

# Milwaukee County Behavioral Health Services

Summary of Community Services



# Agenda

- Crisis Line & Mobile Crisis
  - Crisis Assessment Response Team (CART)
  - Community Linkages and Stabilization Program (CLASP)
- Outpatient Treatment Services
  - Access Clinics
  - Milwaukee County Mental Health Clinic
  - Team Connect
  - Crisis Residential Services
  - Crisis Care Coordination
- Community Access to Recovery Services (CARS)



# Crisis Line & Mobile Crisis 414-257-7222

*or 414-257-7621*



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HEALTH & HUMAN  
SERVICES**

# Milwaukee County Crisis Line

- In service since 1995.
- Non-police response for mental health support.
- Access to mobile crisis response in the community.
- Youth & adult phone lines are now integrated and result in a uniformed response.

The Milwaukee County Crisis Line receives over 20,000 calls annually:

- 2017 - 37,241
- 2018 - 21,918
- 2019 - 30,629
- 2020 - 36,372
- 2021 - 38,744
- 2022 - 36,778



# Milwaukee County Crisis Line

- Provides services to individuals experiencing a mental health or co-occurring crisis.
- Available 24hrs/day, 7days/week.
- Operated in collaboration with Impact Inc.
  - Triage and linkage to community resources (shelter, food/clothing, energy assistance, ect.)
- Support
- Screening & assessment
- Crisis Counseling
- Crisis Intervention
- Emergency service coordination
- Resource information
- Referrals



# Mobile Crisis

- The Milwaukee Mobile Crisis team includes a diverse staff consisting of Registered Nurses, licensed Social Workers, Professional Counselors and Psychologists.
- In 2017 the team expanded to include interns in training to receive their full license.
- In 2022, the Children's Mobile Crisis team (CMC) and Crisis Mobile Team integrated— the team now jointly serves clients throughout the lifespan (youth and adult).



# Mobile Crisis

- 7 days/week from 7:30am – midnight.
- In-person response available:
  - 7:30am-midnight (M-F)
  - 7:30-8pm (wknds & holidays)
- Voluntary service
- Can be requested by individuals in crisis, family/friends, schools, police, landlords, professionals.
- Specialty services provided by:
  - Community Consultation Team (CCT) – Serves individuals in crisis with developmental/intellectual disabilities.
  - RN Specialist for older adults (60+ yrs old).



# Mobile Crisis

- In-person assessment
  - Stabilization through reduction of risk and stressors
  - Safety planning
  - Education
  - Consultation with police & professionals
  - Crisis Plans
  - Follow-up
  - Linkage & referrals
- 2022 Volumes:
    - Mobile Crisis completed 3,571 contacts
    - RN specialists completed 230 contacts with older adults
    - CCT completed 179 mobiles





# CART

## Crisis Assessment Response Team

# 911

*or non-emergency law enforcement*

▪

# CART

- Co-responder teams of a clinician and law enforcement officer.
- CART is a resource to partnering law enforcement agencies.
  - Provides an alternative response for individuals experiencing a behavioral health crisis.
  - Decrease involuntary detentions and improve outcomes.
- CART is dispatched by 911 dispatchers, requested by officers on scene, or self-dispatched from monitoring calls to 911.
- 2,551 contacts in 2022



# CART

## MPD CART

- Serves the City of Milwaukee in collaboration w/ MPD
- 7 days/week, 5 teams
- Service hours:
  - 11am-midnight (M-F)
  - Rotating weekend hours
- Non-emergency number:
  - 414-933-4444

## West Allis CART

- Serves West Allis in collaboration with WAPD
- 5 days/week, 1 team
- Service hours:
  - 11am-7pm (M-F)
- Youth & adults
- Non-emergency number:
  - 414-302-8000



# CART

## County CART

- Serves Milwaukee County in collaboration with Milwaukee County Sheriff Office.
  - Responds to County grounds/facilities & as requested by municipal law enforcement agencies.
- 5 days/week, 3 teams
- Service hours:
  - 11am-11pm (M-F)
- Youth & adults
- Non-emergency number: 414-278-4788



# CLASP

## Community Linkages and Stabilization Program

# CLASP

- Provides support to adults who are on the path of recovery by pairing the individual with a Certified Peer Specialist, who offers their lived experience to empower persons in their own recovery.
- Operated by Wisconsin Community Services (WCS)
- Receives referrals from Milwaukee County Crisis Services
  - Contact Crisis Line for more information or to make a referral
  - 414-257-7222

