## How do I access behavioral health services in Milwaukee County?



Hospital Systems

State Welfare

Mental Health Emergency Center

## Acute Hospital

- Behavioral Health Division (BHD)
- Granite Hills Hospital (opening Fall 2021)

# Wraparound Milwaukee Children's Services

- Coordinated Opportunities for Recovery and Empowerment (CORE)
- Family Intervention and Support Services (FISS)
- Youth Connect

## No Wrong **Door**

## Community Health Centers

- Access Clinics
- Crisis Resource Centers

## Care Management and Recovery Services

- Community Access to Recovery Services (CARS)
- Individual Placement & Support (IPS)
- Peer Support Services
- Team Connect

#### Crisis

- Community Consultation Team (CCT)
- Crisis Assessment Response Team (CART)
- Law Enforcement
- Non-Police Mobile Response Teams
- Psychiatric Crisis Service at BHD

## Nonprofits and Community Organizations

- Grand Avenue Club
- National Alliance on Mental Illness (NAMI)
- SaintA

Other Department of Health and Human Services (DHHS) Divisions

- Disability Services Division
- Division on Aging
- Division of Youth and Family Services
- Energy Assistance
- Housing Division
- Milwaukee County House of Correction
- Veterans' Services

Milwaukee County Behavioral Health Division 24/7 crisis line: 414-257-7222

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Access Clinics

**Emergency Center** 

Crisis Resource Centers

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## 86965122482\_2021-09-07\_PollReport

Poll Report				
Report Generated:	2021-09-27 16:22:24			
Topic	Meeting ID	Actual Start Time	Actual Duration (minutes)	
MIRACLE September Meeting	869 6512 2482	2021-09-07 17:56:13	98	
Poll Details				
#	User Name	User Email	Submitted Date/Time	1.The "No Wrong Door" Brand Do You Really Like It?
1			Sep 07, 2021 19:07:45	No, I don't like it at all.
1			Sep 07, 2021 19:07:35	Yes, I really like it.
1			Sep 07, 2021 19:08:56	Yes, I really like it.
1			Sep 07, 2021 19:09:43	Yes, I really like it.
1			Sep 07, 2021 19:07:44	It's Okay
1			Sep 07, 2021 19:07:38	It's Okay
1			Sep 07, 2021 19:07:46	It's Okay
1			Sep 07, 2021 19:07:31	Yes, I really like it.
1			Sep 07, 2021 19:07:41	No, I don't like it at all.
1			Sep 07, 2021 19:07:30	No, I don't like it at all.
1			Sep 07, 2021 19:07:40	Yes, I really like it.
1			Sep 07, 2021 19:08:20	It's Okay
1			Sep 07, 2021 19:07:31	Yes, I really like it.
1			Sep 07, 2021 19:07:28	Yes, I really like it.
1			Sep 07, 2021 19:07:50	Yes, I really like it.
1			Sep 07, 2021 19:08:16	Yes, I really like it.
1			Sep 07, 2021 19:09:04	Yes, I really like it.
1			Sep 07, 2021 19:07:32	It's Okay
1			Sep 07, 2021 19:10:02	Yes, I really like it.
1			Sep 07, 2021 19:08:14	It's Okay
1			Sep 07, 2021 19:07:43	Yes, I really like it.
#	User Name	User Email	Submitted Date/Time	1.Design of the Infographic - Do You Really Like It?
2			Sep 07, 2021 19:05:36	Yes - Really Like
2			Sep 07, 2021 19:05:18	No - Don't Like at All
2			Sep 07, 2021 19:05:12	Yes - Really Like
2			Sep 07, 2021 19:05:49	It's Okay
2			Sep 07, 2021 19:05:18	Yes - Really Like
2			Sep 07, 2021 19:05:19	It's Okay
2			Sep 07, 2021 19:05:08	It's Okay
2			Sep 07, 2021 19:05:06	It's Okay
2			Sep 07, 2021 19:05:12	Yes - Really Like
2			Sep 07, 2021 19:05:12	Yes - Really Like
2			Sep 07, 2021 19:05:08	It's Okay
2			Sep 07, 2021 19:05:18	It's Okay
2			Sep 07, 2021 19:05:06	Yes - Really Like
2			Sep 07, 2021 19:05:07	It's Okay
2			Sep 07, 2021 19:05:19	It's Okay
2			Sep 07, 2021 19:05:08	It's Okay
2			Sep 07, 2021 19:05:23	Yes - Really Like
2			Sep 07, 2021 19:05:05	Yes - Really Like
2			Sep 07, 2021 19:05:12	It's Okay
2			Sep 07, 2021 19:05:10	Yes - Really Like
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- 1. I think if you stick with the No Wrong Door tagline, something in the graphic- maybe a large arrow connecting the smaller bubbles- might be helpful if someone comes across the graphic outside of a presentation
- 2. Depends on Audience
- 3. The design process is to sift through the less important to find the essential. Love the concept would like less text.
- 4. Is the primary purpose to provide information about how the system works together or to help people in crisis know how to get help? Suicide prevention?
- 5. The graphic is great for advocates and such but if you are in crisis that may be a lot of information without actual direct instructions on how to get there. Like how do you connect with them and what should you ask for?
- 6. This graphic seems to best serve the needs of people who are navigators and clinicians/social services. A second one that looks at what the community member might be experiencing and link to the many "doors" that can serve them in their need - crisis, non-crisis, family member
- 7. Great as long as the consumers have direct access to the door shown.
- 8. I agree that this is good for connectors across sectors education, employers, churches, social service delivery providers, etc.
- 9. Plus the different "doors" aren't necessarily clear: whom do you call at "state welfare" to get in the door?
- 10. The graphic is busy and not all-inclusive, depending on the audience it does not inform about how to access services. Are all entities displayed engaged in "no wrong door"?

- 11.DHHS is not a place we want to encourage someone to call- that would increase stress 10X
- 12.I understand know, my answer is "I Really like it!"
- 13.I do not really see DHHS and State Welfare as direct doors to mental health services.
- 14.I think it always helps to have a line on this type of information on crisis.
- 15. Should 211 be in this?