



# ***2022 Mental Health Equity Initiatives May Roundtable Series***

Chicago Department of Public Health (CDPH)  
Behavioral Health Bureau  
Office of Mental Health (MH)





# Agenda

1. **Welcome and Introductions**
2. **MH Framework & Purpose**
3. **MH Office Growth**
4. **Current Initiatives**
5. **Questions and Discussion**
6. **Opportunities for Collaboration**





# Office of Mental Health Leadership

**Matt Richards, LCSW**

*Deputy Commissioner of Behavioral Health*



**Mamie Powell-Robinson, MSW, LSW**

*Center Director of Mental Health*



**Dr. Wilnise Jasmin, MD, MBA, MPH**

*Medical Director of Behavioral Health*



**Francisco Rodriguez, PsyD**

*Center Director of Mental Health*



**Alisha Warren, LCSW**

*Assistant Commissioner of Mental Health*



**Kathy Calderon, LCPC**

*Director of Mental Health Operations*



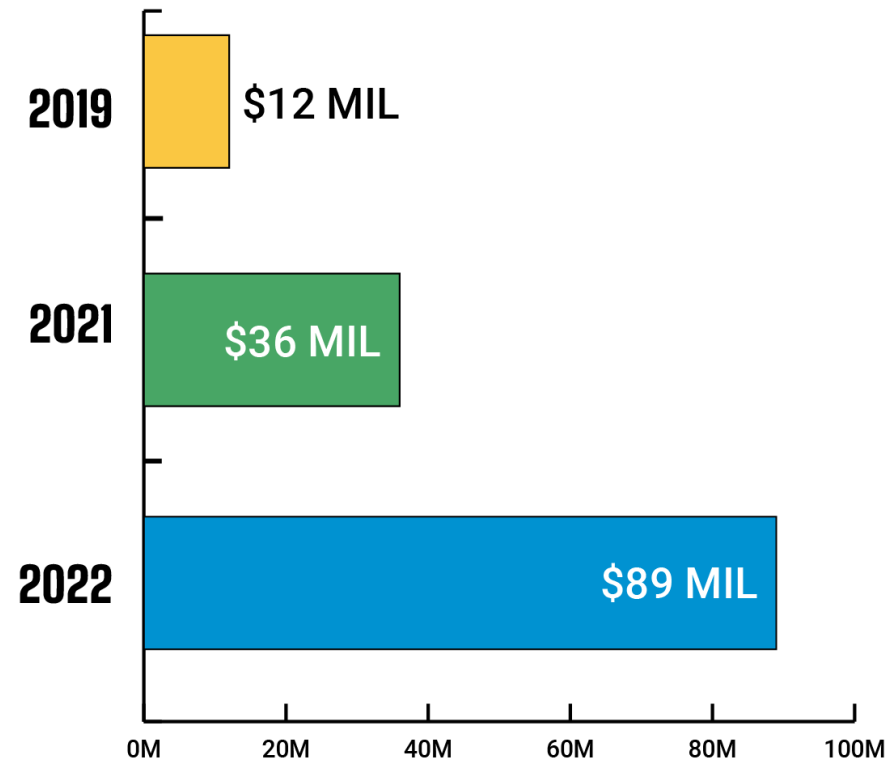
**Tiffany Patton-Burnside, LCSW**

*Senior Director of Crisis Services*

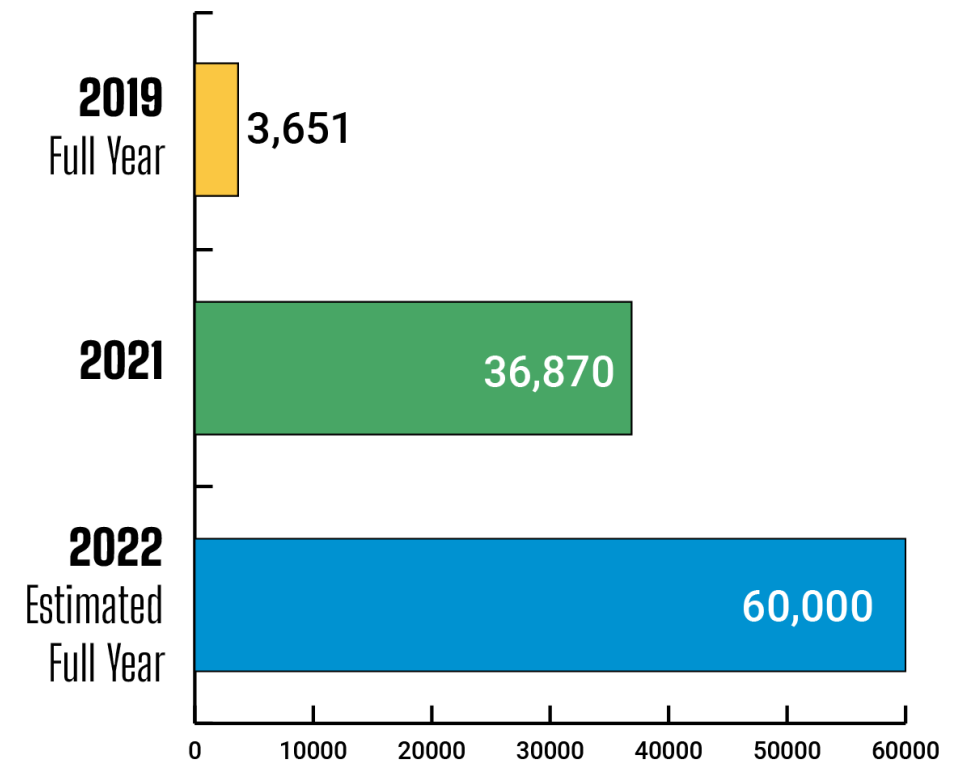




# INVESTMENTS



# PERSONS SERVED



# CHICAGO'S INVESTMENT IN MENTAL HEALTH

**\$89M**

(7x more than 2019)

**used for:**



Funding 38 clinics in 35 community areas with plans to expand to all 77 this year



Fund teams of mental health professionals to respond to 911 calls through the Crisis Assistance and Response Engagement (CARE) pilot program



Launching programs to divert Chicagoans with serious mental illness or addiction away from the criminal justice system



Continuing to invest in both CDPH-run mental health clinics and citywide coordination

