

Mental and Behavioral Health Resource Guide

Internal Use - Created January 2024

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Introduction

Every child and teenager in Wisconsin should have access to mental and behavioral care as part of their whole body care in order to grow up healthy in mind and body. Children's has a wide array of services and resources to provide to our patients, families and community to support their mental and behavioral health. At times this can be confusing so this resource guide is a way to help ensure that patients can be directed to the right care and services at the right time.

Emergent/Urgent

Not Sure? Try these first...

- Behavioral Health Consultants (BHC): Check with a BHC for advice on the urgency, support, safety plans, next steps, or clarification.
- [Craig Yabuki Mental Health Walk-In Clinic](#): This services is similar to the BHC during primary care hours. Provides same-day care for children and teens (ages 5-18) experiencing urgent mental health issues. The clinic is designed to offer an alternative to traditional urgent care and emergency room services. The clinic team will not be able to manage medication changes or refills, nor provide medical or laboratory services.
 - Location: 8915 W. Connell Court, Milwaukee, WI 53266
 - Phone: 414-337-3400
 - Hours of Operation: Clinic is open 3-9:30 p.m. Monday – Friday and 12-6:30 p.m. Saturday and Sunday.
 - Links: External [Children's website](#)
- [Wisconsin Child Psychiatry Consultation Program \(CPCP\)](#) provides consultative support in diagnosing and managing mental health problems in children and adolescent; provides referral support within the community; and provides education and training in mental health issues. Contact by email (wicpcp@mcw.edu) or phone (414-955-2460) only for immediate response/advice. Phone consults are addressed within 30 minutes and email within 1 business day. The hours are Monday –Friday from 8 a.m. to 5 p.m., excluding holidays
- Pharmacy support: Contact a Children's pediatric clinical MBH pharmacists to help with questions related to medication. See the [MBH Pharmacist flier](#) to learn more. For urgent needs use Voalte.
- [Medical Social Work](#): If you are unable to consult with a BHC and you need advice on the urgency, next steps, or clarification. In-house social work services are staffed: Monday-Friday 0730-2300; Saturday and Sunday 0730-2200. Social workers are available on Voalte during these times. Please call (414) 266-3465 to have a social worker paged Monday - Friday, 8:00AM - 4:30PM. If it is outside of those hours, please call the main hospital number (414-266-2000) and ask for the social worker on call.

Higher Level of Care (Medically Stable):

- Behavioral Health Consultants: Check with a BHC for advice on the urgency, support, safety plans, next steps, or clarification.
- [Craig Yabuki Mental Health Walk-In Clinic](#): If you can't wait for the BHC and the patient has concerning changes in behavior and function that require evaluation within 24-72 hours the Walk-In Clinic may be an option. This services is similar to the BHC during primary care hours. Provides same-day care for children and teens (ages 5-18) experiencing urgent mental health issues. The clinic is designed to offer an alternative to traditional urgent care and emergency room services. The clinic team will not be able to manage medication changes or refills, nor provide medical or laboratory services.

Example: A child is experiencing either new onset or worsening of the following symptoms, and feel they cannot wait for an appointment or their next appointment with their established psychiatrist, psychologist or therapist, and need same-day attention, but not necessarily at the EDTC.

- Feelings of anxiety, stress or panic attack
- Loss of interest in things the child typically enjoys
- Trouble focusing, loss of appetite, feelings of isolation
- Flare-ups from known mood disorders
- Change in conduct, hyperactivity or attention issues
- Withdrawal from family and social interactions resulting from bullying
- Sleeping difficulties
- School avoidance or difficulties at school

Location: 8915 W. Connell Court, Milwaukee, WI 53266 Phone: 414-337-3400

Hours of Operation: Clinic is open 3-9:30 p.m. Mon-Fri and 12-6:30 p.m. Saturday & Sunday. Check website for most up-to-date hours of operation.

Links: External [Children's website](#)

- [Mental Health Emergency Center \(MHEC\)](#): A joint venture between Milwaukee County and the area's four health systems, MHEC is the new county-wide psychiatric emergency department. If voluntary, patients can be from any county. If involuntary, patients must be Milwaukee County because they need a Chapter 51.

