



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

Aging & Disabilities Services

Empowering safe, healthy and meaningful lives by connecting older adults and individuals with disabilities to resources that promote independence and inclusion, giving them choices for living in and giving to our community.

Adult Protective Services, Phone 414-289-6874

Serves Milwaukee County residents ages 18 through the end of lifespan with differing abilities and/or advanced age that have been impacted by abuse, neglect, self-neglect, and financial exploitation. Electronic referral form: county.milwaukee.gov/apsrefer

Aging & Disability Resource Center (ADRC)

Phone 414-289-6874 or email: adrc@milwaukeecountywi.gov

Information and assistance on a broad range of programs and services for older adults and adults with disabilities to meet their needs and help them remain independent. Core services of the ADRC include: Information & Assistance, Benefits Specialists, Options Counseling, Dementia Care Specialists, Youth Transition, Prevention, and Wellness. Staff assist individuals to plan for short-term and long-term needs, access community services and resources, and learn about programs and benefits available.

Area Agency on Aging

The Area Agency on Aging provides funding to home and community-based services and programs that meet the needs of older adults and allow them to remain engaged and living independently in the community. These contracted services include: Senior Centers, Senior Dining, Meals on Wheels, Transportation, Evidence-Based Prevention Programs, Caregiver Support, Neighborhood Services, Elder Benefits Specialists, and more.

Office for Persons with Disabilities Office for Persons with Disabilities, Phone 414-278-3932

The Office for Persons with Disabilities provides services that make Milwaukee County programs, services and facilities accessible to people with disabilities. In addition, the Office for Persons with Disabilities provides funding for accessible recreational opportunities which include adult recreational programs as well as youth summer camp programs.

Behavioral Health Services

24- Hour Crisis Line: 414-257-7222

Crisis services for individuals experiencing a potential crisis, such as racing thoughts, hearing voices, thoughts of harming self or others. Individuals can be connected to a mobile team or crisis help locations by calling the Crisis Line.

Adult Services: Phone 414-257-8085

Services for adults ages 18 and up needing help with non-crisis behavioral health or substance abuse treatment



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Children's Services: Resource and Referral Line 414-257-7607

- Children's Community Mental Health Services & Wraparound Milwaukee offers an array of programming and services for **youth between the ages of 5 and 23**, who are in need of support with behavioral or mental health needs.
- To make a referral, please have the caregiver /legal guardian contact the Resource and Referral Line at 414- 257-7607.
- **Programming is voluntary and assessments are done at no-cost to the family.**
- Youth must be Medicaid eligible.
- Screeners will work with the family to determine if the youth meets the enrollment criteria for the following programs: **Wraparound REACH, CORE, Comprehensive Community Services (CCS) Youth Connect (YC), FISS, or offer resources** for support & services within the community.

Children, Youth & Family Services

Youth & Family Services 24-Hr Detention Line: Phone 414-257-7709 or administrative contact: 414-257-7721

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

Housing Services

Eviction Prevention/Rent Assistance program developed in partnership with Community Advocates. Individuals and families who are facing eviction or who are behind on rent and meet eligibility criteria may apply for funds to pay rental arrearages, utilities, and future rent. Go to RenterHelp.org for online application: <https://webportalapp.com/sp/communityadvocates-application>

Housing resources for mortgage assistance: <https://hri-wi.org/home-owners/mortgage-assistance/>

Supportive Housing Program: Phone 414-278-4894

Transitional and permanent supportive housing options for individuals experiencing homelessness and primarily for individuals with a disabling condition, mental health needs or substance abuse needs. Referrals to some programs must be submitted through Milwaukee Continuum of Care Coordinated Entry Process. Call 211.

Home Repair Program: Phone 414-278-4917 or email: homerepair@milwaukeecountywi.gov

Below-market rate loans to eligible property owners in participating municipalities in Milwaukee County. Due to restrictions on these funds, the program does not service the City of Milwaukee, City of West Allis, or the Village of River Hills, but does serve the remaining communities of Milwaukee County. Common items repaired through Milwaukee County Home Repair include hot water heaters, furnaces, sewer laterals, roofs, siding, trim,



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windows, porches, foundations, plumbing and electrical. Grant funds are available for persons with disabilities needing home modifications for accessibility, such as ramps, lifts, and bathroom modifications.

Housing Choice Voucher Program (Section 8): Phone 414-278-4894

Milwaukee County is not accepting Section 8 applications at this time. Section 8 is funded by the US Department of Housing and Urban Development (HUD). This program is designed to help low-income families and individuals with rent assistance for decent, safe, and sanitary housing, provided by private owners and rental agents.

Energy Assistance

To schedule an appointment, call 211 or visit: www.keepwarmmke.org

To complete an online application, visit <https://energybenefit.wi.gov/OnlineApps/OnlineApp/Default#!>

The Energy Assistance Program provides qualified Milwaukee County residents with a one-time, annual payment toward heating and electric bills. The funding pays a portion of energy costs determined by household size, income, and energy costs. The benefit is usually paid directly to the energy supplier. Individuals who qualify for Energy Assistance, may also be eligible for Emergency Crisis Assistance, crisis Prevention Assistance, Heating System Repair/Replacement, Fuel or Weatherization Program. For more information, visit www.KeepWarmMKE.org

Veteran's Services

Phone: 414-266-1234

Covering a broad spectrum of services, from loans to death benefits, education and retraining grants, assistance in obtaining military records, Veteran's Services enables veterans to navigate the system of forms and directions, from application to qualification. The goal of the division is to serve all veterans and their families with dignity and compassion by providing prompt and courteous assistance in the preparation and submission of claims for benefits for which they may be eligible and to serve as their principal advocate on veteran's-related issues.