

Crisis Response

For years, the Department of Health and Human Services and Behavioral Health Division have been committed to redesigning Milwaukee's mental health delivery system by investing in community-based resources that are more accessible to those in need.



HRSI Report Recommendations

- Downsize and redistribute inpatient capacity.
- Involve private health systems in a more active role.
- Reorganize Crisis Services and expand alternatives.
- Reorganize and expand community based services.
- Reduce Emergency Detentions.
- Promote a recovery oriented system through person-centered approaches and peer supports.
- Enhance and emphasize housing supports.
- Ensure cultural competency.
- Ensure Trauma Informed Care.
- Enhance quality assessment and improvement programs.

Source: Transforming the Mental Health Care Delivery System in Milwaukee County, Human Services Research Institute, October 2010



Wisconsin DHS Report on Mental Health Service Delivery Recommendations

1. Consider statutory changes to align the emergency detention process in Milwaukee County with the process in other counties in the state.
2. Require community-based crisis services prior to emergency detention.
3. Strengthen community-based mental health services.
4. Implement reforms and policies that reduce inpatient utilization in Milwaukee County and over time, transition the Milwaukee County inpatient treatment model to deliver services in the most efficient and cost-effective setting.

Source: The Wisconsin Department of Health Services Report on Mental Health Service Delivery in Milwaukee County, published in December of 2014, reflected on the creation of the Milwaukee County Mental Health Board, identified the responsibilities of the County and the newly established governing board, and offered the above recommendations.



Mental Health Emergency Center

EXTERIOR DESIGN



Voluntary Entry



Milwaukee Health Care Partnership | Mental Health Emergency Center

#420266-00 | 1/12/2021

EXTERIOR PREVIEW | DRAFT

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MHEC staff will be able to support non-police initiatives that require back-up, clinical consultation, or someone to call for guidance. This is critical infrastructure that supports a non-police response.



Mental Health Emergency Center

- The new Mental Health Emergency Center (MHEC) is an upstream investment in mental health services for adults, adolescents, and children.
- The MHEC will be operated as a Joint Venture partnership between Milwaukee County Behavioral Health Division and four local health systems, Advocate Aurora Health, Froedtert Health, Children's Hospital of Wisconsin, and Ascension Wisconsin.
- It will serve voluntary and involuntary patients by providing crisis stabilization and assessment, emergency treatment, connections to inpatient, residential, community-based, peer support, and outpatient services.
- Additionally, this facility will be a highly effective alternative to calling 9-1-1. People in crisis can show up at the facility and receive care, decreasing interactions with law enforcement.
- The Mental Health Emergency Center (MHEC) will be located near 12th and Walnut on the near north side of the City of Milwaukee. **Situated in close proximity to where more than 70% of the patients currently served by the Behavioral Health Division (BHD) live**, greatly improving access to care for a large percentage of people who have historically utilized the Psychiatric Crisis Service (PCS).



Crisis Response

In 2020, Milwaukee County's Behavioral Health Division Served 3,576 Patients Through CART, Crisis Mobile, and CCT

Milwaukee County Crisis Line: 414-257-7222

Individuals and family members who are facing a mental health or co-occurring crisis can speak with a mental health professional through the Milwaukee County Crisis Line. Specially trained clinicians provide over-the-phone assessment and de-escalation, link callers to community resources, and assist law enforcement and various other agencies in serving individuals in crisis. The Crisis Line is available 24hrs/day 7 days/week.



*The real
you is
found in
recovery.*

Start here.

(414)257-7222

Opioid addiction may have taken away your choices, but you can take your choices back. Seeking help is the first step to reclaiming your freedom. Milwaukee County Behavioral Health Division offers addiction resources and support regardless of your ability to pay. Call now, start here. (414) 257-7222.

 **BHD** Behavioral Health Division
A Division of the Department of Health & Human Services

Crisis Mobile Team (CMT)

- Through contact with the Crisis Line, a Crisis Mobile Team (CMT) may be dispatched anywhere in the community to provide in-person assessment, stabilization, linkage to services, and appropriate follow-up afterwards.
- This is a non-police mobile response providing services 24hrs/day 7 days/week.
- **In 2020, the Crisis Mobile Teams served 2,888 people.**
- The adult Crisis Mobile Team (CMT) has 2-3 teams in service during the day and after 8 PM, one team until midnight.
- The Children's Mobile Crisis (CMC) has 1-2 teams in service throughout the day with current staffing patterns until midnight.
- In the 2022 Budget, BHD is hiring 15 new staff to expand Mobile Crisis Services.



