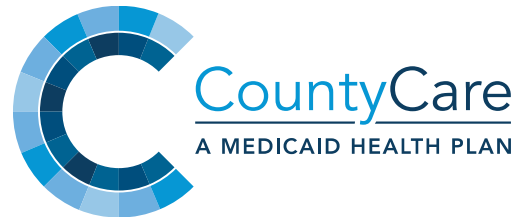


April CM Webinar

Wednesday, April 15th, 2026

Stephanie R. Nickles

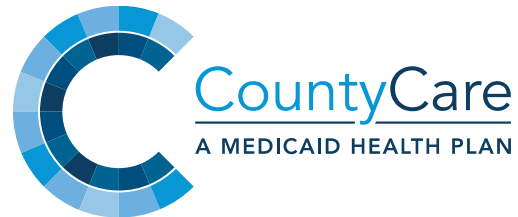
Clinical Training Manager



Meeting Schedule

Wednesday, April 15th, 2026

1. Danielle Fultz- Clinical Triage and Stabilization Center (30 minutes)
2. Paige Clincy- Advisory Council Presentation (10 minutes)



Clinical Triage and Stabilization Center (CTSC)

Transforming Behavioral Health Crisis Care



COOK COUNTY
HEALTH

What is the CTSC?

Clinical Triage & Stabilization Center (CTSC)

A 23-hour psychiatric crisis stabilization unit is a short-term treatment facility designed to provide immediate care for individuals experiencing acute behavioral health crises.

Purpose:

- Stabilize individuals in distress and prevent unnecessary hospitalization or ED visits.
- Offer continuous observation, assessment, and treatment within a structured therapeutic environment.

Core Features:

