



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.

1. Why are the Mental Health Complex and Psychiatric Crisis Services (PCS) on Watertown Plank Road closing?

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 this facility. Since that time, best practices in care and laws have changed. The Mental Health Complex is out of date, impacting service and patients.

Because Milwaukee County, private 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 as 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.

2. 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 [2010](#) and [2014](#) studies recommended significant changes including reducing reliance on acute behavioral health services, reducing 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 2010. 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 at, with streamlined services, better access, No Wrong Doors, culturally-competent care and emphasis on proven practices like holistic and trauma informed care, stigma reduction and racial equity. Building a community-based system of care is a national best practice model.

3. Who is involved in mental health redesign work?

The redesign is a true collaboration that includes historic 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 process included [input](#) from hundreds of community members.

4. What progress has been made toward creating a community-based model of care in Milwaukee County?

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 (FQHCs) to co-locate crisis behavioral health services in high-risk neighborhoods for increased accessibility to higher-acuity 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.
- BHS and private health systems have also invested in the expansion of adult and youth crisis respite centers.
- Team Connect connects patients leaving the hospital with support in the community within 24 hours of discharge.

5. If I or a family member need 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 county.milwaukee.gov/BHD/Mental-Health-Redesign or scan this QR code with your phone.