Crisis Assessment Response Team (CART)

- CART teams consist of a mental health clinician and a trained law enforcement officer who partner together to co-respond to mental health crisis calls in the community. When on site, CART provides assessment and stabilization services and works to assist the individual in obtaining voluntary treatment as an alternative to being involuntarily detained or arrested. When available, CART is dispatched by contacting 911 or the non-emergency numbers for Milwaukee Police Department and West Allis Police Department.
- In 2020, the CART Teams had contact with 2,004 individuals.
- **CART data has shown consistently that CART contacts resulted in something other than emergency detention or arrest more than 80% of the time.**
- The City of Milwaukee awarded BHD \$300,000 to expand the CART Team. There is current recruitment underway to fill those positions.
- There are 3 MPD teams with clinicians being hired for 3 more MPD teams; and 1 West Allis team.
- We have approval for 3 Sheriff's Department teams both with officers and clinicians with a goal to get up to 5 teams by the middle of next year; that will be a 24/7, 365 days a year, team that serves adults and kids.

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CRIME

'Dealing with crisis then and there': How Milwaukee's teams of cops and counselors reach people struggling with mental health

Ashley Luthern Milwaukee Journal Sentinel
Published 6:00 a.m. CT Jul. 21, 2021 | Updated 3:43 p.m. CT Jul. 21, 2021

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Milwaukee Police Officer Chandra Fuller, left, and clinician Jordan Hoeft follow-up with a young man with mental health issues in the sweltering heat of an unventilated second floor of a house on the north side of Milwaukee. Hoeft, a counselor from the Milwaukee County Behavioral Health Division, and Fuller make up a Crisis Assessment Response Team (CART). The team is an alternative response to 911 calls involving mental health issues. Mark Hoffman / Milwaukee Journal Sentinel

"There's one."

Milwaukee Police Officer Chandra Fuller pointed to a pending 911 call on her department laptop.

<https://www.jsonline.com/story/news/crime/2021/07/21/how-police-and-counselors-respond-mental-health-calls-crisis-milwaukee-cart/7886811002/>

Community Consultation Team (CCT)

Specializing in helping individuals with co-occurring intellectual/developmental and mental health needs, this mobile team goes into the community to provide crisis response. Through ongoing consultative services, the Community Consultation Team (CCT) helps individuals continue to enjoy a stable life in the community. CCT also offers ongoing education services for providers and support to the family members who care for those in need. CCT is available Monday-Friday 8am-4:30pm.



