



Wisconsin Counties Association  
**ANNUAL CONFERENCE**  
*& Exhibit Hall* **2022**

3:30 - 4:30 PM

Review and Reform Wisconsin's  
Mental Health System



# Mental Health Emergency Center

Presentation to  
WCA Annual Conference

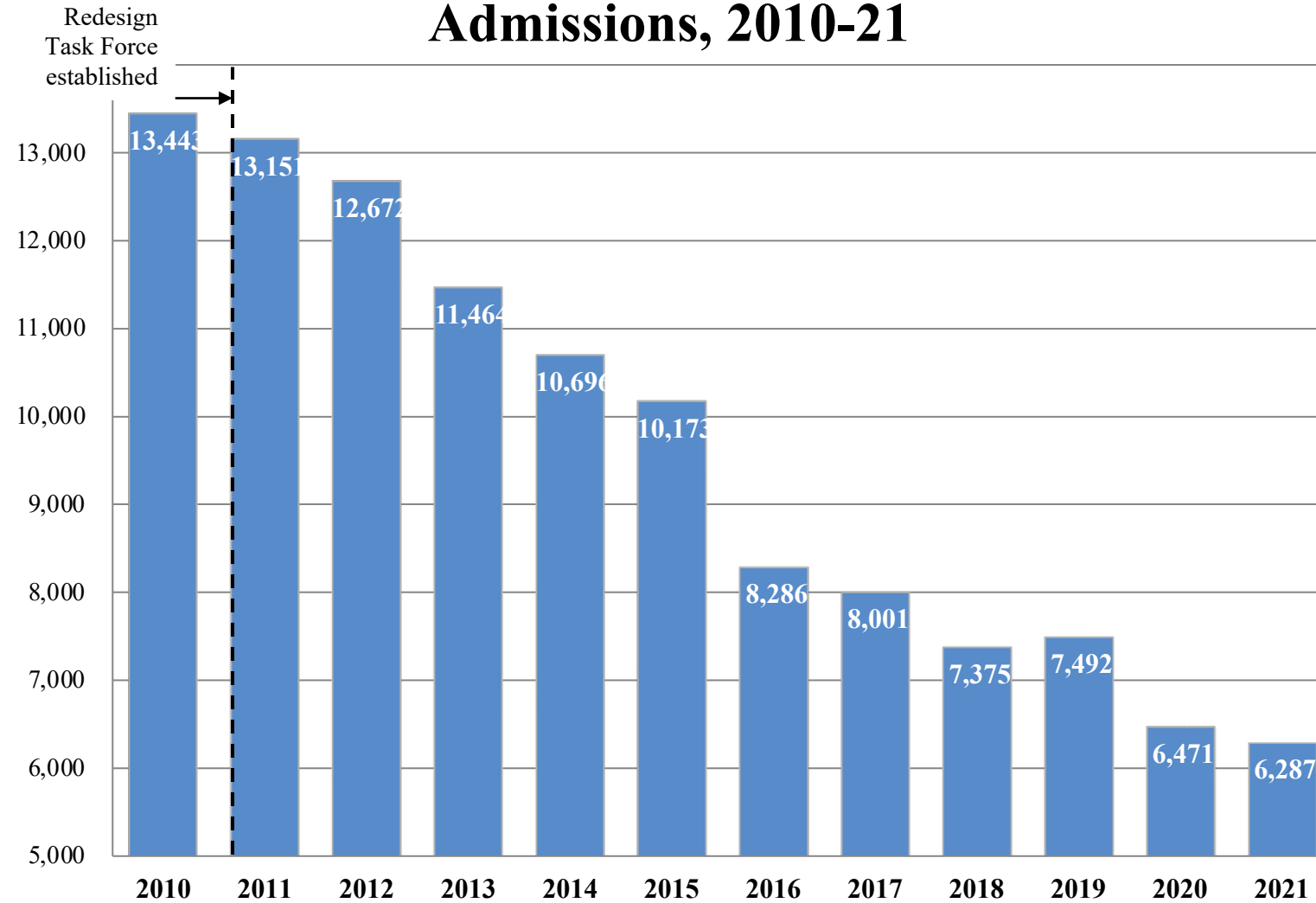
September 19, 2022  
Michael Lappen

