diversion from higher levels of care, ensuring data consistency across agencies. |
| Engage leaders and key stakeholders by presenting data-driven reports to secure continued and increased funding for crisis center operations. |

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| **ACTION ITEM #1** | |
| **Increase Public Awareness and Understanding of Crisis Center Services** | |
| **FULL DESCRIPTION** | |
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| **TARGET OBJECTIVES** | |
| **1.** | Form a dedicated awareness sub-team to design and implement an outreach campaign that clearly communicates crisis center services and eligibility criteria. |
| **2.** | Collaborate with community partners (e.g., law enforcement, hospitals, shelters, schools) to educate front-line personnel on crisis center services and referral processes, ensuring appropriate utilization. |

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| **SMART GOALS TO ACCOMPLISH ACTION ITEM #1 OBJECTIVES** | | | | |
| **OBJECTIVE** | **SPECIFIC OUTCOME** | **METRIC FOR ACCOMPLISHMENT** | **TARGET DATE FOR COMPLETION** | **RESPONSIBLE PARTY** |
| 1. | Establish a team responsible for designing and implementing a public outreach campaign that effectively communicates crisis center services. | Sub-team formed by July 2025. | 7/31/2025 |  |
| 1. | Increase public understanding of crisis center services to ensure appropriate utilization and community engagement. | A fully developed and executed outreach campaign.  Outreach campaign (strategies) launched by December 2025. | 12/31/2025 |  |
| 2. | Partner with key community organizations to provide training and resources on crisis center services and referral processes. | Identify community partners | 08/31/2025 |  |
| 2. | Ensure front-line personnel have the knowledge and tools to effectively refer individuals to crisis centers. | Conduct 3 awareness sessions by November 2025. | 11/30/2025 |  |
| 2. | Increased awareness and appropriate referrals from community partners. | Measure referral increases by March 2026. | 03/31/2025 |  |

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| **TEAM LEADS** | |
| Rebekah Koepnick | Idaho Department of Health and Welfare, Division of Behavioral Health |
| Jenna Grant | Idaho Department of Health and Welfare, Division of Behavioral Health |
| **OTHER KEY IMPLEMENTATION STAFF FOR ACTION ITEM #1** | |
| Christina Ward | Idaho Department of Health and Welfare, Division of Behavioral Health |
| Dena Baldwin | Idaho Department of Health and Welfare, Division of Behavioral Health |
| Cas Waldron | Southwest District Health |
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| **CONSULTING STAKEHOLDERS FOR ACTION ITEM #1** | |
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| **RESOURCES, RISKS, AND ADDITIONAL INFORMATION FOR ACTION ITEM #1** | |
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| **ACTION ITEM #2** | |
| **Expand Crisis Centers for Youth Across Idaho** | |
| **FULL DESCRIPTION** | |
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| **TARGET OBJECTIVES** | |
| **1.** | Facilitate collaborative discussions between Youth Crisis Centers and Youth Assessment Centers to clarify roles, identify potential synergies, and assess feasibility for co-location based on existing program standards. |
| **2.** | Conduct a statewide needs assessment to evaluate regional gaps in youth crisis services, ensuring data-driven decisions for new crisis center locations. |

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| **SMART GOALS TO ACCOMPLISH ACTION ITEM #2 OBJECTIVES** | | | | |
| **OBJECTIVE** | **SPECIFIC OUTCOME** | **METRIC FOR ACCOMPLISHMENT** | **TARGET DATE FOR COMPLETION** | **RESPONSIBLE PARTY** |
| 1. | Establish a team to host discussions between Youth Crisis Centers and Youth Assessment Centers to define roles and improve service coordination. | Sub-team developed by June 2025.  Stakeholder meetings by August 2025. | 8/31/2025 |  |
| 1. | Enhance collaboration between youth service providers to optimize service delivery. | Draft collaboration framework by November 2025. | 11/30/2025 |  |
| 1. | A documented proposal outlining collaboration opportunities. | A documented proposal outlining collaboration opportunities. | 12/31/2025 |  |
| 2. | Evaluate regional gaps in youth crisis services through data analysis, community feedback, and site visits. | Research phase completed by November 2025. | 11/30/2025 |  |
| 2. | A comprehensive needs assessment report with recommendations. | Needs assessment report finalized by January 2026. | 01/31/2026 |  |
| 2. | Ensure data-driven decision-making for new crisis center locations. | Implementation planning by March 2026. | 03/31/2026 |  |

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| **TEAM LEAD** | |
| Alexis Gygax | Idaho Department of Health and Welfare, Division of Behavioral Health |
| Yezenia Lora-Salas | Idaho Department of Health and Welfare, Division of Behavioral Health |
| **OTHER KEY IMPLEMENTATION STAFF FOR ACTION ITEM #2** | |
| Almedina Toomey | Idaho Department of Health and Welfare, Division of Behavioral Health |
| Sandra Driscoll | Idaho Department of Health and Welfare, Division of Behavioral Health |
| Karen Gonzales | Idaho Department of Health and Welfare, Division of Behavioral Health |
| **CONSULTING STAKEHOLDERS FOR ACTION ITEM #2** | |
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| **RESOURCES, RISKS, AND ADDITIONAL INFORMATION FOR ACTION ITEM #2** | |
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| **ACTION ITEM #3** | |
| **Improve Crisis Center Utilization, Operations, and Coordination** | |
| **FULL DESCRIPTION** | |
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| **TARGET OBJECTIVES** | |
| **1.** | Establish regular statewide meetings for crisis centers and key stakeholders to foster communication, share best practices, and develop strategies to enhance operational efficiency. |
| **2.** | Strengthen crisis center networks by promoting resource-sharing and standard operating procedure (SOP) alignment to improve coordination across all centers. |

