

## OTHER IMPORTANT NUMBERS

**Police and Fire:** 911

**Abuse:**

Child 414-220-7233

Adult 414-289-6660

Elder 414-289-6874

**Access Clinic East:** 414-257-7665

**Access Clinic South:** 414-257-7900

**Children's Mobile Crisis:** 414-257-7621

**Community Information Line:**

414-773-0211 | Residents can also dial 211

**Crisis Line:** 414-257-7222

**Crisis Resource Centers:**

414-539-4024, 5409 W. Villard St.

414-643-8778, 2057 S. 14th St.

414-476-9675, 5566 N 69th street

**Disability Rights Wisconsin:** 414-773-4646

**Mental Health America:** 414-276-3122

**National Alliance of Mental Illness (NAMI):**

414-344-0447

**Parent Helpline:** 414-671-0566

**Psychiatric Crisis Service:** 414-257-7260

**Three Party Petitions:** 414-278-4035

**Warmline:** 414-777-4729

## ACCESS POINTS

**M&S Clinical Services:** 414-263-6000

2821 Vel R Phillips Ave., Suite 210

**Impact:** 414-649-4388

6737 W. Washington St. Suite 2225

**Community Access to Recovery Services:**

414-257-8085

9455 Watertown Plank Road

*No one will be denied services due to inability to pay. Milwaukee County residents who provide full financial and insurance information and sign appropriate forms will be billed based on the family's ability to pay. Your ability to pay is based upon Wisconsin's administrative code: HFS1.*

# CRISIS INTERVENTION SERVICES



MILWAUKEE COUNTY  
DEPARTMENT OF HEALTH  
& HUMAN SERVICES

**BEHAVIORAL  
HEALTH SERVICES**

## MILWAUKEE COUNTY BEHAVIORAL HEALTH SERVICES

Empowering safe, healthy and meaningful lives by ensuring that everyone gets connected to great behavioral health care.

The Milwaukee County Behavioral Health Service (BHS) is the community's connection point to vital, high-quality behavioral health care. We provide care and treatment to adults, adolescents, and children with mental illness, substance abuse disorders and co-occurring illnesses.

It's in our DNA to constantly and courageously push for better in our community because everyone in Milwaukee County deserves access to behavioral health services that can help them and change their lives. Because every single person deserves access to compassionate, quality care, no matter their ability to pay.

[milwaukee.gov/bhd](https://milwaukee.gov/bhd)



MILWAUKEE COUNTY  
DEPARTMENT OF HEALTH  
& HUMAN SERVICES

**BEHAVIORAL  
HEALTH SERVICES**

Crisis Intervention Services connects residents who are experiencing a mental health or substance use crisis with meaningful services that can help them and change their lives.



## CRISIS INTERVENTION SERVICES

**Crisis Line 414-257-7222** | Hearing-Impaired: 9-711  
24 hours a day, 7 days a week

Individuals and family members who are facing a mental health or co-occurring crisis can speak with a mental health professional through our Crisis Line. Our specially trained staff helps connect callers with community resources or referrals, provides over-the-phone assessment and de-escalation, and assists law enforcement and other agencies in helping individuals in crisis. Through the Crisis Line, you have access to:

### Crisis Mobile Team (CMT)

Through contact with the Crisis Line, a Crisis Mobile Team (CMT) may be dispatched anywhere within the community to provide in-person assessment, stabilization, linkage to services, and appropriate follow-up afterwards. This non-police mobile response provides services 24 hours a day, seven days a week.

### Crisis Assessment Response Team (CART)

CART teams consist of a mental health clinician and a trained law enforcement officer who partner together to co-respond to mental health crisis calls in the community. When on site, CART provides assessment and stabilization services and works to assist the individual in obtaining voluntary treatment as an alternative to being involuntarily detained or arrested.

This service is available seven days a week in Milwaukee and five days a week in West Allis. When available, CART is dispatched by contacting 911 or the non-emergency numbers for Milwaukee Police Department, West Allis Police Department and, beginning fall 2021, Milwaukee County Sheriff's Office.

## Crisis Stabilization Houses (CSH)

When hospitalization is not needed, crisis stabilization houses can help keep the individual in crisis connected to the services and support they need in the community. Crisis stabilization houses are appropriate for Milwaukee County residents who are voluntarily willing to participate in their recovery. There are currently two, eight-bed crisis stabilization houses in Milwaukee County, which offer daily clinical face-to-face services seven days a week.

### Children's Mobile Crisis (CMC)

**414-257-7621**

Children's Mobile Crisis (CMC) provides 24/7 crisis intervention services to support children, youth, and families in crisis. CMC offers support and consultation over the phone, along with in-person mobile assessments, stabilization, and linkages to services for children and their families. CMC responds to a wide range of needs in homes, schools, and throughout the community, wherever children and their families need assistance to reduce a crisis, solve a problem, or assess a need.