# Data Dashboard

## Milwaukee County Behavioral Health Services

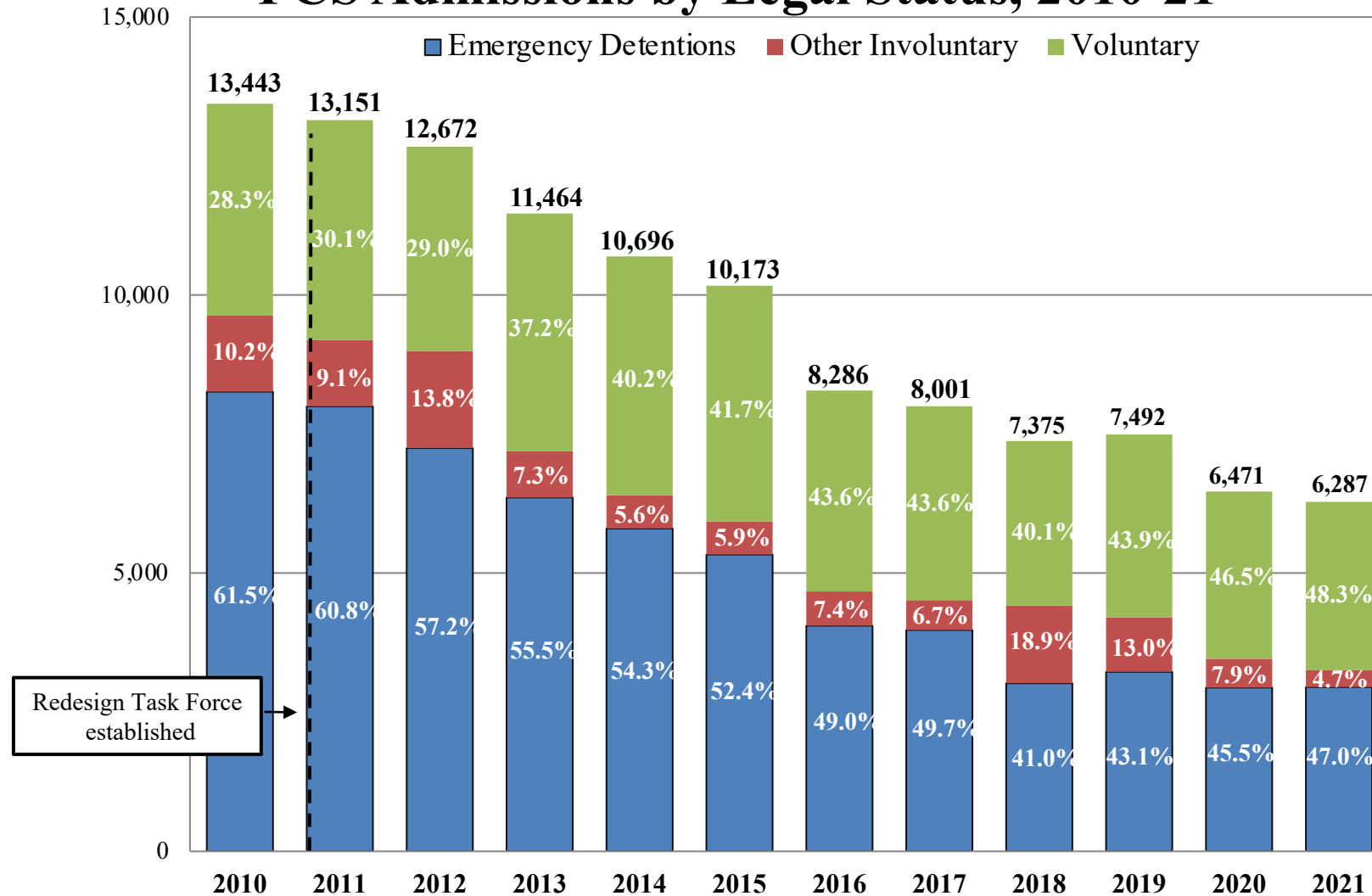
Revised January 13, 2022

# Psychiatric Crisis Service (PCS) Admissions, 2010-21



PCS: Psychiatric Crisis Service (Behavioral Health Services emergency department)

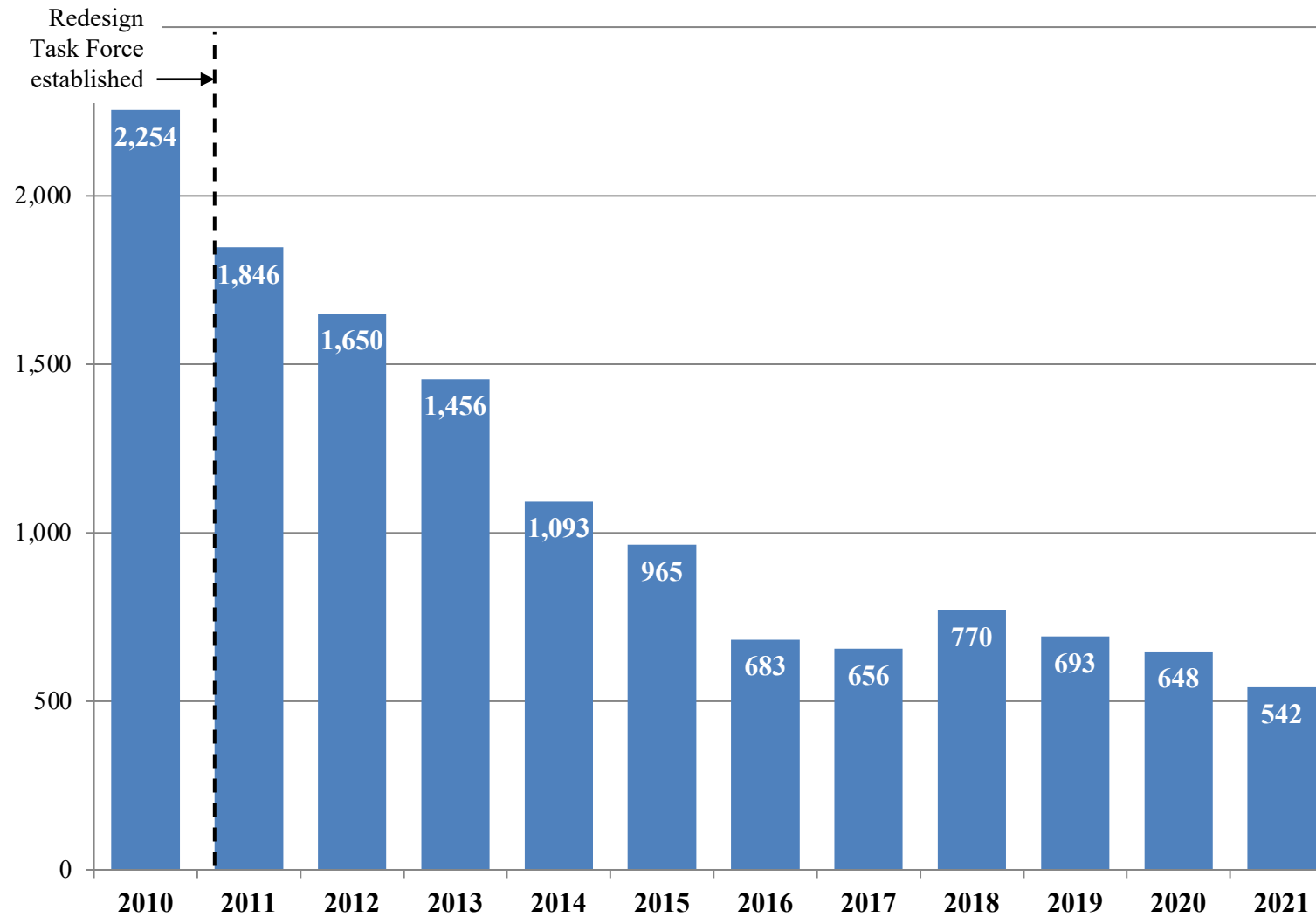
# PCS Admissions by Legal Status, 2010-21