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| **SMART GOALS TO ACCOMPLISH ACTION ITEM #3 OBJECTIVES** | | | | |
| **OBJECTIVE** | **SPECIFIC OUTCOME** | **METRIC FOR ACCOMPLISHMENT** | **TARGET DATE FOR COMPLETION** | **RESPONSIBLE PARTY** |
| 1. | Directed by a sub-team, implement a structured schedule for statewide meetings to discuss challenges, share best practices, and enhance coordination. | Sub-team formed by June 2025. | 06/30/2025 |  |
| 1. | Consistent collaboration through quarterly meetings. | First statewide meeting by September 2025. | 09/30/2025 |  |
| 1. | Improve communication and operational efficiency across crisis centers. | Annual report by January 2026. | 01/31/2026 |  |
| 2. | Develop a framework for resource-sharing and SOP alignment among crisis centers to enhance service consistency and efficiency. | Needs assessment by November 2025. | 11/30/2025 |  |
| 2. | A documented SOP alignment guide and an operational resource-sharing plan. | SOP alignment guide by January 2026. | 10/31/2026 |  |
| 2. | Create a more integrated crisis center network with streamlined operations. | Resource-sharing agreements by March 2026. | 03/31/2026 |  |
| 2. | Create a more integrated crisis center network with streamline operations | Develop a framework for resource-sharing and SOP alignment among crisis centers | 05/31/2026 |  |

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| **ACTION ITEM #3 TEAM LEAD** | |
| Val Seeley | Idaho Department of Health and Welfare, Division of Behavioral Health |
| **OTHER KEY IMPLEMENTATION STAFF FOR ACTION ITEM #3** | |
| Kristina Trecker | Idaho Department of Health and Welfare, Division of Behavioral Health |
| Alyson Christianson | Idaho Department of Health and Welfare, Division of Behavioral Health |
| Dave Peters | Idaho Department of Health and Welfare, Division of Behavioral Health |
| Dedra Sanna | Idaho Department of Health and Welfare, Division of Behavioral Health |
| Melissa Anstine | Idaho Department of Health and Welfare, Division of Behavioral Health |
| **CONSULTING STAKEHOLDERS FOR ACTION ITEM #3** | |
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| **RESOURCES, RISKS, AND ADDITIONAL INFORMATION FOR ACTION ITEM #3** | |
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| **ACTION ITEM #4** | |
| **Ensure Sustainable Statewide Funding and Support for Adult Crisis Centers** | |
| **FULL DESCRIPTION** | |
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| **TARGET OBJECTIVES** | |
| **1.** | Establish a sub-group to define key performance indicators (KPIs), collect testimonials, and compile impact reports that highlight cost-effectiveness and community benefits. |
| **2.** | Develop a data collection framework that tracks return on investment (ROI), service utilization, and diversion from higher levels of care, ensuring data consistency across agencies. |
| **3.** | Engage leaders and key stakeholders by presenting data-driven reports to secure continued and increased funding for crisis center operations. |

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| **SMART GOALS TO ACCOMPLISH ACTION ITEM #4 OBJECTIVES** | | | | |
| **OBJECTIVE** | **SPECIFIC OUTCOME** | **METRIC FOR ACCOMPLISHMENT** | **TARGET COMPLETION DATE** | **RESPONSIBLE PARTY** |
| 1. | Form a dedicated group to develop key performance indicators (KPIs), collect and compile data reports. | KPI framework finalized by October 2025. | 10/31/2025 |  |
| 1. | Provide data-driven evidence to support crisis center funding. | A comprehensive KPI framework and impact report. | 12/31/2025 |  |
| 2. | Design a standardized system for tracking ROI, service utilization, and diversion from higher levels of care. | Framework design completed by October 2025. | 10/31/2025 |  |
| 2. | Establish a reliable and efficient data collection system. | A fully functional, standardized data collection framework. | 07/31/2026 |  |
| 3. | Develop and present data-driven reports that showcase crisis center effectiveness and financial benefits. | Funding advocacy report by December 2026. | 10/1/2025 |  |

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| **ACTION ITEM #4 TEAM LEAD** | |
| Val Seeley | Idaho Department of Health and Welfare, Division of Behavioral Health |
| Alyson Christianson | Idaho Department of Health and Welfare, Division of Behavioral Health |
| **OTHER KEY IMPLEMENTATION STAFF FOR ACTION ITEM #4** | |
| Kristina Trecker | Idaho Department of Health and Welfare, Division of Behavioral Health |
| Dave Peters | Idaho Department of Health and Welfare, Division of Behavioral Health |
| Dedra Sanna | Idaho Department of Health and Welfare, Division of Behavioral Health |
| Melissa Anstine | Idaho Department of Health and Welfare, Division of Behavioral Health |
| **CONSULTING STAKEHOLDERS FOR ACTION ITEM #4** | |
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| **RESOURCES, RISKS, AND ADDITIONAL INFORMATION FOR ACTION ITEM #4** | |
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