

# Mental Health Navigation Initiative

**Improving Connections to Mental Health and Substance Services in Milwaukee County**

Mental Health Task Force | October 10, 2023



# Background

The public / private **Mental Health Navigation Initiative (MHNI)** is co-sponsored by the Milwaukee Health Care Partnership (MHCP) and Milwaukee County Behavioral Health Services (BHS), recognizing a:

- **Lack of understanding** of the mental health care delivery system in Milwaukee
- **Calls for clarity** of public and private mental health services
- Recommendation in studies that informed the mental health crisis delivery system redesign to **improve the awareness of and navigation to current and emerging services** for providers and consumers.

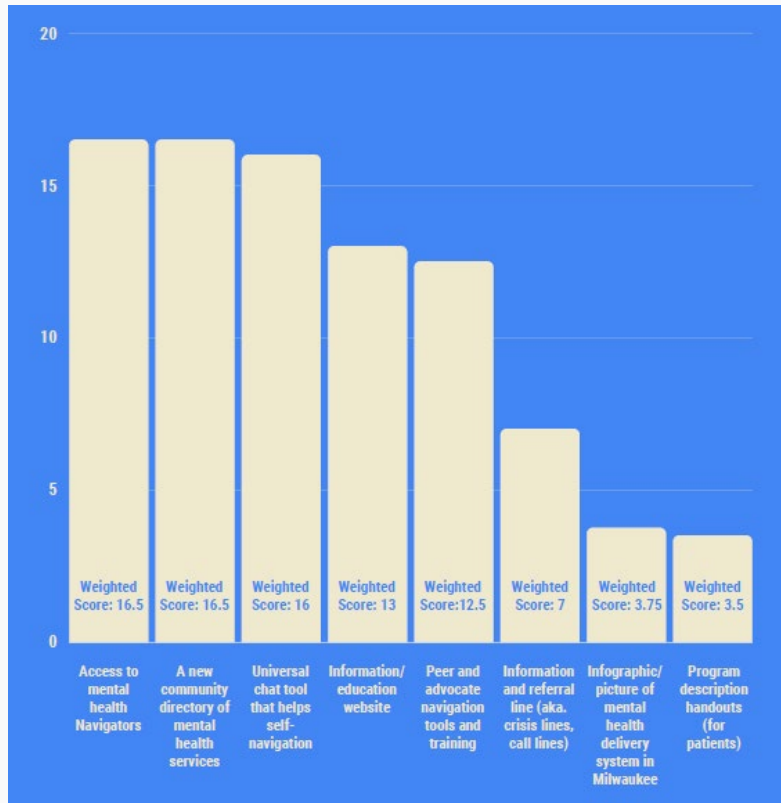
# MHNI Purpose and Process

The MHNI's purpose is to further the understanding of mental health and substance use disorder (SUD) services in Milwaukee County and develop resources and tools to help both consumers and providers navigate these public and private services.

- **Understand the delivery system & existing resources:** Inventory and define the public and private mental health care and SUD treatment services in Milwaukee County
- **Understand the needs of both community members and providers:** Focus groups and surveys with provider / referral professionals and community members to understand barriers, needs, and what they identify as needed resources
- **Develop and improve navigation resources:** Develop, enhance, and find a method to sustain resources and tools to support provider, consumer and advocate understanding of and navigation to the right services at the right place and time.

*\*\*While this initiative focuses on navigation and understanding of how to access services, we acknowledge and recognize there are also opportunities for service delivery improvement*