**PCS:** Psychiatric Crisis Service (Behavioral Health Services emergency department)

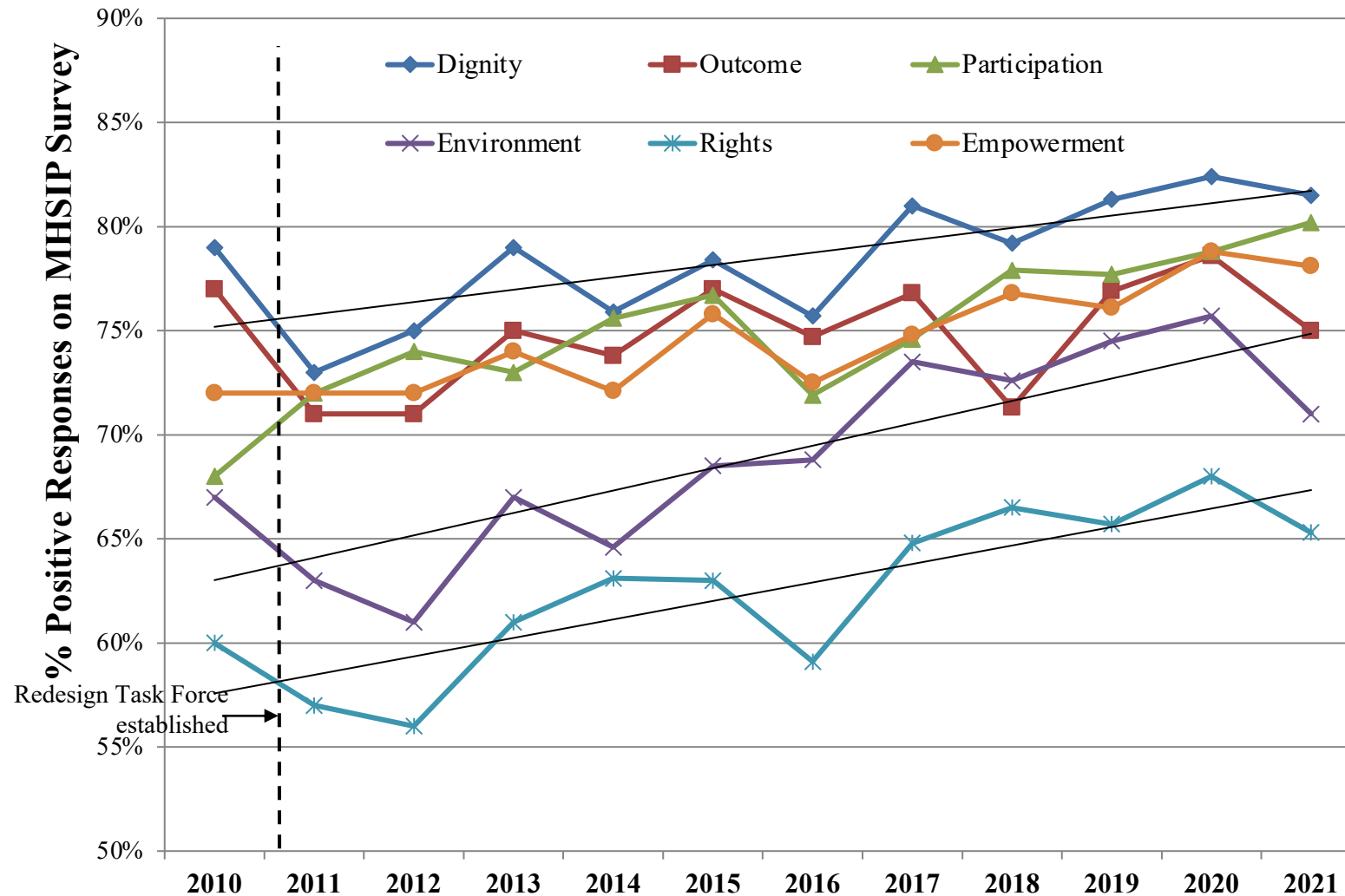
**Other Involuntary:** Three-Party Petition, Treatment Director Affidavit, Treatment Director Supplement, Re-Detention from Conditional Release, Re-Detention / Not Follow Stipulations

