



WCCMH CARES Team

Millage/CCBHC Program Plan

CARES Team

- ▶ CARES Team is an interdisciplinary team of mental health professionals that includes nurses, social workers, crisis services professionals, psychiatrists, addiction specialists, peer counselors and medical assistants.
- ▶ CARES Team serves any person regardless of age in Washtenaw County who is experiencing, or is at risk of, a psychological crisis, and who requires mental health intervention and follow up support. CARES Team is activated by treatment groups, themselves, members of the community or other person(s) concerned about an individual, law enforcement or area emergency departments.
- ▶ CARES Team provides a range of services including assessment, crisis intervention, on-going case management, individual and group therapy, information and referrals, linkage with appropriate community based mental health services for longer term ongoing treatment and medication management.
- ▶ CARES Team provides community engagement and education.



Program Goals

- ▶ Crisis response within 30 minutes or less.
- ▶ Crisis response and accessible on-going service provision to all of Washtenaw County.
- ▶ Longer term crisis stabilization services.
- ▶ Provide alternative treatment to higher levels of care such as jails, Crisis Residential Home, inpatient settings and emergency rooms.
- ▶ Provide community education and training to key stakeholders.



Target Population

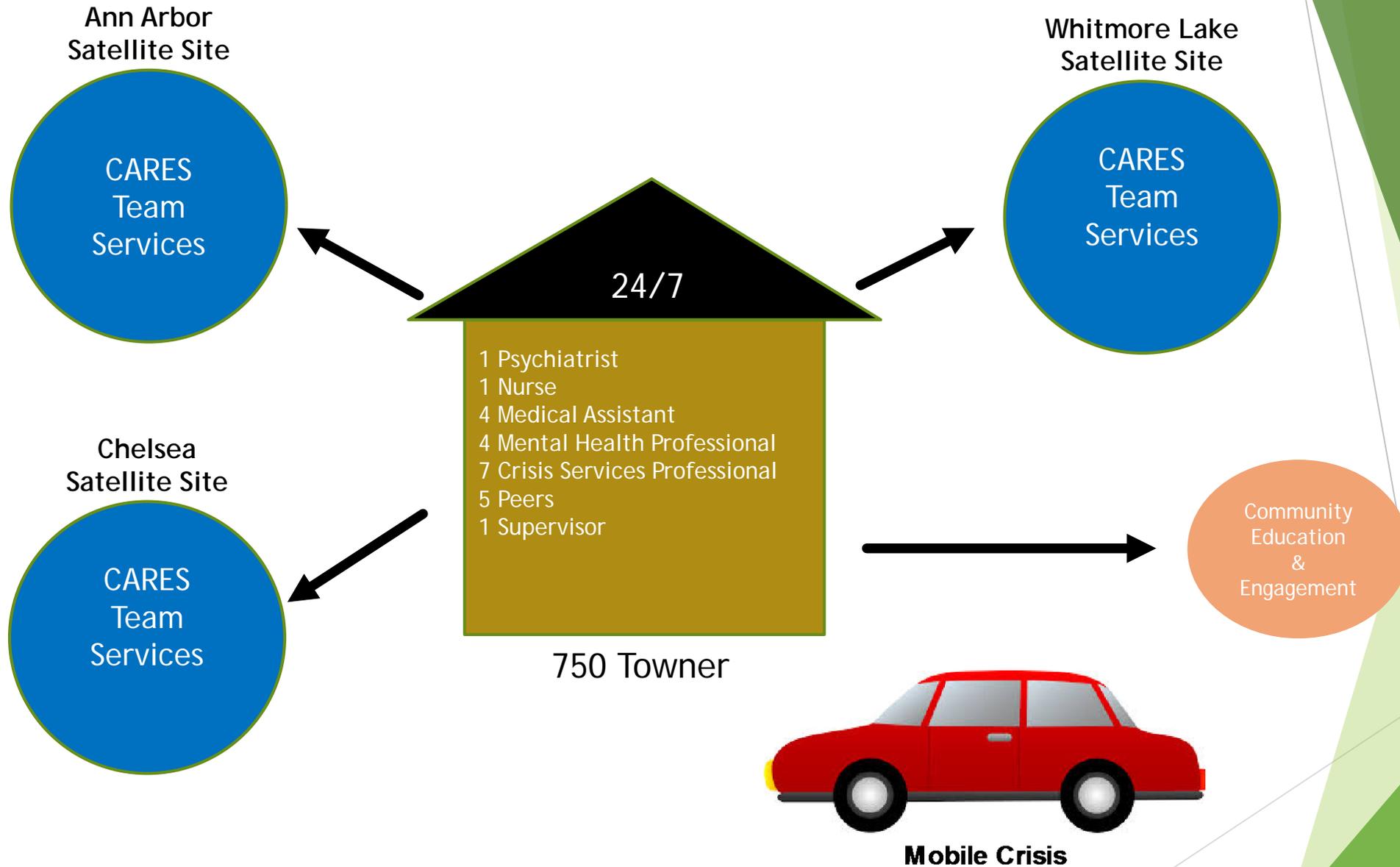
- ▶ Any individual in Washtenaw County in crisis.
- ▶ Individuals with a third party payor whose needs are too intensive for traditional outpatient services or for individuals waiting to get into a provider.
- ▶ Individuals without a form of insurance.
- ▶ Individuals whose needs will always be too great for traditional outpatient providers (e.g. long acting injectables, Clozaril).
- ▶ Individuals with co-occurring disorders who are unable to access traditional Washtenaw County substance abuse providers.
- ▶ Address community education needs regarding mental health and co-occurring disorders.



