

DUPAGE COUNTY CRISIS RECOVERY CENTER

2026 FIRST QUARTER REPORT

(1/1/26 - 3/31/26)



A SAFE PLACE FOR HELP



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On September 2, 2025, the Crisis Recovery Center (CRC) opened its doors to provide a safe place for anyone facing mental health or substance use crises. Since then, more than 1,200 adults, youth and families found support, stability, and hope within its walls.

The CRC serves as a hub for all behavioral health crises. We provide immediate phone support through the DuPage County Health Department's crisis hotline (630) 627-1700, and the national 988 Suicide & Crisis Lifeline. Through these hotlines, residents can request on-site assistance from our Mobile Crisis Response Team or walk-in at the CRC anytime — 24 hours a day, 7 days a week.

The CRC is open to anyone in DuPage County, whether you're struggling with anxiety, depression, substance use, or simply feeling overwhelmed. Every service is voluntary and focused on calming the crisis, stabilizing the situation, and connecting people to ongoing care.

From youth and families to adults, the CRC is here to make sure no one faces a crisis alone.

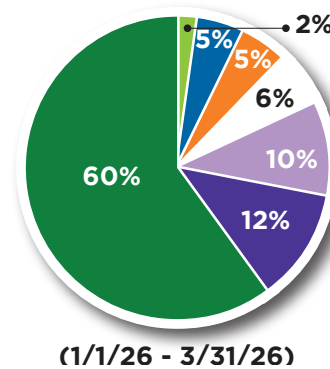
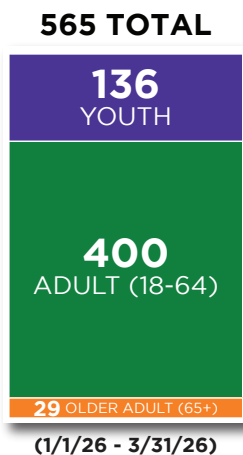
Clients describe the CRC as a place that truly cares:

- "I think this facility is **only going to grow** and help people in so many ways."
- "Just a **simple thank you** for listening."
- "Genuine care in a **one-stop shop for my needs.**"

ONSITE ASSESSMENTS & OUTCOMES

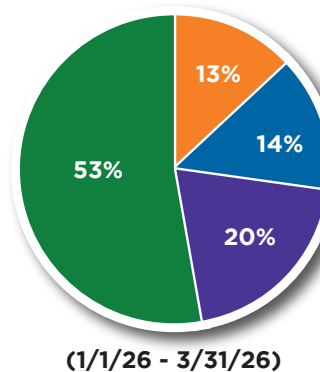
The 2026 CRC first quarter report shows the impact of timely, person-centered care. From January to March 2026, hundreds sought help through our doors. Each assessment turned crisis into stability through compassion and expertise. These charts highlight not just volume, but outcomes that matter: safe resolutions and community-based care.

ASSESSMENTS



REFERRAL SOURCE

OUTCOMES



PAYER MIX

- 53% MEDICAID
- 20% PRIVATE INSURANCE
- 14% UNKNOWN
- 13% NO INSURANCE

THE FULL CONTINUUM

A complete system of *Someone to Contact, Someone to Respond, and a Safe Place for Help* ensures that no matter the nature or intensity of a crisis, individuals are met with the right level of care.

A SAFE PLACE FOR HELP



SOBERING SERVICES

Provides care and support for intoxicated individuals to sober in a safe and monitored environment.



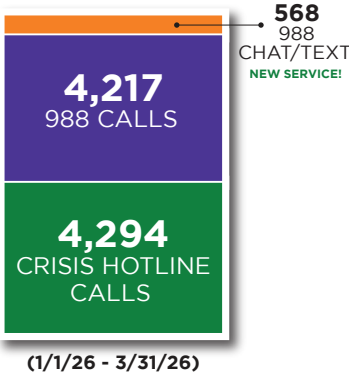
WITHDRAWAL MANAGEMENT

Delivers short-term medically supervised treatment to keep individuals safe and comfortable while withdrawing from alcohol, opiates or benzodiazepines.



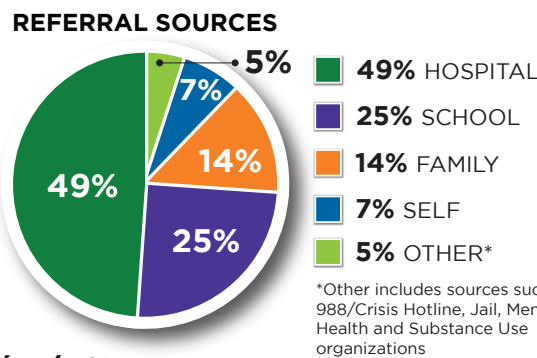
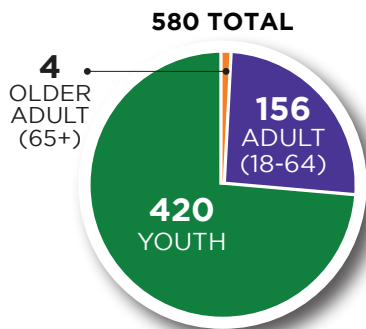
CRISIS RESIDENTIAL

Provides a comfortable, short term place to stay for people experiencing a mental health crisis needing extra support and intervention.



SOMEONE TO CONTACT

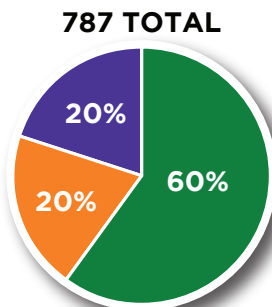
The DCHD County Crisis Hotline and 988 Suicide & Crisis Lifeline provide confidential support for anyone who is feeling overwhelmed and struggling with their mental health or dealing with substance-use issues. Trained counselors are available 24/7 to listen, provide support, and provide resources.



SOMEONE TO RESPOND

Our Mobile Crisis Response Team meets people wherever they are in the community when they're experiencing a mental health or substance use crisis. The team works to ease the situation, provides immediate support and intervention, and connects people with services that fit their needs.

SOMEONE TO FOLLOW-UP



Follow-up support is offered to ALL individuals following a crisis

- 60% Received Additional Outreach/Follow-up Support
- 20% Declined Further Services After Initial Follow-up Call
- 20% Did Not Respond to Outreach

(1/1/26 - 3/31/26)



For immediate help.
Call (630) 627-1700

Open 24/7, everyday.

Walk-in at:
115 N.County Farm Road
Wheaton, IL 60187

No appointment needed.

www.dupagecrc.org