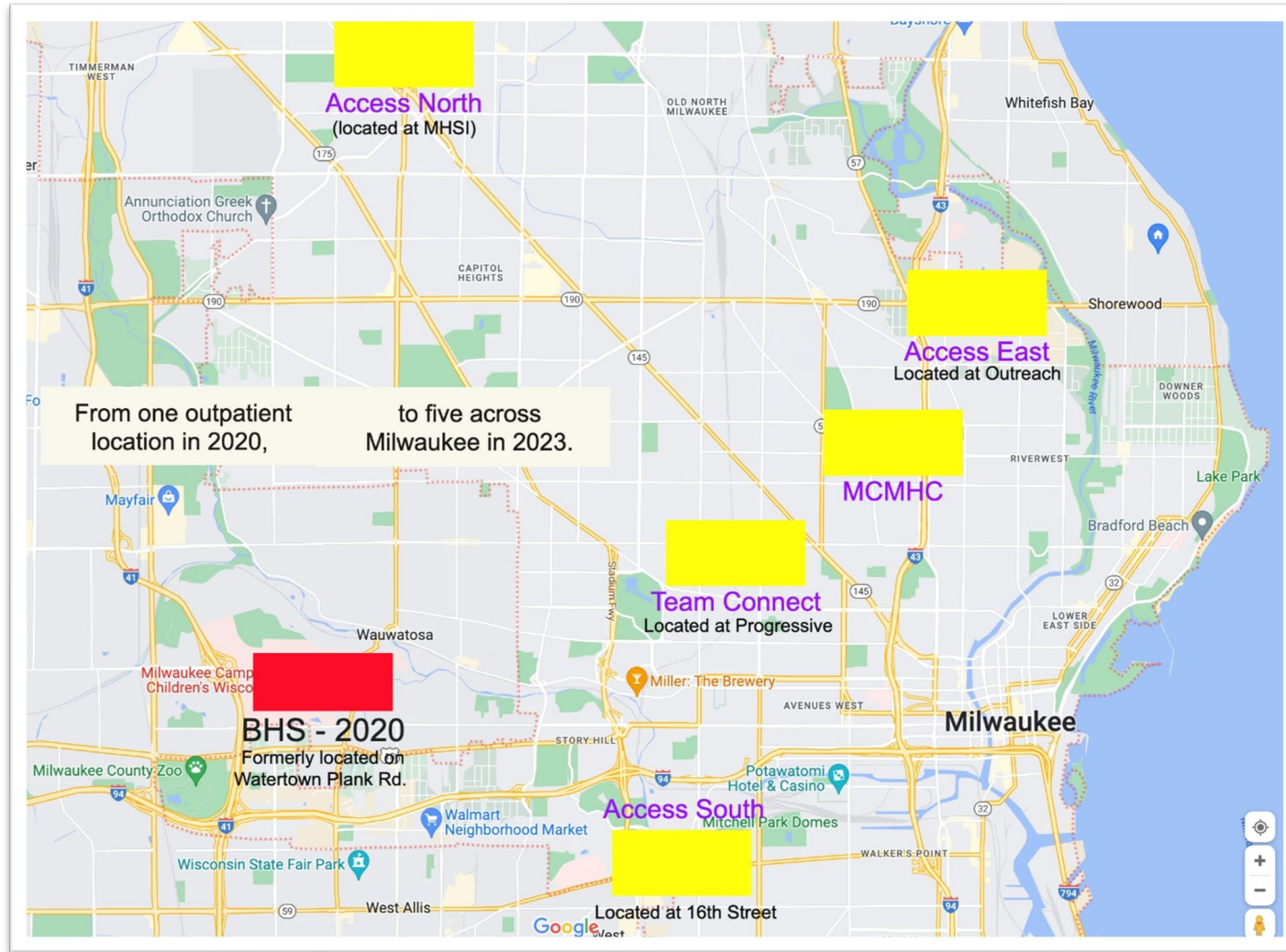


# Milwaukee County Outpatient Treatment Programs

Increasing Access, Building Connections,  
and Improving Outcomes



# Closer to home, community and healing.



Bringing services to the community, rather than the community coming to us, Milwaukee County BHS outpatient programs aims to improve access to quality behavioral health services, and build stronger connections, trust and emotional wellness for those we serve.



