



MILWAUKEE COUNTY
DEPARTMENT OF HEALTH
& HUMAN SERVICES
**BEHAVIORAL
HEALTH SERVICES**

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Milwaukee County Behavioral Health Services Launches Integrated Milwaukee Mobile Crisis Program to Enhance “No Wrong Door” Services to the Community

The adult Crisis Mobile Team and Children’s Mobile Crisis Team are combining services to provide mental health support for all ages

MILWAUKEE - [Milwaukee County Behavioral Health Services](#)’ adult Crisis Mobile Team is merging services with Children’s Mobile Crisis Team to form one program, rebranded as Milwaukee (MKE) Mobile Crisis. Previously, these separate mobile teams were contacted through different crisis lines depending on the age of the individual needing services. The merger into one comprehensive program delivers easier access to care for adults, youth and families by providing community members with one crisis number to call for mental health support regardless of age.

Individuals and family members of any age facing a mental health or co-occurring crisis can call **414-257-7222** to reach Milwaukee Mobile Crisis 24/7. Mobile Crisis Clinicians may be dispatched anywhere within the community seven days a week to provide in-person assessment, stabilization, connection to additional services and appropriate follow-up.

“This streamlined process will ensure all individuals, regardless of age, will receive the proper support they need,” said Brian McBride, director of Wraparound Milwaukee. “Our clinicians are trained to support *all* individuals experiencing a mental health crisis and are able to help make additional connections to care and support needed for long-term recovery.”

For the past ten years, Milwaukee County has been redesigning its behavioral health system and transitioning services to a community-based model that is less reliant on psychiatric inpatient admissions and emergency room visits. The adult and children’s mobile crisis

teams merging into one entity is one of the many community-based services Milwaukee County residents can access right in their own neighborhoods.

“The transition to community-based services is a national best practice model of behavioral health care,” said Milwaukee County Executive David Crowley. “The redesign focuses on improving access to behavioral health services and quality care for residents in our most underserved and vulnerable communities. This is a major development in demonstrating our commitment to achieving racial and health equity and becoming the healthiest county in Wisconsin.”

The mobile crisis teams have brought behavioral crisis services directly to people where they are in the community in impactful ways, including:

- 76% decrease in adult inpatient admissions
- 53.2% decrease in psychiatric crisis services visits
- 64.2% decrease in emergency detention visits

“Milwaukee Mobile Crisis is part of our commitment to ensuring there is ‘No Wrong Door’ for Milwaukee County residents who want to access behavioral health services,” said Shakita LaGrant-McClain, Director, Milwaukee County Department of Health and Human Services (DHHS).

‘No Wrong Door’ means Milwaukee County residents who access one DHHS program or service can get connected with DHHS services, and services across the continuum of care, regardless of age, race, gender or socio-economic status. This creates easier access to quality care and assures the care and services are driven by the person seeking help.

The role of Milwaukee County Behavioral Health Services is to ensure all residents have access to these patient-centered services where they are treated with dignity. Their dedicated clinicians are available to respond to crisis calls no matter a person's severity of illness or ability to pay.

Clinician's Role

With the merger of the adult Crisis Mobile Team and Children's Mobile Crisis Team, Milwaukee County's updated crisis intervention services include the Milwaukee Mobile Crisis Team and the Crisis Assessment Response Team (CART).

Milwaukee Mobile Crisis supports callers on the Milwaukee County Crisis Line, 414-257-7222, and provides mental health crisis response and intervention services on-site, in-person and face-to-face in the community to both children and adults.

CART is a team of Emergency Services Clinicians and dedicated law enforcement officers that co-respond to behavioral health crisis situations within the community. These clinicians work in partnership with law enforcement by responding to 911 dispatch calls and requests from other police officers. The focus of the work is assessment, stabilization in the community with linkage to services, and diversion.

As Milwaukee County continues to expand its community-based crisis intervention services, it's important the Milwaukee Mobile Crisis Team and CART are properly resourced. Milwaukee County residents experiencing behavioral health crises deserve trained professionals to serve them during their most vulnerable moments.

"The most rewarding thing about working as a CART Clinician is being able to offer resources, link people to services, address the crisis, offer safety planning and ultimately seeing the person stay alive," said Patrice Moore, CART Clinician.

Milwaukee County offers a competitive benefits package including a \$7,500 sign-on bonus for full-time clinicians looking to make a difference in their community.

For anyone interested in helping change someone's life for the better, visit [MKEMobileCrisisCareers.com](https://mke-mobile-crisis-careers.com) for more information or apply at <https://county.milwaukee.gov/EN/Human-Resources> and type "clinicians" into the search bar.

About the Milwaukee County Behavioral Health Services

The Behavioral Health Services (BHS) provides care and treatment to adults, children, and adolescents with mental illness, substance use disorders, and intellectual disabilities through both county-operated programs and contracts with community agencies. Services include intensive short-term treatment through our crisis services and inpatient services, as well as a full array of supportive community services for persons with serious mental illness and substance use disorders.

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