The Team

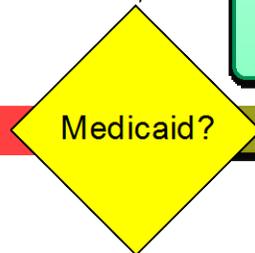
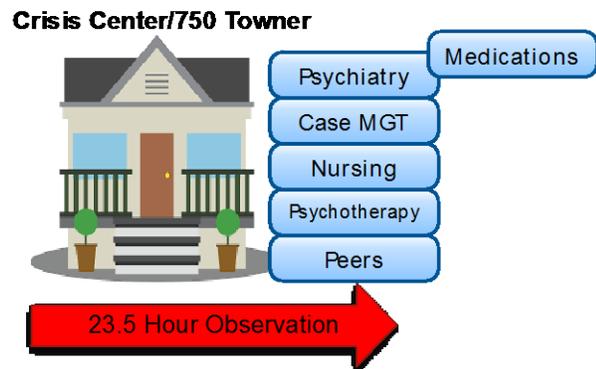
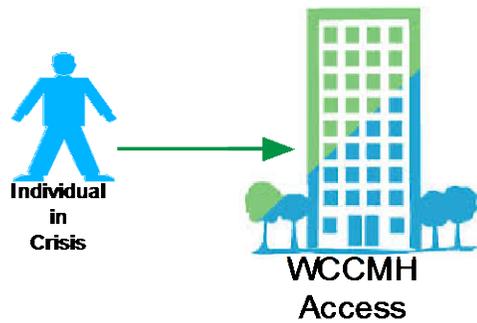
- ▶ The “CARES Team” team will consist of several disciplines:
 - ▶ Triage
 - ▶ Mental Health Professionals
 - ▶ Crisis Services Professionals
 - ▶ Nurse
 - ▶ Psychiatrist
 - ▶ Peers
 - ▶ Medical Assistant
 - ▶ Service Coordinators
 - ▶ Supervisors
 - ▶ Program Administrator