# Access Clinics

Connection. Compassion. And Healing.

# A lack of access informs why we're "Access".



**Financial Access:** In 2022 over 11% of Americans with a mental health disorder were uninsured. For communities of color, those facing financial stressors or needing therapeutic support the number is likely far higher. Fears regarding the high cost keeps many from getting help, thereby exacerbating existing concerns.

**Provider Access:** A study by the National Council for Wellbeing found that the wait time to see a provider in community clinics ranged from four to six weeks. In Wisconsin alone there is one provider for every 440 individuals in need (national average of 350). Wait times locally can climb to as high as two to three months.

**Historical and Cultural Access:** Intergenerational experiences with mental health treatment, compounded by systemic inequities impact trust and willingness to acknowledge concerns and seek treatment. This is more evident in communities of color where stigma also may limit receptivity to seeking help.

**Geographic Access:** Densely populated, underserved communities historically have limited access to non-emergency proactive mental health care. Thus, psychiatrists, nurse practitioners and licensed mental health professionals are often hard to come by, unless at a higher level of crisis.

# Connection: Giving Access to the Underserved



**Financial:** Each Access Clinic is an initial entry point for uninsured Milwaukee County residents (18 and older) seeking outpatient mental health services **regardless of their ability to pay**. Our clinics provide therapeutic follow-up until the crisis is stabilized, or long-term linkage with another mental health provider can be established.

**Providers:** Rather than wait one to three months, **individuals are seen same day for intake assessment** with a clinician. Medication evaluations are provided within timelines far shorter than industry standard. The Access walk-in model is a more agile approach to mental health care and is tailored to the individual's clinical need.

**Historical and Cultural:** Fostering a course correcting clinical experience is key to **reducing stigma and rewriting the narrative of what mental health care means**. From psychiatrists and clinicians with decades of experience in crisis care, to a team that reflects the community's diversity and works to build trust with those we serve.

**Geographic:** Access Clinics are strategically **located in three rich and diverse Milwaukee communities**. From Access South at 16<sup>th</sup> and National, to Access East on Capitol, just west of the river, to Access North at 82<sup>nd</sup> and Silver Spring, each clinic is a mere steps from a bus stop, has ample parking, and in a safe and comfortable setting.

