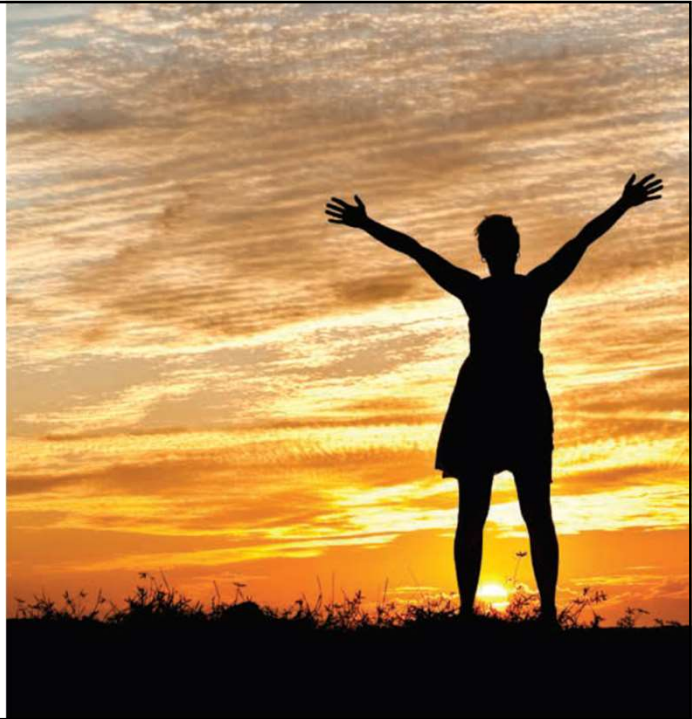


Whole Health Clinical Group



Crisis Resource Centers

Subacute Psychiatric Treatment/ Recovery Center

- Comprehensive interdisciplinary mental health assessment
- Medication review and medication education
- Psychosocial assessment
- Crisis assessment, intervention and resolution
- Peer support
- Individual counseling
- Psychosocial group education
- Nursing assessment



Crisis Resource Centers

Subacute Psychiatric Treatment/Recovery Center

Psychiatry or advanced practice nurse professional assessment, consultation and medication prescribing

Family consultation as indicated

Discharge planning and community linkage

Aftercare support



Crisis Resource Centers

Expanding Partnerships

Collaboration with the Milwaukee Police Department, law enforcement agencies, CIT training site, & hospital emergency departments to decrease the number of emergency detentions supported directly to the CRC

Expanded third-shift admissions to 24/7

Partnering with the Wraparound Program as a new provider



Crisis Resource Centers

Expanding Partnerships

New SAMSA grant to develop an integrated system to end chronic homelessness for individuals with SPMI to emerging mental health

Providing on site services at CRC to include Winged Victory, Crisis Case Management, and the development of Telehealth.

Collaborating with the Criminal Justice system to support efforts with the PBS program.

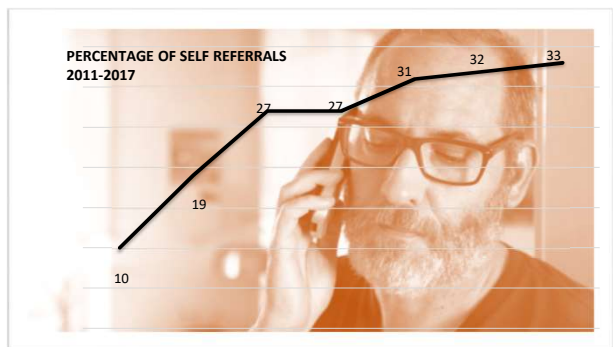


Crisis Resource Centers

Direct Client Access

Positive Trends

In the last years, CRC has seen a steady increase of self-referrals of clients who in the past had been referred by the police, hospitals or an emergency room. This indicates that clients are seeking early support through the CRC before symptoms or situations becoming a mental health emergency.



