

**COUNTY OF MILWAUKEE**  
Inter-Office Communication

**DATE:** August 21, 2020

**TO:** Supervisor Marcelia Nicholson, Chairwoman, Milwaukee County Board of Supervisors

**FROM:** Shakita LaGrant, Interim Director, Department of Health and Human Services  
*Prepared by: Mike Lappen, Behavioral Health Division Administrator*

**SUBJECT: An informational report from the Interim Director, Department of Health and Human Services, providing an update on the current scope of services provided by the Behavioral Health Division – Community-Based Mobile Crisis Services**

**Background**

In August 2020, County Board Supervisor Moore-Omokunde requested a status update on the crisis mobile response teams operated by the Milwaukee County Behavioral Health Division for submittal in the September cycle.

**Discussion**

BHD Crisis Services provides crisis assessment, stabilization, linkage and follow-up services to any individual experiencing a mental health crisis in the community as per Milwaukee County's DHS 34 certification for Emergency Mental Health Services. Community-based mobile crisis services include:

- **Crisis Mobile Team**

The Crisis Mobile Team (CMT) provides crisis services on an outreach basis to adults in the community. This service operates 24 hours per day, (on call services from 0000-0730 via a contracted agency) 7 days per week. The team provides services in the setting in which the mental health emergency or crisis is occurring, virtually anywhere in the community where it is deemed safe and appropriate to meet the person. The team works with the individual and his/her significant supports as well as referring agencies for as long as necessary to intervene successfully in the crisis, initiating necessary treatment, resolving problems, providing high levels of support until the crisis is stabilized, and arranging for ongoing services.

Objectives of the mobile services include relief of immediate distress in crisis and emergency situations; reducing the level of risk in the situation; assisting law enforcement officers who may be involved in the situation by offering services such as evaluations for Emergency Detention under Chapter 51, and describing other available services and intervention options; and providing follow-up contacts to determine whether the response plans developed during the emergency are being carried out. The Crisis Mobile Team also includes a Geriatric Psychiatric Registered Nurse experienced in providing assessment for mental health issues complicated by a variety of medical

and social problems of the aging person. In 2019, the Crisis Mobile Team completed 3,087 mobiles in the community.

- **Crisis Assessment Response Team**

Crisis Services partners with the City of Milwaukee Police Department (MPD) and the West Allis Police Department (WAPD) to operate an expansion program of the Crisis Mobile Team. This expansion, called the Crisis Assessment Response Team (CART), consists of a single mobile team clinician and a single police officer partnered together as a mobile team in the community. Their primary objective is to respond to Emergency Detention calls to provide service and stabilize the individual with his or her own natural supports/resources or assist them in obtaining voluntary treatment. The goal of the team is to decrease Emergency Detentions by identifying and utilizing voluntary alternatives and make a positive impact for individuals experiencing a crisis. Due to partnering with law enforcement, the team is able to initiate involuntary treatment when it is necessary. The team is also available to assist with encounters by police with individuals experiencing a mental health emergency to help intervene and secure assistance and services for the individual. This service is available 7 days/week in Milwaukee and 5 days/week in West Allis. In 2019, CART made 2,820 community contacts for assessment and stabilization services.

- **Community Consultation Team**

The Community Consultation Team (CCT) is another expansion of the Crisis Mobile Team that specifically provides individuals with intellectual developmental disabilities (IDD) and mental health issues with services in the community as a way to support their community placements thereby reducing the need for admission to higher levels of care such as emergency room visits and hospitalizations. CCT provides on-going crisis intervention, consultation, and education services to individuals with IDD in the community and supportive services to agency providers. In 2019, CCT made 423 community contacts for assessment, stabilization, crisis planning, and follow-up services in addition to 22, all-day trainings for agency providers on topics pertinent to supporting individuals living with IDD.

- **Children's Mobile Crisis**

The Children's Mobile Crisis (CMC) team provides 24/7 crisis intervention services to any family in Milwaukee County with a child who is experiencing a mental health emergency in which the behavior of the child threatens his/or her removal from home, a community placement, and/or school placement. The team can also provide short-term case management and can link the child and family to crisis stabilization and community resources. CMC works in collaboration with Wraparound Milwaukee to provide support and service to youth needing intervention that are enrolled in Wraparound's System of Care. Beyond just those served in Wraparound Milwaukee, CMC will respond to all community calls, assist with law enforcement and Chapter 51 cases as well as in partnership with Division of Milwaukee Child Welfare and the Division of Youth and Family

Services (DYFS) to provide support to youth in those systems. In 2019, CMC had 1,765 distinct contacts with youth and families and many other follow up contacts with those youth and families.

