



rosecrance
life's waiting®

Rosecrance Crisis Residential Program FAQ

Serving Winnebago, Boone, Ogle, DeKalb, Stephenson, Jo Daviess, Lee, Whiteside and Carroll counties

Q: Who will be served?

A: The Crisis Residential program is a voluntary residential program for individuals in behavioral health crisis who do not need inpatient hospitalization but require stabilization and 24-hour supervision. Clients may be transferred to the program from the Rosecrance Triage Center if they meet admission criteria.

Q: Is this a new service?

A: No, Rosecrance has offered crisis residential services for more than 20 years.

Q: What's new, then?

A: Under the Northwest Crisis Care System (NCCS), which was designed to improve community-based care for individuals in psychiatric crisis in this region, Rosecrance expanded the number of short-term residential placements from 8 to 12 to meet the need for this level of care.

Q: How does this program relate to the Rosecrance Triage Center?

A: The Triage Center is the primary entry point for the crisis beds. Triage staff may recommend crisis residential for clients who need further stabilization and supervision, rather than hospitalization. The goal is to prevent unnecessary hospitalizations. This system of services is designed to improve the continuum of care for clients in psychiatric crisis and enhance public safety.

Q: What happens in this program?

A: Behavioral health professionals offer supervision, stabilization, clinical treatment, psychiatry and medication management. Services for clients with mental health conditions are person-centered, strengths-based and founded on evidence-based practices. Clients also benefit from case management planning for services that will follow them into the community upon discharge. The program improves the continuum of care and helps prevent future crises.



Some of the crisis residential beds are located at the Rosecrance Harrison Campus in Rockford.

Q: Where is the program located?

A: Rosecrance has crisis residential beds in two Rockford locations: 3815 Harrison Avenue (at Rosecrance's Harrison Campus) and 2406 Auburn Street.

Q: What happens to clients after discharge?

A: Most will return to their homes when they are able, with a firm linkage to community-based services.



Visit us at [rosecrance.org](https://www.rosecrance.org) or call **815.968.9300**