# Connection: Access in the heart of our community



## Access North:

@ Milwaukee Health Services

P: 414.257.5190

Andrea Nauer-Waldschmidt, LPC

Crisis Services Coordinator

## Access East:

@ Outreach Community Health Center

p.: 414.257.7665

Andrea Nauer-Waldschmidt, LPC

Crisis Services Coordinator

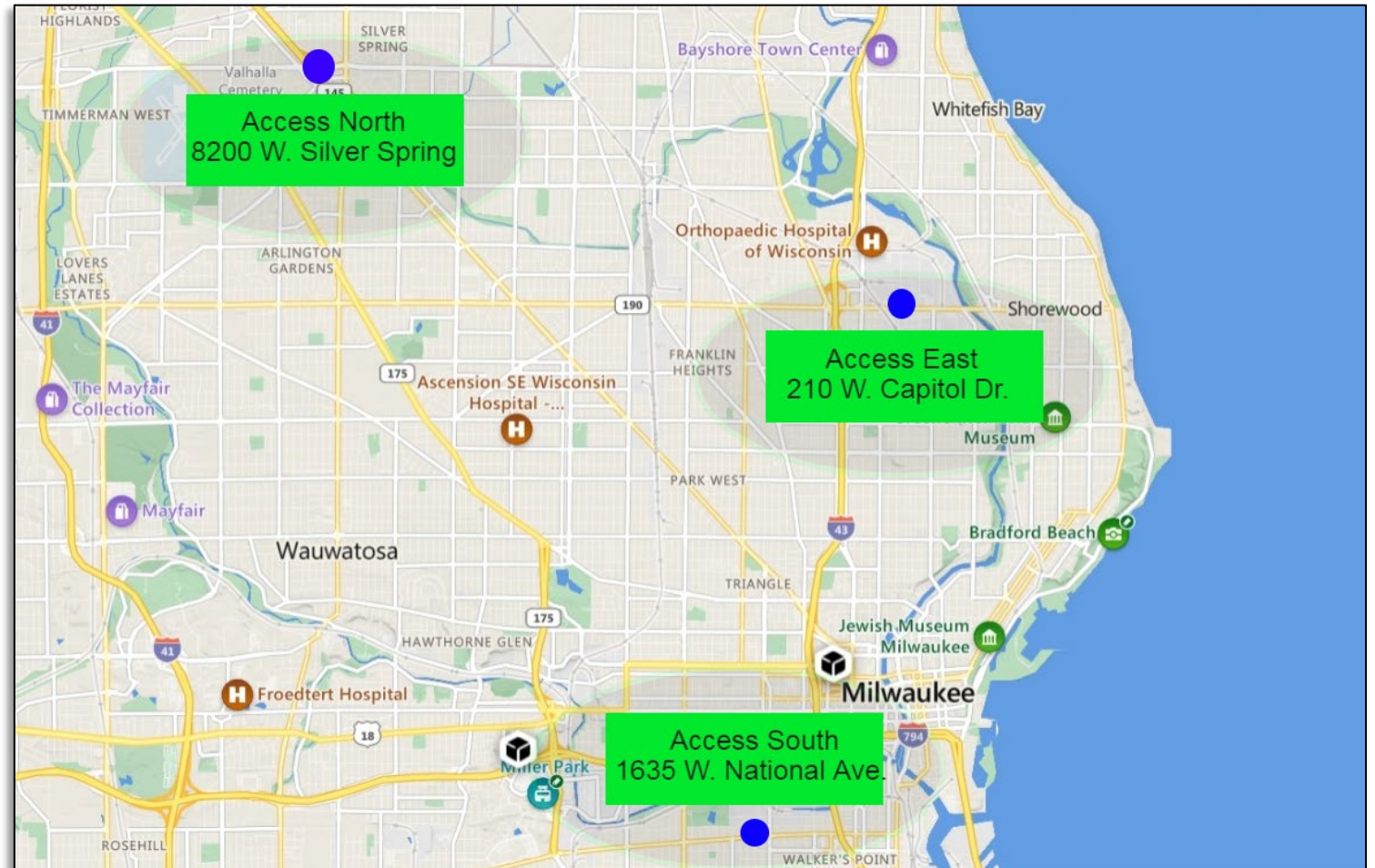
## Access South:

@ 16<sup>th</sup> St. Clinic

p.: 414.257.7900

Michael Maletis, LCSW

Crisis Services Coordinator



# Connection: Walk in or call, we'll be there for you



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SERVICES**

- We welcome:
  - Residents of Milwaukee County (18 and older) with a valid ID
  - Intake and therapeutic follow-up provided either in-person or virtual
- Our Outpatient Admitting Clerk assists with registration:
  - Completion of demographic information
- Evidenced based best practices from the start:
  - Columbia Suicide Severity Rating Scale (CSSR-S)
  - Suicide Assessment Five-Step Evaluation and Triage (SAFE-T)
  - Safety Planning
- We're available Mon. – Fri. (and on minor holidays)
  - New intakes completed 8:30 a.m. to 2:30 p.m.

Once connected, competent, compassionate care begins...

# Compassion: Day in, day out it defines what we do



One point of entry gives individuals access to a host of services, including:

## Intake and assessment (licensed behavioral health clinician)

- Clinicians take a comprehensive approach to hear client's concerns, assess needs and seek to stabilize the crisis and make linkage with long-term resources.

## Intake medication assessment (psychiatrist or psychiatric nurse practitioner)

- When clinically indicated prescribers evaluate individuals and prescribe medications based upon a mental health recovery model.

## Therapeutic follow-up

- Clinicians provide therapeutic follow-ups that are individualized and seek to build coping skills, assess for risk, and determine further resource needs.

## Follow-up (Certified Peer Specialist)

- Trained Certified Peer Specialists (CPS) with lived experience support individuals as they navigate recovery.

# Compassion: It's who we are

From our outpatient admitting clerks, to clinicians, psychiatrists, RN's, translators and other valued team members, each play an integral role in supporting those we serve. Every interaction presents an opportunity for healing and to rewrite the narrative about what compassionate behavioral health care is.