## BHS Adult Inpatient Admissions, 2010-21



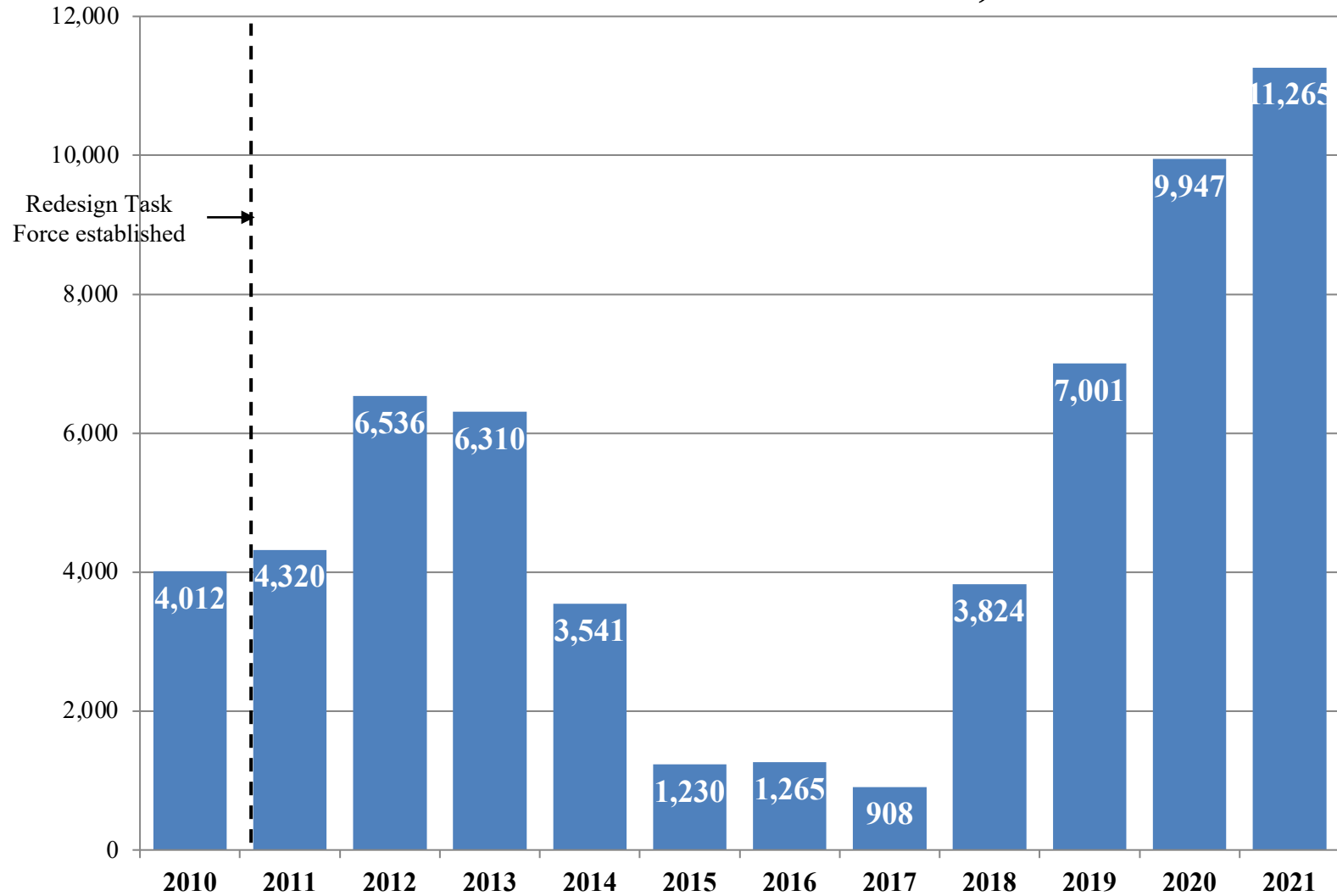
Capacity on BHS inpatient units (Adult & Child/Adolescent) was 108 from 2008-11. Staffed capacity was reduced to 91 in 2012, 78 in 2013, and 64 in 2014. There are three adult units (16, 18, and 18 beds) and one Child/Adolescent unit (12 beds).