Location: 1525 N. 12th Street, Milwaukee, WI Phone: 414-966-3030

Hours of Operation: 24/7/365 emergency mental health services for adults, children and adolescents

Care offered:

- Assessments, stabilization and treatment of mental health emergencies
- Connecting patients and families to ongoing treatment and supportive services
- Separate child and adolescent treatment area
- No appointments taken
- MHEC does not provide prescription refills

Higher Level of Care (Medical Evaluation Needed)

- Emergency Department Trauma Center: Determine if the patient is stable for the patient/parent/guardian to transport safely to the EDTC or an ambulance needs to be called.

Other External Emergent/Urgent

- [HLOC Resources](#)
- External Resources :
 - [Children’s Connect MBH Resources page](#)
 - [Emergent Resources by county](#)
- [988 Suicide](#) and Crisis Lifeline: Call or text 988
- [National Crisis Text Line](#): Text HOME to 741741
- [National Hopeline Network, Suicide & Crisis Hotline](#): Call 800-442-HOPE (4673)
- [IMPACT 2-1-1](#): Call 211
- [Trevor Project](#): Provides information and support to LGBTQ young people 24/7 all year.
 - Phone: 866-488-7386
 - Text: 678-678

Internal Outpatient Children's Wisconsin Resources

Therapy Resources

Behavioral Health Consultants are licensed mental health providers. They use evidence-based interventions with patients. They are not prescribing providers. Their role is to provide consultation and support to the providers and team whose patients' concerns are related to behavior. This includes patients whose physical health is affected by their behavior, as well as patients whose primary concern is mental health. They work in collaboration with the primary care team and use evidence based treatments to help their patients. They are able to help with prevention/anticipatory guidance and can help determine if patients need referrals for outpatient or other MBH services.

MBH Access Center: Any time you place a MBH Referral is goes to Access Center (similar to Central Scheduling, but for MBH). Access Center is staffed by mental behavioral specialists who after reviewing the referral do a telephone assessment with the patient and family. When this is complete they will identify the appropriate service to fit the patient needs (i.e. testing, therapy, medication management). Examples could include all of Children's therapy programs: psychology, early childhood mental health (ECMH), school based mental health, community therapist, co-located therapists.

The screenshot shows a web-based form for an "Ambulatory referral to Mental/Behavioral Health and Child Development". At the top right, there are "Accept" and "Cancel" buttons. The form contains several sections:

- Process Instructions:** A text box with instructions: "A Mental & Behavioral Health Access Navigator will call the family to complete a telephone intake, determine appropriate service/s, and schedule. The family may also call the Navigators at 414-266-3339, option 2." Below this is a field for "Last depression screening score (from past 365 days):" with the value "No data recorded".
- Class:** Two radio buttons: "External Referral" and "Internal Referral" (which is selected).
- Referral:** An "Override Restrictions" checkbox (unchecked). Below are three search fields: "To Department:", "To Department Specialty:", and "To Provider:". Below these are three buttons for "Reason": "Consultation/Treat" (selected), "Consultation Only", and "Jointly manage care". Below that is a "Transfer of Care" button.
- Priority:** A search field with "Routine" selected, and buttons for "Routine", "Urgent", and "Elective".
- What services are you seeking?** Four buttons: "Medication Management", "Psychological Testing/Evaluation", "Psychotherapy" (selected), and "Orthopedics and Sports Medicine Psychology".
- Survey Questions:** Three questions with radio buttons:
 - "If available virtual appointments would be okay?" with options "Yes", "No", and "Unknown".
 - "Is this referral requested by the provider or parent?" with options "Provider", "Parent", and "Unknown".
 - "Is the child a harm to themselves or to others?" with options "Yes" and "No".

At the bottom left, there is a "Next Required" button with a red exclamation mark. At the bottom right, there are "Accept" and "Cancel" buttons.

Craig Yabuki Mental Health Walk-In Clinic: This service is similar to the BHC during primary care hours. Provides same-day care for children and teens (ages 5-18) experiencing urgent mental health issues. The clinic is designed to offer an alternative to traditional urgent care and emergency room services. The clinic team will not be able to manage medication changes, nor provide medical or laboratory services. Be sure to clearly note why the patient is being sent.

Location: 8915 W. Connell Court, Milwaukee, WI 53266

Phone: 414-337-3400

Hours of Operation: Clinic is open 3-9:30 p.m. Monday – Friday and 12-6:30 p.m. Saturday and Sunday.