# Feedback – What we learned



## Consumers:

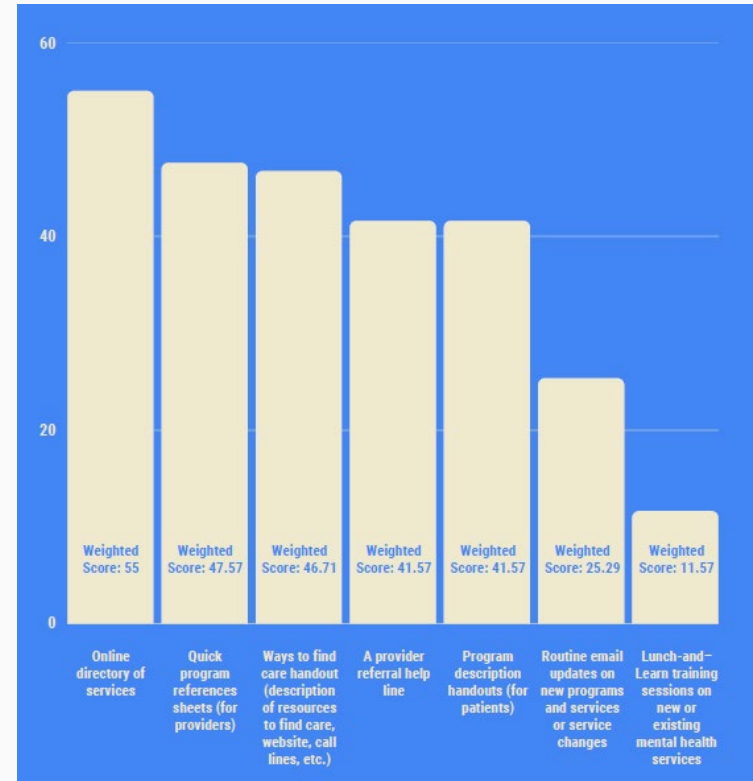
- **Top-ranked navigation resource needs:**
  - Access to “Navigators” (assisters)
  - Easy to use online directory
  - Chat tool that helps with self-navigation
- Majority not aware of the online resources at 211 or the Crisis Line
  - Or difficult to get to the 211 directory
- Not sure where to call or go for over-the-phone or in-person help
- Do not distinguish between public (BHS) and private services
- One place for resources – difficult to find what you need across organizations
- More public awareness campaigns about resources

# Feedback – What we learned

## Providers / Referral Professionals:

*\*\*Primary referral source*

- **Top-ranked navigation resource needs:**
  - Easy to use online directory
  - Quick program reference sheets
  - Ways to find care handout
  - Provider referral helpline
- Majority not aware of the online resources at 211 or the Crisis Line
- Desire for more walk-in access – not aware of current access points
- Desire to better filter services by language access
- Centralize resources for easy reference
- Better up-to-date information



# Resources: Website for Electronic Resource Links & Document Downloads

[www.HealthyMKE.com/well](http://www.HealthyMKE.com/well)


## One-stop landing page:

- How to find care information on website + downloaded handouts / palm card
- Direct link to 211 online directory
- Promotion of crisis line
- Chat tool navigation
- Embeddable tools + links for community organization's websites

English - Spanish - [Jump To Resources](#) - [Provide Feedback](#) - [Tools & Downloads](#)

## Find Mental Health and Substance Use Care Resources For Adults, Children & Families In Milwaukee County


*The resources on this page were developed to help community members and providers find and access behavioral health and substance use services in Milwaukee County.*



If you or someone you are supporting is at an immediate risk to themselves or others, call the Milwaukee County Behavioral Health Services 24-Hour Crisis Line at [414-257-7222](tel:414-257-7222), call [988](tel:988), or go to the 24-Hour Mental Health Emergency Center located at [1525 N. 12th Street, Milwaukee, WI, 53205](#).


*\*Like any health emergency, sometimes distance matters and it may be best to call 911 or go to the nearest emergency department.*

### Please Select From The Following:



Community members looking for care.

[Click Here](#)



Provider or referral professionals.

[Click Here](#)

# Online Resources on Website – Ways to Find Care

Information available via multiple channels, building on existing resources (especially IMPACT), and acknowledging preferences for media type (e.g., internet search vs. chat)

## Community Members

**Call** – Connect live with IMPACT staff

**Search** – Internet-based search of IMPACT online directory

**Navigate (ChatBot)**

**Text** – Live text (within operating hours) with 211 staff

**Chat** – IMPACT staff

**Walk-In** – Walk-in locations for service or navigation support

## Providers

**Call** – Connect live with IMPACT staff

**Search** – Internet-based search of IMPACT database.

**Navigate (ChatBot)**

**Verify** – Many patients clients are already enrolled in Milwaukee County Behavioral Health Services programs; determine existing enrollment and (where applicable) connect to established case management resources

**Walk-In** – Walk-in locations for service or navigation support

# Online Resources– Chat Tool

The screenshot shows a chat tool interface with a teal background. At the top left, it says "Provider or referral professionals." with a "Click Here" button. On the left side, there is a vertical green bar with the text "Click For Immediate Help" and a close button (x). Below this, it says "Take an online" with another "Click Here" button. The main chat area is white and contains a question: "2+ Is this an emergency or crisis?\*" with two radio button options: "A No, I am seeking care for myself or someone else, but there is no immediate need for it at the moment." and "B Yes, the person I am helping or I require immediate assistance due to overwhelming symptoms. This is a mental health emergency or crisis." At the bottom of the chat area, there are up and down arrow buttons. At the very bottom of the page, there is a green bar with the text "ts. and help your visitors, clients, and".

