

# Missouri's Central Resource Hub And Crisis Resources

 **NOW LIVE!** 



**CENTRAL RESOURCE HUB**  
for behavioral health

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# The History of Central Resource Hub

- Sequential Intercept Model (SIM) Mapping Workshops
  - Education and awareness of resources
  - Request for a central location to contact
  - Many local communities have developed their own resource lists
- Partnership with Public Administrators
  - Receive questions on a daily basis
  - Request for a “liaison” to assist with the behavioral health system
- FY25 funding provided through DMH to establish the Central Resource Hub

# What is the Central Resource Hub?

- Single point of contact for non-emergency behavioral health inquiries
- Provides guidance on navigating the behavioral health system
- Liaison between “caller” and behavioral health system/providers



# Who Can Access the Central Resource Hub?



- General public
- County and government officials (circuit clerks, public administrators, etc.)
- Hospital staff
- Any organization assisting individuals with behavioral health services!

# Reasons to Contact the Central Resource Hub

- General behavioral health system navigation assistance
- Troubleshoot issues
- Assist with the transfer of individuals between service areas and providers
- Liaison between “caller” and behavioral health provider system

# Reasons to Contact the Central Resource Hub

- General understanding of behavioral health and other system processes
- Communication with MBHC provider staff (CBHLs, YBHLs, ERE, etc.) for connecting to appropriate programs and resources
- Communication with various stakeholders across the state to connect to appropriate programs and resources



# Central Resource Hub Answers

- If further information is needed for a more comprehensive answer, the “caller” will receive acknowledgment and notification there will be additional follow-up correspondence
- A response to the call or email will be made within 48-72 business hours (or sooner if possible)

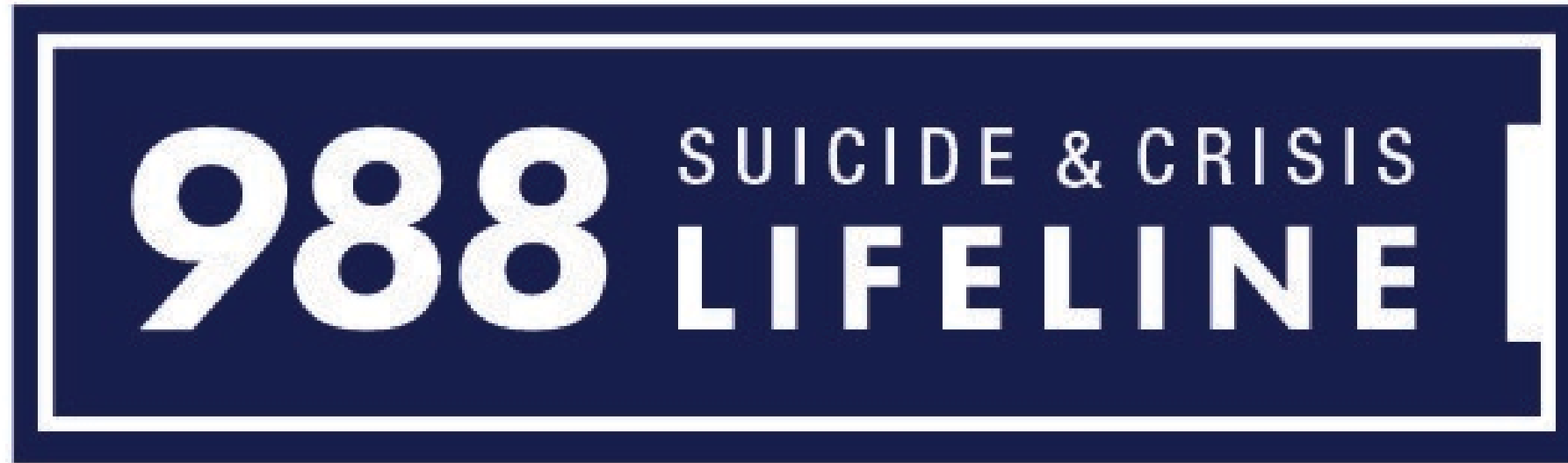


# Limitations for the Central Resource Hub

- Cannot create resources which do not already exist
- Will not promise or guarantee resolution of issue
- Will not provide legal advice
- Will not take on work which is typically responsibility of another agency/organization

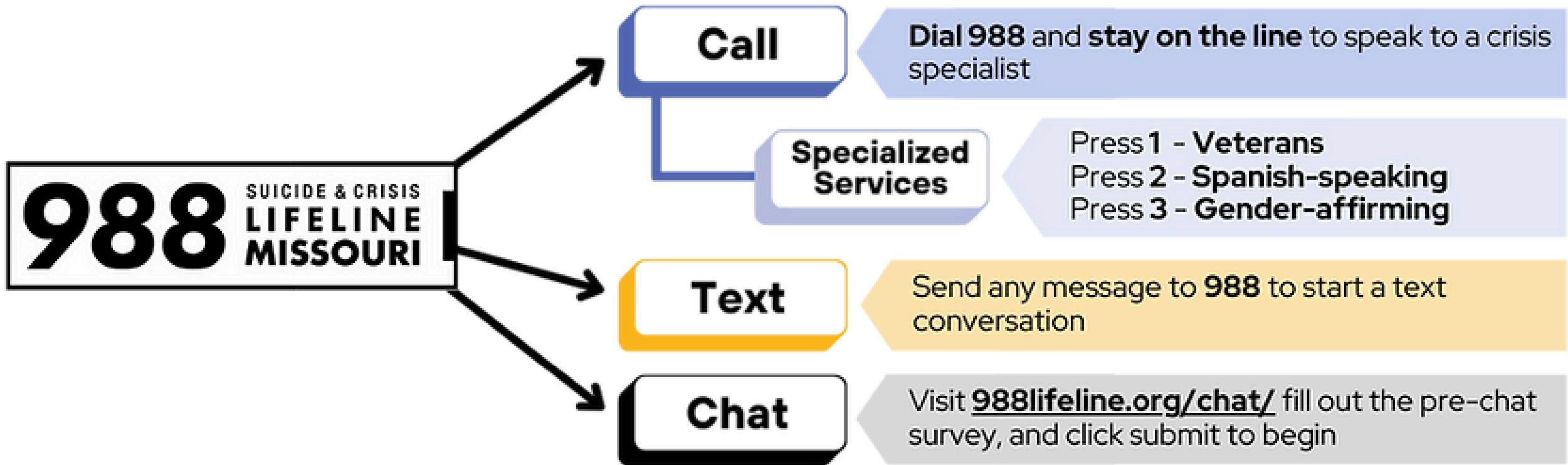


# 988, 911, or the Central Resource Hub?



The Central Resource Hub is intended for **non-emergency situations only**. An immediate referral to 988 or 911 will be made if the “caller” rises to a more critical need.

# 988 Options



# Missouri's Crisis Continuum – No Wrong Door

SOMEONE  
TO TALK TO



988 Suicide &  
Crisis Lifeline

SOMEONE TO  
RESPOND



Mobile Crisis  
Response Teams

SOMEWHERE  
TO GO



Behavioral Health  
Crisis Centers

**All crisis services are  
voluntary**

**All crisis services are  
at no charge**





**bhresourcehub@mobhc.org**

**877.221.4455**



**<https://www.mobhc.org/crisis-resources>**



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