

# CRISIS INTERVENTION SERVICES

Milwaukee County Department of Health & Human Services

**BHD** | MILWAUKEE COUNTY  
Behavioral  
Health  
Division

## MILWAUKEE COUNTY BEHAVIORAL HEALTH DIVISION

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

The Milwaukee County Behavioral Health Division (BHD) 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)



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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.

## OTHER IMPORTANT NUMBERS

**Police and Fire:** 911

**Abuse:**

Child 414-220-7233

Adult 414-289-6660

Elder 414-289-6874

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

**Community Consultation Line:**

414-257-7797

**Community Information Line:**

414-773-0211 | Residents can also dial 211

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

**Crisis Resource Center:**

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

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

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

**Geriatric Crisis Services:** 414-257-7440

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

**Children's Mobile Crisis (CMC):**

414-257-7621

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

414-344-0447

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

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

**Three Party Petitions:** 414-278-4302

**Warmline:** 414-777-4729

## ACCESS POINTS

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

2821 N. 4th St.

**Impact:** 414-649-4380

6737 W. Washington St. Suite 2225

**Community Access to Recovery Services:**

414-257-8095

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: HFSI.*

## 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

When needed, our trained Crisis Mobile Team can go to the individual, who are age 18 or older, to provide assessment, stabilization and linkage to services anywhere in the community. The Crisis Mobile Team is available with third-shift support provided through our partnership with La Causa Inc.

### Crisis Assessment Response Team (CART)

Each Crisis Assessment Response Team (CART) includes a trained clinician and a law enforcement officer. Working side by side, they help connect individuals in crisis with the resources needed to remain in the community. The CART program started through BHD's partnership with the Milwaukee Police Department and is now expanding to respond to mental health and suicide crises across Milwaukee County.

### Crisis Stabilization Houses

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.

## 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 Division or a community-based provider.

## ACCESS CLINIC

**414-257-7665** | 9455 Watertown Plank Road  
Monday - Friday | 8 a.m. - 4:30 p.m.

For uninsured Milwaukee County residents who are facing a mental health or co-occurring crisis, our Access Clinic is here to help connect people to great behavioral health and co-occurring care, regardless of their ability to pay. Access Clinic services include:

- Mental health and substance use assessment
- Medication evaluation
- Crisis counseling
- Referrals to appropriate outpatient clinics (mental health and substance use) and 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.

## CRISIS RESOURCE CENTERS

**414-643-8778** | 2057 S. 14th St.  
**414-539-4024** | 5409 W. Villard St.  
24 hours a day, 7 days a week

Through our partnership with the Milwaukee Center for Independence Whole Health Clinical Group, our two Crisis Resource Centers give people who may be experiencing a mental health crisis a safe place to voluntarily stay. The short-term crisis stabilization services available include professional assessment; medication access; supportive services; recovery services; peer support; and linkage to ongoing support, services and community resources.

## COMMUNITY CONSULTATION TEAM (CCT)

**414-257-2-7222**

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.

## COMMUNITY LINKAGE & STABILIZATION PROGRAM (CLASP)

**414-647-5971**

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: SHORT-TERM FOLLOW UP

This program provides additional follow-up services and supports for individuals (18 years and older) who have been discharged from BHD's Psychiatric Crisis Services (PCS)/observation unit or one of BHD's acute care units. Team Connect is designed to support and reduce the risk of harm to individuals as they return to the community. The program also helps improve the link to ongoing care and provides connections to community resources to promote overall wellness and reduces the incidence of hospital readmission and visits to PCS.