## PSYCHIATRIC CRISIS SERVICES (PCS)/OBSERVATION UNIT

**414-257-7260** | 9499 Watertown Plank Road  
24 hours a day, 7 days a week

Personal crisis can happen at any time and without warning. Psychiatric Crisis Services (PCS) is the only psychiatric emergency room in the state, and individuals brought to PCS during an emergency may receive:

- Crisis intervention
- Assessment and evaluation
- Access to medications/prescriptions if clinically indicated
- Extended observations as clinically needed
- Referrals and care coordination with other mental health providers

PCS can also help determine if an individual who is facing a mental health or co-occurring crisis would benefit from inpatient care through the Behavioral Health Services or a community-based provider.

## Mental Health Emergency Center

1525 N. 12th Street  
OPENING EARLY 2022

A new Mental Health Emergency Center (MHEC) is being developed as a joint venture between the Milwaukee County Behavioral Health Services and four of the area's health systems: Advocate Aurora Health, Ascension Wisconsin, Children's Wisconsin and Froedtert Health. One new component in the broader array of mental health services available in Milwaukee County, the MHEC's primary purpose is to assess, stabilize, then discharge or transfer patients after a few hours, at most up to 24-hours. Until the Mental Health Emergency Center is operational, the Milwaukee County Behavioral Health Services will continue to provide emergency mental health care to patients at its Psychiatric Crisis Services (PCS) center in Wauwatosa.

## ACCESS CLINICS

### Access Clinic South

414-257-7900

located at 1635 W. National Avenue

### Access Clinic East

414-257-7665

located at 210 W. Capitol Drive

Monday - Friday | 8:30 a.m. - 4:30 p.m.

The Access Clinics are designed to serve uninsured Milwaukee County residents using a sliding fee scale. However, if you or your loved ones have insurance, please first call your insurance provider and/or doctor. Access Clinics are available to provide bridge services for Milwaukee County residents until they schedule an appointment with their doctor. Services include:

- Mental health and substance use assessment
- Medication evaluation
- Counseling
- Peer support services
- Referrals to appropriate outpatient clinics and other community programs

## GERIATRIC CRISIS SERVICES

**414-257-7440**

Monday - Friday | 8 a.m. - 4:30 p.m.

For individuals age 60+, dedicated geriatric psychiatric crisis intervention and stabilization services are available on a mobile, outreach basis. A designated geriatric psychiatric nurse specialist is also available to connect with people in need.

For an immediate response, please call the BHD crisis line at 414-257-7222.

## CRISIS RESOURCE CENTERS

**414-643-8778** | 2057 S. 14th St.

**414-539-4024** | 5409 W. Villard St.

**414-476-9675** | 5566 N 69th street

24 hours a day, 7 days a week

The community based Crisis Resource Centers (CRC) offer a 24/7, short term (up to two weeks) alternative to emergency room or inpatient hospitalizations and provide:

- Recovery-focused assessment
- Psychosocial groups and peer support
- Timely access to mental health care
- A trauma-informed approach to care
- Telehealth and telepsychiatry services
- Follow-up care and access to behavioral and primary health care
- Ancillary services, such as assistance with housing, personal care employment and benefits coordination.

## COMMUNITY CONSULTATION TEAM (CCT)

**414-257-7797**

Monday-Friday 8am-4:30pm.

Specializing in helping individuals with co-occurring intellectual/developmental and mental health needs, this mobile team goes into the community to provide crisis response. Through ongoing consultative services, the Community Consultation Team (CCT) helps people continue to enjoy a stable life in the community. CCT also offers ongoing education services for providers and support to the family members who care for people in need.

For an immediate response, please call the BHD crisis line at 414-257-7222.

## COMMUNITY LINKAGE & STABILIZATION PROGRAM (CLASP)

**414-270-1803**

The Community Linkage and Stabilization Program (CLASP) is a unique, voluntary program that provides extended support and services to individuals in recovery through the use of Certified Peer Specialists. Each Peer Specialist is trained to share their experiences and recovery with individuals in crisis to empower people throughout the recovery process.

### TEAM CONNECT 2.0:

#### SHORT-TERM FOLLOW UP

This program provides linkage and additional follow-up services and support for individuals (18 years and older) within the community, following a crisis. Team Connect 2.0 accepts referrals from providers who determine that linkage and in-person follow-up is appropriate to ensure warm handoffs are made to community-based services. The goal of Team Connect 2.0 is to improve the link to ongoing care and connections to community resources that promote overall wellness of the individual.

