This Resource Directory is provided by COPE

**Community Outreach Partnership for Empowerment (COPE)**
The Community Outreach Partnership for Empowerment (COPE) was created in an effort to increase the collaboration of fellow partners providing various services (crisis intervention and stabilization, alcohol and drug services, peer specialist services, housing, etc.) with individuals in need in our community and to increase the influence of those with lived experience (or the experiences of their loved ones). This was done with the hope of creating meaningful change to our system of care in Milwaukee. COPE is committed to connecting with each person where he/she is at in order to support and empower him/her with sensitivity and dignity on the path towards recovery.

NOTE: Because resources change often, information can also be accessed at [http://county.milwaukee.gov/BehavioralHealthDivi7762/CrisisServices.htm](http://county.milwaukee.gov/BehavioralHealthDivi7762/CrisisServices.htm) for the most current information.
Index

Services by Concern
I am experiencing a crisis and need help................................................................. 2
I need help and don’t know where to start.............................................................. 2
I need to talk to someone about what I am going through ............................... 3
What support phone lines could help me .............................................................. 3
I need additional support in my treatment & recovery of substance use ......... 3
I would like help from others experiencing mental health issues.................... 5
I need help with housing ....................................................................................... 6
My loved one/family member/friend needs help but won’t seek services.
  What can I do? ......................................................................................................... 6

Services listed alphabetically
Access Clinic Services ............................................................................................ 7
CARS (Community Access to Recovery Services) ................................................. 7
CCT (Community Consultation Team) .................................................................... 7
CIT (Crisis Intervention Training) .......................................................................... 8
Crisis Line ................................................................................................................ 8
Crisis Mobile Team ................................................................................................. 8
Crisis Resource Center ........................................................................................... 8
First Step Community Recovery Center (Detox Center) .................................... 8
Grand Avenue Club ............................................................................................... 9
Impact 2-1-1 ........................................................................................................... 9
MHA (Mental Health America) ............................................................................. 9
MUTT (Mobile Urgent Treatment Team) ............................................................. 9
NAMI (National Alliance on Mental Illness) ....................................................... 10
Our Space ............................................................................................................... 10
Owen’s Place .......................................................................................................... 10
Parenting Helpline ............................................................................................... 10
Peer Run Recovery Center ..................................................................................... 10
PCS (Psychiatric Crisis Services) .......................................................................... 11
Project O’Yeah ........................................................................................................ 11
Support Groups ...................................................................................................... 11
Three Party Petitions ............................................................................................ 11
Veterans Crisis Line .............................................................................................. 11
Warmline ................................................................................................................ 11
Wiser Choice .......................................................................................................... 12
SERVICES BY CONCERN

I am experiencing a crisis and need help:

Crisis Mobile Team: (414) 257-7222 (Access by calling the Crisis Line)

Crisis Resource Center:
   Admissions are 7:00am to 10:00pm 7 days/week.
   North: (414) 539-4024
         5409 W. Villard Ave., Milwaukee, WI 53218
   South: (414) 643-8778
         2057 S. 14th St., Milwaukee, WI 53204

CCT (Community Consultation Team): (414) 257-7797.
Available 8am-9pm Monday-Friday. 8am-5pm on holidays and weekends.
For individuals with intellectual/developmental disabilities.

CIT (Crisis Intervention Training): Call 9-1-1 if need police assistance and request a CIT officer if available.

MUTT (Mobile Urgent Treatment Team): (414) 257-7621.
Available 24/7 for individuals under 18-years-old.

PCS (Psychiatric Crisis Services): (414) 257-7260.

Veterans Crisis Line: 1 (800) 273-8255

I need help and don’t know where to start:
Impact 2-1-1: Call 2-1-1. Available 24/7

I need to talk with someone about what I am going through:

CCT (Community Consultation Team): (414) 257-7797.
Available 8am-9pm Monday-Friday. 8am-5pm on holidays and weekends.
For individuals with intellectual/developmental disabilities.

