

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

June 2, 2023

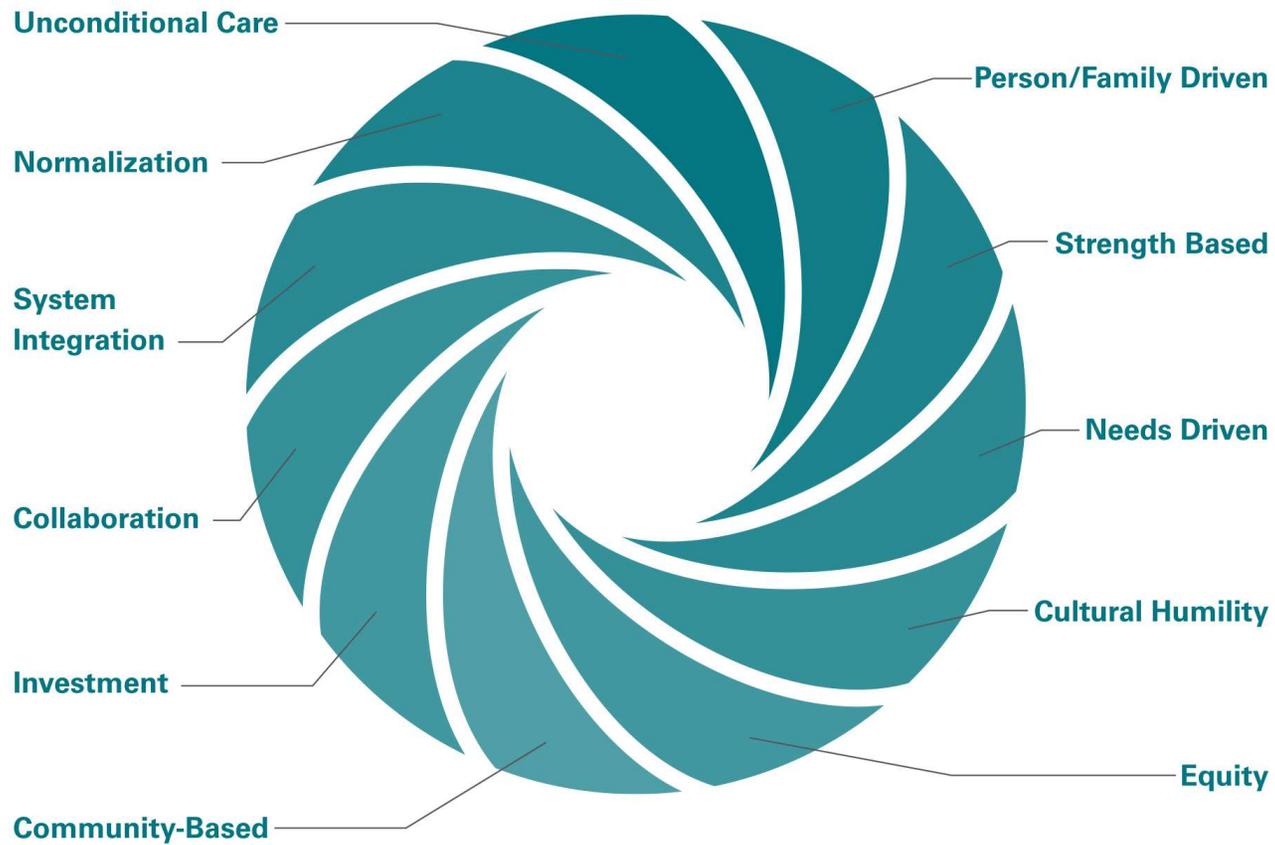


Children's Community Mental Health Services & Wraparound Milwaukee