Our Services



- Client Intake Navigator
- Primary Care
- Case Management
 - Assertive Community Treatment (ACT)
 - Comprehensive Community Services (CCS)
 - Targeted Case Management (TCM)
- Mental Health Outpatient
- Crisis Services
- Supported and Community Apartments
- Pharmacy
- Injection Clinic
- Group Homes
- Peer Support

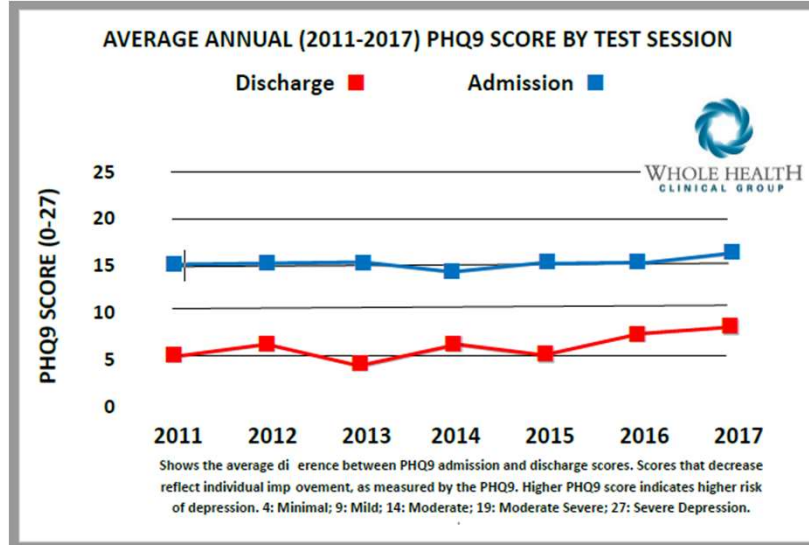


Client Satisfaction

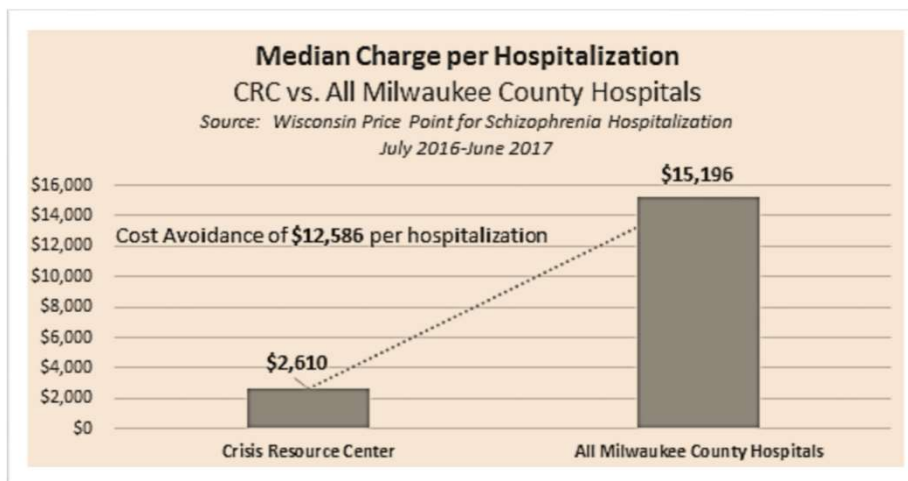
Question	Yes	Yes (%)	No	No (%)
I was able to get the help I needed.	146	99%	2	1%
The CRC nurses and social workers were helpful and friendly.	145	99%	2	1%
The CRC Peer Support Specialists were helpful and friendly.	144	99%	1	1%
Because of the help I received at the CRC, I can deal with my problems better.	134	92%	11	8%
If a friend or someone in my family had a crisis, I would tell them to come to the CRC.	144	97%	5	3%
I have meaningful activities planned after discharge.	133	93%	10	8%



Clinical Outcomes



Community ROI



Crisis Resource Centers

Impact

Data collection for Milwaukee County Psychiatric Crisis Services was conducted using a review of a sample of 100 BHD patients who were referred to the CRC.

The focus was to assess whether the CRC had an actual impact on the frequency of PCS visits or BHD inpatient admissions and bed days.



Crisis Resource Centers

Impact

The specific measurement strategy utilized was to first determine the date the BHD patient was referred to the CRC and then review the number of BHD contacts each patient had with BHD for services for six months prior and six months post CRC referral. For these 100 patients, in the six months after the CRC referral, there was a:

40%
reduction in PCS usage

39%
reduction in inpatient admissions

46%
reduction in inpatient bed days