Links: External [Children’s website](#)

Guidance for when to come to our clinic: A child can be seen at the walk-in clinic if they experience new or worsening symptoms of:

- Feelings of anxiety, stress or panic attack
- Trouble focusing
- Loss of appetite or feelings of isolation
- Mood disorders
- Hyperactivity or attention issues
- Lack of interest in family or social activities
- Bullying
- Difficulty sleeping
- School avoidance

Services provided included:

- Evaluation to determine any immediate safety concerns
- Brief intervention through temporary, on-site counseling and coping tips
- Coordination of care with the child’s existing care team (pediatrician, school or other providers) to ensure everyone is aware of the child’s needs
- Referrals to helpful resources following the child’s clinic visit, including follow-up care, if needed

Please do not send patients that are looking for medication management, looking to be hospitalized, or has taken an overdose.

Evaluation/Diagnosis Clarification

Need Advice or Consultation?

- Behavioral Health Consultants: Check with your BHC for advice on the urgency, support, safety plans, next steps, or clarification.
- [Wisconsin Child Psychiatry Consultation Program \(CPCP\)](#) provides consultative support in diagnosing and managing mental health problems in children and adolescent; provides referral support within the community; and provides education and training in mental health issues. Contact by email (wicpcp@mcw.edu) or phone (414-955-2460) for advice. Phone consults are addressed within 30 minutes and email within 1 business day. The hours are Monday –Friday from 8 a.m. to 5 p.m., excluding holidays

- **E-Consults with IBH Telepsychiatry:** This may lead to advice or visit may be recommended. Provider will see some patients for a short time/bridge until can get in with other psychiatrist. Provider sees patients recently discharged from higher level of care.
- **E-Consults with Center for Child Development (formerly known as CDC):** E-consults Child Development are welcomed for cases in which you feel a specialist from the CCD could help to manage your patient’s care outside of a visit with them. Both psychologists and medical providers from the clinic respond to the E-consults.

Need Patient to be seen for evaluation/diagnosis clarification?

- Behavioral Health Consultant: Check with your BHC for advice on the urgency, support, safety plans, next steps, or clarification.
- If after discussion with BHC and its determined further evaluation is needed, enter a MBH referral for the Access Center and choose testing/evaluation as the service requested. Access will further determine if the patient should be seen at the Center for Child Development Referrals (Center for Child Development clinic and Milwaukee campus) or Psychiatry).

- Central Scheduling for Neuropsychology Testing/ Department of Neurology. Enter a referral to Neuropsychology (Department of Neurology). This is for cognitive problems due to a CNS injury, disorder, or a medical condition that may have affected the brain.

Medication Management

Need Advice or Consultation?

- [Wisconsin Child Psychiatry Consultation Program \(CPCP\)](#) provides consultative support in diagnosing and managing mental health problems in children and adolescent; provides referral support within the community; and provides education and training in mental health issues. Contact by email (wicpcp@mcw.edu) or phone (414-955-2460) only for immediate response/advice. Phone consults are addressed within 30 minutes and email within 1 business day. The hours are Monday –Friday from 8 a.m. to 5 p.m., excluding holidays
- **Pharmacy support:** Contact a Children’s pediatric clinical MBH pharmacists to help with questions related to medication. See the [MBH Pharmacist flier](#) to learn more. If urgent use Voalte. If routine use E-consult Pharmacist-MBH.
- **E-Consults with IBH Telepsychiatry:** This may lead to advice or visit may be recommended. Provider will see some patients for a short time/bridge until can get in with other psychiatrist. Provider sees patients recently discharged from higher level of care.

Need Patient to be seen for medication management?

- MBH Access Center

Ambulatory referral to Mental/Behavioral Health and Child Development ✓ Accept ✗ Cancel

Process Instructions: A Mental & Behavioral Health Access Navigator will call the family to complete a telephone intake, determine appropriate service/s, and schedule. The family may also call the Navigators at 414-266-3339, option 2.

Last depression screening score (from past 365 days): No data recorded

Class: External Referral Internal Referral

Referral: Override Restrictions

To Department:

To Department Specialty:

To Provider:

Reason: Consultation/Treat Consultation/Treat Consultation Only Jointly manage care Transfer of Care

Priority: Routine Routine Urgent Elective

What services are you seeking? Medication Management Psychological Testing/Evaluation Psychotherapy Orthopedics and Sports Medicine Psychology

What support do you need? One-time consult Short-term stabilization Ongoing medication management

If available virtual appointments would be okay? Yes No Unknown

Is this referral requested by the provider or parent? Provider Parent Unknown

- If interested in short term stabilization/consult, connect with Dr. Bershader via Epic InBasket. If approved for a visit, enter a referral specifying Dr. Bershader in the comments.