# BHS Adult Inpatient – Satisfaction, 2010-21



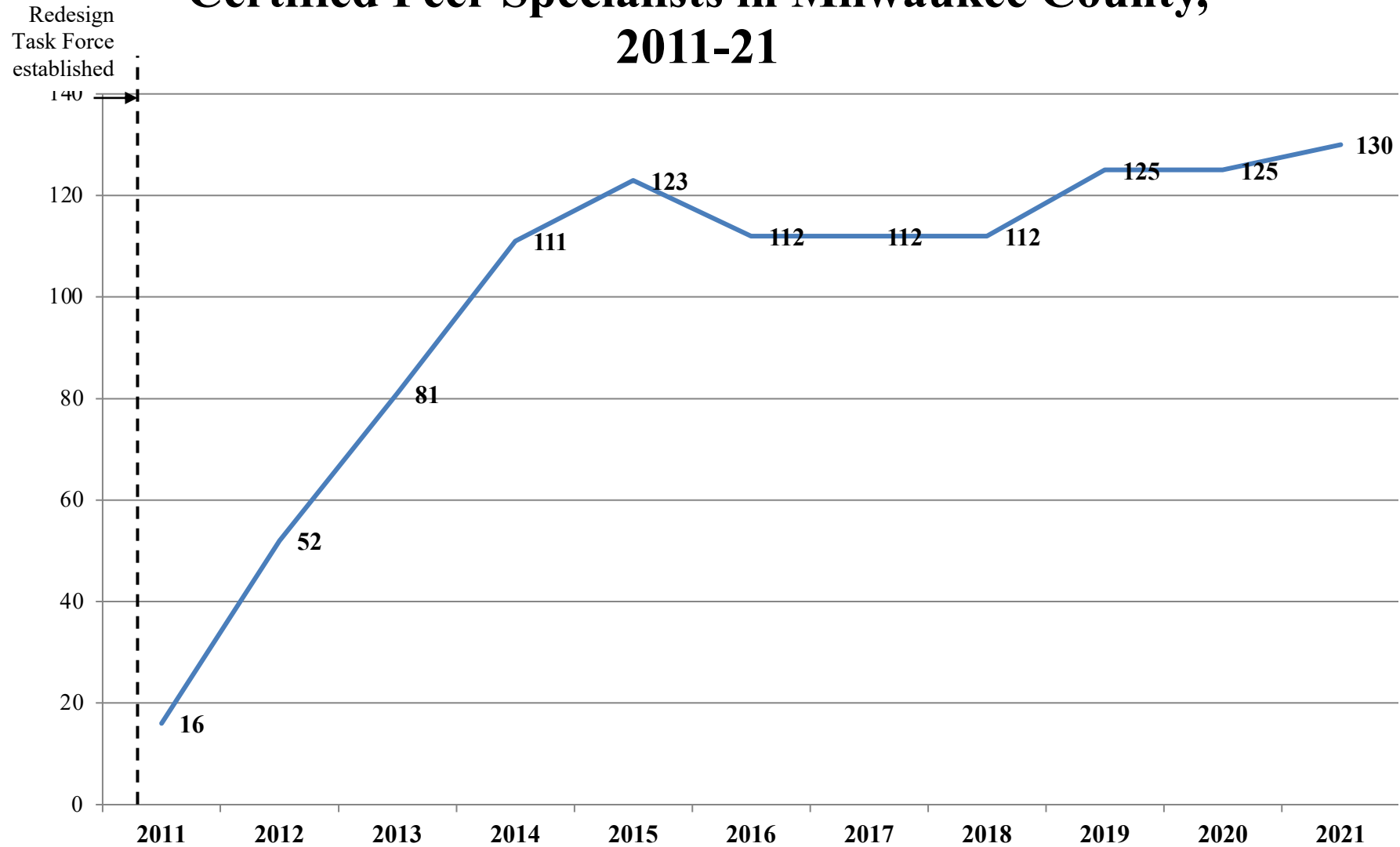
Issues addressed by domain: **Dignity** – respect, recovery-oriented staff; **Outcome** – crisis planning, reduced symptoms, social improvement; **Participation** – engaging community provider(s), involved in discharge planning; **Environment** – atmosphere, privacy, safety, comfort; **Rights** – grievances addressed, safety refusing treatment; **Empowerment** – choice, helpful contact

## BHS Access Clinic Client Sessions, 2010-21



The **Access Clinics** (**Access Clinic – South, Access Clinic – East, & Access Clinic - Progressive**) are walk-in centers providing mental health assessment and referral for individuals without insurance.

## Certified Peer Specialists in Milwaukee County, 2011-21



Capacity on BHS inpatient units (Adult & Child/Adolescent) was 108 from 2008-11. Staffed capacity was reduced to 91 in 2012, 78 in 2013, and 64 in 2014. There are three adult units (16, 18, and 18 beds) and one Child/Adolescent unit (12 beds).

# Mental Health Redesign in Milwaukee County

- Since 2010, significant input from consumers, community partners, advocates, and health care providers has helped shape the redesign of mental health services in Milwaukee County.
- The goal of the redesign is to make behavioral health care more accessible with a community based system of care.
- Over the past 10 years we have:
  - Crisis line: (414) 257-7222
  - Community-Based Access Clinics in Partnership with FQHCs
  - Expanded and Enhanced Crisis Resource Centers (CRCs)
  - Crisis Mobile Teams (CMT) & Crisis Assessment Response Teams (CART)
  - Strengthened Private Hospital ER Behavioral Health Capabilities
  - Granite Hills Hospital
  - Mental Health Emergency Center

# Mental Health Redesign in Milwaukee County

Expanded services are having an impact:

- 76% decrease in adult inpatient admissions
- 53.2% decrease in psychiatric crisis services visits
- 64.2% decrease in emergency detention visits to PCS

# MHEC: Joint Venture Partnership

The new Mental Health Emergency Center is a joint venture between Milwaukee County and the area's four health systems.