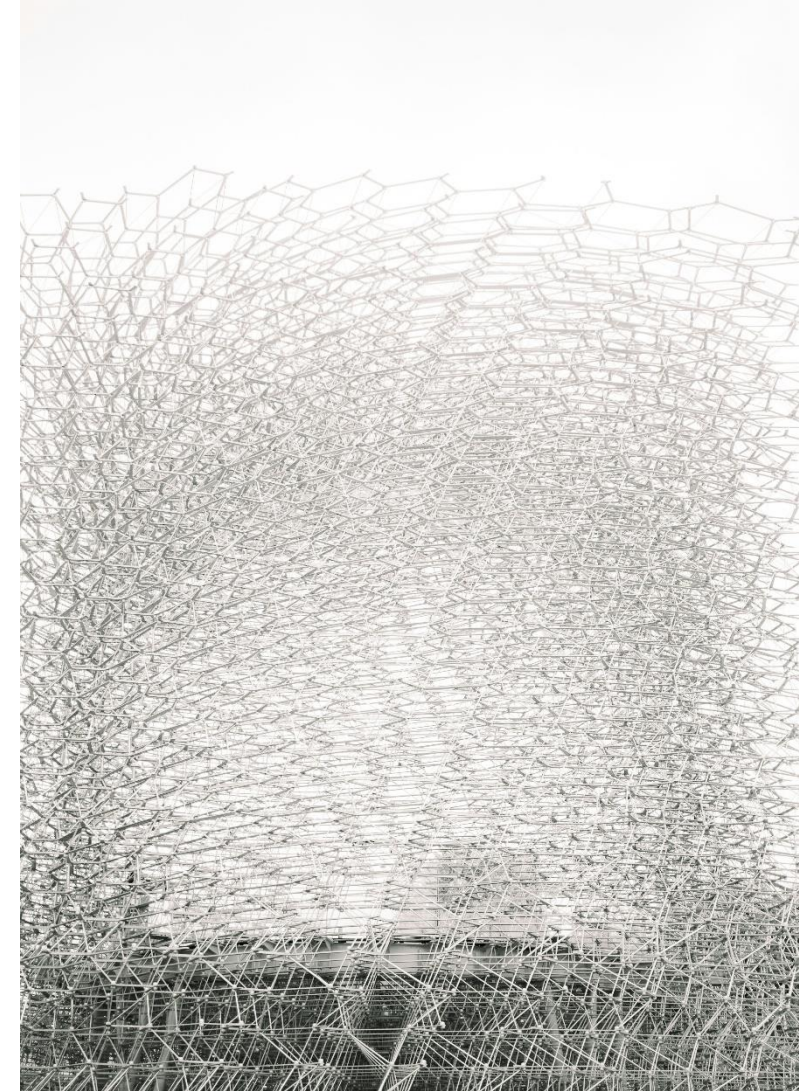
CTSC at Provident

Census: 12 Recliners (not beds)

Staffed: 24/7 with Psychiatric APRN, BH Nurses and medical assistants; supplemented with social workers, recovery coaches, BH associates (techs)

Goals:

- Improve clinical outcomes for behavioral health patients.
- Provide immediate psychiatric evaluation and treatment.
- Prevent unnecessary inpatient admissions.
- Reduce ED overcrowding and psychiatric boarding.
- Reduce arrests
- Improve patient experience



Admission Criteria

At the Provident Hospital Clinical Triage and Stabilization Center (CTSC), we care for people experiencing emotional and mental health crises.

Symptoms may include:

- Anxiety, panic attacks, depression, psychotic symptoms, mood swings, grief, recent trauma or loss, and other emotional or mental health issues.

We also support:

- Individuals recently discharged from a correctional facility or another hospital who need medication or other services.
- Those struggling with substance use, with services that include

Key Exclusions

1. Violence Risk:

1. Acute violence risk.

2. Medical Contraindications:

1. Unstable vitals, urgent surgery needs, or medical complications.

3. Functional Limitations:

1. Patients unable to self-care or at high fall risk.

If admission to inpatient psychiatric unit is needed, follow routine procedures via Thresholds staff.

Admission and Transfer Process



- Provider-to-provider and nurse-to-nurse consultation.
- ED provider initiates transfer order.
- Patient belongings inventoried and secured.
- Transportation arranged via CAT-MAT or Behavioral Health Associate.

Arrival at CTSC:

- Escort to Intake Office or alternate clinical space.

CTSC Offerings and Release



Routine Care:

- Vitals every 8 hours or as needed.
- Behavioral observations recorded hourly.
- Lab tests and EKGs conducted chairside.
- Psychotropics as prescribed.

Other Interventions based on staff on site:

- Social Worker: Assessments, safety planning, discharge resources.
- Behavioral Health Associate: Crisis techniques, group facilitation.
- Recovery Coach: Substance use education, motivational interviewing, recovery planning.

Inpatient Transfer Coordinated with Thresholds:

- Petition and Certificate prepared.
- Continuous monitoring if inpatient bed unavailable.

Discharge Planning:

- Options: Home, outpatient services, or higher-level care.
- Discharge instructions and belongings reviewed with patient.

Follow-Up Care:

- Post-release contact within 48 hours, 5–7 days, and 10–14 days.



Let's Make an Impact Together

Know someone who could benefit?

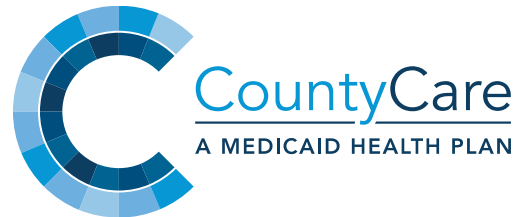
If you know someone who could benefit from our services, we would appreciate your referral.

