

Services List



MILWAUKEE COUNTY
**DEPARTMENT OF
HEALTH & HUMAN
SERVICES**
Together, creating healthy communities.

AGING & DISABILITIES SERVICES

Adult Protective Services

Phone: 414-289-6874

- Serves Milwaukee County residents (18+)
- Supports those with differing abilities/age
- Helps with abuse, neglect, self-neglect, financial exploitation
- Referral form: county.milwaukee.gov/apsrefer

Aging & Disability Resource Center (ADRC)

Phone: 414-289-6874

email: adrc@milwaukeecountywi.gov

- Assistance for older adults and adults with disabilities
- Core services: Info, Benefits, Counseling, Transition, Prevention, Wellness
- Helps with planning, services, and benefits

Area Agency on Aging Unit

Phone: 414-289-6874

- Supports community-based services for older adults
- Services: Senior Centers, Dining, Meals on Wheels, Home Chore, Transportation, Wellness, Caregiver Support, Legal, Benefits, Counseling, Financial Help, Reassurance

Burial Assistance Program

Phone: 414-289-6714

- Financial assistance for burial/cremation
- For Milwaukee County residents with no assets or state aid eligibility

Dementia Care Specialists

Phone: 414-289-6259

email: dcs@milwaukeecountywi.gov

- Supports people with dementia and caregivers
- Services: Info, assistance, dementia programs, outreach, consultations, care planning, memory screenings

MCTS WisGo Reduced Fare Card

Phone: 414-937-3218.

- Reduced Fare is now \$2.50 Daily, \$11 weekly, \$37.5 Monthly
- Use with card, UMO app, or cash on MCTS buses across the county

Office for Persons with Disabilities (OPD)

Phone: 414-278-3932

- Makes county programs and facilities accessible to people with disabilities.
- Funds accessible recreation, including adult programs and youth camps.

Services List



MILWAUKEE COUNTY
**DEPARTMENT OF
HEALTH & HUMAN
SERVICES**
Together, creating healthy communities.

BEHAVIORAL HEALTH SERVICES

24- Hour Mobile Crisis Line: 414-257-7222

- Provides mental health crisis response and intervention
- Non-police mobile team for all ages, 24/7
- Staffed by counselors, therapists, psychologists, and nurses

Mental Health Emergency Center

1525 N. 12th Street, Milwaukee WI 53205

Phone: 414-966-3030, Dial 4 to speak with MHEC staff

- County-wide psychiatric ED for 24/7/365 mental health care
- Crisis assessment, stabilization, treatment for all ages
- Transition care management for children, adolescents, and adults

Community Access to Recovery Services (CARS)

Phone: 414-289-6085

- Supportive services for adults with substance use and mental health disorders.
- Compassionate, tailored care for Milwaukee County residents.

Access Clinics

East: 414-257-7665; 210 W. Capitol Dr., Upper Level

North: 414-257-5190; 8200 W. Silver Spring Dr., Lower Level

South: 414-257-7900; 1635 W. National Ave.

- Behavioral health/co-occurring crisis care for uninsured Milwaukee residents
- Culturally competent services within the community
- No-cost care regardless of ability to pay

Wraparound Milwaukee – Children’s Community Mental Health Services

Resource and Referral Line: 414-257-7607

- Programs for youth 5-23 with behavioral/mental health needs.
- Family works with counselors to assess eligibility for REACH, Youth CCS, CORE, etc.
- Voluntary, free assessments; must be Medicaid eligible.

CHILD SUPPORT SERVICES

Customer Service Phone: 414-615-2593

Rm #101 of Milwaukee County Courthouse, 8 am to 4:30 pm M-F

Customer Service email: milwcse@milwaukeecountywi.gov

General Fax: 414-223-1865

- Staff assist with paternity, locating parents, and enforcing child support.
- Payment info available 24/7 on Child Support Online Services.
- For more info, visit Milwaukee County or Wisconsin DCF websites.

Services List



CHILDREN, YOUTH & FAMILY SERVICES

Reporting Child Abuse and/or Neglect

Phone: 414-220-SAFE (220-7233)

Resource and Referral Lines

Phone: 414-289-6799 or 414-257-7607

- Screeners assess youth eligibility for programs like Wraparound, REACH, Comprehensive Community Services, Children's Long Term Support Waiver, Birth to Three, and Children's Community Options.
- Provide resources for community support and services.

Wraparound Milwaukee – Children's Community Mental Health Services

Resource and Referral Line: 414-257-7607

- Programs for youth 5-23 with behavioral/mental health needs.
- Family works with counselors to assess eligibility for REACH, Youth CCS, CORE, etc.
- Voluntary, free assessments; must be Medicaid eligible.

Children's Long Term Support Waiver Program

Phone: 414-289-6799

- Wisconsin's Medicaid Waiver supports children with disabilities living at home or in the community.

Covers intellectual, developmental, physical, and mental health disabilities.

Children's Community Options Program

- CCOP supports families with a child with disabilities, enhancing capacity and independence.
- Funded by Wisconsin's General Purpose Revenue, can be used with CLTS Waiver.

Birth to 3

Phone: 414-289-6799

- Wisconsin Birth to 3 supports children under 3 with developmental delays.
- Partners with families to enhance child development and parenting skills.

Vel R. Phillips Juvenile Justice Center

CYFS Administrative: 414-257-7731

24-Hr Detention Line: 414-257-7721

- Broad spectrum of programs and services for youth before, during and after involvement in the justice system.

Services List



HOUSING SERVICES

Supportive Housing Services

- Transitional and ongoing housing support for people with disabilities, mental health, or substance abuse issues.
- Referrals via Milwaukee Continuum of Care Coordinated Entry, call 211 or email outreach@milwaukeecountywi.gov.

Housing Choice Voucher Program (Section 8)

- No new Section 8 applications being accepted.
- Provides ongoing rent assistance for low-income households; mobility support available for families with minor children.

Street Outreach Program

- Engages individuals sleeping outside and connects them to shelter and housing resources.
- Send referrals to outreach@milwaukeecountywi.gov with location and description details.

Landlord Incentives to Foster Tenancy

- Connects private landlords with Milwaukee County housing programs to lower rental barriers.
- Visit www.LIFTMKE.com for more information.

VETERANS SERVICES

Phone: 414-266-1234

- Veterans Services offers benefits, grants, and help with military records.
- Assists with claims and advocacy for veterans and families.

NEED HELP?

If our Services List didn't fully answer your questions, our 5 No Wrong Door Navigators are here to assist. These specialists help you access DHHS services and connect with external resources if needed.

Their role is to:

Direct you to the right service quickly.
Stay informed about DHHS services.
Overcome service barriers.

Contact us at NWDNavigators@milwaukeecountywi.gov