



Milwaukee County Behavioral Health Division Community Access to Recovery Services

CARS - Community Access to Recovery Services:

Behavioral Health Division entity that manages the public-sector, community-based mental health and substance abuse system for adults and families in Milwaukee County. Historically known as SAIL (mental health) and Wiser Choice (substance abuse), CARS is now proudly functioning as a co-occurring integrated system of care. CARS provides a full array of supportive, recovery-oriented services for persons and families coping with behavioral health issues. CARS serves over 10,000 Milwaukee County residents each year. Its offered programs, work collaboratively to ensure that individuals receive trustworthy, high quality, reliable services to support them in addressing their mental health and/or substance abuse treatment needs.

Prevention:

Prevention is a public health approach designed to provide information and prevention education and training to individuals, their families, and the general public to increase awareness and reduce stigma related mental illness, substance use, and co-occurring disorders. Prevention services also focuses on the improvement of community based processes and ultimately the influence of environmental changes.

Access:

Access Points – To access the services offered by CARS, Milwaukee County offers several different access point locations. The access points utilize a comprehensive approach to the screening and assessment of both behavioral health and/or substance use disorders. The screening process, for CARS services, can take up to two hours and is based on consumer choice. The comprehensive screen identifies strengths in multiple life domains such as: family, emotional health, education and employment, living environment, etc. The screen concludes with matching the recommended service to the individual's needs for behavioral health and/or substance use disorder services.



IMPACT

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Milwaukee, WI
414.649.4380

M&S Clinical Services

2821 N. 4th St., Milwaukee, WI
414.263.6000

CARS

9455 W. Watertown Plank Rd, Milwaukee, WI 53226
Phone: 414-257-8095
To access a CARS referral form:
Download referral at www.county.milwaukee.gov/BHDCARS.htm
Fax completed form to 414.454.4242

Treatment:

CARS offers a comprehensive array of treatment services to meet each individual's personalized needs. Individuals may transition through a variety of programs through the course of their recovery journey and may be in more than one program at a time.

Detox – Detoxification is a set of interventions aimed at managing acute intoxication and withdrawal to minimize the physical harm caused by the abuse of substances. Supervised detoxification can prevent potentially life-threatening complications that may arise in the absence of treatment. Detoxification is also a form of palliative care for persons who want to become abstinent from substance use. Detoxification is a critical component on the continuum of care that provides emergency stabilization services for a person in need, preparing that individual for engagement with appropriate substance abuse treatment commensurate with his or her ongoing needs.

AODA Transitional Residential Treatment – A clinically supervised, peer supported, therapeutic environment with clinical involvement. This service offers substance abuse treatment, in the form of counseling, 3 to 11 hours per consumer per week. Immediate access to peer support and intensive case management is available. Additional services may include: education and monitoring in the areas of personal health and hygiene, community socialization, job readiness, problem resolution counseling, housekeeping, and financial planning.

CBRF – Community Based Residential Facilities – These facilities, more commonly referred to as “group homes,” offer the highest level of residential support and service



intensity for adults coping with severe and persistent mental illness, outside of an inpatient setting. This level of care is intended for individuals who have struggled to live safely and successfully in the community with other types of supportive services in place. CBRFs offer 24 hour on-site supervision, monitoring, and intensive service delivery. Services include, but are not limited to: medication management, independent skill development, social skills training, physical health monitoring and management, crisis management, etc.

AODA Day Treatment - Day treatment is a medically monitored, and non-residential substance abuse treatment service which consists of regularly scheduled sessions of various modalities, such as individual and group counseling and case management, provided under the supervision of a physician. Services are provided in a scheduled number of sessions per day and week, with each patient receiving a minimum of 12 hours of counseling per week.

Day Treatment – Offers therapeutic services via two separate tracks: Stabilization and Recovery or Dialectical Behavioral Therapy (DBT). Within both programs, a multi-disciplinary team of highly skilled clinicians work closely with consumers to develop coping strategies and skills that will support them in moving forward in their recovery. Services are generally offered in a group setting. Groups meet hourly Monday, Tuesday, Thursday and Friday from 10 AM- 3:00 PM. Length of participation is determined by both the team and consumer, but generally ranges from 3- 6 months. Prescriber and other medication management services are available to consumers while they are enrolled in Day Treatment. Referring Parties are strongly encouraged to call the Day Treatment Central Office at 414-257-7356. Descriptions of the two programs are listed below:

Stabilization and Recovery Program- offers a variety of groups to facilitate stabilization of symptoms from mental illnesses such as Schizophrenia, Schizoaffective disorder, Bi-polar Affective disorder, and Major Depressive disorder.

