# Mental Health Re-Design, MKE Mobile Crisis & DHHS Children's Integration



June 2, 2023

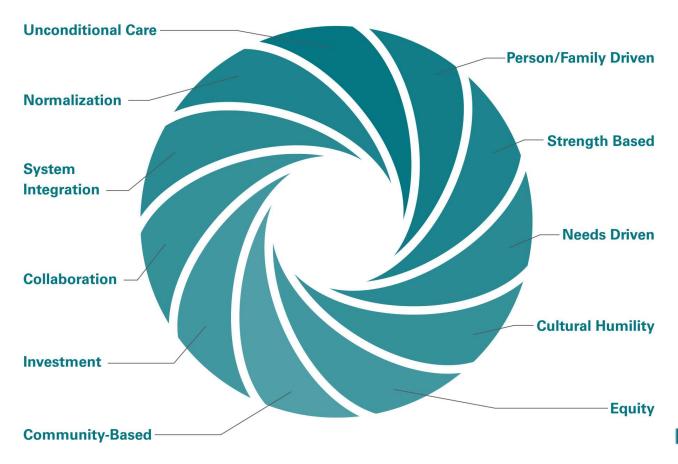


# Children's Community Mental Health Services & Wraparound Milwaukee

**Vision:** To help build healthy and strong communities by enhancing children and families' ability to meet life's challenges and to foster resiliency and hope for a better future.



#### WRAPAROUND MILWAUKEE CORE VALUES:





# **Wraparound Process**

### Hello

The process of engagement and continued efforts to partner with the family and discover who they are and what they desire, and building a team of supports to help meet their needs.

### Help

The process of facilitating the child and family team to plan, create, implement, and evaluate a plan of care that involves identifying strengths, needs, and strategies to achieve the family's vision of success.

### Healing

The process of facilitating sustainable interventions through empowerment, involvement of natural and informal supports, and use of community resources. Healing and resources, task-shifting, and involves assessing progress toward meeting needs, adjusting interventions to sustain progress and on-going preparation for transition out of care.

### Hope

The process of executing a transition out of care based on resilience, sustainable supports long-term planning to meet ongoing and future needs. Hope is a celebration of success and healing and includes a thoughtful goodbye to honor the relationships built with formal supports and resources.



### Behavioral Health Services: Children's Community Mental Health Services and Wraparound Milwaukee System of Care

#### Milw. Co. Mental Health Clinic

Provides medication management and wellness/education services

#### Professional Foster Parent (PFP)

Provides a transitional home devoted to the needs of one individual youth at a time with the ultimate goal of helping and achieving permanency with their respective families

#### Youth Crisis Stabilization Facility (YCSF)

Facilities available to males ages 10-17, and girls ages 13-17, who are experiencing a mental health crisis

#### Mobile Crisis

Crisis services for children & families of Milwaukee County

#### Trauma Response Team (TRT)

In collaboration with MPD, support services are provided for children & families affected by violent trauma

#### Youth Connect

In collaboration with a coach, youth and families receive crisis care coordination geared towards preventing crises and reducing hospitalization

#### Comprehensive Community Services (CCS)

Serves Milwaukee County youth, young adults, and their families who are coping with mental health/substance abuse concerns

#### Coordinated Opportunities for Recovery & Empowerment (CORE)

Specialized Mental Health Services for youth experiencing their first episode psychosis or at clinical high risk for psychosis

### Wraparound A Specialized

Managed Care Entity who serves families with youth who have serious mental health needs, are referred through the Child Welfare or Youth Justice System and are at immediate risk of placement in a residential treatment center, juvenile correctional

facility or

psychiatric

hospital

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#### Family Intervention & Support (FISS)

A short term intervention program designed to assess and provide services to families experiencing life challenges with their child

#### Owen's Place

A community drop-in Resource Center for young adults whose mental health needs may have an impact on their independence. Youth advocacy and leadership skill development for youth to make a difference in the community

#### Re-Source Extension

Technical Assistance offered to Wraparound and other Mental Health programs that includes: training, workforce and leadership development, program development, QA/QI, sustainable funding models, and System of Care expansion