- Contact the Clinical Triage and Stabilization Center (CTSC) Intake:
 - Telephone: 312)572-1470
 - Visit our website: [Clinical Triage and Stabilization Center | Cook County Health](#)
 - ED arrivals: Ask for CTSC Directly

Housing

Paige Clincy, Program Manager

April 2026



Overview

- Medicaid and CountyCare overview
- CountyCare Housing Strategy
- Next Steps

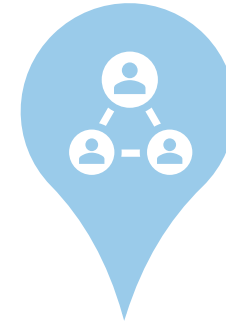
Mission & Vision

Mission

As a public, provider-led health plan, we improve our members' lives by partnering with communities, supporting a vibrant safety-net, advancing health equity, and empowering providers to deliver integrated, member-centered health care

Vision

To transform the health of our members and the communities we serve.





COOK COUNTY HEALTH

Primary Care Medical Homes (Family Health Care)

1. Arlington Heights Health Center • Arlington Heights, IL
2. Belmont-Cragin Health Center • Chicago, IL
3. Austin Health Center • Chicago, IL
4. North Riverside Health Center • North Riverside, IL
5. Dr. Jorge Prieto Health Center • Chicago, IL
6. Bronzeville Health Center • Chicago, IL (COMING SOON)
7. Englewood Health Center • Chicago, IL
8. Robbins Health Center • Robbins, IL
9. Cottage Grove Health Center • Ford Heights, IL

Regional Outpatient Centers

(Includes Primary Care Medical Homes, specialty, diagnostic and procedural services)

10. John Sengstacke Health Center at Provident Hospital • Chicago, IL
11. Blue Island Health Center • Blue Island, IL
12. Central Campus • Chicago, IL
 - Professional Building
 - Harrison Square
 - General Medicine Clinic (GMC)
 - Specialty Care Center (Clinics A - V)
 - Women & Children's Center at Stroger Hospital
13. Ruth M. Rothstein CORE Center • Chicago, IL
14. Provident Dialysis Center • Chicago, IL

Child & Adolescent Services

15. Morton East Health Center • Cicero, IL

HOSPITALS

16. John H. Stroger, Jr. Hospital • Chicago, IL
17. Provident Hospital • Chicago, IL

ADDITIONAL SERVICES

Cook County Department of Public Health (CCDPH)