# Mayor Lightfoot's Framework for Mental Health Equity

## Goal:

Strengthen Chicago's Mental Health Safety Net System to ensure all Chicagoans can receive care when and where they need it, regardless of ability to pay, immigration status, or health insurance.

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## Pillars for Mental Health Equity



Expansion of publicly-funded outpatient mental health services



Coordination of Trauma-Informed victim services for persons impacted by violence



Expansion of crisis prevention and response programs for people living with serious mental illness and co-occurring disorders



Facilitation of Systems Coordination





# Mental Health Provider Types



Emotions



Thoughts



Body Signs



## CITY OF CHICAGO MENTAL HEALTH CLINICS

Provide mental health services that are free to all Chicago residents who are 18+. Currently expanding evening hours and children/adolescent services



## COMMUNITY MENTAL HEALTH CENTERS (CMHCs)

CMHCs provide comprehensive mental health services in the office and community to serve individuals and families across the lifespan. CMHCs accept Medicaid and Medicare insurances and offer intensive, longer term treatment options.



## COMMUNITY BASED ORGANIZATIONS (CBOs)

CBOs provide a range of social service options to assist with resources related to housing, food, domestic violence, and mental health support. Mental Health services within CBOs may depend on programming available and are often free.



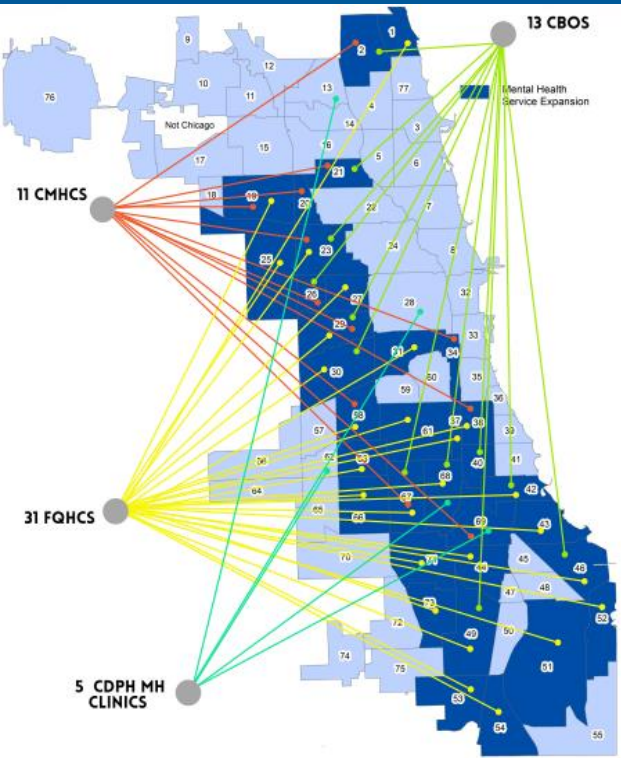
## FEDERALLY QUALIFIED HEALTH CENTERS (FQHCs)