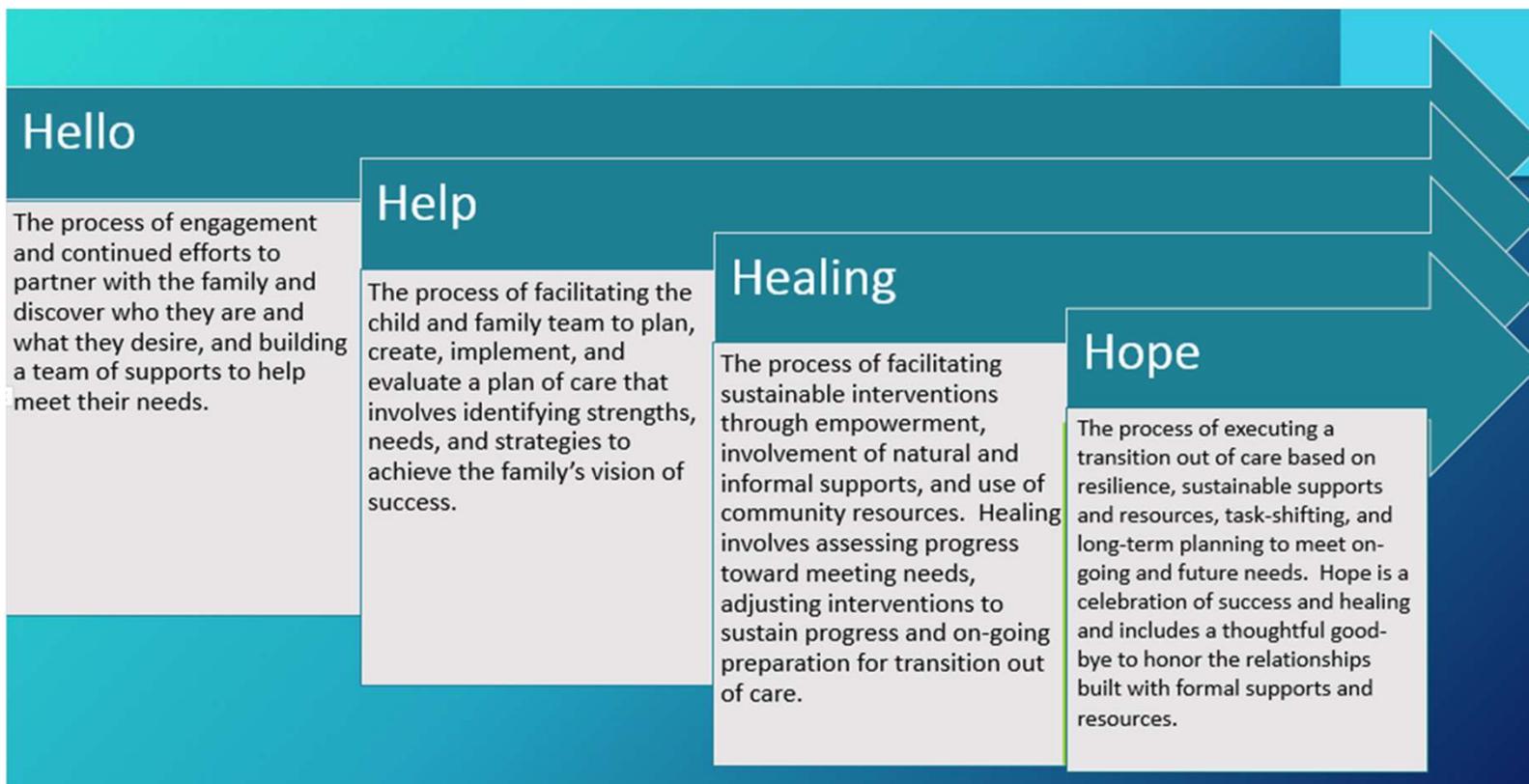
Vision: To help build healthy and strong communities by enhancing children and families' ability to meet life's challenges and to foster resiliency and hope for a better future.