Specialized Programs

- [Integrated Healing Program](#)
- [Child Advocacy Center](#)
- [Eating Disorder](#) (in development)

Preventative Services

Behavioral Health Consultants are licensed mental health providers. They use evidence-based interventions with patients. They are able to help with prevention/anticipatory guidance and can help determine if patients need referrals for outpatient or other MBH services. See above for their role in therapy.

Triple P – the Positive Parenting Program offers free resource to help parents and other caregivers with common concerns about behavior and emotions in children and teens. Provides preventative services and is facilitated by Triple P specialist that are trained in utilizing the Triple P model. [Triple P](#) is an evidence-based program that helps to:

- prevent behavioral and emotional concerns before they happen
- create family spaces where children can learn to be their best selves
- teach positive parenting skills to manage stress and encourage healthy habits

Providers should enter a Triple P referral in Epic. You can also add if you recommended specific services, including individual sessions in person or online, seminars, and discussion groups.

Universal Screenings: The goal at Children’s is to screen for different mental health needs, including depression and suicide. This will vary depending on where you are located in the system. Refer to the MBH tab in Epic for each screener. Check with your department or leader to learn more about the screeners where you are located.

Want to learn more about universal screenings? Check out these resources:

- “Universal Suicide Screening 2023”- 15 minute module in WorkDay
- [Digital mental and behavioral health screening and assessment guide](#)
- [Tip sheet for assigning a MyChart questionnaire to an encounter](#)
- [Tip sheet for flowsheets](#)
- [Suicide policy](#)

External Mental Health Resources

External Non-Emergent

- CMG External Non-Emergent Therapy Resources & [Care Navigator Resources](#). The Care Navigator will be able to help with these resources. Care navigator referrals can only be place by an MBH specialist. If you are not one, contact your BHC or health psychologist.
- [Alcohol and other drug abuse services for adolescents services](#)
- [Wraparound](#): Children’s Community mental health services & wraparound Milwaukee
- IEP and 504 Plan resources and information
 - [CW IEP Brochure \(English\)](#)
 - [The Sea Group Brochure \(English\)](#)
 - [WI Facets Brochure](#)
- [LGBTQ+ resources](#)
- [Grief and bereavement information](#)
- [Autism evaluation centers and link to SE Autism Society Handbook](#)

External Emergent/Urgent

- [HLOC Resources](#)
- External Resources :
 - [Children’s Connect MBH Resources page](#)
 - [Emergent Resources by county](#)
- [988 Suicide](#) and Crisis Lifeline: Call or text 988
- [National Crisis Text Line](#): Text HOME to 741741
- [National Hopeline Network, Suicide & Crisis Hotline](#): Call 800-442-HOPE (4673)
- [IMPACT 2-1-1](#): Call 211
- [Trevor Project](#): Provides information and support to LBGTQ young people 24/7 all year.
 - Phone: 866-488-7386
 - Text: 678-678

Definitions and Tips

1. [Mental and Behavioral Health Professions at Children's Wisconsin \(Appendix 1\)](#)
2. **MBH Access Center:** Access Center is staffed by mental behavioral specialists who after reviewing the referral do a telephone assessment with the patient and family. When this is complete they will identify the appropriate service to fit the patient needs (i.e. testing, therapy, medication management). Examples could include all of Children's therapy programs: psychology, early childhood mental health (ECMH), school based mental health, community therapist, co-located therapists. Any time you place a MBH Referral it goes to Access Center (similar to Central Scheduling, but for MBH).
3. **Behavioral Assessment Team (BAT):** An in-patient multidisciplinary team offering trauma-informed, preventative, and proactive support for patients with mental behavioral health support needs, as well as the staff caring for these patients.
4. **Child Advocacy Centers (CAC):** CAC's are a safe place for children and adolescents who may have been abused. The center brings together a team of specially trained professionals who evaluate and investigate cases of child abuse and help children and their families. The Child Advocacy Center is a place for the child to feel safe and supported. The center's child-friendly space has been designed to help child and family feel comfortable and safe.