#### Family Advocacy

Provides family support, advocacy, services, training, support groups and family events for families of Milwaukee County

#### Educational Liaisons

Provides
educational
support to youth
and young adults.
Addresses issues
including school
placement, special
education needs &
services and
possible
suspensions and
expulsions

#### Provider Network & Community Resources

Supports overall Children's Community Mental Health Services and Wraparound Milwaukee System of Care



# Mental Health Re-Design

Moving services and supports to the community to increase access to care

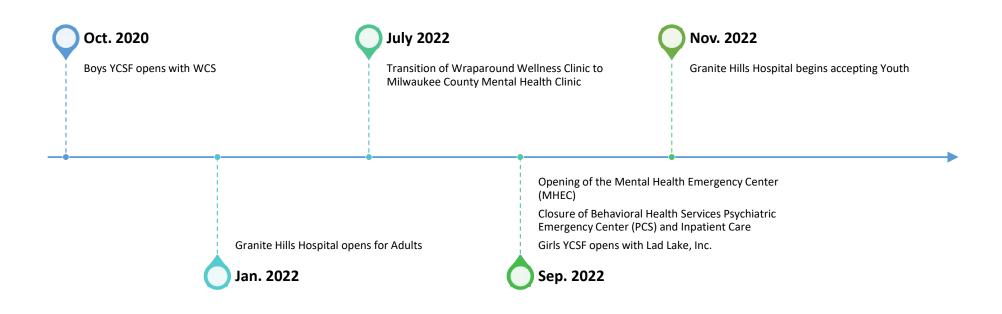


# Youth Behavioral Heath Crisis Re-Design Charter

- Members: Milwaukee County Behavioral Health Services (BHS), Advocate Aurora Health, Ascension Wisconsin, Children's Wisconsin, Roger's Behavioral Health, and Froedtert Health
- Primary Objectives:
  - High Acuity Care Options and Transitional Care Management for Complex Youth
  - Mobile Response Support
  - Outpatient Access



# 2020-Present General Timeline



## **Inpatient Process Flow**

- For youth who are experiencing a mental or behavioral health crisis and present to the Medical ER as voluntary or involuntary (Chapter 51) patients:
  - For involuntary patients, if after assessment in the ER in consultation with MHEC, a Chapter 51 remains in place, these patients will be transferred to MHEC for assessment and care planning.
  - If a Chapter 51 is not upheld, or a patient is voluntary, care and discharge planning will occur from the ER.
- For youth who are experiencing a mental or behavioral health crisis and present to the MHEC as voluntary or involuntary (Chapter 51) patients, MHEC staff will provide assessment, care and discharge planning.
- For youth who are experiencing a mental or behavioral health crisis and are seeking voluntary inpatient services, individuals can present directly to a local inpatient hospital for assessment, care and discharge planning.
- Inpatient Hospitalization Options Voluntary or Involuntary:
  - Granite Hills, Rogers and Aurora; Winnebago can be accessed if needed



### Mental Health Emergency Center

Historic public-private partnership between Milwaukee County and the area's four health systems—Advocate Aurora Health, Ascension Wisconsin, Children's Wisconsin and Froedtert Health.

- •24/7/365 emergency mental health services for adults, children and adolescents
- •Assessment, stabilization and treatment of mental health emergencies
- •Connecting patients and families to ongoing treatment and supportive services
- •MHEC provides separate child and adolescent treatment area
- •Timely emergency treatment, stabilization and transfer to appropriate continuing care
- •Six adult inpatient beds for short-term stabilization, if needed
- •Children/adolescents are promptly transferred to a pediatric mental health facility if inpatient services are required
- •Individuals experiencing both serious mental health and medical conditions go to the closest medical hospital emergency department



Photo by Devin Blake

1525 N. 12th Street, Milwaukee WI Phone: 414-966-3030

### Milwaukee County Mental Health Clinic

- •Continues to serve youth and young adults enrolled in the Wraparound HMO programs (Wraparound & REACH)
- •Continues to serve youth enrolled in Coordinated Opportunities for Recovery & Empowerment (CORE) Program
- •Added capacity to serve youth and young adults enrolled in traditional Comprehensive Community Services (CCS)
- •Plan for expansion to non-System of Care enrolled youth, and private insurance

The Milwaukee County Mental Health Clinic is overseen by Dr. Kenneth Cole as part of the larger BHS community clinics.