Safety net health providers that offer a range of services that are often located in low-income or underserved communities without sufficient access to primary care.





# Framework for Mental Health Equity: Pillar 1



## Expansion of publicly-funded outpatient mental health services

- **2020 – 2021 Trauma-Informed Centers of Care Expansion**
  - 32 organizations were awarded **funds to expand mental health services that are *trauma-informed* and *integrative* in 35 identified community areas of high need** to individuals regardless of ability to pay, immigration status, or health insurance.

- Access Community Health Network
- Alivio Medical Center
- Alternatives, Inc.
- Apna Ghar, Inc. & Hamdard Health Center
- Asian Human Services, Inc.
- Aunt Martha's Health and Wellness
- Bobby E Wright Comprehensive Behavioral Health & Acclivus
- BUILD, Inc.
- Community Counseling Centers of Chicago (C4)
- Catholic Charities
- Chicago Family Health Center
- Enlace Chicago
- Erie Family Health Centers
- Erie Neighborhood House
- Esperanza Health Centers

- Habilitative Systems, Inc.
- Healthcare Alternative Systems
- Heartland Alliance Health
- Howard Brown Health & Thresholds
- Lakeview Pantry
- Lawndale Christian Health & I AM ABLE
- Lutheran Social Services Illinois
- Midwest Asian Health Association
- PCC Community Wellness
- PrimeCare Health
- Sinai Health System
- St. Bernard Hospital
- TCA Health
- Trilogy Behavioral Healthcare & Heartland Health Centers
- UIC Mile Square Health Center
- YWCA Metropolitan Chicago



# Framework for Mental Health Equity: Pillar 1



## Expansion of publicly-funded outpatient mental health services

- **Investment in 5 CDPH Mental Health Centers**
  - **Physically renovated all sites including a new Lawndale Mental Health Center location**
  - **Increased Psychiatric providers and services**
  - **Launched a Child and Adolescent Mental Health Program**
  - **Increased Hours of Operation from 4:30pm – 7:30pm**
  - **Launched telehealth services**




# Framework for Mental Health Equity: Pillar 2

## Community Safety Coordination Center




### Coordination of Trauma-Informed victim services for persons impacted by violence



## SYMPOSIUM ON TRAUMA-INFORMED RESPONSE TO VIOLENCE

for Community Leaders and Providers in Mental Health,  
Substance Use, and Violence Prevention Services

March 14, 2022



## Mental Health Skill Building Trainings

Join the Community Safety Coordination Center this summer as we bring free trauma-informed mental health skill building trainings into your community.

We'll launch 12 cohorts across the city where participants will learn strategies to:

- Build Relationships
- Create Trust and Psychological Safety
- Use Tailored, Evidenced-Based Regulation Activities
- Navigate Engagement Approaches
- Address the Impact of Implicit Bias
- Connect to Mental Health Resources



 For complete dates and times, and to register, please visit:  
[chjs.org/news/cscctrainings](https://chjs.org/news/cscctrainings)

# Framework for Mental Health Equity: Pillar 3



## Expansion of crisis prevention and response programs for people living with serious mental illness and co-occurring disorders

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- **Crisis Assistance Response & Engagement (CARE) Program**
  - Funding to support the City's first ever Alternate Response Pilot
- **Expanded access to immediate treatment for opioid use disorder (MAR NOW)**
  - New hotline offering immediate access to medication treatment in partnership with Illinois Department of Human Services Division of Substance Use Prevention and Recovery (IDHS/SUPR)
- **Integrating Healthcare Services into Shelters**
  - Funding to 2 Lead Coordinating Organizations to provide mental health and primary care services to persons experiencing homelessness who are also living with SMI, SUD, and other chronic health conditions across shelter, encampment, and CTA settings
- **High-Utilizer Housing Stabilization Program**
  - Housing program offering mental health, substance use, and primary care services for persons living with complex behavioral health conditions who are cycling through jail, hospital, and homeless service systems



# Comprehensive Crisis Prevention and Response

*Crisis Assistance Response and Engagement (CARE) Program ensures more than one response option to fit the variety of 911 calls 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.



