



## ***Community Health Center-Behavioral Health Division Partnership BHD Access Centers:***

### Overview Description:

- A community-based same day outpatient clinic and navigation center.
- Provides week-day walk in and same day assessment, response planning, and navigation to other mental health and supportive services
- Co-Locates compassionate, culturally competent, and clinically expert BHD assessment, response planning, outpatient treatment, medication management, care coordination, information and referral, resource navigation and peer support services at neighborhood-based Community Health Centers (CHC) also known as Federally Qualified Health Centers (FQHC) which are located in a Health Professional Shortage Areas (HPSA) service areas with high crisis services utilization, and high percentages of residents living at or below the Federal Poverty Level (FPL).
- Creates a mutually beneficial partnership between CHCs and BHD; integrating CHC primary, specialty, dental, mental health and social support services with intensive behavioral services for patients with more complex needs. Enables the sharing of resources and services between providers with similar missions.
- The BHD - CHC Access Centers will serve both established CHC patients as well as community residents.

### Goals:

- Forward the Milwaukee County Psychiatric Crisis Redesign goal of expanding access to same day and navigation services and locating these services closer to consumers and their families.
- Increase the availability and accessibility of community-based prevention/early intervention services for individuals with severe and or persistent mental health needs
- Provide a comprehensive service delivery system for Milwaukee County residents close to home.
- Increase access to outpatient mental health and substance use treatment for individuals who need same day services.
- Improve financial viability of BHD Outpatient Services as compared to current state by leveraging prospective payment and alternate reimbursement programs.
- Implement an array of operational and clinical evidence-based practices in community-settings including Cognitive Behavioral Therapy, Zero Suicide, Motivational Interviewing, and Measurement Based Care.



**Populations and Services:**

Current State	Future State
<ul style="list-style-type: none"> <li>▪ The current BHD Access Clinic serves Milwaukee County residents 18 years of age and older who are either uninsured or insured, in need of same day services and have no other access to care.</li> <li>▪ A single BHD Access Center is located on the County Grounds and provides same day Assessment and Response Planning for walk in clients; based on client need and readiness, staff provide access and referrals to community based and BHD provided services.</li> <li>▪ Access Center is proximate to the BHD Psychiatric ER (PCS) and serves as a “step-down” service to emergency services</li> <li>▪ The BHD Access Center provides short term (2-3 months on average) medication management, nursing, psychotherapy, peer services, and care coordination until client is established with a long-term community based behavioral health service provider.</li> <li>▪ Scope of Services               <ul style="list-style-type: none"> <li>○ Walk in Same Day Clinic</li> <li>○ Assessment and Response Planning</li> <li>○ Brief Term Psychotherapy</li> <li>○ Brief Care Coordination</li> <li>○ Medication Access and Management Services</li> <li>○ Certified Peer Services</li> <li>○ Access to BHD System of Care</li> <li>○ Access to DHHS System of Care</li> <li>○ Health Ins. And Benefits Navigation</li> </ul> </li> <li>▪ Relies on Medicaid MCO and FFS billing and County Tax levy to subsidize uninsured.</li> </ul>	<ul style="list-style-type: none"> <li>▪ The future BHD Access Centers will serve Milwaukee County residents 18 years of age and older who are either uninsured or insured and in need of same day services</li> <li>▪ Multiple (4) BHD Access Centers, co-located on CHC campuses will provide short term (2-3 months on average) same-day/walk-in assessment, treatment, response planning and resource navigation services until client can access integrated primary and behavioral health care via the CHC or another outpatient provider.</li> <li>▪ BHD Access Centers are located in the community, proximate to populations with the greatest need</li> <li>▪ BHD Access Centers provide early intervention and prevent need for higher levels of care.</li> <li>▪ Potential Scope of Services (which may vary by location)               <ul style="list-style-type: none"> <li>○ Walk in Same Day Clinic</li> <li>○ Assessment and Response Planning</li> <li>○ Brief Term Psychotherapy</li> <li>○ Brief Care Coordination</li> <li>○ Medication Access and Management Services</li> <li>○ Certified Peer Services</li> <li>○ Access to BHD System of Care</li> <li>○ Access to DHHS System of Care</li> <li>○ Health Ins. And Benefits Navigation</li> <li>○ Access to other FQHC services including primary care, medical specialty and dental services</li> <li>○ Access to WISHIN health information exchange to support patient navigation</li> <li>○ Access to BHD Telemedicine Services to provide specialty clinical consultation and diagnostic services</li> <li>○ Access to Transportation Services to assist patients with access to clinical and support services</li> <li>○ Access to BHD “Air Traffic Control” resources to help locate and navigate patient services.</li> </ul> </li> <li>▪ Rely on Medicaid MCO and FFS reimbursement for Medicaid patients and County Tax levy to subsidize uninsured</li> <li>▪ Leverage CHC Medicaid prospective payment system (PPS) for health center services ensuring expanded access and financial viability</li> <li>▪ Leverage Comprehensive Community Services (CCS) service array and financing structure ensuring access to a broader array of services and financial viability</li> </ul>



**Community Health Center-Behavioral Health Division Partnership  
BHD Access Centers:**

<b>CHC Location</b>	<b>Co-Located Services</b>	<b>Hours</b>	<b>Staffing</b>	<b>Timeline</b>
Progressive Community Health Center, 3522 W Lisbon Ave	<ul style="list-style-type: none"> <li>➤ Assessment &amp; Response Planning</li> <li>➤ Brief Term Psychotherapy</li> <li>➤ Certified Peer Services</li> <li>➤ Access to BHD System of Care</li> <li>➤ Access to DHHS System of Care</li> <li>➤ Health Ins. And Benefits Navigation</li> <li>➤ Access to other CHC services</li> <li>➤ Brief Care Coordination</li> </ul>	Monday-Thursday, 8AM-6PM	<u>Progressive Team Connect:</u> 1.0 FTE BHESC 1.0 FTE Peer	Start Date: Monday, December 2, 2019  [Open today]
Sixteenth Street Community Health Center, Location TBD	<ul style="list-style-type: none"> <li>➤ Walk in Clinic</li> <li>➤ Assessment &amp; Response Planning</li> <li>➤ Brief Term Prescriber Services</li> <li>➤ Brief Care Coordination</li> <li>➤ Certified Peer Services</li> <li>➤ Access to BHD System of Care</li> <li>➤ Access to DHHS System of Care</li> <li>➤ Health Ins. &amp; Benefits Navigation</li> <li>➤ Access to other CHC services</li> </ul>	Monday-Friday, 8AM-5PM	<u>Access Clinic:</u> 2.0 FTE BHESC 1.0 FTE RN 1.2 FTE Prescriber 2.0 FTE Peer 2.0 FTE Clerk <u>Care Coordination:</u> 6.0 FTE BHESC <u>Team Connect:</u> 5.0 FTE BHESC 2.0 FTE Peer	Start Date: Quarter 3, 2020
Milwaukee Health Services, Inc., 8200 W. Silver Spring Dr.	<ul style="list-style-type: none"> <li>➤ Ongoing conversations</li> </ul>			
Outreach Community Health Center, 210 W. Capitol Dr.	<ul style="list-style-type: none"> <li>➤ Ongoing conversations</li> </ul>			