Access Clinic Services:
Access Clinic: (414) 257-7665
9455 Watertown Plank Rd, Milwaukee, WI 53226
Hours: Mon. thru Fri. 8am to 3pm
Access Clinic South: (414) 316-4156
804 W. Greenfield, Milwaukee, WI 53204
Hours: Mondays & Wednesdays 9am to 3pm
Tuesdays, Thursdays & Fridays 10am to 2pm


Veterans Crisis Line: 1 (800) 273-8255

What support phone lines could help me?
Impact 2-1-1: Call 2-1-1. Available 24/7


CCT (Community Consultation Team): (414) 257-7797.
Available 8am-9pm Monday-Friday. 8am-5pm on holidays and weekends.
For individuals with intellectual/developmental disabilities.

MUTT (Mobile Urgent Treatment Team): (414) 257-7621.
Available 24/7 for individuals under 18-years-old.

Parenting Helpline: (414)671-0566

Sojourner Truth House (domestic abuse): (414)933-2722

Veterans Crisis Line: 1 (800)273-8255

Warmline: (414) 777-4729.
Available 7-11pm. Open every evening except Thursdays. Open ALL HOLIDAYS.
I need additional support in my treatment and recovery of substance use:

Recovery is a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential. It includes:

Health: overcoming or managing one’s disease(s) as well as living in a physically and emotionally healthy way;

Home: a stable and safe place to live;

Purpose: meaningful daily activities, such as a job, school, volunteerism, family caretaking, or creative endeavors, and the independence, income and resources to participate in society; and

Community: relationships and social networks that provide support, friendship, love, and hope. (from SAMHSA; visit www.samhsa.gov)

CARS (Community Access to Recovery Services):
(414) 257-8095 or visit http://county.milwaukee.gov/SAILAODA8063.htm
Providers can make a referral by completing the form found at:
http://county.milwaukee.gov/forms.htm

Wiser Choice: To access services an individual must complete screening at a CIU (Central Intake Unit).

IMPACT: (414) 649-4380
6737 W. Washington, Ste. 2225

M&S Clinical Services: (414) 263-6000
2821 North 4th St., Milwaukee

First Step Community Recovery Center (Detox Center):
(414) 342-6200. 2835 North 32nd St., Milwaukee, WI 53210. Available 24/7.

Support Groups

- Al-Anon: (414) 257-2415. www.alanon-wi.org
  (To help families of alcoholics living with alcoholism and/or addiction).

- Alcoholics Anonymous:
  (414) 771-9119. www.aamilwaukee.com

- Cocaine Anonymous:
  (414) 445- LIFЕ (5433). www.cawisconsin.org

- Heroin Anonymous:
  Heroinanonymousw580@gmail.com

- Narcotics Anonymous:
  866-913-3837. www.namilwaukee.org
I would like help from others who experience mental health issues:
A Peer is an individual who has made a personal commitment to his or her own recovery, has maintained that recovery over a period of time, has taken special training to work with others, and is willing to share what he or she has learned about recovery in an inspirational way. (From International Association of Peer Specialists)

Warmline: (414) 777-4729.
Available 7pm-11pm. Open every evening except Thursdays.
Open ALL HOLIDAYS.

Grand Avenue Club:
(414) 276-6474. 210 E. Michigan St., Milwaukee, WI 53202
Hours: Mon. – Fri., 8:30am – 4:30pm

Our Space:
(414) 383-8921. 1527 W. National Ave., Milwaukee, WI 53204
Hours: Mon. – Fri., 9am-4pm

Peer Run Recovery Center:
(414) 316-4156. 804 W. Greenfield, Milwaukee, WI 53204
Hours: Mon. – Fri. 4pm - 8pm; Saturdays 10am - 4pm; Sundays 1pm - 5pm

Owens Place
(414) 977-4249. 4610 W Fond Du Lac Ave, Milwaukee, WI 53216. For youth ages 16-24.