Start up and operating costs will be split equally, with Milwaukee County responsible for 50% and the health systems in charge of the other half:

- Milwaukee County: 50%
- Advocate Aurora Health: 12.5%
- Ascension Wisconsin: 12.5%
- Children's Wisconsin: 12.5%
- Froedtert Health: 12.5%

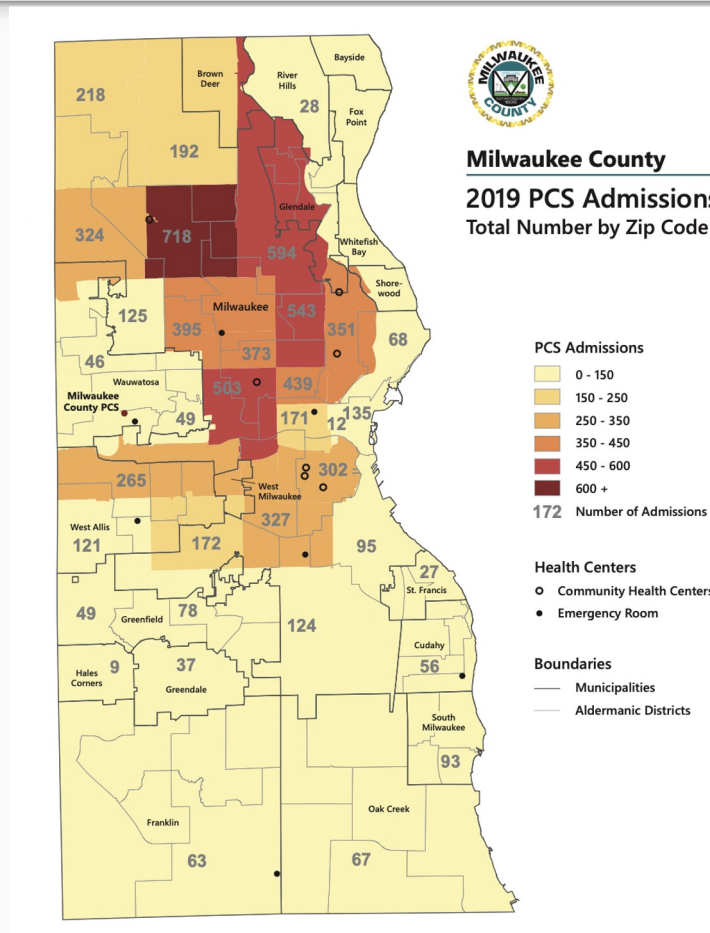
# Scope of Services

The new Mental Health Emergency Center will provide:

- 24/7/365 crisis mental health assessment, stabilization, treatment and transition care management for children, adolescents and adults
- A therapeutic environment for both voluntary and involuntary patients
- Timely treatment and transfer to the appropriate level of care
- Extensive care management and navigation services

# Target Populations

93% of the patient visits to the Behavioral Health Division's Psychiatric Crisis Services (PCS) originate from the City of Milwaukee.



70% of patients served by PCS live in close proximity to the new center.



Imagery ©2019 Google, Map data ©2019 Google 100 ft

1227 W Walnut Street 53205

## Resources and Services

The role of Milwaukee County Behavioral Health Services is to ensure that all Milwaukee County residents have access to high-quality, patient-centered behavioral health services where they are treated with dignity - no matter their severity of illness or ability to pay.

There is No Wrong Door for Milwaukee County residents who want to access social services. Milwaukee County residents who access one DHHS program or service can access information about all DHHS programs and services.

### Mobile Teams

#### Crisis Mobile Team

A Crisis Mobile Team may be dispatched anywhere within the community to provide in-person assessment, stabilization, linkage to services and appropriate follow-up afterwards. This non-police mobile response provides services 24 hours a day, seven days a week.

(414) 257-7222

#### Children's Crisis Mobile Team

Children's Mobile Crisis (CMC) provides 24/7 crisis intervention services to support children, youth and families in crisis. CMC offers support and consultation over the phone, along with in-person mobile assessments, stabilization and linkages to services for children and their families. CMC responds to a wide range of needs in homes, schools and throughout the community, wherever children and their families need assistance to reduce a crisis, solve a problem or assess a need.

(414) 257-7621

### Community Health Centers

#### Access Clinic South

Located within Sixteenth Street Community Health Center

1635 W. National Ave.

Hours: Monday - Friday 8:30 a.m. - 4:30 p.m.

Walk-in hours for initial assessment: Monday - Friday 8:30 a.m. - 2:30 p.m.

For uninsured Milwaukee County residents who are facing a behavioral health or co-occurring crisis, Access Clinic is here to help connect people to the culturally competent behavioral health and co-occurring care they need, within their own community and regardless of their ability to pay.

(414) 257-7600

#### Access Clinic East

In partnership with Outreach Community Health Centers

210 W. Capitol Dr.

Hours: Monday - Friday 8:30 a.m. - 4:30 p.m.

Walk-in hours for initial assessment: Monday - Friday 8:30 a.m. - 2:30 p.m.

For uninsured Milwaukee County residents who are facing a behavioral health or co-occurring crisis, Access Clinic is here to help connect people to the culturally competent behavioral health and co-occurring care they need, within their own community and regardless of their ability to pay.

(414) 257-7665


#### Team Connect 2.0

Located within Progressive Community Health Center's Lisbon Avenue Health Center


3522 W. Lisbon Ave.

Hours: Monday - Thursday 8 a.m. - 6 p.m. and Friday 8 a.m. - 5 p.m.

Team Connect is a program dedicated to providing additional follow-up services and support for individuals discharged from the division's psychiatric crisis services, observation and acute care units. The group works to reduce the risk of harm to individuals once they are discharged and seeks to improve the links to ongoing care and resources in the community. No other facility in the Milwaukee area provides such services.