[www.HealthyMKE.com/well](http://www.HealthyMKE.com/well)

## Chat tool (NOT live):

- Tool to help you navigate the information on the website
- Community organizations and partners can embed on their websites
- Allows for accuracy and consistency across partners



# Print Resources– Ways to Find Care (Consumer - 8.5 x 11)

## HOW TO FIND MENTAL HEALTH AND SUBSTANCE USE CARE RESOURCES FOR ADULTS, CHILDREN & FAMILIES

If you are looking for mental health or substance use services in Milwaukee County for yourself, a family member, or a friend, there are many ways to search for or access care. Please be aware that many locations have eligibility requirements or may be experiencing wait times, so it's essential to expect exploring a few options to find the best fit for your needs.

 **Experiencing a mental health crisis? Call 414-257-7222 or 988 (24/7).** 



### CALL

**Connect With IMPACT 211**  
Dial **211** to talk to a Community Resource Specialist to find care that meets your needs.  
*Available 24/7*

**Connect With Milwaukee County Programs**  
Call the following resource lines:  
**Children** 414-257-7807  
**Adults** 414-280-6056  
*Monday-Friday 9:00am-5:00pm.*

For resources and navigation support for **children, and youth with special health care needs**, call **800-234-KIDS (5437)**.  
*Monday-Friday 9:00am-5:00pm.*



### SEARCH

Visit **HMKEwell.com** to search the **IMPACT 211 Mental Health and Substance Use Directory**. This directory offers a list of mental health and substance use provider options in Milwaukee County. Enter your zip code and click the service you need.

*Available 24/7*



### NAVIGATE

The online navigation chat tool at **HMKEwell.com** can help you quickly filter through online listings. Answer a few simple questions and connect to a list of resources on IMPACT 211 that matches your needs. Text or email the information from the resource list to yourself or others.

*Available 24/7*



### TEXT

Text your zip code to 898-211 and an IMPACT 211 resource navigator will help you find services based your needs.

*Monday-Friday 9:00am - 9:00pm*



### CHAT

Chat online with an IMPACT 211 expert to find care that meets your needs at **HMKEwell.com**

*Available 24/7*

Scan to access online resources and more:



## WALK-IN & EMERGENCY SERVICES

*Before visiting, we strongly recommend calling to confirm the operating hours.*

### ADULT - MENTAL HEALTH SUPPORT

#### Access Clinics

*Offers assessments, counseling, medication evaluation, peer support, referrals, and connections to other services for uninsured and underserved Milwaukee County residents 18 years old and older.*

#### Access Clinic East, Located within Outreach

**Community Health Centers**  
210 W. Capitol Drive, Milwaukee, WI 53212  
414-257-7665

#### Access Clinic North, Located within Milwaukee Health Services, Inc.

8200 W. Silver Spring Dr., Milwaukee, WI 53218  
414-257-5190

#### Access Clinic South, Located within Sixteenth Street's National Avenue Clinic

1635 W. National Ave., Milwaukee, WI 53204  
414-257-7900

#### Crisis Resource Centers

*Offers stay and bed-based accommodations with on-site support.*

#### Crisis Resource Center - North

5409 W. Villard Ave., Milwaukee, WI, 53218  
414-539-4024

#### Crisis Resource Center - South

2057 S. 14th St., Milwaukee, WI, 53204  
414-643-8778

#### Crisis Resource Center - West

5566 N. 69th Street, Milwaukee, WI, 53218  
414-290-9730

### ADULT - SUBSTANCE USE SUPPORT

#### Access Points

*Offers assessments, counseling, peer support, and substance use treatment referrals.*

#### IMPACT, Inc.

6737 W. Washington St., # 2225, Milwaukee, WI 53214  
414-649-4380  
IMPACTinc.org

#### WestCare

2821 N. Vel R. Phillips Ave., Milwaukee, WI, 53212  
414-263-6000  
WestCare.com

#### Sirona Recovery

205 W. Highland Ave., Milwaukee, WI 53203  
414-552-8079  
SironaRecovery.org

#### Wisconsin Community Services

3732 W. Wisconsin Ave., Milwaukee, WI, 53208  
414-343-3469  
Wiscs.org

### CHILD & ADOLESCENT - MENTAL HEALTH SUPPORT (AGES 5-18)

#### Children's Wisconsin Craig Yabuki

**Mental Health Walk-In Clinic**  
8915 W. Connell Court, Milwaukee, WI 53266  
414-337-3400  
Open daily 3:00pm to 9:30 pm.

