



Transformation By the Numbers

The Milwaukee County Behavioral Health Division is committed to providing care for individuals in the least restrictive setting, connecting them to community-based care that is person-centered, trauma-informed and culturally intelligent.

Nearly a decade ago, we partnered with elected and appointed leaders, advocates and individuals with lived experience to develop a modern mental health system in Milwaukee County. The Milwaukee County Mental Health Redesign continues today.

Major Milestones

- Psychiatric acute adult inpatient admissions decreased 71%.
- Emergency detentions decreased 52%.
- The 30-day readmission rate following acute inpatient services decreased 45%.
- Closed the Hilltop program in 2015, placing 55 individuals in community-based care between 2013 and 2015.
- Closed the Rehabilitation Center-Central in 2016, placing 69 individuals in community-based care between 2013 and 2016.

Accomplishments in 2017

- 8,338 individuals were served through BHD community services.
- BHD created 921 individualized, person-centered crisis plans for individuals seen at Psychiatric Crisis Services (PCS).
- BHD worked with 112 certified peer specialists in Milwaukee County.
- BHD provided 854 individuals with recovery-oriented supportive housing.
- 923 adults were enrolled and served in Comprehensive Community Services (CCS); BHD also enrolled its first 34 youth into the program.

Ongoing Program Successes

- Wraparound Milwaukee continues to have no waiting list for any of its programs.
- The Community Access to Recovery Services (CARS) team connects individuals to service within 24-48 hours in most instances.
- From 2016 - Q3 2017, wait times from intake to admission decreased:
 - Community Support Program (CSP): 101 days to 22 days
 - Targeted Case Management (TCM): 33 days to 15 days
 - Alcohol and Other Drug Abuse (AODA): Outpatient: 11 days to 9 days
 - Comprehensive Community Services (CCS): 1.6 days to .8 days

New Programs and Expansions in 2017

- Received \$2.1M in funding from the U.S. Substance Abuse and Mental Health Services Administration to support the Milwaukee County Family Drug Treatment Court efforts to keep families together.
- Launched Team Connect. This clinician and certified peer specialist pair connect with individuals within 24 hours of discharge from hospitalization to improve recovery rates.
- Launched the 5th Crisis Assessment Response Teams (CART). These teams include an officer and clinicians who provide care at the scene of a crisis. CART responded to more than 1,200 calls, had more than 600 direct interactions with individuals, and connected 90% of those individuals to resources voluntarily, avoiding emergency detention or hospitalization.



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- Expanded its continuum of care to include intensive outpatient programs (IOP).
- Added a Trauma Response Team (TRT) in a second Milwaukee Police Department district as part of BHD's Children's Mobile Crisis Team. The TRT receives referrals from MPD and provides care to families who have experienced trauma like domestic abuse.
- Provided more services to more than 60 child victims of sexual exploitation and domestic sex trafficking.