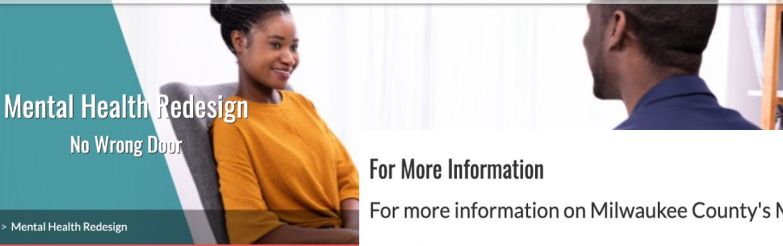
MILWAUKEE COUNTY  
Health & Human Services



Milwaukee County

How Do I... Our County Residents Businesses News & Events

AGING BEHAVIORAL HEALTH DISABILITIES HOUSING VETERANS' YOUTH & FAMILY



Mental Health Redesign  
No Wrong Door

[Department of Health & Human Services](#) > [Behavioral Health](#) > [Mental Health Redesign](#)


On Sept. 9, 2022, the Milwaukee County Mental Health Complex and Psychiatric Crisis Services (PCS) on Watertown Plank patients. On Sept. 6, the new Mental Health Emergency Center at 1525 N. 12th Street in Milwaukee will begin accepting en Granite Hills Hospital, the new inpatient behavioral health hospital located at 1706 S. 68th St. in West Allis, opened in Janu patients.

## For More Information

For more information on Milwaukee County's Mental Health Redesign, visit the links below.

- Flyers
  - English flyer
  - Spanish flyer
  - Hmong flyer
- Fact Sheet
  - English fact sheet
  - Spanish fact sheet
  - Hmong fact sheet
- Press Release





MILWAUKEE COUNTY  
DEPARTMENT OF HEALTH  
& HUMAN SERVICES  
BEHAVIORAL  
HEALTH SERVICES

### Mental Health Redesign Fact Sheet

At Milwaukee County Behavioral Health Services, our role is to ensure everyone in Milwaukee County has access to high-quality, patient-centered behavioral health services - no matter their severity of illness or ability to pay.

- Why are the Mental Health Complex and Psychiatric Crisis Services (PCS) Watertown Plank Redesign?**

The Mental Health Complex was built more than 40 years ago to care for individuals with mental illness who, at the time, were expected to permanently reside in the facility. Since that time, best practices in care and laws have changed. The Mental Health Complex is out of date, impacting service and patients.

Redesign Milwaukee County, urban and community health systems are working together to redesign the behavioral health system in Milwaukee County residents now have access to more behavioral health services in the community. These services include Granite Hills Hospital at 1706 S. 68th St. in West Allis and the new psychiatric hospital in Milwaukee County and the Mental Health Emergency Center (MHEC) at 1525 N. 12th Street as the new psychiatric crisis emergency department.
- Why did Milwaukee County decide to redesign the behavioral health care system?**

Milwaukee County has been providing behavioral health services to residents for more than 100 years. However, multiple reports, including 2020 and 2022 studies recommended significant changes including reducing reliance on acute behavioral health services, including admissions to the Mental Health Complex and strengthening Milwaukee County's community-based network of care.

The redesign is a collaborative process that began in 2015. The goal is to move behavioral health care in Milwaukee County away from an inpatient and institutional setting to create a community-based system that meets people where they are with standardized services, better access, the strongest, culturally competent care and practices on proven practices like holistic and trauma-informed care, stigma reduction and social equity. Building a community-based system of care is a national best practice model.
- Who is involved in mental health redesign work?**

The redesign is a true collaboration that includes various partnerships. Private health systems, community health centers, community leaders, advocates, individuals with lived experience and experts in behavioral health have contributed to the redesign every step of the way. Our partners include (and) from hundreds of community members.
- What progress has been made toward creating a community-based model of care in Milwaukee County?**

For the past decade, Milwaukee County Behavioral Health Services (BHHS) has been on a journey, transforming behavioral health care and moving away from an inpatient and institutional model to community-based services that meet people right where they are.

The September 9, 2022 closure of the Milwaukee County Mental Health Complex is the next milestone in the redesign of the behavioral health system. The redesign is part of BHHS' commitment to ensure there is a Wrong Door for Milwaukee County residents to access services, with an emphasis on best practices including holistic and trauma-informed care, stigma reduction and racial equity.

Mental Health Emergency Center  
Granite Hills Hospital  
Community Health Crisis Mobile Team  
Children's Crisis Mobile Team  
Crisis Assessment Teams (CART)

**YOU OR SOMEONE YOU KNOW?**  
CALL


For More Info:  
county.milwaukee.gov/mental-health

We are focused on improving access to care in the most underserved and vulnerable communities. In Milwaukee County, we believe that by achieving racial equity, Milwaukee will be the healthiest county in Wisconsin.

- Milwaukee County Behavioral Health Services is partnering with four Milwaukee community health centers (FHCs) to co-locate crisis behavioral health services in high-risk neighborhoods to increase accessibility to higher-quality services.
- Each of the private health systems have enhanced their behavioral health services, including a new walk-in clinic at Children's Wisconsin for kids with urgent mental and behavioral health needs.
- Both public and private health systems have also invested in the expansion of adult and youth crisis response centers.
- Team Connect connects patients leaving the hospital with support in the community within 24 hours of discharge.

**5. If a family member needs behavioral health care services today, where can we go?**  
If you or someone you know is experiencing a behavioral health crisis, call our crisis line right away, any day, any time: (414) 257-7222.

For additional information about where you can receive services at an in-person location or clinic, visit our website at [www.milwaukee.gov/BHHS-Mental-Health-Redesign](https://www.milwaukee.gov/BHHS-Mental-Health-Redesign) or scan this QR code with your phone.