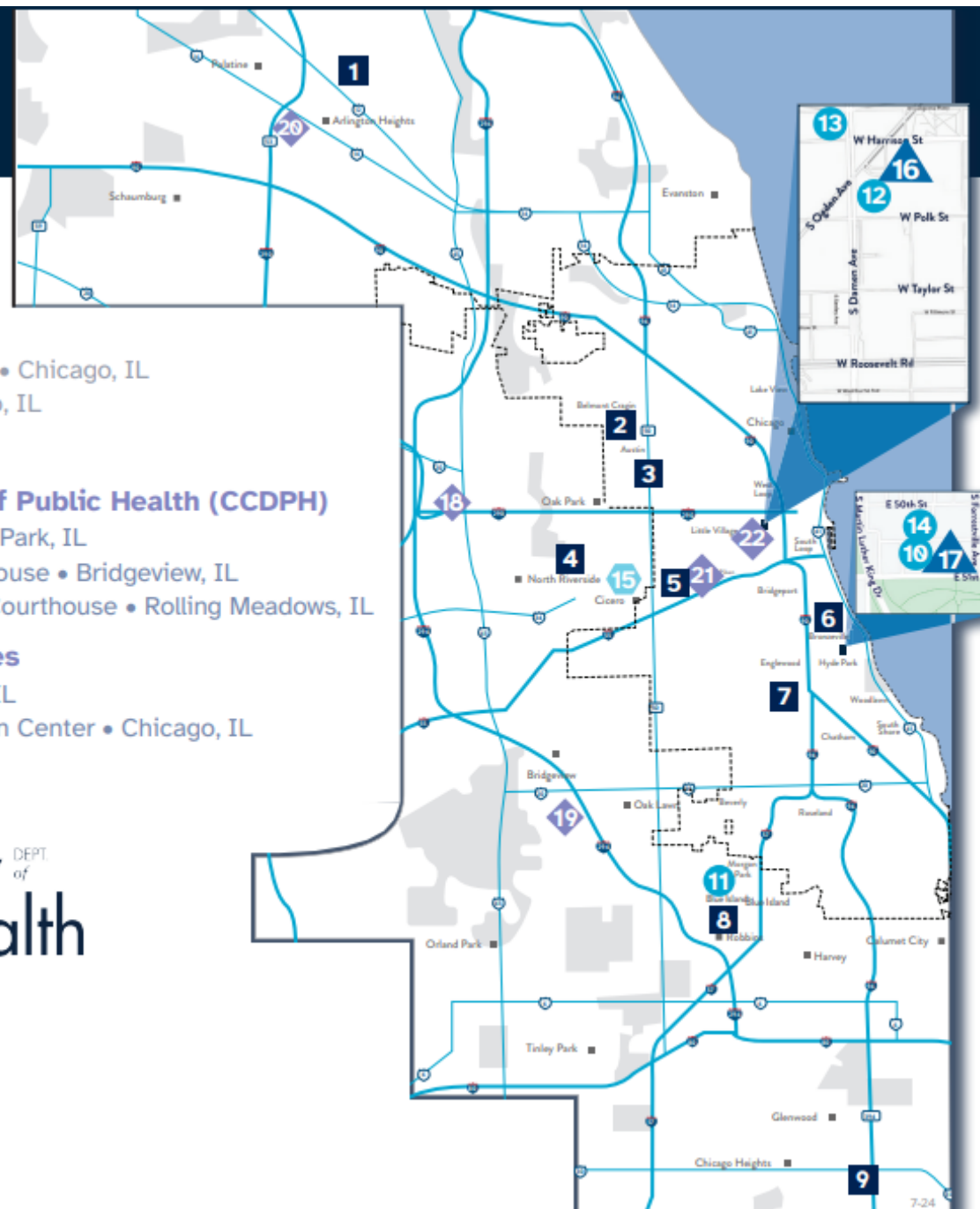
18. CCDPH Main Office • Forest Park, IL
19. CCDPH at Bridgeview Courthouse • Bridgeview, IL
20. CCDPH at Rolling Meadows Courthouse • Rolling Meadows, IL