Dialectical Behavioral Therapy (DBT) Program- DBT is a nationally recognized treatment approach, and is the treatment of choice for individuals living with chronic suicidal thoughts, self-injurious and impulsive behaviors, and emotional dysregulation. The program integrates behavioral and dialectal therapy with the use of eastern mindfulness practices. DBT has proven to be effective in enhancing social and life function, reducing suicidal behaviors, reducing substance abuse, improving engagement in therapy, and reducing hospitalizations.



OP – Outpatient – CARS contracts with agencies to provide outpatient mental health therapy, outpatient substance use treatment, and outpatient psychiatry for uninsured and underinsured persons of Milwaukee County. The goal of outpatient treatment is to ameliorate negative symptoms and restore effective functioning. Services are provided through individual, group, and/or family sessions. To access outpatient treatment, a person can present to any of the Access Points.

Care Management:

CSP – Community Support Program – Community Support Programs (CSP) are for adults living with a serious and persistent mental illness. CSPs provide coordinated professional care and treatment in the community that includes a broad range of services to meet individual's unique personal needs, reduce symptoms, and promote recovery. CSPs are designed to be capable of providing services that can be tailored to the individual's needs at any given time, ranging from minimal to intensive, or a level that might otherwise require care in a hospital setting. In Milwaukee County, all CSPs utilize ACT-IDD (Assertive Community Treatment and Integrated Dual Disorder Treatment), which are evidence-based practices.

TCM- Targeted Case Management – Targeted Case Management (TCM) is the least intensive case management model offered by CARS. TCM is designed to address the needs of individuals coping with mental health and/or substance use disorders. Services offered include: service linkage and consultation, system navigation, crisis assistance planning, peer support, general monitoring, and independent skill development.

AODA TCM – Alcohol and Other Drug Abuse Targeted Case Management – For individuals who are in the early stages of recovery and primarily struggling with a substance use disorder, CARS offers a specialized level of TCM that meets consumers where they are at and works in partnership to connect them to resources and services that will assist them in moving further along in the recovery process.

CCS – Comprehensive Community Services – A voluntary, consumer driven, Medicaid benefit that offers a wide variety of supports based on a consumer's needs and desires. CCS services are traditionally less intensive than a CSP, but more intensive than an outpatient level of care. To be eligible for CCS, a consumer needs to be diagnosed with a mental health condition, substance use disorder, or both. Services are rehabilitative in nature and can include: peer support, service coordination and linkage to community resources, managing physical health, independent living skill development, psychotherapy, employment and education related skills training,



medication management, substance abuse treatment, wellness management and recovery support, and individual and family psychoeducation. Other covered services include: personal training, art therapy, yoga, etc. Please call 414.257.6060 for information regarding CCS.

RSC – Recovery Support Coordination – Recovery Support Coordination is a strength-based case management model. It is the expectation that RSCs meet with their consumers at least one time per week for the purpose of service planning, coordination, and service delivery. RSCs offer an additional level of support beyond the provision of formal services. CARS offers RSC services to various target populations including, but not limited to: pregnant woman coping with a substance use disorder, families with minor children, IV drug users, and individuals receiving Medication-Assisted Treatment (MAT).

Recovery Support Services

CRS – Community Recovery Services – A Medicaid benefit that funds additional services intended to enhance levels of support for individuals coping with severe and persistent mental illness. Services are delivered in partnership with existing case management and other service providers. Three services are available under the CRS benefit: Peer Support, Community Living Supportive Services (independent skill development, social skills training, coping skill development, etc.), and Supported Employment. CRS is currently being offered within qualifying contracted CBRF facilities.

IPS – Individual Placement and Support – A supported employment model for individuals living with a severe and persistent mental illness. The model is guided by principles including competitive employment as the goal, a zero exclusion eligibility stance, employment being integrated with treatment, attention to client preferences, benefits counseling, a rapid job search, and time unlimited support. The IPS staff also have very specific expectations regarding systematic job development in the community.

MAT - Medication-Assisted Treatment – A combination of medication, counseling, and behavioral therapy proven to be effective in treating alcohol and opioid dependency.