# Community Need

- In 2019, over 24,000 individuals who visited emergency departments in Milwaukee County received a primary mental health diagnosis.
- The COVID-19 pandemic has only exacerbated the rates of mental health and substance use in our community.

# Co-Response Pilot Project

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LA CROSSE COUNTY CRISIS AND CITY OF LA CROSSE POLICE  
DEPARTMENT

# Partnership

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La Crosse County Crisis and City of La Crosse police have had a long-standing informal partnership

- State statutes require law enforcement to be part of the Emergency detention process

## Crisis Intervention Training

- Collaboration with Human Services, Local Law Enforcement, and NAMI
  - Training focus on Mental health awareness, Substance Use, De-escalation, and dementia awareness

Majority of Emergency Detentions occur within the City limits

# La Crosse County Crisis Program

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## Structure

- 1 Therapist
- 4 Social Workers
- 4 Crisis Specialists
- 12 Crisis Responders
- 1 Psychologist
- 2 Supervisors

## Services

- Crisis support
  - 24/7 Crisis line
- Short term Case Management
- Crisis Counseling
- Crisis Assessments
- Co-Response



# City of La Crosse Police Department

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## History of Law Enforcement

- Causes for concern
- Changes in approach

Training staff in areas of MH (MHFA)

Part of the Professional Standards and  
Community Service Bureau

- Community Resources Unit
  - One officer
  - One Investigator



# Model

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Participated in many statewide and nation-wide learning sessions

Many different models and many are tailored to the county specific needs

Overall implication is to decrease Hospitalization and increase diversions from Jail

Crisis is one of the first “connection points” for those initially involved in the criminal justice system

## Current Model

- Crisis Specialist and Law Enforcement officer
  - Monday through Friday 3 pm to 7:30pm (Expanding hours)
  - The Crisis specialist ride in a car with the Officer

## Tasks

- Follow up to Mental Health struggle that Police were Faster Crisis response involved when Co-Response was not available
- Crisis response to the community
- Intercept Mental Health Calls that were previous handled by Law Enforcement

## Implications

- Immediate response vs. past response
- The right person, the right time and the right location

# Community Work



# Emergency Detentions

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2000

777 (679 discharged prior to a probable cause hearing)

87% rate of Dismissing the Detention

2021

267 – Total Detentions

- 132 – Dropped
  - 101 – Stabilized
  - 14 – Legal Issue
- 8 - AODA cleared
- 9 – Other

89 Detentions – Went to Court

- 12 – 6 month
- 35 – 6 month with Meds
- 42 – 90-day agreement
- 13 Transfer to more restrictive
- 33 Unknown outcomes due to out of county

51% rate of dismissing the detention prior to final hearing

36 individuals had more than one detention

1 individuals place on 5 detentions in one year

1 individual with 4 detentions

- Both connected to family cares
- One was an out of county placement

# Data - Crisis

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Co-Response ~248

Basic Demographics

## Gender

Female – 147

Male – 124

Unknown – 1

## Race/Ethnicity

White – 200

Unknown – 32

African American – 21

Latino/Hispanic – 5

Asian – 2

## Veteran

Unknown – 50

No – 164

Yes - 6

## Dispositions

~50 hospital diversions

~19 detentions

~2 care center admission

## Substances

Meth/Heroin – 26

Alcohol – 25 Unknown – 45

N/A – 124

## L.E. Action

None – 107

N/A – 114

Citation – 6

Arrest – 6

## Emails

~ 4 to 5 emails a week regarding individuals in the community that may need help

# Community Resource Unit

Co-Responding in a squad together August 23<sup>rd</sup> 2021

Attended training together

Presentations CRU and Co-Responder Team

1295 involvements by CRU with the community between July 9th 2021-July 8 2022

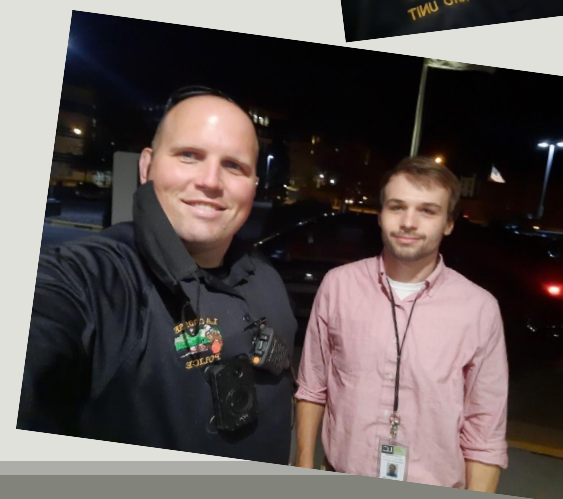
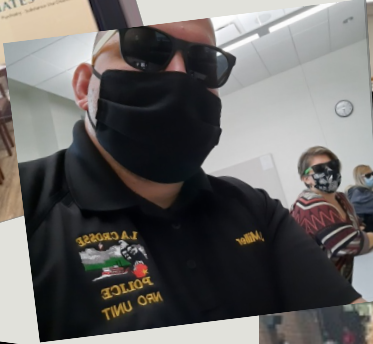
Follow-ups has allowed relationships to be formed, gaps to be closed in consumers' care, and reduction in the number of Calls For Service.

CRU is being sent emails from department members and partnering agencies asking for follow-up with consumers in our community to assist with resources.

\*Consumers call CRU directly when in need.



- Collaboration
- Partnerships
- Wrap Around Services
- Out Reach



# Questions?