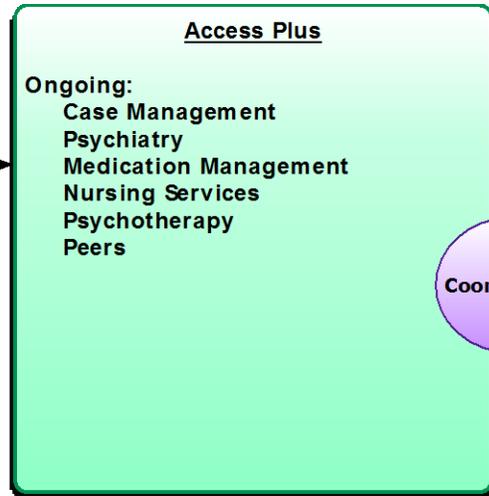


24 Hour Crisis Care to all Washtenaw Residents



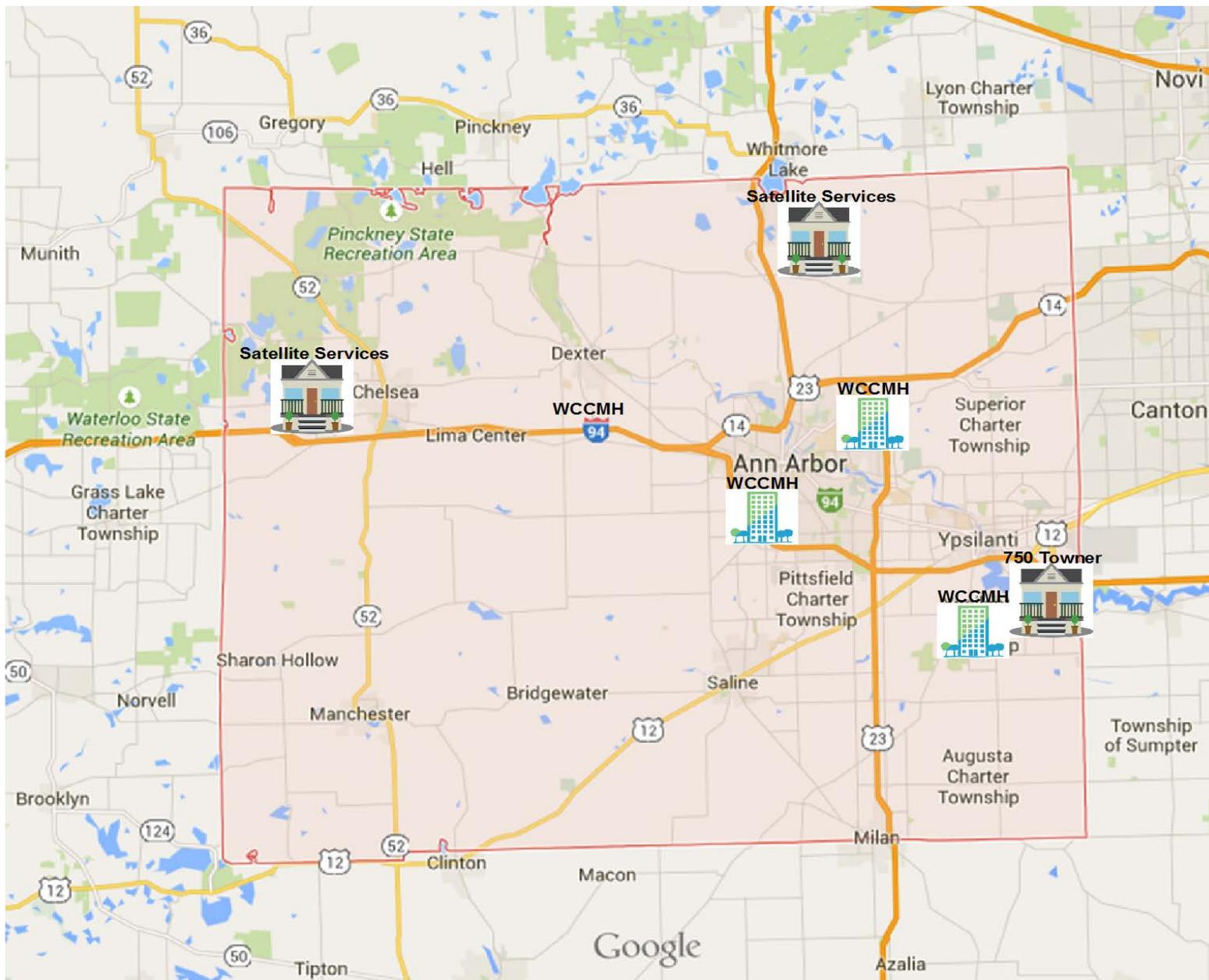


No



Yes





Satellite Services



= Millage Expansion



Service Provision

- ▶ Three primary locations:
 - ▶ 750 Towner (covering eastern Washtenaw County)
 - ▶ 24/7 crisis response
 - ▶ 24/7 observation for up to five individuals
 - ▶ Medication management
 - ▶ Individual and group programming including co-occurring
 - ▶ Case management
 - ▶ Therapeutic environment
 - ▶ Assistance with supplies such as clothing, medications, etc.
 - ▶ Full ADA compliant bathroom/shower
 - ▶ Annex (covering downtown Ann Arbor and parts of western Washtenaw County)
 - ▶ 12 hours per day of Crisis response
 - ▶ Case management
 - ▶ Individual therapy
 - ▶ Medication management
 - ▶ Chelsea and Whitmore Lake locations
 - ▶ Case management
 - ▶ Individual therapy
 - ▶ Medication management



Observation, Assessment and Stabilization Care

- ▶ Observation
- ▶ Engagement and support
- ▶ Assessment and treatment planning
- ▶ Psychiatric evaluation and medication review
- ▶ Medical care coordination
- ▶ Medication management and refills
- ▶ Vitals Check
- ▶ Labs



On-going treatment

- ▶ Long term stabilization
 - ▶ Case management including transportation, benefits coordination, linking and coordinating other social services support needs, etc.
 - ▶ Engagement and support
 - ▶ Assessment and treatment planning
 - ▶ Psychiatric evaluation and medication review
 - ▶ Medical care coordination
 - ▶ Medication management and refills
 - ▶ Individual and group therapy
 - ▶ Peer supports
- ▶ Single service/Medication clinic (all of the above, as well as):
 - ▶ Court orders
 - ▶ Clozaril
 - ▶ Injectable medication



Timeline for CARES Team

- ▶ Target - 11/16/2018 - WCCMH Board Approval
- ▶ Target - 12/5/2018 - Board of Commissioners Approval
- ▶ Target - 12/10/2018 - Millage Position Posting (Phase One)
- ▶ Month of January 2019 - Interview and Hire (Phase One)
- ▶ Month of February 2019 -
 - ▶ On Boarding Staff and Training (Phase One)
 - ▶ Implement Millage Electronic Medical Record
 - ▶ Secure Satellite Sites
- ▶ Month of March 2019 -
 - ▶ Begin accepting referrals from emergency departments and inpatient units
- ▶ End of summer 2019 - 750 Towner building renovations complete
- ▶ Early Fall 2019 - Move into 750 Towner and "Go Live" full CARES Team



Others areas of focus still under development:

- ▶ Exploring community partnerships such as Packard, health systems, etc.
- ▶ Youth efforts including exploration of:
 - ▶ Service provision partnerships
 - ▶ Community and school education and training
- ▶ Housing
- ▶ Telemedicine
- ▶ On-going assessment of service needs of outlying county areas