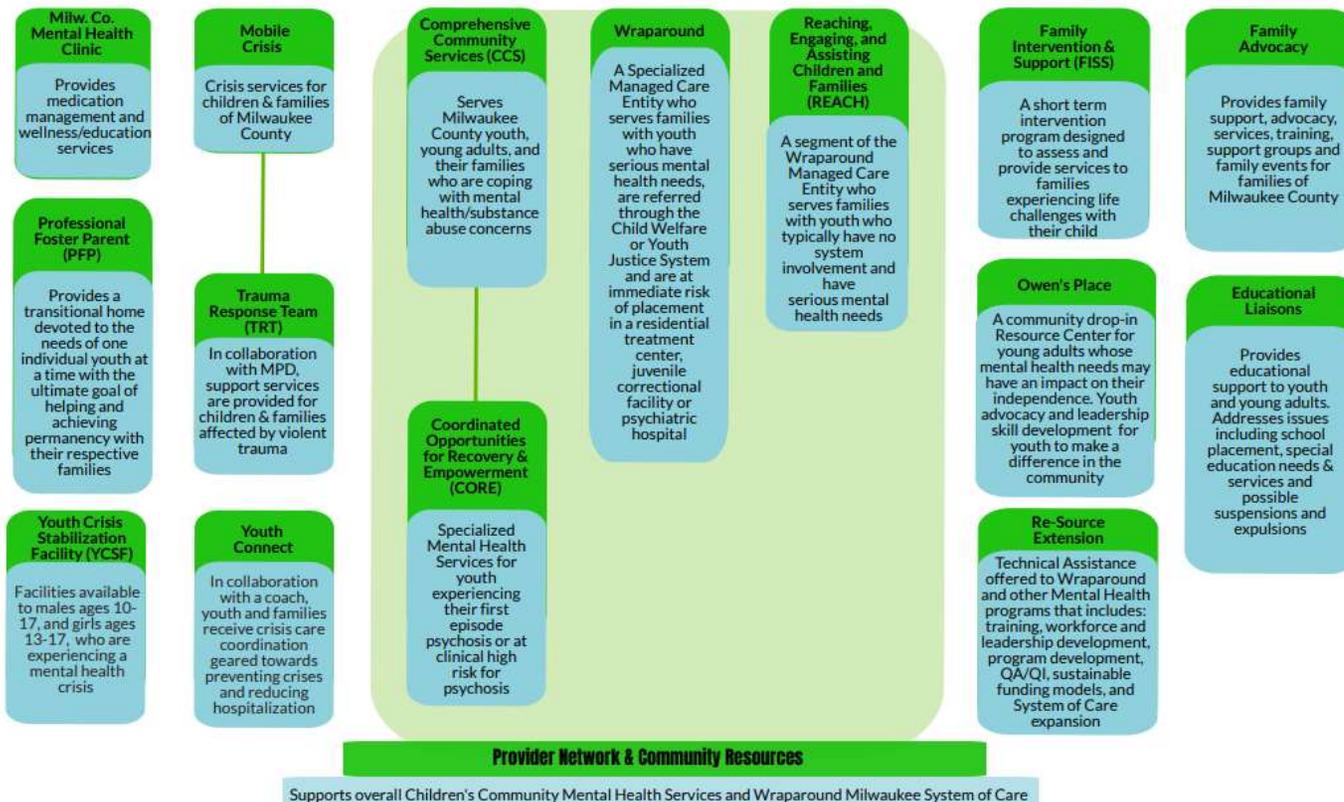
WRAPAROUND MILWAUKEE CORE VALUES:



Wraparound Process



Behavioral Health Services: 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