NAMI (National Alliance on Mental Illness):
(414) 344-0447. 3732 W. Wisconsin Ave., Milwaukee, WI 53208

MHA (Mental Health America):
(414) 276-3122 or 1-866-948-6483.
600 W. Virginia St., Suite 502, Milwaukee, WI 53204
Hours: Mon. – Thurs., 9am-5pm; Fri., 9am-3pm
I need help with housing:
IMPACT 2-1-1: Call 2-1-1.
  IMPACT is the access point for shelter services.
  Other ways to access IMPACT referral services:
  Other numbers are 1-866-211-3380 or (414)773-0211
  Text your zip code to TXT-211 (898-211) (Monday-Friday, 9am-9pm)
  Live chat impactinc.org/impact-2-1-1 (Monday-Friday, 9am-9pm)
  Web directory of services: http://www.referweb.net/ipct/

My loved one/family member/friend needs help but
won’t seek services. What can I do?

CCT (Community Consultation Team): (414) 257-7797.
Available 8am-9pm Monday-Friday. 8am-5pm on holidays and weekends.
For individuals with intellectual/developmental disabilities.

CIT (Crisis Intervention Training): Call 9-1-1 if need police assistance and
request a CIT officer if available.

Al-Anon:
(414) 257-2415. www.alanon-wi.org

MHA (Mental Health America):
(414) 276-3122 or 1-866-948-6483.
600 W. Virginia St., Suite 502, Milwaukee, WI 53204
Hours: Mon. –Thurs., 9am-5pm; Fri., 9am-3pm

NAMI (National Alliance on Mental Illness):
(414) 344-0447. 3732 W. Wisconsin Ave., Milwaukee, WI 53208

Three Party Petitions:
(414) 278-5117. Milwaukee County Courthouse, 901 North 9th St., Milwaukee,
WI 53233. Attn: Milwaukee County Corporation Council.
SERVICES LISTED ALPHABETICALLY

Access Clinic Services:
The clinics serve *uninsured Milwaukee County residents* seeking outpatient psychiatric services. Clinic services include: psychiatric assessment, medication evaluation, brief crisis counseling, and/or referrals to appropriate outpatient clinics and community programs.

**Access Clinic:** (414)257-7665
9455 Watertown Plank Rd, Milwaukee, WI 53226
**Hours:** Mon. thru Fri. 8am to 3pm

**Access Clinic South:** (414)316-4156
804 W. Greenfield, Milwaukee, WI 53204
**Hours:** Mondays & Wednesdays 9am to 3pm
Tuesdays, Thursdays & Fridays 10am to 2pm

CARS (Community Access to Recovery Services):
(414) 257-8095 or visit [http://county.milwaukee.gov/SAILAODA8063.htm](http://county.milwaukee.gov/SAILAODA8063.htm)
CARS is a branch of the Behavioral Health Division and provides a full array of supportive, recovery-oriented services for persons with severe and persistent mental illness and/or issues with alcohol or other drug abuse.

**Referral Criteria:**
- Individuals with a severe and persistent mental illness may call (414) 257-8095.
- A qualified mental health professional may refer an eligible individual by completing the SAIL referral form, available on CARS website in the Forms section at: [http://county.milwaukee.gov/forms.htm](http://county.milwaukee.gov/forms.htm)

These services include: Targeted Case Management; Community Support Programs; Day Treatment; Group Home Placements; Community Recovery Services (CRS); and Comprehensive Community Services (CCS).

CCT (Community Consultation Team):
(414) 257-7797.
Available 8am-9pm Monday-Friday. 8am-5pm on holidays and weekends.
Provides crisis services for individuals who have an intellectual or developmental disability. The CCT also provides consultations for family members, providers, and care coordinators to avoid a crisis.
**CIT (Crisis Intervention Training):**
Call 9-1-1 if you are in need of police assistance.