Photo by Jeramey Jannene

1919 W. North Ave, Milwaukee WI Phone: 414-966-3030

# Youth Crisis Stabilization Facility (YCSF)

COUNTY

- When to use YCSF: as a safe diversion/step-down from MHEC or the hospital, when a youth is experiencing a mental health crisis and as a stabilization resource when things are getting too heated at home or placement and a stabilization period is needed to avoid disruption.
- How long they can stay: Youth can stay up to 30 days if they are still in crisis and need that level of care. Youth are assessed daily, and transition planning begins right away to ensure youth know that they will not linger there beyond their need.
- Who can refer: Caregivers, youth, case managers, discharge planners, placement providers, hospital and ER staff, care coordinators, and other professional treatment providers. Keep in mind the youth and guardian must agree and sign consents.

### **YCSF Referral Process**

### Lad Lake

- Opened in September 2022
- Female youth ages 13-17, including youth who are pregnant
- Accept referrals 8am-8pm; Monday-Friday
- Call Masana (Lad Lake) directly at 414-750-6109
- Work with Masana and the family to complete the intake paperwork and arrange for the youth to go.

### Wisconsin Community Services

- Opened in October 2020
- Male/male identifying youth ages 10-17
- Accept referrals 8am-8pm; 7 days a week
- Call WCS directly at 414-610-4109. The back-up on call number is 414-533-6516.
- Work with WCS and the family to complete the intake paperwork and arrange for the youth to go.

COUNTY



Now Introducing...

# Milwaukee Mobile Crisis

# Overview of Crisis Mobile Integration

Children's Mobile Crisis (CMC) and Crisis Mobile Team (CMT) have officially integrated.

- September 2022: Crisis Line integration
- October 2022: Co-located into one call center at Coggs

- December 2022-January
   2023: Integrated assignment schedules.
- April 2023: Milwaukee Mobile Crisis rebrand!



# **Crisis Line Integration**

- 414-257-7621 AND 414-257-7222 remain in service
  - Doesn't matter which number you dial
  - Both connect the caller to a mobile clinician
- Available 24/7 for the Milwaukee community through partnership with IMPACT INC.
  - No call goes unanswered
  - Connection to SDOH community resources
- Mobile clinicians available over the phone: 7:30am-midnigh 7days/week

# **Crisis Mobile Integration**

- "No Wrong Door" approach to crisis mobile response.
- Allows for co-response to support all residents in need across the lifespan.
- Increases available crisis workforce by dissolving siloed teams.
- Streamlines service delivery as one comprehensive service.
- Decreased call wait times and response times for mobiles.



## Milwaukee Mobile Crisis



- Rebranding as MKE Mobile Crisis
  - Sunset use of CMT & CMC
  - Updating brochures, websites, materials
  - Marketing campaign released April 2023



### **Crisis Line Services**

- Provides services to individuals experiencing a mental health or co-occurring crisis over the phone.
  - Support
  - Screening & assessment
  - Crisis Counseling
  - Therapeutic de-escalation

- Safety planning
- Emergency service coordination
- Resource information
- Referrals
- Professional consultation
- Dispatch mobile response

# Mobile Services & Follow-up

- Voluntary community mobiles: individuals, schools, families, professionals, law enforcement
- Available to provide mobile services:
  - 7:30 am to 12:00 am Monday through Friday
  - 7:30 am to 8:00 pm Saturday, Sunday and holidays

- In-person assessment
- Stabilization through reduction of risk and stressors
- Safety planning
- Education
- Consultation with police & professionals
- Crisis Plans
- Follow-up
- Linkage & referrals



# Mobile Services & Follow-up

- Follow-up
  - Phone calls, in person visits, or both
- Why do we do it?
  - 43% of suicides occur within a month of discharge from a hospital.
  - 47% of those individuals die before their first follow-up appointment