## Response Teams:

- 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 response teams:
  - Multidisciplinary Response Team: CIT officer + CFD paramedic + MH professional
  - Alternate Response Team: CFD paramedic + MH professional
  - Opioid Response Team: 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.



MAY 2022



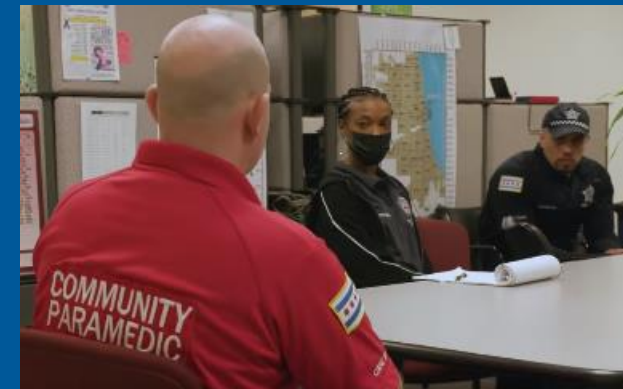
MENTAL HEALTH  
AWARENESS MONTH

Since the launch of Chicago's first-ever alternate response team,

## **C.A.R.E. HAS CONDUCTED OVER 200 EMERGENCY RESPONSES WITH ZERO USES OF FORCE OR ARRESTS**

In September 2021, Chicago launched the City's first-ever alternate response team, which answers 911 calls for mental health crises with a multi-disciplinary team.

The majority of C.A.R.E. Team responses result in C.A.R.E. services delivered, and most of these interactions are resolved in the community without transport to a hospital or other destination.



**Preliminary Data: Between September 13<sup>th</sup>, 2021 – March 2<sup>nd</sup>, 2021, the C.A.R.E. team conducted 134 Mental Health Responses, 18 Telephonic Consultations, 0 Arrests, and 0 Uses of Force**



