

Dakota County Crisis Services Continuum

What is the Crisis Response Unit (CRU)?



Available
24/7/365



Immediate care



Mobile staff



Direct Dial access
952-891-7171



Crisis call center and
after-hours guidance
on connection to
County social services



Some staff are co-located
in police departments,
which allows:

- greater geographic reach
- faster response times
- partnership building

The CRU responds to thousands of calls each year and visits hundreds of callers in-person, as needed.



"We are meeting people where they're at, figuring out what they need, and providing it."

"The CRU is about being able to help people when they're ready for it."

"We have the best crisis continuum in the country."

-Dakota County crisis services providers and law enforcement partners



Crisis Response Continuum

In addition to CRU, the continuum includes several other components:

Embedded Social Worker Program

- Licensed clinical social workers embedded in police departments
- Dakota County social services staff partner with police officers and other systems to follow up with individuals identified within the county and/or during police encounters who have mental health and or social welfare concerns
- Provide 4-6 weeks of voluntary, short-term therapeutic and stabilization support as well as referrals to other services and/or resources



Crisis stabilization

- Licensed clinical social workers who work with individuals referred to the CRU by schools, hospitals/clinics, police, family members, themselves (i.e., self-referrals)
- Provide 4 to 6 weeks of voluntary, short-term therapeutic and stabilization support as well as referrals to other services and/or resources



Dakota County Crisis and Recovery Center

- Guild provides Residential Crisis Stabilization for up to 10 days as well as Intensive, Residential Treatment Services for up to 90 days on site for adults who qualify
- Dakota County provides walk in mental health crisis assessments, crisis intervention, and quick connection to outpatient services



2016 A crisis response unit worker co-located in the West St. Paul police department

- Prototyped and tested a workflow for co-location

2018 Dakota County and Hastings identified a need to create a coordinated response program between police and social services

- Prototyped and tested a workflow for embedded social workers

2019 Piloted coordinated response (embedded social work) program in South St. Paul and West St. Paul

- Started providing follow-up services

2020 Expanded embedded social work program to Apple Valley and Rosemount

- Joint Powers Agreement drafted by County Attorney's Office and implemented with participating cities

2021 Doubled size of CRU to increase phone and mobile response capacity

2022 Expanded program to all interested cities in Dakota County

- Increased CRU staffing capacity to provide in-person response
- Started placing CRU staff within police departments
- Funded by local and state American Rescue Plan Act dollars

2023 Broke ground on the Dakota County Crisis Recovery Center

2024 Winner of the award for Innovative Programming:

- Association of Minnesota Counties
- National Association of Counties award for Innovative Programming





More Information

Contact the Crisis Response Unit:

952-891-7171