## Our Access Clinic team consists of:

- Licensed psychologist
- Two licensed Crisis Service Coordinators
- Three psychiatrists
- Four registered nurses
- Two nurse practitioners
- Three licensed clinicians
- Suicide Prevention Specialist
- Bilingual-Spanish licensed clinician
- Three outpatient admitting clerks
- In-person Spanish language translation
- Certified peer specialists
- Two MSW Interns

Every interaction is an opportunity for healing...



# Compassion: An array of services for an array of needs



Our continuum of care strives to ensure individuals receive the right service at the right time. This tailored approach focuses on transitioning the patient to a level of care that aligns with their goals and continues a path toward wellness. This care can be accessed through our clinics but is also available for others across the County.

**Team Connect:** Linkage and follow-up for individuals within the community following a crisis

**Parachute House:** Short term peer run respite in a home-like setting setting.

**Crisis Stabilization Houses:** Assisting individuals in crisis in a short-term supportive residential setting.

**Crisis Resource Centers:** Short-term crisis stabilization offering assessment, medication access, recovery services and linkage to ongoing support.

**Crisis Care Coordination:** Crisis assessment and evaluation delivered in a person-centered, trauma informed and recovery-oriented focus of care.



# Healing: Stories not on the front-page matter most



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SERVICES

## A Story of Access:

One life changed, one family more whole, one community stronger

## Two years and over 1,000 Milwaukee County residents accessed

- 2021: 976 distinct clients
- 2022: 820 clients served (as of 9/17/22) -  
*\*this number includes client seen at more than one clinic*

## Suicide Prevention:

The prevention of harm is a proactive form of healing for individuals, families and communities.

As such, our Zero Suicide efforts are woven throughout how we operate as a clinic:

- 8,000 CSSR-S's completed (client screened at each contact with clinician)
- 18 staff trained in Counseling on Access to Lethal Means (CALM)
- Milwaukee County connected with over 500 community members at various events

# Milwaukee County Mental Health Clinic (MCMHC)\*

A Community Based Outpatient Clinic  
Providing Support for Milwaukee's Youth and  
Young Adults

*\*Formerly known as the  
Wraparound Wellness Clinic*



# What is the MCMHC?



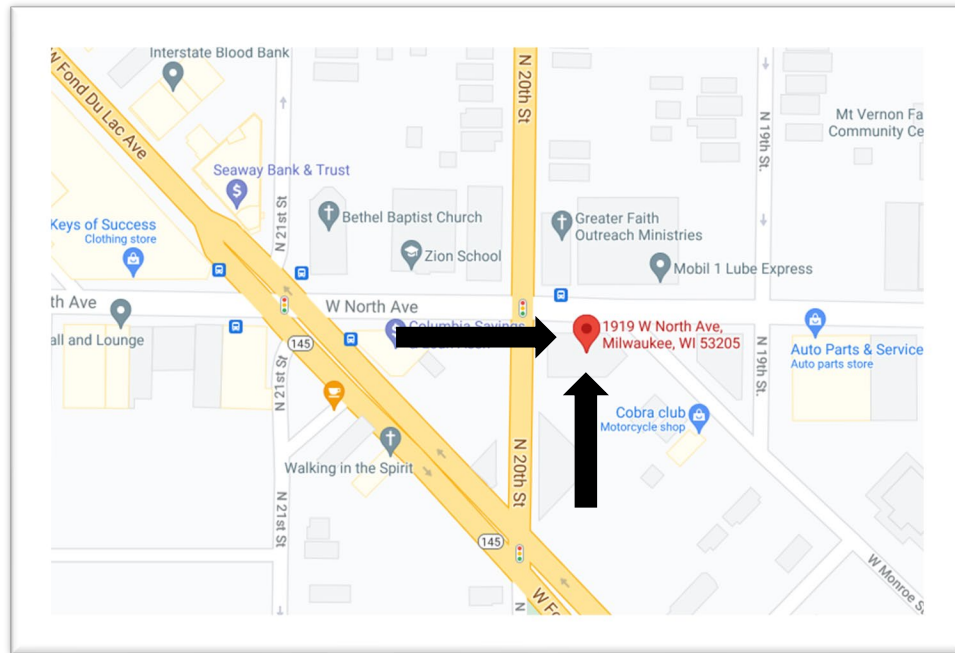
Formerly known as the Wraparound Clinic, the MCMHC is a community-based outpatient clinic that provides medication management and psychotherapy services to serve youth and young adults enrolled in Wraparound Milwaukee or Youth Comprehensive Community Services (CCS)

The team at the MCMHC currently consists of:

- Medical Director and Psychiatrist
- Three child and adolescent psychiatrists
- Registered Nurse
- Advance Psychiatric Nurse Practitioner (currently vacant)
- Family Support Coordinator
- Office Assistants

# Where is the MCMHC, and what are the hours?

Located in the Lindsay Heights neighborhood, the MCMHC is situated on the second floor of Shafi Plaza at 1919 W. North Avenue.