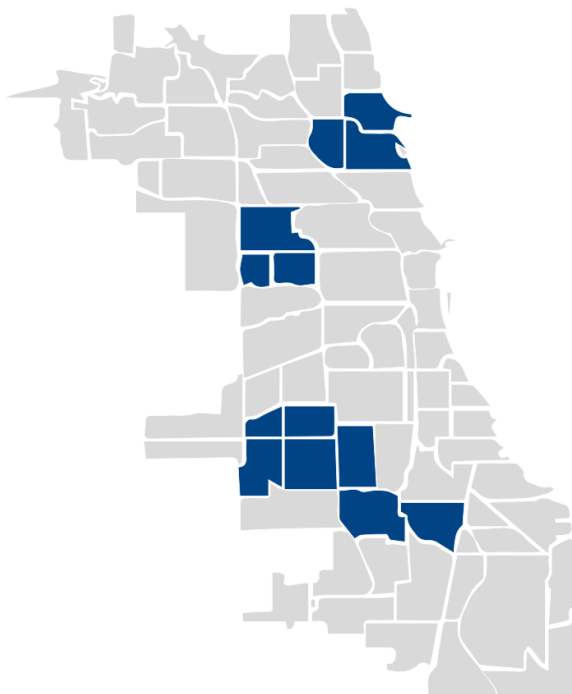
# C.A.R.E. Pilot

## Chicago Alternate Response Pilot *13 Community Areas of Focus*

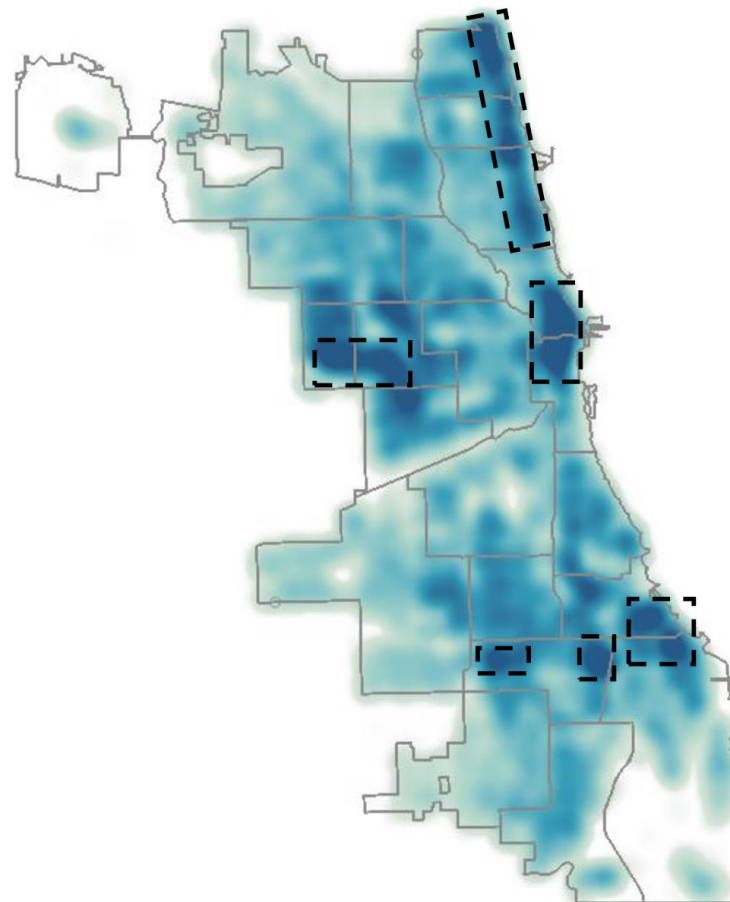
### Chicago Alternate Response Pilot Neighborhoods

1. Uptown
2. North Center
3. Lakeview
4. Humboldt Park\*
5. West Garfield Park\*
6. East Garfield Park\*\*
7. West Englewood
8. West Elsdon
9. Chicago Lawn\*
10. West Lawn
11. Gage Park
12. Auburn Gresham\*
13. Chatham\*

\*OCOS Priority Neighborhoods



Heatmap of Crisis Calls by Incident Location, 2020 YTD





# Framework for Mental Health Equity: Pillar 4

## Unspoken Campaign



### Facilitation of Systems Coordination

UN[★]SPOKEN

Buscar apoyo de salud mental

Escuchar historias de otras personas

Aprender sobre salud mental

Ayuda urgente

## CIUDADANOS DE CHICAGO, LOS ESCUCHAMOS; Y ESTAMOS AQUÍ PARA USTEDES.

Con mucha frecuencia, lidiar con un desafío de salud mental es una lucha interna y silenciosa, pero eso no tiene por qué ser así. A pesar de que en los momentos en que más necesitamos ayuda es cuando más difícil puede resultar pedirla, no está solo. Comprendemos que a veces necesita un hombro sobre el cual apoyarse, y es por eso



### HEAR OTHERS' STORIES

Here in Chicago, you're not alone. Many of your neighbors have gone through similar challenges with their own mental health. Hear their stories about their own journeys, and know that you deserve to get the support you need, too.



English



UN[★]SPOKEN  
FOR MORE INFORMATION, PLEASE VISIT:  
[MentalHealth.chicago.gov](https://MentalHealth.chicago.gov)

FIND A CARE CENTER NEAR ME

Enter a location

Use Current Location

**Alcoholics Anonymous - Chicago Help Line**  
180 N Wabash Ave, Chicago, IL 60601  
312-345-1475  
Hours: Mon-Tue/Wed-Thru/Fri/Sat/Sun  
Services Offered: Hotline - Crisis help  
Payment: Free  
Additional Information: Substance Use Disorder, No ID required, ADA Accessible  
Languages Spoken: English, Spanish

**Covenant House - Chicago**  
30 W Chicago Ave, Chicago, IL 60654  
312-759-7888  
Hours: Mon-Tue/Wed-Thru/Fri/Sat/Sun  
Services Offered: Hotline - Crisis help