Types of Therapy: MBH Access and BHCs can help determine the best therapy modality for the individual patient. Below are some types of therapy.

Parent-Child Interaction Therapy (PCIT) is an evidence based intervention that works with parents and children between the ages of 3 and 7 to decrease a child's oppositional behavior (tantrums, hitting, biting, etc.) while also increasing a parent's skill and ability to cope with these behaviors.

- **Number of sessions:** 14-25
- **Length of session:** 1 hour
- **How often:** Weekly
- **Used to treat:** Children who have disruptive behavior issues, oppositional behavior, difficulty following parent's directions, ADHD
- [Children's article about PCIT](#)

Child Parent Psychotherapy (CPP) is an evidence based intervention for children, ages 0-5, who have experienced at least one traumatic event (e.g. maltreatment, the sudden or traumatic death of someone close, a serious accident, sexual abuse, exposure to domestic violence) and teaches parents to decrease problems within the relationship.

- **Number of sessions:** 52
- **Length of session:** 1 hour
- **How often:** Weekly
- **Used to treat:** Children who have experienced traumatic events, behavioral issues, and caregiver attachment concerns

Cogitative Behavioral Therapy (CBT) is an evidence based intervention that helps solve problems by teaching children and families' ways to identify and change unhealthy ways of thinking, feeling and behaving.

- **Number of sessions:** 6-8 initially, can vary depending on complexity of concern
- **Length of each session:** 30 minutes-1-hour
- **How often:** Weekly, Bi-weekly, or Monthly
- **Commonly treats:** Anxiety, Depression, Emotion Dysregulation, other Mental Health Concerns

Dialectical Behavior Therapy (DBT) is an evidence based intervention that teaches skills to children to manage their emotions, cope with stress, live in the moment through mindfulness, and get along better with others.

- **Number of sessions:** varies depending on complexity of concern
- **Length of session:** 45 minutes-1 hour
- **How often:** Weekly
- **Used to treat:** Depression, Anxiety, Suicidal Ideations, Suicide Attempts, Emotion Dysregulation

Eye Movement Desensitization Reprocessing Therapy (EMDR) is an evidence based intervention that helps children heal from emotional distress due to traumatic life experiences.

- **Number of sessions:** 6-12
- **Length of session:** 1 hour
- **How often:** Weekly
- **Used to treat:** PTSD, Anxiety Disorders

Floortime is an evidence based intervention that requires adults to meet a child at their developmental level and engage in children's interests while interacting and playing with children while on the floor. This is used to treat children with autism.

Trauma Focused- Cognitive Behavioral Therapy (TF-CBT) is an evidence based intervention that helps children and caregivers heal and cope with trauma by providing education, learning skills to regulate emotions, process thoughts and feelings related to the trauma, and enhance safety.

- **Number of sessions:** 12-25
- **Length of session:** 1 hour
- **How often:** Weekly
- **Used to treat:** Children who have experienced and are impacted by trauma (Sexual abuse, domestic violence, traumatic grief, disaster, terrorism, multiple or complex traumas, other traumas)

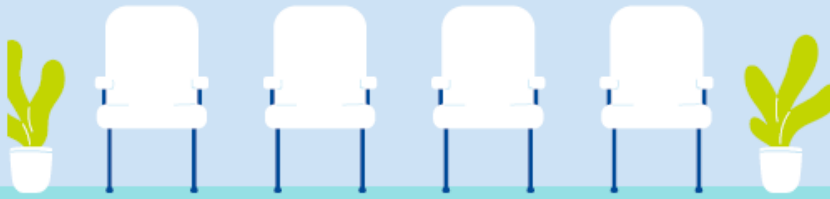
Family Therapy is an evidence based intervention that focuses on the improvement of relationships among family members where families look the family dynamics that might contribute to a family member's mental health.

- **Number of sessions:** Varies depending on complexity of concern
- **Length of session:** 45minutes-1 hour
- **How often:** Varies
- **Used to treat:** Negative interactions between family members, unhealthy family dynamics, and disruption in family structure.

Behavior Therapy is an evidence based intervention that teaches children and families ways to replace unwanted behaviors to positive behaviors.