## Appointment Times

Monday - Friday

8:30 a.m. – 4:00 p.m.

by appointment only

\*On-call psychiatrist available after  
4:30 p.m. weekends and holidays

For info please call: (414) 257-7610

# What services will be provided?



The needs of our youth extend far beyond those enrolled in Wraparound. Disproportionate rates of suicide, trauma, to the uncertainty many navigate during adolescence, the MCMHC must be a resource for youth and families across our community. A place to be heard, supported and provided healthy tools for coping and resilience. To meet that need the following months will be marked by:

- Addition of Master's level clinician(s), Clinic Manager and Master's level interns (*see link in chat*)
- Provision of outpatient individual and family therapy
- Secure the acceptance of a range of insurances (i.e.: Medicaid, Medicare, Private Health Insurance)
- Establish the MCMHC as a community resource for in-service, forums and engagement
- MCMHC Team (admin to psychiatry to leadership) trained in suicide assessment and prevention
- An open door to ideas, engagement and collaboration with community members, stakeholders and those committed to improving outcomes of youth across Milwaukee County

# CARS

**Community Access to  
Recovery Services**

# The CARS Service Array

- **Prevention and Harm Reduction**
- **Access**
- **Treatment**
- **Care Management**
- **Recovery Support Services**



# PREVENTION

Prevention is a public health approach designed to provide information and prevention education and training to individuals, their families, and the general public to increase awareness and reduce stigma related to mental illness, substance use, and co-occurring disorders. Prevention services also focuses on the improvement of community-based processes and ultimately the influence of environmental changes.





# PREVENTION AND HARM REDUCTION

## Mental Health:

- Monthly Mental Health First Aid and QPR Trainings for the Community
- Wide distribution of gun locks
- Participation in the local Zero Suicide initiative
- “Be the One To” media campaign

## Substance Use:

- Coalition Work: formerly known as the Milwaukee County Substance Abuse Prevention Coalition
- Funding for 4 local agencies to engage in primary prevention strategies
- “Better Ways to Cope” campaign
- Wide dissemination of harm reduction supplies, including Narcan, fentanyl test strips, Detera pouches, and medication lock bags
- Harm reduction vending machine deployment
- Working closely with Office of Emergency Management to measure effectiveness of harm reduction supply dissemination
- Aligning substance use prevention and harm reduction strategies throughout all of DHHS
- Further upstream initiatives will be coming with opioid settlement funds, which will include regranting opportunities



# ACCESS

To access the services offered by CARS, Milwaukee County offers several different access point locations. The access points utilize a comprehensive approach to the screening and assessment of both behavioral health and/or substance use disorders.