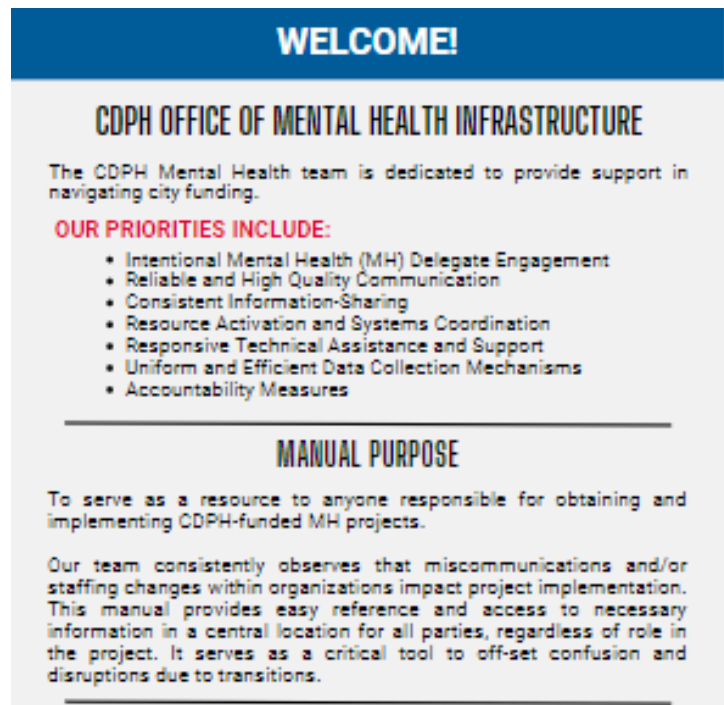
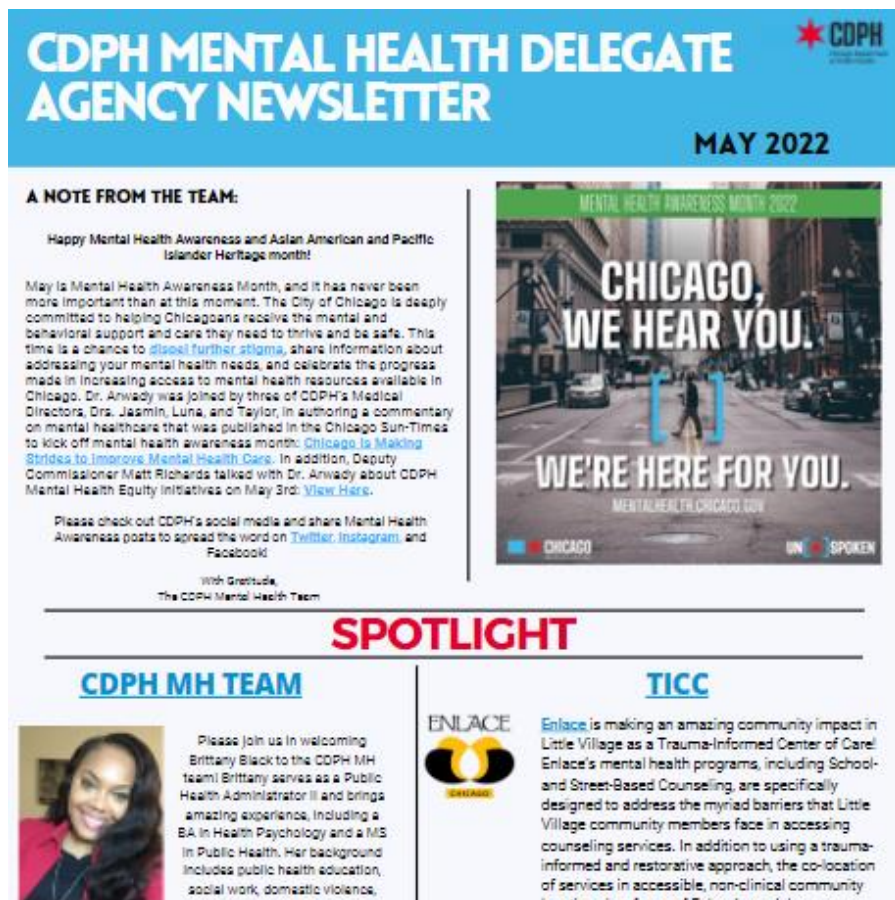


# Framework for Mental Health Equity: Pillar 4

## Office of Mental Health Infrastructure



### Facilitation of Systems Coordination





 **Questions & Discussion**

 **Opportunities for Collaboration**

**Thank you!**  
**CDPH Mental Health Team**