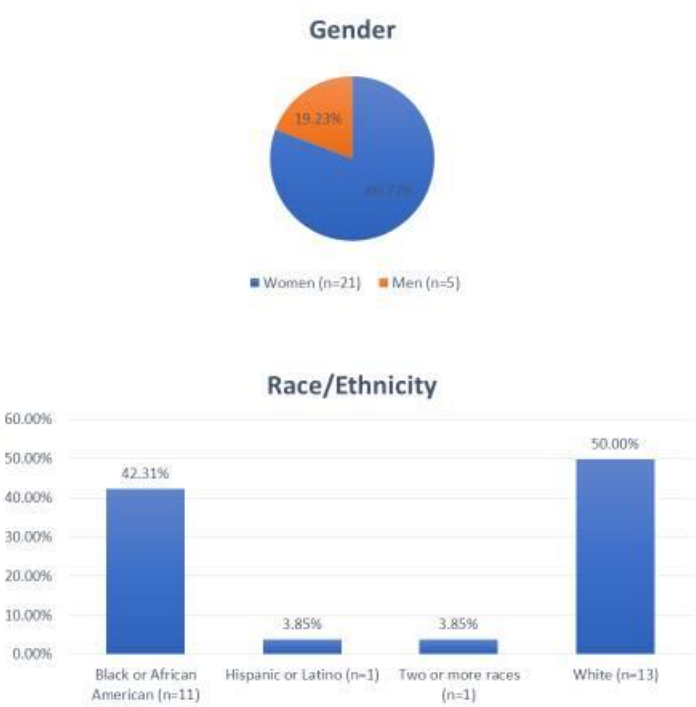
BHD Client Demographics

Total Unique Clients Served by Race by Year and Overall						
	Total	2016	2017	2018	2019	2020
Race	14,581	4,280	4,130	4,258	4,558	4,475
Alaskan Native/American Indian	257	88	76	77	86	78
Asian	144	35	38	33	39	32
Black/African-American	6,760	1,941	1,884	1,937	2,192	2,169
Native Hawaiian/Pacific Islander	40	13	15	16	7	11
Other	1,051	327	184	184	278	292
White/Caucasian	6,329	1,876	1,933	2,011	1,956	1,893

BHD Crisis Staff Demographics

Crisis Services

Crisis includes: Access Clinic, Team Connect, and Mobile Teams



Partnerships with FQHCs

- Early crisis intervention services delivered by embedding BHD resources at two FQHC locations on North and South sides.
- Includes short-term high intensity services, same day walk-in urgent care, navigation services.
- Fully integrated medical and behavioral health services to county residents at locations closer to their homes.



Access Clinic South

- In February, BHD and Sixteenth Street Community Health Centers opened Access Clinic South offering behavioral health, substance use disorder services, and Comprehensive Community Services (CCS), an integrated behavioral health program for adults with severe mental illness and/or substance use disorders that provides a coordinated, comprehensive, community-based array of recovery-focused services, treatment and psychosocial rehabilitation services.
- With a focus on prevention and early intervention, Access Clinic South increases access to much-needed services for families on the south side of Milwaukee.
- Members of the Milwaukee County BHD Care Coordination team and Team Connect are present Access Clinic South.
- This partnership plays a key role in the County's larger redesign, focusing on expanded and enhanced access to community-based services. This clinic allows BHD's team to quickly connect people with the culturally competent care they need within their own community.
- Services include psychiatric assessment, medication evaluation, peer support services, counseling and/or referrals to appropriate outpatient clinics, and access to additional community programs.



BHD Behavioral Health Division

A Division of the Department of Health & Human Services

INTRODUCING ACCESS CLINIC SOUTH

Located within Sixteenth Street's National Ave Clinic

Services

- Mental health and substance use assessment
- Medication evaluation
- Counseling
- Peer support services
- Referrals to appropriate outpatient clinics and other community programs

Purpose

For uninsured Milwaukee County residents who are facing a mental health or co-occurring crisis, Access Clinic is here to help connect people to the culturally competent behavioral health and co-occurring care they need, within their own community and regardless of their ability to pay.



Milwaukee County Behavioral Health Division 24/7 Crisis Line: 414-257-7222

Contact

Hours: 8:30 AM - 4:30 PM
Walk-in hours for initial assessment:
8:30 AM - 2:30 PM
Monday through Friday
Address: 1635 W. National Ave
Milwaukee, WI, 53204
Phone: 414-257-7900
Website: Milwaukee.gov/BHD



**MILWAUKEE
COUNTY**

Access Clinic East

- The opening of Access Clinic East, in partnership with Outreach Community Health Centers, helps BHD better serve Milwaukee County residents by bringing behavioral health and substance use disorder resources to those in the north and east side community.
- BHD has dedicated staff in the clinic, which allows them to quickly connect people with the culturally competent care they need within their own community.
- The expansion of community health center resources is part of DHHS/BHD's efforts to increase early intervention services and create a racially and culturally equitable system of care in Milwaukee County that serves all communities.
- BHD will continue to partner with other local community health centers, so the clinics will serve as a significant "front door" for integrated health and other needs.
- This work creates a mutually beneficial partnership that allows for the integration of primary, specialty, dental, mental health and social support services for a more comprehensive continuum of care that meets the whole person's needs.



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INTRODUCING ACCESS CLINIC EAST

In partnership with Outreach Community Health Centers

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- Counseling
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Contact

Hours: 8:30 AM - 4:30 PM
Walk-in hours for initial assessment:
8:30 AM - 2:30 PM
Monday through Friday
Address: 210 W Capitol Dr
Milwaukee, WI 53212
Phone: 414-257-7665
Website: Milwaukee.gov/BHD

Milwaukee County Behavioral Health Division 24/7 Crisis Line: 414-257-7222



Questions?

