

Supporting Trauma-Informed Systems of Care in Chicago

Matt Richards, LCSW, MDiv

Deputy Commissioner of Behavioral Health

Chicago Department of Public Health





Framework for Mental Health Equity

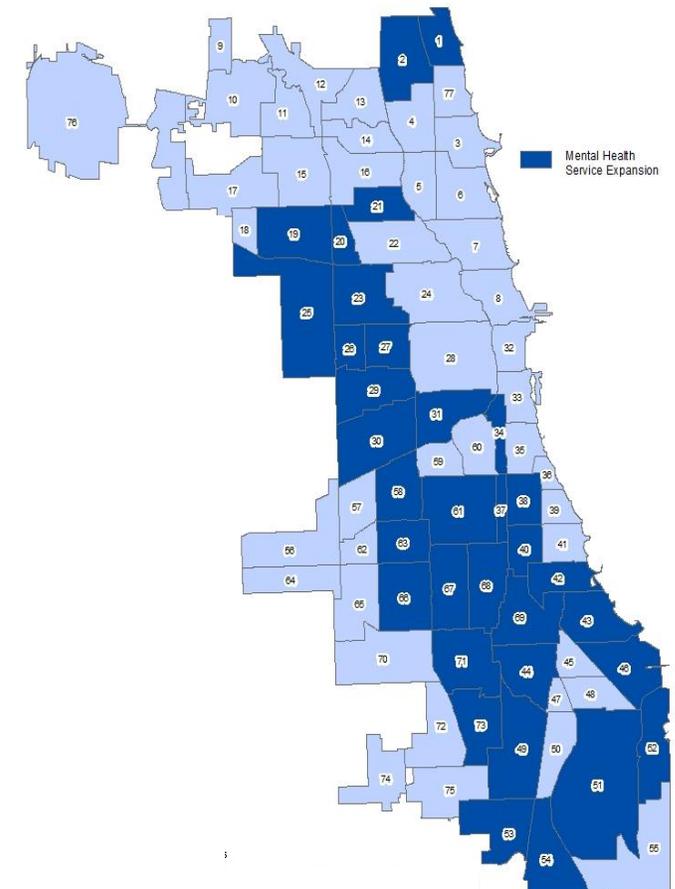
Creating a system of mental healthcare where all persons can receive care regardless of ability to pay, health insurance status, or immigration status.

Scaling Existing CBOs

Mayor Lightfoot has **tripled** the city's mental health budget since taking office. Starting October 2020, **\$8M in annual funding** to Trauma-Informed Centers of Care expanding services in communities of highest need. As a result, **over 10,000 individuals** have received mental health services in the first two quarters of implementation.

- Access Community Health Network
- Advocate Illinois Masonic
- Alivio Medical Center
- Alternatives, Inc.
- Apna Ghar, Inc.
- Asian Human Services, Inc.
- Bobby E. Wright Comprehensive Behavioral Health
- BUILD, Inc.
- Community Counseling Centers of Chicago (C4)
- Catholic Charities
- Chicago Family Health Center
- Christian Community Health Center
- Enlace Chicago
- Erie Family Health Center
- Erie Neighborhood House
- Esperanza Health Centers
- Habilitative Systems, Inc.
- Healthcare Alternative Systems, Inc.
- Heartland Alliance
- Howard Brown Health
- Lakeview Pantry
- Lawndale Christian Health Center
- Lutheran Social Services Illinois
- Midwest Asian Health Association
- PCC Community Wellness
- Prime Care Health
- Sinai Health System
- St. Bernard Hospital
- TCA Health
- Trilogy Behavioral Healthcare
- UIC Mile Square Health Center
- YWCA Metropolitan Chicago

Trauma-Informed Center of Care Expansion



Expanding Access to Services

Healing in schools



Under CPS “Healing Centered Framework” every school will have a behavioral health team and a trusted adult to support students.

The initiative is centered around comprehensive and holistic healing.

Launching telehealth



The Department of Public Health expanded service offerings in City mental health centers to include access to telehealth services.

Since April 1, 2020 CDPH has conducted over 17,000 telehealth visits for Individual Therapy, Psychiatry, and Case Management.

Growing team-based care



The City is funding team based-care that brings services outside of brick-and-mortar settings to residents with complex needs.

More than 250 persons living with serious mental illness, substance use disorders, and homelessness have received this service so far this year.

Operationalizing 211



The City, in partnership with internal and external stakeholders, is working towards a plan to operationalize 211, building off lessons learned from hyper-local community resource mobilization, the CDPH COVID resource hub, existing hotlines, and national best practices.

Trauma-Informed Crisis Prevention

New CDPH funded teams that improve outcomes for persons with complex needs and reduce cyclical utilization of crisis services and unnecessary contact with first responders

- 1.2m in Assertive Community Treatment (ACT) and Community Support Team (CST) Services
 - Interdisciplinary community-based mental health teams that work with persons experiencing serious mental illness, substance use disorders, and co-occurring disorders
 - Delegates are Healthcare Alternative Systems, HRDI, Thresholds, Trilogy
- 1.85m in integrated healthcare services for persons experiencing homelessness
 - Provide mental health and primary care services to persons experiencing homelessness who are also living with serious mental illness, substance use disorders, and other chronic health conditions across shelter, encampment, and CTA settings.
 - Heartland Alliance, Lawndale Christian Health Center, The Night Ministry

Strengthening Crisis Response

*In Summer of 2021 the City will launch an **alternate crisis response pilot** in communities that experience a high-volume of 911 calls for service with a behavioral health component.*



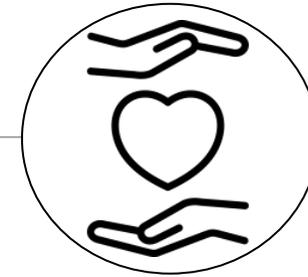
Pre-response:

- For the first time in the City's history, **mental health professionals staffed in the City's 911 Call Center.**
- Respond to mental health service calls that can be resolved over the phone rather than dispatching team of first responders.
- Provide support and mental health consultation to callers, call takers, dispatchers, and response teams.



Alternate Response:

- For the first time in the City's history, **mental health professionals will be dispatched from the 911 Call Center to respond to behavioral health crisis calls that require an in- person response.**
- Three different alternate response teams:
 - CIT officer + CFD paramedic + MH professional
 - CFD paramedic + MH professional
 - CFD paramedic + peer recovery



Post-Response:

- **Residents linked to appropriate community-based services to address the underlying needs** that contributed to the development of the crisis in the first place.
- Piloting use of geographically distributed alternate drop off sites for persons experiencing a behavioral health crisis as alternatives to emergency rooms to provide more comprehensive care.

Creating a Healing-Centered Chicago

Promoting awareness

Launching a **mental health awareness campaign** in partnership with Edelman this summer to improve awareness of publicly funded mental health services, combat mental health stigma, and build awareness. There will be a supporting microsite with a resource connection portal.

Engaging & equipping stakeholders

Strengthening healing-centered workplaces through partnering with the Chicago Resiliency Network and investing **\$1.1 million** in forthcoming CDPH capacity-building RFP.

Pushing for systemic change

Working closely with policymakers discuss City, State and Federal policy that intersects with behavioral health, resulting in **a robust Medicaid reform strategy.**