### EMERGENCY SERVICES FOR ADULTS, ADOLESCENTS & CHILDREN

If you, a family member, or a friend is experiencing a mental health emergency, go to the Mental Health Emergency Center (MHEC). A mental health emergency refers to a situation in which you or your friend/family member poses an immediate risk to themselves or others. Examples of mental health emergencies may include:

- Thoughts of suicide, self-harm or harming others
- Violent, erratic or aggressive behavior
- Significant worsening of mental health symptoms

1525 N. 12th Street, Milwaukee | 414-966-3030 | Open 24/7 - 7 days per week | mentalhealthmke.org

*"Like any health emergency, sometimes distance matters and it may be best to call 911 or go to the nearest emergency department."*

**We're making this tool better and need your help. Please share your thoughts before October 6th, 2023 on HMKEwell.com. Thanks for improving the user experience!**

# Print Resources– Ways to Find Care (Consumer – Palm Card)

## HOW TO FIND MENTAL HEALTH AND SUBSTANCE USE CARE RESOURCES FOR ADULTS, CHILDREN & FAMILIES

Experiencing a mental health or substance use crisis?  
**Call 414-257-7222 or 988 (24/7)**



### CALL

Dial 211 to talk to a Community Resource Specialist to find care that meets your needs.

Available 24/7



### TEXT

Text your zip code to 898-211 and an IMPACT 211 navigator will help you find services based on your needs.

Monday–Friday  
9:00 am - 9:00 pm.



### NAVIGATE

Visit [HMKEwell.com](https://www.hmkewell.com) and use the navigation chat tool to connect to resource listings on IMPACT 211.

Available 24/7



### CHAT

Chat online with an IMPACT 211 expert to find care that meets your needs at [HMKEwell.com](https://www.hmkewell.com).

Available 24/7

## Find more resources on [HMKEwell.com](https://www.hmkewell.com)

We're making this tool better and need your help. Please share your thoughts before October 6th, 2023 on [HMKEwell.com](https://www.hmkewell.com). Thanks for improving the user experience!



## WALK-IN & EMERGENCY SERVICES

### WALK-IN FOR ADULTS

Dial 211 and tell them what zip code you want care in and what type of walk-in care you may be looking for.

There are various options that include:

- Access Clinics - For Mental Health Needs
- Access Points - For Substance Use Needs
- Crisis Resource Centers - For Short Term Stay

### WALK-IN FOR CHILDREN

Dial 414-337-3400 to connect with the Children's Wisconsin Craig Yabuki Mental Health Walk-In Clinic.

### EMERGENCY SERVICES FOR ADULTS, ADOLESCENTS & CHILDREN

If you, a family member, or a friend is experiencing a mental health emergency, go to the Mental Health Emergency Center (MHEC). A mental health emergency refers to a situation in which you or your friend/family member poses an immediate risk to themselves or others. Examples of mental health emergencies may include:

- Thoughts of suicide, self-harm or harming others
- Violent, erratic or aggressive behavior
- Significant worsening of mental health symptoms

📍 1525 N. 12th Street, Milwaukee

☎ 414-966-3030

🕒 Open 24/7 – 7 days per week

🌐 [mentalhealthmke.org](https://www.mentalhealthmke.org)

*\*Like any health emergency, sometimes distance matters and it may be best to call 911 or go to the nearest emergency department.*

# Next Steps

- **Launch of New and Improved Navigation Resources:**

- **Soft launch** - September
  - Distribute resources to small group of providers and community audiences
  - Get real-time feedback over a month
- **Make adjustments** - October
- **Distribute resources in the community** – November

- **Ongoing Improvement - On-going Navigation Sub-committee**

- MHCP and BHS sponsoring an on-going sub-committee (Public/Private Partnership) to continue the work
- Objectives:
  - Ensure the accuracy of existing navigation resources and website content and inclusion of new services
  - Promote navigation resources and tools to the distinct audiences
  - Engage with stakeholder audiences for continued involvement and input (consumers and providers)
  - Track metrics and identify opportunities to adjust strategy and resources i.e. process improvement
  - Identify opportunities to streamline efforts / for collaboration across public and private partners
- October start to guide full launch & continue work on additional items for action (ex. infographic of delivery system)

Questions?