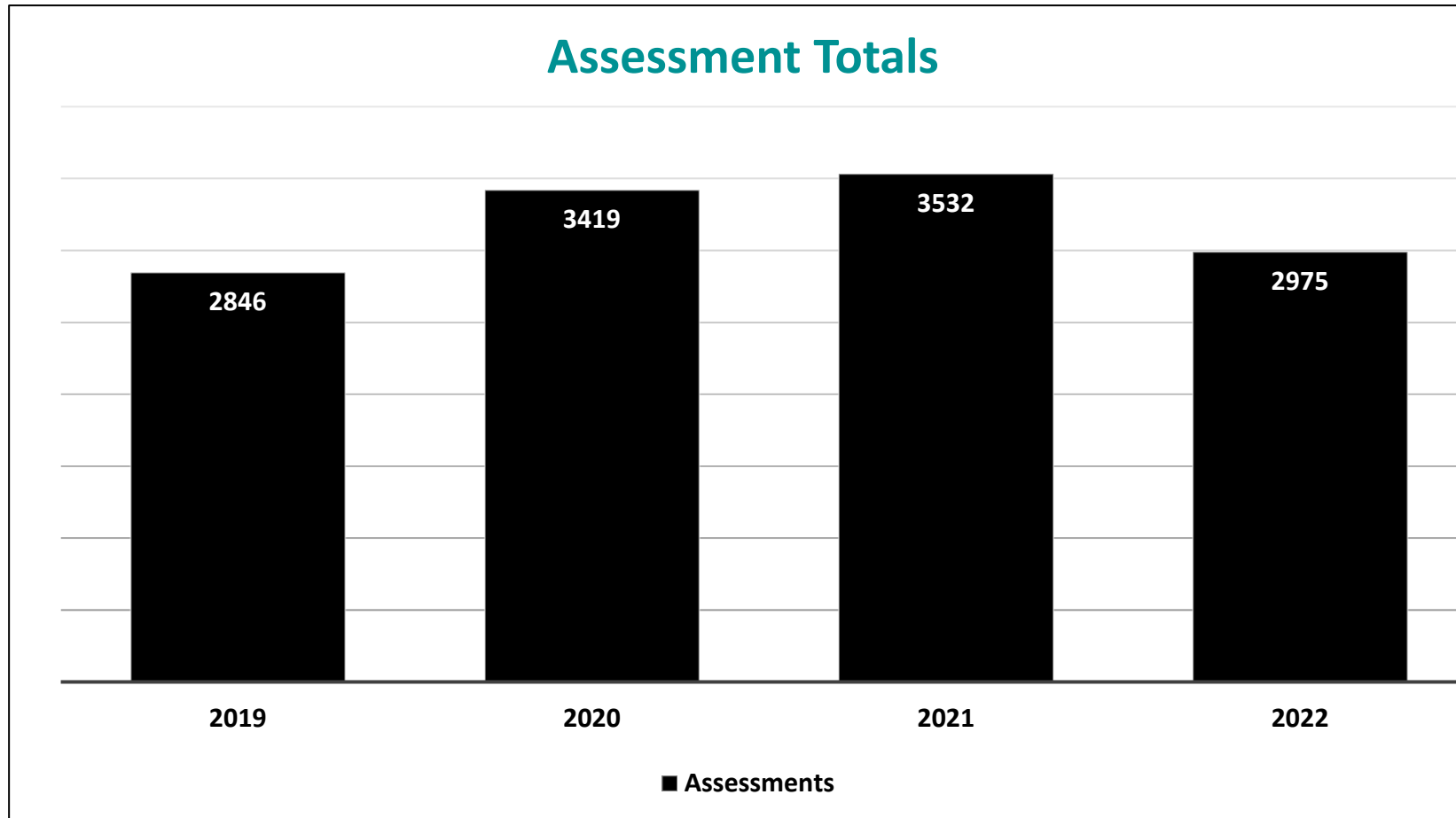


# ELIGIBILITY DETERMINATION PROCESS

The screening process for CARS services can take up to two hours and is based on consumer choice. The comprehensive assessment identifies strengths in multiple life domains such as: family, emotional health, education and employment, living environment, etc. The assessment concludes with matching the recommended service to the individual's needs for behavioral health and/or substance use disorder services.



# Comprehensive Assessments Completed



# ACCESS POINT LOCATIONS

**CARS:** 1220 W. Vliet St. Milwaukee, WI 414.257.8085

**IMPACT:** 6737 W. Washington St., Suite 2225 Milwaukee 414.649.4380

**Sirona Recovery:** 205 W. Highland Ave. Milwaukee 414.552.8079

**WestCare:** 2821 Vel R Phillips Ave., Suite 210 Milwaukee 414.263.6000

**Wisconsin Community Services :** 3732 W. Wisconsin Ave.  
Milwaukee 414.343.3569



# TREATMENT

CARS offers a comprehensive array of treatment services to meet each individual's personalized needs. Individuals may transition through a variety of programs through the course of their recovery journey and may be in more than one program at a time.



# TREATMENT SERVICES

- Detox: Withdrawal Management and Sobering Center
- Medication Assisted Treatment
- SUD Transitional Residential Treatment
- SUD Day Treatment
- Outpatient: Mental Health and SUD
- Community Based Residential Facilities



# CARE MANAGEMENT

Care management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet an individual's and family's comprehensive health needs through communication and available resources to promote quality, cost-effective outcomes.