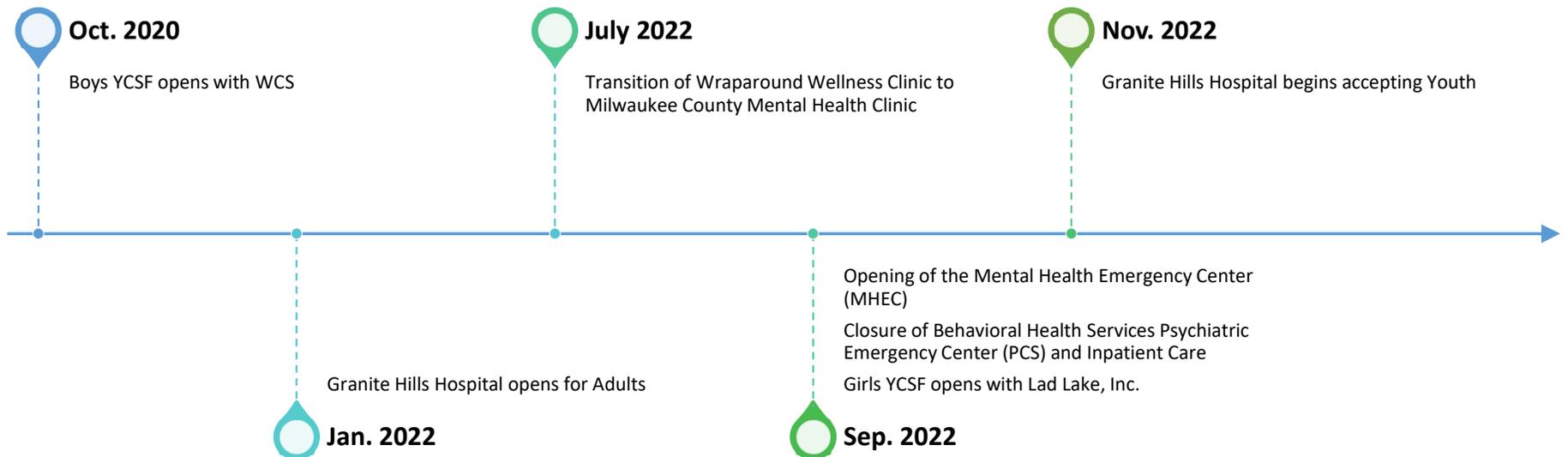


Youth Behavioral Health Crisis Re-Design Charter

- 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)

- **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.





MKE
MOBILE
CRISIS

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

(followupmatters.988lifeline.org)



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.

MKEMOBILECRISIS CAREERS.COM

JOIN OUR TEAM



MILWAUKEE COUNTY
DEPARTMENT OF HEALTH
& HUMAN SERVICES
**BEHAVIORAL
HEALTH SERVICES**



**MILWAUKEE
COUNTY**

Children's Integration

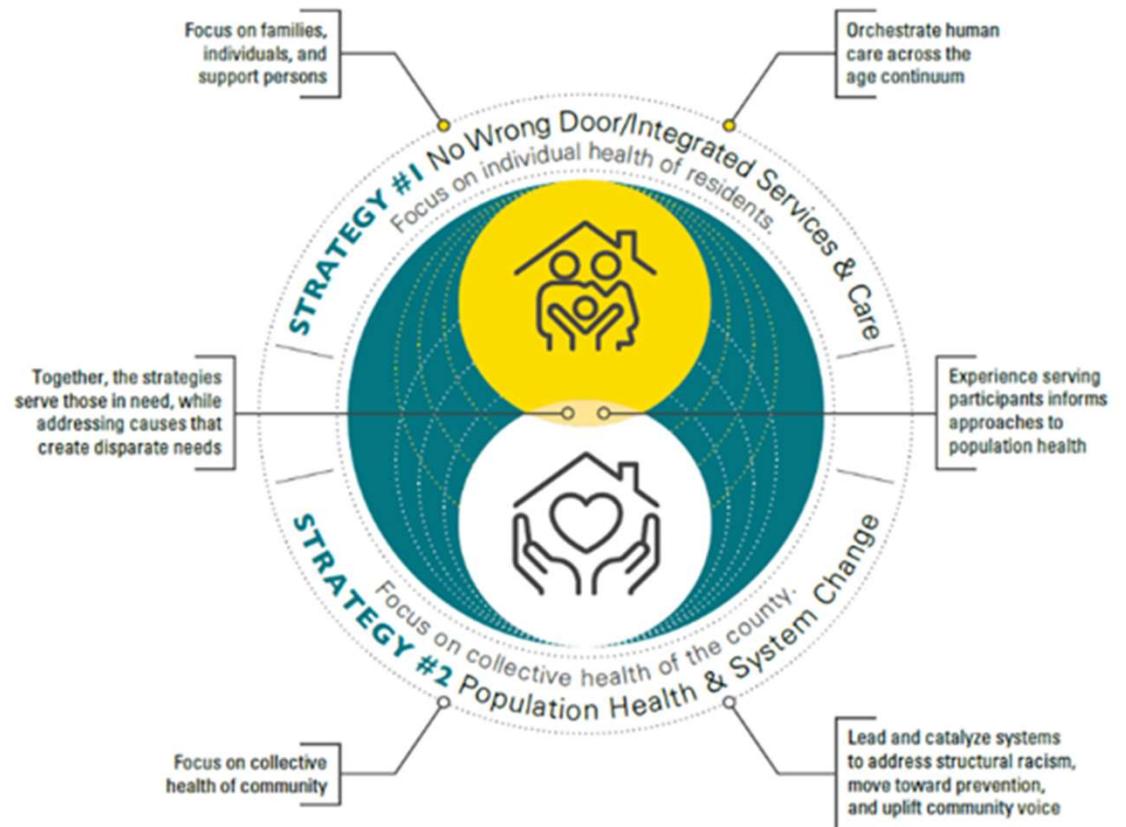
DHHS 2025 Strategic Plan



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 (WRAPEnrollment@milwaukeecountywi.gov)
- 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.



MILWAUKEE
COUNTY



**MILWAUKEE
COUNTY**