- **Trauma Response Team**

Wraparound Milwaukee's Children's Mobile Crisis team has partnered with the City of Milwaukee and MPD to provide trauma response since July 2015. The Trauma Response Team (TRT) consists of two clinicians who have been working with MPD's District 7 since inception, District 5 since March 2017, and additional community partners since 2018. The Trauma Response Team receives referrals from MPD and community partners (e.g., Office of Violence Prevention, District Attorney's Office, Sojourner Family Peace Center, and the Milwaukee Fire Department) after the officer or community member recognizes that a youth may have been exposed to or witnessed a potentially traumatic event. There are several types of incidents that could generate a referral to TRT. Some examples are an accident, battery, child abuse, domestic violence, fire, shooting, sudden death, etc.

TRT clinicians contact the referred families with the goal of offering support and providing recommendations for additional help as guided by the parameters of comfort expressed by each family (over the phone, face to face, by mail). When contact is made, all services and supports are individualized based on the family's individual needs. The support and services can include providing information on the possible array of mental health services in the community, psychoeducational information on trauma and possible trauma-related symptoms, and recommendations and/or referrals to community providers. The types of recommendations and/or referrals to community providers include community resources to meet basic needs (e.g., food, furniture, clothing, funeral services), community programs (e.g., Milwaukee Public School, Running Rebels, Pearls for Teen Girls), and mental health services (e.g., Wraparound Milwaukee and local outpatient providers, and local community centers). Total Referrals for 2019: 466.

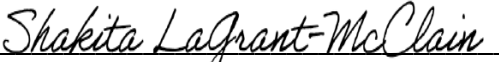
### **Next Steps**

In September of 2019, Milwaukee County Children's Community Services and Wraparound Milwaukee received a grant from the Substance Abuse and Mental Health Services Administration (SAMHSA) for Expansion and Sustainability of the Comprehensive Community Mental Health Services for Children with Serious Emotional Disturbances (Short Title: System of Care (SOC) Expansion and Sustainability Grants). One of the initiatives supported by this grant award is to expand crisis response services such as CART services for youth. The West Allis CART team will pilot an expansion of services to include children and adolescents. Expanding services ensures CART is available to assist West Allis police and community members with youth experiencing a mental health emergency to intervene, provide assistance, and facilitate linkage to the appropriate community-based services. CART clinicians and the West Allis CART officer will receive appropriate mental health and youth resource training in 2020-2021 as offered through the SOC Expansion and Sustainability Grants.

The 2021 budget for the Behavioral Health Division contains an additional \$450,000 dedicated to the redesign of the current Crisis Stabilization House services. The redesign of the Crisis Stabilization House (CSH) program will also allow for expanded Crisis Mobile Team (CMT) services. This change will create the opportunity for 4.5 FTE Emergency Service Clinicians to be re-allocated solely to the completion of mobile crisis services in the community. This will greatly increase the number of clinical staff available to respond to mobiles and expand the hours of available adult mobile team staff. It should also be noted that the 2021 budget continues to support the specialized crisis response services for people with developmental and intellectual disabilities. Lastly, the budget also contains an Emergency Service Clinician for a county-wide Crisis Assessment Response Team (CART) to implement and operationalize in partnership with the Milwaukee County Sheriff's Department.

### **Recommendation**

This report is informational, and no action is required.



Shakita LaGrant/Interim Director

Department of Health and Human Services

cc: County Executive David Crowley  
Sup. Supreme Moore-Omokunde, Chair, Health & Human Needs Committee  
Mary Jo Meyers, Chief of Staff, County Executive's Office  
Steve Cady, Research and Policy Director – Comptroller's Office  
Kelly Bablitch, Chief of Staff, County Board  
Pam Matthews, Budget Analyst – DAS  
Lottie Maxwell-Mitchell, Research & Policy Analyst, Comptroller's Office