The City of Milwaukee Police Department has almost 400 CIT officers who have extra training in working with behavioral health emergencies. You can request a CIT officer but a non-CIT officer may be sent to help you if that officer is the one who can get to you the fastest. Not all of the suburban jurisdictions have CITs, but you can ask the officer who arrives to help you if they have a CIT officer available.

**Crisis Line:** (414) 257-7222.
Resource for information and/or access to mental health services 24 hours a day seven days a week.

**Crisis Mobile Team:** (414) 257-7222.
Access by calling Milwaukee County Crisis Line and a mental health professional will determine if an on-site assessment is indicated. The team can then come to wherever you are in the community to assist you.

**Crisis Resource Center:** For those experiencing a psychiatric crisis and seeking voluntary assistance and crisis intervention services: assessment, stabilization and support services.

**Admissions are 7:00am to 10:00pm 7 days/week.**
**North:** (414) 539-4024
5409 W. Villard Ave., Milwaukee, WI 53218
**South:** (414) 643-8778
2057 S. 14th St., Milwaukee, WI 53204

**First Step Community Recovery Center (Detox Center):**
(414) 342-6200. 2835 North 32nd St., Milwaukee, WI 53210
Available 24 hours per day, 7 days per week.

Upon arrival each client will participate in a screening process. During the screening, the blood alcohol level and use of other chemicals will be assessed. Depending upon the chemical used, quantity of chemical used, level of intoxication, or signs and symptoms of detoxification, a decision is made as to the admission to the appropriate program. Under certain circumstances, a referral may be made to an appropriate medical facility for problematic, acute withdrawal or other medical problems. Screening, monitoring and continuing care are provided by Alcohol and Other Drug Abuse qualified nursing personnel.
**Grand Avenue Club:**
(414) 276-6474. 210 E. Michigan St., Milwaukee, WI 53202
Hours: Mon. – Fri., 8:30am – 4:30pm
   Grand Avenue Club (GAC) offers adults who experience mental illness an array of opportunities 365 days a year. Program participants are “members” of a community with a place to come, meaningful work, and meaningful relationships. GAC members work alongside a small but dedicated staff to actually run GAC and are involved in every aspect of the work.

**Impact 2-1-1 Community Information & Referral Line:**
Call 2-1-1.
   IMPACT 2-1-1 is a central access point for people in need. During times of personal crisis or community disaster, the free, confidential helpline and online resource directory make it easy for residents to get connected to information and assistance.

**Other ways to access IMPACT referral services:**
Other numbers are 1-866-211-3380 or (414)773-0211
Text your zip code to TXT-211 (898-211) (Monday-Friday, 9am-9pm)
Live chat impactinc.org/impact-2-1-1 (Monday-Friday, 9am-9pm)
Web directory of services: http://www.referweb.net/ipct/

**MHA (Mental Health America):**
(414) 276-3122 or 1-866-948-6483.
600 W. Virginia St., Suite 502, Milwaukee, WI 53204
Hours: Mon. – Thurs., 9am-5pm; Fri., 9am-3pm
   Mental Health America (MHA) is dedicated to improving the mental health of all individuals through advocacy, education and service. They provide information to those seeking services, have support groups for those touched by mental illness, and partner with Prevent Suicide Wisconsin to offer resources for the prevention of suicide.

**MUTT (Mobile Urgent Treatment Team):**
(414) 257-7621
   Provides 24/7 crisis services for individuals that are under 18-years-old.
NAMI (National Alliance on Mental Illness):
(414) 344-0447. 3732 W. Wisconsin Ave., Milwaukee, WI 53208
NAMI is a community-based, self-help, support, education, and advocacy organization dedicated to improving the lives of those with mental illness, their families, and those touched by mental illness. They offer Family-to-Family and Peer-to-Peer courses to help individuals and families learn more about living with mental illness. They also provide support groups and can assist people to find services if needed.