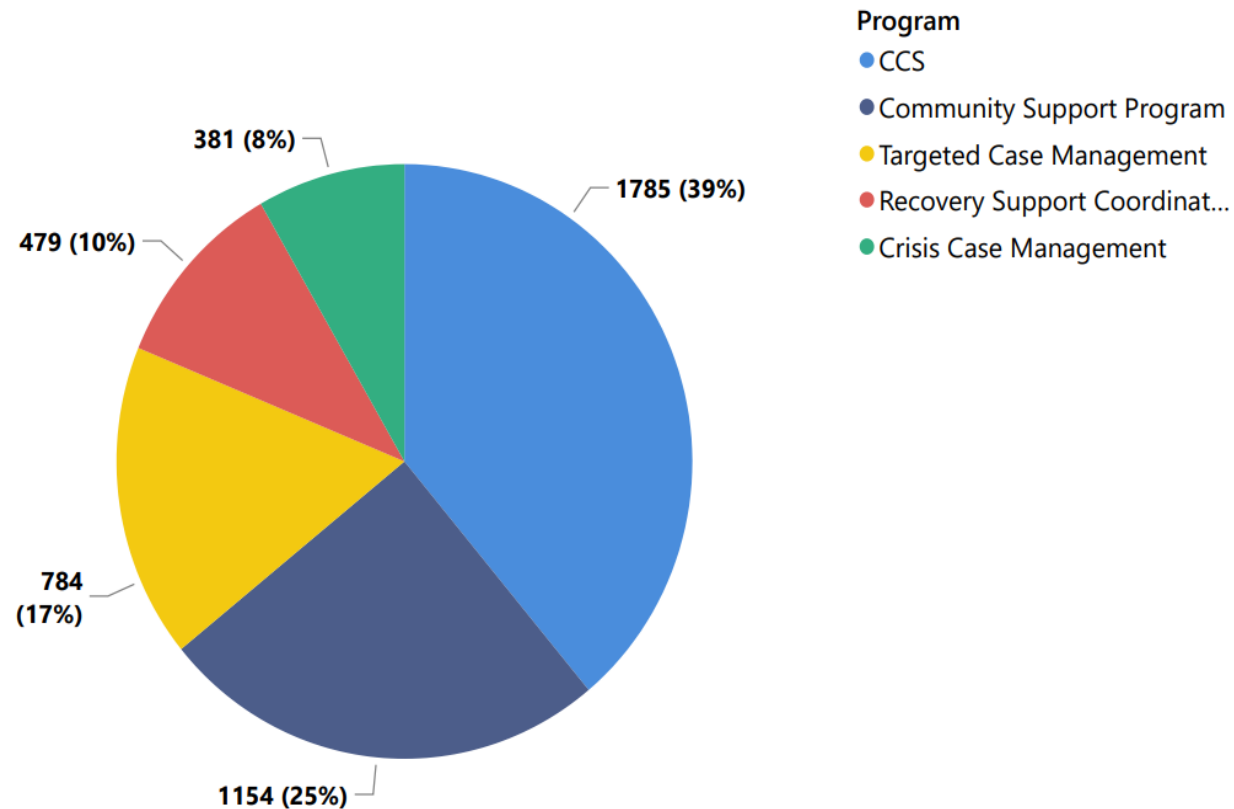
# CARE MANAGEMENT SERVICES

- Crisis Case Management - MH
- Targeted Case Management – MH and SUD
- Recovery Support Coordination – SUD
- Comprehensive Community Services – MH and SUD
- Community Support Program – MH
- Assertive Community Treatment - MH



# CARE MANAGEMENT VOLUME

Census by Program



# RECOVERY SUPPORT SERVICES

Recovery support services help people enter and navigate systems of care, remove barriers to recovery, stay engaged in the recovery process, and live full lives in communities of their choice. Recovery support services focus on social determinants of health and all the things that other than clinical treatment that support a path of recovery.



# RECOVERY SUPPORT SERVICES

- Employment: Individual Placement and Support; Clubhouse
- Drop In Center
- Peer Support
- Bridge Housing
- Transportation



# UPCOMING OPPORTUNITIES

- Recovery Support Coordination RFP
- Access Points RFP
- Peer Specialist Academy RFP
- CCS Care Coordination and Ancillary RFI
- SUD Residential Treatment RFI
- Opioid Settlement Regranting
- Prevention RFP
- Annual Expression of Interest



# QUESTIONS?





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COUNTY**