- **Number of sessions:** 12-20, can vary depending on complexity of concern
- **Length of session:** 30 minutes-1 hour
- **How often:** Weekly, Bi-weekly, Monthly
- **Used to treat:** ADHD, Depression, Eating Disorders, Phobias, OCD, Autism, Anxiety, Emotion Dysregulation

Mental and behavioral health professionals at Children's Wisconsin



Mental and behavioral health access navigator

An individual with at least a bachelor's degree in social work, psychology or a related field. Mental and behavioral health access navigators provide telephone screenings with legal guardians seeking mental and behavioral health services at Children's Wisconsin, using the information to match families with the correct service, provider and location to meet a child's needs. They may also provide community resources that fit the needs of a child.

 **Bachelor's degree**



Mental and behavioral health care navigator

An individual with at least a bachelor's degree in social work, psychology, public health, human services, health care administration or a related field. Mental and behavioral health care navigators work with a child's provider to assist the family in various needs at home, at school or in the community. Care navigators provide families with community resources and empower them to overcome any obstacles or barriers to care they are facing.


 **Bachelor's degree**



Behavioral health consultant (BHC)

A licensed individual with a master's degree in social work, clinical mental health counseling, marriage and family

counseling or a related field. At Children's Wisconsin, BHCs are integral primary care team members who provide consultation and brief evidence-based therapy to children with mental health concerns.


 **Where you might meet them:** Outpatient, primary care, walk-in clinic


 **Master's degree**



Child and family therapist/psychotherapist

A licensed individual with a master's degree in social work, clinical mental health counseling, marriage and family counseling or a related field. At Children's Wisconsin, child and family therapists provide individual, group and family therapy to children and their families in an outpatient setting.


 **Where you might meet them:** Outpatient

 **Master's degree**



Qualified treatment trainee (QTT)

An individual who has a master's degree in social work, clinical mental health counseling, marriage and family counseling or a related field but is completing their supervision hours to obtain full pediatric licensure. At Children's Wisconsin, QTTs provide individual, group and family therapy to children and their families in an outpatient setting.

 **Where you might meet them:** Outpatient



 **Master's degree**



Clinical psychologist

A licensed individual who completed a PhD or PsyD in child psychology or a related psychology field. At

Children's Wisconsin, clinical psychologists provide individual, group and family therapy to children and their families in an outpatient setting.



 **Where you might meet them:** Outpatient
 **Doctorate**



Health psychologist

A licensed individual who completed a PhD or PsyD in child psychology or a related psychology field and

specializes in how psychological, behavioral and social factors influence health and illness. At Children's Wisconsin, health psychologists often provide consultation and therapy for children who have mental health concerns and medical conditions.



 **Where you might meet them:** Inpatient, outpatient
 **Doctorate**



Psychiatrist

A medical doctor (MD or DO) who specializes in diagnosing and treating mental health concerns.

A psychiatrist can prescribe and manage medications.



 **Where you might meet them:** Inpatient, outpatient, Emergency Department
 **Doctorate**



Advanced practice nurse practitioner (APNP)

A registered nurse who has received a master's degree or doctorate in

nursing. They can diagnose and treat mental health concerns. Similar to a psychiatrist, they can prescribe and manage medications.



 **Where you might meet them:** Outpatient
 **Master's degree or doctorate**



Medical social worker

An individual with a master's degree who is either clinically licensed or certified. Medical social workers are

an integral part of the health care team. Social workers help families advocate for their child's health care by recognizing their strengths, styles and goals. They serve in many capacities and provide various services in the hospital, emergency department and outpatient clinics.



 **Where you might meet them:** Inpatient, outpatient, Emergency Department, walk-in clinic
 **Master's degree**



Testing psychologist

A licensed individual who has a PhD or PsyD in child psychology or a related psychology field and uses

psychological tests to understand how a child thinks, learns and behaves. Psychological testing can help determine a child's mental health diagnosis and guide treatment.



 **Where you might meet them:** Outpatient
 **Doctorate**



Neuropsychologist

A licensed psychologist who has completed a PhD or PsyD in child psychology or a related psychology

field and has completed specialized training, including a postdoctoral fellowship regarding how learning and behavior are related to the development of brain structures and systems within children. At Children's Wisconsin, children with an established medical or neurological illness or injury that is known to change the brain in some capacity may be referred for neuropsychological evaluation.

 **Where you might meet them:** Inpatient, outpatient
 **Doctorate**



Kids deserve the best.