Our Space:
(414) 383-8921. 1527 W. National Ave., Milwaukee, WI 53204
Hours: Mon. – Fri., 9am-4pm
Our Space’s mission is to empower adults who have experienced mental illness to attain a more meaningful life by offering quality programs and services, which promote recovery, rehabilitation, and renewal. Our Space is based on a membership and peer support concept, which creates a circle of wellness that enhances connectivity, self-determination, and reintegration. Programs offered include occupational therapy, prevocational, educational, recreational, and psycho-socialization services.

Owens Place
(414) 977-4249. 4610 W Fond Du Lac Ave, Milwaukee, WI 53216
Hours: Mon.-Fri. and one Sat. each month.
Owen's Place is a FREE drop-in Resource Center for young adults ages 16-24 years old and is staffed by a team of Peer Specialists. Owen’s Place is a free resource to assist young adults in learning new skills that will empower them as they strive for independence.

Parenting Helpline:
(414) 671-0566.
The Parent Helpline is a listening line for any caregivers of children. All calls are confidential.

Peer Run Recovery Center:
(414) 316-4156. 804 W. Greenfield, Milwaukee, WI 53204
Hours: Mon. – Fri. 4pm - 8pm; Saturdays 10am - 4pm; Sundays 1pm - 5pm
The Peer Run Recovery Center provides a low pressure environment that emphasizes mental health wellness and recovery; empowerment; and social, recreational, and pre-vocational opportunities.
(PCS) Psychiatric Crisis Services:
Psychiatric emergency services available 24 hours/day, 7 days/week.
   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. Additional to referral and coordination with other mental health providers, persons are evaluated for possible admission into Milwaukee County Behavioral Health Division inpatient units or admission to a community mental health hospital.

Project O’ YEAH
(414) 257-7158.
   Project O’Yeah provides older youth and young adults who have behavioral health needs ACCESS, VOICE and OWNERSHIP in planning and directing their own futures. Young adults 17-25 can receive supportive services to help them transition into adulthood.

Support Groups:
- Al-Anon: *(To help families of alcoholics recover from the effects of living with alcoholism and/or addiction).*
  (414) 257-2415. www.alanon-wi.org
- Alcoholics Anonymous:
  (414) 771-9119. www.aamilwaukee.com
- Cocaine Anonymous:
  (414) 445- LIFE (5433). www.cawisconsin.org
- Heroin Anonymous:
  Heroinanonymousws480@gmail.com
- Narcotics Anonymous:
  866-913-3837. www.namilwaukee.org

Three Party Petitions:
(414) 278-5117. Milwaukee County Courthouse, 901 North 9th St., Milwaukee, WI 53233. Attn: Milwaukee County Corporation Council
   When family or friends are confronted with caring for a person who has serious mental health problems involuntary civil commitment may become necessary. It is necessary to make an appointment with the Milwaukee County Corporation Council Department. Three witnesses must meet with a legal worker who will take down your testimony of observed dangerous behavior and format into a legal petition for the witness’s signatures.
**Veterans Crisis Line:**
1 (800) 273-8255.
The Veterans Crisis Line connects Veterans in crisis and their families and friends with qualified, Department of Veterans Affairs.

**Warmline:** (414) 777-4729.
Available 7pm-11pm. Open every evening except Thursdays. Open ALL HOLIDAYS.
Warmline, Inc. is a non-crisis support line run by and for people living with mental illness and/or substance abuse disorders. Emotional support is provided in a caring, non-judgmental manner.

**WIser Choice:**
Individuals with a substance use disorder may access the WIser Choice system by visiting one of the Central Intake Units (CIU). These services include: Outpatient; Care Coordination; Day Treatment; Residential; Methadone Maintenance; Detoxification; and Recovery Support Services.

**To access services an individual must complete screening at a CIU.**

**IMPACT:**
(414) 649-4380
6737 W. Washington, Ste. 2225

**M&S Clinical Services:**
(414) 263-6000
2821 North 4th Street, Milwaukee