The Behavioral Health Division’s Crisis Stabilization Houses (CSHs) are an alternative to psychiatric inpatient hospitalization that expands the continuum of services, intervention, and support of individuals in crisis. The CSHs provide a less restrictive environment in which to treat and support people experiencing psychiatric crisis. CSHs are used to continue stabilization and recovery so individuals in crisis can return to their normal daily activities more quickly.

Appropriate clients for referral are: 18 years or older, Milwaukee County resident, primary psychiatric diagnosis, voluntary, ambulatory, free of acute or uncontrolled medical problems and infectious diseases, willing and able to participate in their recovery, and minimal to no risk of harm to self or others. Call the Crisis Line at 257-7222 to make a referral.

CRISIS ASSESSMENT RESPONSE TEAM (CART)

CART is a partnership with the Milwaukee Police Department. The team is comprised of crisis team clinicians and police officers. CART can respond to situations when police intervention may be needed. The goal of CART is to reduce the number of involuntary hospital admissions in Milwaukee County. CART is dispatched through the Milwaukee Police Department.

COMMUNITY CONSULTATION TEAM (CCT)

The Community Consultation Team provides services to individuals diagnosed with an intellectual/developmental disability and a mental illness, their providers, and loved ones. The team provides crisis response in an emergency and, if needed, ongoing consultative services to help keep people stable in the community. CCT also provides ongoing education services for providers.

GERIATRIC CRISIS SERVICES

The geriatric psychiatric crisis intervention and stabilization services are available to individuals aged 60 and over on a mobile, outreach basis. A geriatric psychiatric nurse specialist is available Monday through Friday 8:00am-4:30pm.
ACCESS CLINIC
The Access Clinic serves uninsured Milwaukee County Residents. Persons with insurance should consult with their insurance provider and/or primary care physician.

Clinic services include: psychiatric assessment, medication evaluation, brief crisis counseling and/or referrals to appropriate outpatient clinics and community programs.

Individuals needing ongoing outpatient care for medication therapy or psychotherapy are given appointments at one of the contracted outpatient mental health clinics for follow-up care.

There are two locations:

ACCESS CLINIC
9455 Watertown Plank Road
257-7665
Monday–Friday, 8am–4pm

ACCESS CLINIC SOUTH
804 W Greenfield Avenue
316-4156
Mondays & Wednesdays
9am–3pm
Tuesdays, Thursdays, Fridays
10am–2pm

CRISIS LINE 257-7222
The Milwaukee County Behavioral Health Division offers a 24-hour mental health and suicide crisis line. Individuals seeking assistance can speak with a mental health professional able to provide appropriate community resources and/or referrals.

The Crisis line is also intended to assist police and other agencies working with suicidal individuals and mental health clientele who may be in crisis. Callers may be referred to the Psychiatric Crisis Service if in need of hospitalization or to the Access Clinic for evaluation or medications.

If an on-site assessment is indicated, callers may be referred to the Adult Mobile Crisis Team, Geriatric Psychiatric Crisis Service, the Crisis Assessment Response Team, or the Community Consultation Team.

For Persons who are Deaf or Hearing-Impaired, please contact the Crisis Line directly via the 9-711 relay line.

CRISIS MOBILE TEAM 257-7222
The Crisis Mobile Team is available to provide community based assessment as appropriate when it is impossible or impractical for the individual to come into the Behavioral Health Division. Teams of clinicians are available to provide crisis intervention services and referrals.

Families, friends, individuals, and law enforcement seeking the Crisis Mobile Team can access the service by calling the Crisis Line at 257-7222. Calls will be evaluated. If a mobile intervention is indicated, a team will be dispatched as soon as practical.

If needing an off-site assessment for children and adolescents (under 18 years of age), call the Mobile Urgent Treatment Team (MUTT) at 257-7621.

PSYCHIATRIC CRISIS SERVICE - ADMISSION CENTER (PCS)/ OBSERVATION UNIT
The Psychiatric Crisis Service-Admission Center (PCS) is located at 9499 Watertown Plank Road. PCS provides 24-hour, 7-day psychiatric emergency service. As part of the crisis service, PCS provides assessment and evaluation, crisis intervention, medications, and the capacity for observation for up to 48 hours as needed.

In addition to referral and coordination with other mental health providers, persons are evaluated for possible admission into the Behavioral Health Division inpatient units or for admission to a community psychiatric hospital.

PSYCHIATRIC CRISIS SERVICE & ADMISSIONS CENTER
9499 Watertown Plank Road
257-7260

CRISIS LINE 257-7222