

## DD MH Resource Line

A dedicated toll free phone line has been established at **855-848-7778** in order to provide an accessible source of information on the most integrated services / supports to best meet an individual's urgent psychiatric needs and to divert / prevent admissions to the State Institutes when alternative approaches are clinically indicated.

The DD MH Resource Line is intended to assist in problem-solving and resource identification for those professionals working with individuals who are diagnosed with an intellectual / developmental disability and a co-occurring mental health diagnosis / behavioral disorder.

This resource is intended to be used by Managed Care Organizations, county human services agencies, crisis workers, inpatient hospitals and other professionals who are seeking ways to prevent institutionalization. State Mental Health Institute staff who receive calls of this nature will refer those callers to this line.

The DD MH Resource Line is not intended for emergencies or crisis response.

This toll free number is not attached to an actual telephone, so no one will answer calls made into this line directly. Instead this line is attached to a voicemail and pager system. Once a caller leaves a detailed message, including their name and number, the DD Coordinators receive a page and an email alert (both on their desktop and work cell) notifying them they have received a message.

Monday through Friday (excluding State holidays) between 8:00 am and 4:00 pm, the DD Coordinator on call will call into the system to retrieve the message and will call the person back within 2 business hours. If a message is received after these hours or on a weekend, the DD Coordinator will call the person within 2 hours on the next business day.

Below you will find the DD Coordinator's office numbers, which are available in case anyone has questions about how the DD MH Resource Line works. If you need to use the DD MH Resource Line, please only call the toll free number (**855-848-7778**).

The DD Coordinators are:

Jennifer Nora (262) 878-6622  
Diane Dietz (715) 723-5542 ext. 4300

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