(followupmatters.988lifeline.org)

- Lethal Means Education / Materials
  - Gun locks
  - Medication destroy bags
  - Lock boxes
  - Fentanyl test strips
  - Narcan



## Milwaukee Mobile Crisis

- Licensed MHPs, RNs, Psychologists, (new) bachelor level graduates in the human services field, and interns.
- Will continue to hire skilled clinicians with experience and passion for serving children, youth, and families.
- MKE Mobile Crisis includes skilled clinicians experienced in serving vulnerable populations:
  - Youth and families
  - older adults
  - individuals who live with intellectual and developmental disabilities.

The power to change someone's life

Starts with you.

MKEMOBILECRISISCAREERS.COM
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MILWAUKEE COUNTY
DEPARTMENT OF HEALTH & HUMAN SERVICES

BEHAVIORAL
HEALTH SERVICES



# Children's Integration

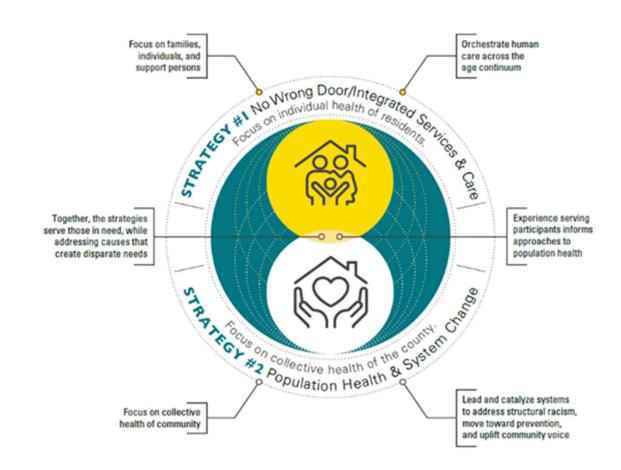
DHHS 2025 Strategic Plan



### DHHS 2025 Strategic Plan

Strategy #1: No Wrong Door/Integrated Services & Care

Strategy #2: Population Health & System Change



# Vision of Integration

- Integration does not solely mean eliminating organizational inefficiencies, but rather centering services around participants and addressing their needs in an integrated fashion.
- Our primary goal is to serve people across the lifespan with care that they deem as acceptable which promotes the dignity of individuals regardless of race, gender, socio-economic status.
- To accomplish this, DHHS is committed to convening and collaborating with all partners who share the County's population health goals. We believe the work that we are doing will be a model for scaling this process across departments to ensure enterprise-wide alignment and lead us to becoming the healthiest County in Wisconsin.

# Strategy #1: No Wrong Door/Integrated Services & Care

- DHHS Children's System of Care
- Integration of Youth Justice and Children's Disabilities into Children, Youth and Family Services (CYFS)
- Shared Intake and Options Counseling for the following Programs:
  - Children's Long Term Support Waiver (CLTS)
  - Children's Community Options Funds (C-COP)
  - Waiver Medicaid
  - Wraparound & REACH HMO
  - Comprehensive Community Services (CCS)
  - Coordinated Opportunities for Recovery & Empowerment (CORE)
  - Youth Connect



### **Referral Process**

- Phone Call Resource & Referral Line answered live 9:00am-3:00pm M-F (414-257-7607)
- Online Referral Website
- Emailed Referral Child Welfare and Youth Justice System Partners (<u>WRAPEnrollment@milwaukeecountywi.gov</u>)
- Internal Referral Submitted in Synthesis from other Children's Community Mental Health Services programs and directly from CLTS Service Coordinators





# **Options Counseling**

- Options Counselor meets with youth and parent/guardian
  - Listens to their story
  - Gathers supporting documents (diagnostic records, IEP, etc.)
- Options Counselor staffs each referral with a licensed clinician to ensure completeness and eligibility determination
- Options Counselor speaks with youth and parent/guardian to determine enrollment decision
- If referral sources is someone other than the family, that individual would also receive an enrollment status update

# **Any Questions?**

Thank you for your time and attention.



