

Milwaukee County Crisis Services



MILWAUKEE COUNTY
DEPARTMENT OF HEALTH
& HUMAN SERVICES
**BEHAVIORAL
HEALTH SERVICES**

Accessing Crisis Services

Mobile Crisis Services:

- Crisis Line in collaboration with Impact Inc.
- Adult Crisis Mobile Team (CMT)
 - Geriatric Crisis Services
 - Community Consultation Team (CCT)
- Children's Mobile Crisis (CMC)
- Crisis Assessment Response Team (CART)

Access Clinics:

- Access Clinic East
- Access Clinic South
- Access Clinic North (opening in May 2022)



Crisis Line and Crisis Mobile Team

414-257-7222

Crisis Line and Crisis Mobile Team

The Milwaukee County Crisis Line and Crisis Mobile Team (CMT) services for adults began in 1995.

Main functions of the Crisis Line have been to provide

- Non-police response for mental health support
- Crisis de-escalation and safety planning
- Referral to needed resources

Crisis Line and Crisis Mobile Team

- The Crisis Mobile Team provides support to callers on the Crisis Line. CMT is dispatched into the community to provide in person services when needed.
- The Crisis Mobile Team consists of Master's prepared and licensed clinicians, Registered Nurses, and Psychologists.

Crisis Line



The volume of calls to the Milwaukee County Crisis Line continues to remain high and is rising over the last three years:

- 2019 - 30,629
- 2020 - 36,372
- 2021 - 38,744

Crisis Line



Historically, approximately 40% of calls on the Crisis Line are for emotional support and resources such as:

- food pantries & clothing
- shelter
- health clinics
- energy assistance
- W2 programs

Crisis Line and Crisis Mobile Team

- The crisis calls coming to the mobile team are concerning individuals in a mental health crisis who have a higher acuity and are more appropriate for crisis mobile team intervention.
- Team members are practicing at the top of their license and further developing skills to effectively work with individuals experiencing an acute crisis.

Crisis Line and Crisis Mobile Team

- The Crisis Mobile Team is mindful of the importance of completing follow-ups after mobile team contact.
- Follow-up calls and mobiles are a part of best practices in reducing suicide attempts, connecting individuals to appropriate mental health resources, and supporting individuals after a significant life crisis.



Geriatric Crisis Services

414-257-4729

**414-257-7222*

Geriatric Crisis Services

- Crisis intervention and stabilization services on a mobile outreach basis for individuals age 60+
- Collaborates with other departments/agencies to coordinate care (Family Care, DHHS departments, etc.)
- Geriatric Mobile Crisis Services are available Monday-Friday 8am-4:30pm.

****Please contact the Crisis Line (257-7222) for immediate mobile crisis response.***

The background features a large teal triangle in the top-left corner, a smaller green triangle below it, and a large yellow triangle in the bottom-left corner, all meeting at a diagonal line.

Community Consultation Team

414-257-7797

**414-257-7222*

Community Consultation Team (CCT)

- CCT is a mobile team that specializes in providing crisis response to individuals with co-occurring intellectual/developmental and mental health needs.
- Community education services for providers and caregivers.
- CCT is available Monday-Friday 8am-4:30pm.

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Children's Mobile Crisis

414-257-7621

**414-257-7222*

Children's Mobile Crisis

Services offered:

- De-escalation techniques
- Safety and crisis planning
- Risk assessment
- Linkage and follow-up
- Case management if enrolled in Treatment Foster Care/Foster Families
- Resource and referrals
- Assessing for emergency detentions
- Psychoeducation
- School advocacy
- Clinical consultation (team meetings, schools etc.)
- Coordination with Children's Mental Health Services & Wraparound Milwaukee services

A graphic design featuring a teal triangle in the top-left corner and a yellow triangle in the bottom-left corner, both pointing towards the center. The background is white.

CART

Crisis Assessment Response Team

9-1-1

Non-emergency police in Milwaukee, West Allis,
and County Sheriff's Team

CART



- Co-responder teams of a clinician and law enforcement officer.
- CART is a resource to partnering law enforcement agencies
 - Provide an alternative response for individuals experiencing a behavioral health crisis.
 - Decrease involuntary detentions and improve outcomes.
- CART is dispatched by 911 dispatchers for services in Milwaukee, West Allis, and Sheriff's Dept., responding officers on scene, or as self-dispatched from monitoring calls to 911.

CART



- MPD CART
 - Monday-Friday: 11am-midnight, Weekends 11am-7pm
 - Currently expanding to 6 teams to extend service hours.
- West Allis CART
 - Monday-Friday: 11am-7pm
- County CART (w/MCSO)
 - Currently in early stages of implementing 3 teams with deputies
 - Collaboration with OEM dispatch

Completed Community Mobiles

	CMT	Gero	CART
2019	2256	334	2820
2020	2526	360	2004
2021	2890	363	1964



Access Clinics

Access Clinic East



- Co-located at Outreach Community Health Center
- 210 W. Capitol Dr.
Milwaukee, WI 53212
- 414-257-7665
- Monday-Friday 8:30am-4:30pm

Access Clinic South



- Co-located with Sixteenth Street Community Health Center
- 1635 W. National Ave
Milwaukee, WI 53204
- 414-527-7900
- Monday-Friday 8:30am-4:30pm

Access Clinic Services

- Mental health and substance use assessments
- Medication Evaluation
- Supportive Counseling
- Peer Support Services
- Referrals to appropriate outpatient clinics (mental health and substance use) and other community programs

*Walk-in hours for initial assessments: Monday-Friday
8:30am-2:30pm*