Correctional Health Services

21. Cook County Jail • Chicago, IL
22. Juvenile Temporary Detention Center • Chicago, IL

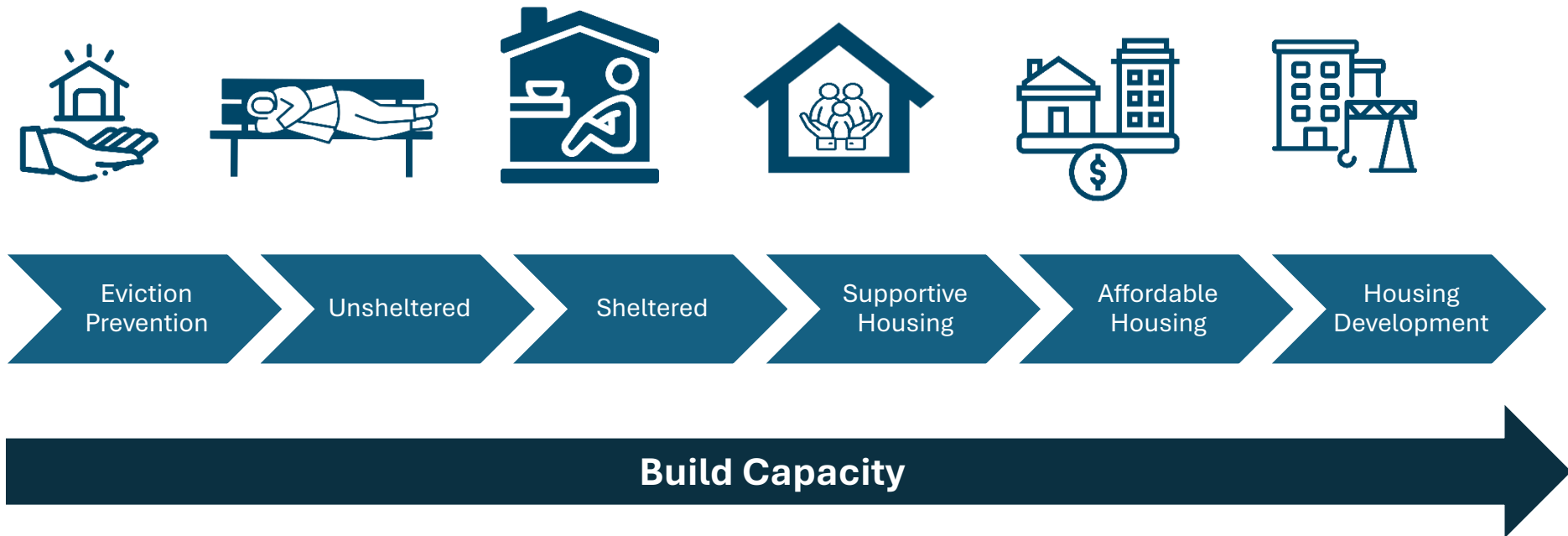


Cook County DEPT of Public Health



Housing Continuum

- CountyCare understands that in order to fully address housing insecurity in Cook County, there needs to be a collaborative, multi-sector, systemic response that accounts for the diverse challenges that members face in regard to housing as described in the housing continuum.



Overview CountyCare's Investment into Housing

Program Name and Partner	Description
Flexible Housing Pool with the Center for Health and Housing	<ul style="list-style-type: none"> Supportive housing for members who are high utilizers. CountyCare invested \$5MM to secure 67 slots for our members.
IHDA and Wellness Initiative Network(WIN) Supportive Housing with Housing Forward	<ul style="list-style-type: none"> Supportive housing for members are 30% below AMI CountyCare pays for security deposit for IHDA program For the WIN program, CountyCare covers cost of case management services covered via a housing partner
The Boulevard Cook County Health RISE	<ul style="list-style-type: none"> Medical Respite for members

Please note: FHP and IHDA/WIN housing program are not taking new referrals.

Overview CountyCare's Investment into Housing – Next Steps

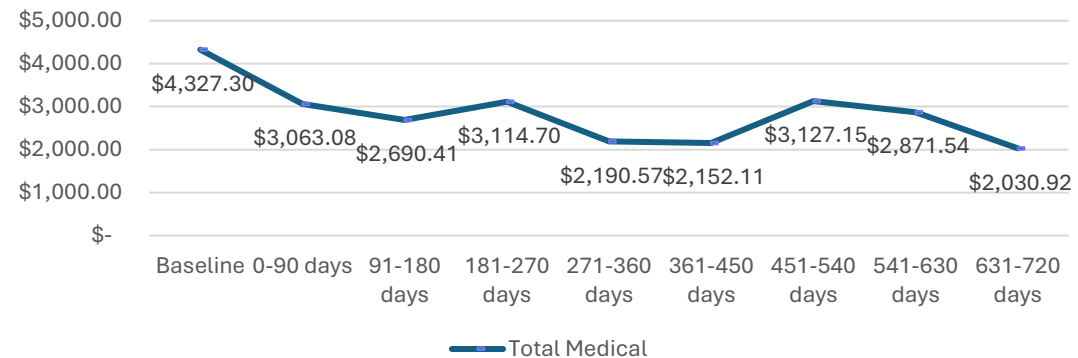
Program Name and Partner	Next Steps
Flexible Housing Pool with the Center for Health and Housing	<ul style="list-style-type: none">• Completed an evaluation of the project• Currently finalizing the write up and findings
IHDA and Wellness Initiative Network(WIN) Supportive Housing with Housing Forward	<ul style="list-style-type: none">• Continuing to support CountyCare members
The Boulevard Cook County Health RISE	<ul style="list-style-type: none">• Continuing to support CountyCare member

Impact – Flexible Housing Pool

“This is the best I felt like as being a mom. Like, I'm actually like being able to do something for them, then nothing. 'Cause it was a time that I'm like, I don't know if I was going to be able to keep my kids because I'm not being able to support them the way that they should be supported. They shouldn't be living in a car, you know. But this really helped me and made me feel stronger as a mom to keep being their mom and not having to place them up to somewhere else because I couldn't do it.”-

Participant #1

ADULT: Average Cost of Medical Claims



Interpretation:
General decrease in average cost of claims for members the longer they have been housed in FHP.

Key outcomes:

- 97% reduction in emergency shelter utilization
- 46% decrease in 911 emergency medical service activations
- 91% reduction in emergency department visits
- 89% reduction in inpatient hospital days
- 81% decrease in Cook County Jail registrations among participants in the first year post-housing

Housing Partnerships

Housing Partnerships with Safe Haven and Mercy Housing

- Co-hosted staff in-service on Medicaid 101 and CountyCare services
- Cohosted health education events for members
- Data Exchange on # of CountyCare members who receive services

Other Housing Collaboratives

- Alliance Monthly Meetings
- All Chicago Advocacy Taskforce
- Health and Housing Strategy Advisory Committee with IL Public Health Institute
- Chicago Homelessness and Health Response Group for Equity (CHHRGE All Stakeholders)
- Collaborative on Child Homelessness (COCHI) with IL Chapter of American Academy of Pediatrics

Current Resources

- If a member is requesting housing resources, please ask them to contact 211.
 - 211 Metro Chicago is a free, 24-hour helpline linking County Care Residents to key resources, such as help with rent, housing or finding shelter.
- Here is a link to affordable housing in the Cook County, IL area that can also be shared. <https://www.affordablehousing.com/>
- Coordinated Entry System (CES) The CES is a way to help people who have lost their home or are about to lose their home. Reach out if you need help with shelter.
 - City of Chicago – Call 311 and or visit
 - Suburban Cook County - Call 877-426-6515 and or Visit www.myentrypoint.org

CountyCare Housing Resource Handout

CountyCare Housing Handout



Housing and Social Services Resources






211 Metro Chicago

211 Metro Chicago is a **free, 24-hour helpline** linking Cook County residents to key resources. This service helps with everyday needs. It is not for emergencies.

Types of support include:

- Help with rent, housing or finding shelter
- Food pantries and meal programs
- Utility payment assistance
- And more

 Call 2-1-1  Text your zip code to 898-211
 Email info@211metrochicago.org with questions



Coordinated Entry System (CES)

The CES is a way to help people who have lost their home or are about to lose their home. Reach out if you need help with shelter.

City of Chicago

 Call 3-1-1  Download the "CHI311" app
 Visit www.chicago.gov/city/en/depts/311.html

Suburban Cook County

 Call 877-426-6515
 Visit www.myentrypoint.org

Please note: If you call 211 to request shelter, you will be put in contact with CES for intake.



Looking for affordable housing options?

Visit <https://www.affordablehousing.com/cook-county-il/>

Next Steps

- 1115 Waiver Implementation (Medical Respite and Housing Initiatives) - projected to go live in 2027

Questions?

Thank you!

Paige.clincy@cookcountyhealth.org

Announcements

- Our next webinar is Wednesday May 20th at 2:00pm.
- Slides posted on CountyCare Care Coordination Webpage:
 - <http://www.countycare.com/carecoordination>
- Have feedback? Ideas for future topics? Please share!
 - <https://redcap.link/23k1fzzb>
- Please email questions/concerns: stephanie.nickles@cookcountyhealth.org