



**MILWAUKEE  
COUNTY**

# **HELP - I'M IN CRISIS**

**Information for Mental Health &  
Substance Abuse Services**

Emergency call: 9-1-1 • Crisis Line: 414-257-7222

Information call: 2-1-1

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## SERVICE BY CONCERN

### **I AM EXPERIENCING A CRISIS AND NEED HELP**

#### **Milwaukee County Crisis Line:**

(414) 257-7222 MKE

Mobile Crisis (serving youth/adults/older adults):

Call the crisis line (414) 257-7222, available 24/7

#### **Crisis Resource Center**

##### **24-Hour Admission 7 Days/week:**

**South:** 2057 S. 14th St., Milwaukee, WI 53204 (414) 643-8778

**West:** 5566 W. 69th St., Milwaukee, WI 53218 (414) 290- 9730

#### **CIT (Crisis Intervention Trained Officer):**

Call 9-1-1 if police assistance is needed and request a CIT officer if available.

#### **Youth Crisis Stabilization Facility:**

(414) 750-6109

- Lad Lake Masana Girls YCSF
- Serving girls 17 and younger
- Short-term crisis stabilization and crisis services
- Alternative to inpatient hospitalization and/or a step down from Inpatient services

**Veterans Crisis Line:** 988

**Wisconsin Suicide and Crisis Line:** 988

**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 TO SOMEONE ABOUT WHAT I AM GOING THROUGH:**

**Milwaukee County Crisis Line: (414) 257-7222 (Available 24/7)**

**WHAT SUPPORT PHONE LINES COULD HELP ME?**

**IMPACT 2-1-1:** Call 2-1-1 (Available 24/7)

**Milwaukee County Crisis Line:** (414) 257-7222 (Available 24/7)

**Parenting Help Line:** (414) 671-0566

**Sojourner Truth House** (Domestic Abuse): (414) 933-2722

**Veterans Crisis Line:** 988

**Wisconsin Suicide and Crisis Line:** 988

**I WOULD LIKE HELP FROM OTHERS WHO EXPERIENCE BEHAVIORAL HEALTH ISSUES:**

A Peer Specialist 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).

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

**Our Space:** 1527 W. National Ave., Milwaukee, WI 53204 (414) 383-8921,  
Hours: Monday – Friday 9 am-3 pm:

**Owens Place:** Call for hours of operation and current happenings.  
4610 W. Fond Du Lac Ave. Milwaukee, WI 53216 (414) 977-4249  
504 West National Ave. Milwaukee, WI 53204 (414) 312-7821



## **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 sources: (414) 773-0211 OR (866)-211-3380.

Monday- Friday 9 am-9 pm: Text your zip code to TXT- 211 (898—211)

Monday- Friday 9 am-9 pm: Live Chat [impactinc.org/ impact 2-1-1](http://impactinc.org/impact-2-1-1)

## **MY LOVED ONE/ FAMILY MEMBER/FRIEND NEEDS HELP BUT WON'T SEEK SERVICES. WHAT CAN I DO?**

**Milwaukee County Crisis Line:** (414) 257-7222 (Available 24/7)

**CIT (Crisis Intervention Trained Officer):** Call 9-1-1- if police assistance is needed and request a CIT officer if available.

**Al-Anon:** (414) 257-2415 or <https://alanon-wi.org/>

**NAMI (National Alliance on Mental Illness):** (414) 344-0447

**MHA (Mental Health America) of Wisconsin:** 3910 W Lisbon Ave. Milwaukee, WI 53208 (414) 276-3122 or (866) 948-6483

Three Party Petitions:

Milwaukee County Corporation Council, 901 North 9th St. Milwaukee, WI 53233, Milwaukee County Court House (414) 278-4300

A three-party petition is a legal document claiming that a person meets all three criteria for civil commitment (mentally ill or drug dependent, treatable, and dangerous). The petition must include notarized statements from three adults that describe the person's dangerousness or violent behavior. All three statements must tell about events that the witnesses have personally seen within the past 60 days leading up to the petition

## SUBSTANCE USE SERVICES

### I NEED ADDITIONAL SUPPORT IN MY TREATMENT AND RECOVERY FROM SUBSTANCE USE:

**Recovery:** 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.

**Community:** Relationships and social networks that provide support, friendships, love, and hope.

Individuals with a substance use disorder may access treatment by visiting one of the below Access Points. These services include Outpatient Counseling, Care Coordination, Day Treatment, Residential Services, Medication Assisted Treatment, Detoxification, and Recovery Support Services.

TO ACCESS SERVICE, AN INDIVIDUAL CAN DO AN ASSESSMENT AT ONE OF THE BELOW ACCESS POINTS:

**CARS (Community Access to Recovery Services):** (414) 289-6085

**Sirona Recovery** 205 W. Highland Ave. Milwaukee, WI: (414) 552-8079

**WestCare** 2821 N. Vel R. Phillips Ave. Milwaukee, WI: (414) 263-6000

**Wisconsin Community Services** 2610 W. North Avenue Milwaukee, WI: (414) 885-2329

## SERVICES LISTED ALPHABETICALLY

### **Access Clinics:**

The clinics serve Milwaukee County residents 18 years and older who are uninsured, or in crisis seeking outpatient services, and not currently under the care of another provider. Clinic services include psychiatric assessments, medication evaluation, brief crisis counseling and/or referrals to appropriate outpatient clinics and community programs.

Walk-ins Hours: Monday – Friday 8:30 am-2:30 pm

Clinic Hours: Monday – Friday 8:00 am-4:30 pm

**Access Clinic East**, 210 W. Capitol Dr. Milwaukee, WI 53212

Phone: (414) 257-7665 \*Located within Outreach Community Health Centers

**Access Clinic North**, 8200 W. Silver Spring Dr., Milwaukee, WI 53218

Phone: (414) 257-5190 \*Located within Milwaukee Health Services, Inc.

**Access Clinic South**, 1635 W. National Ave. Milwaukee, WI 53204

Phone: (414) 257-7900 \*Located within Sixteenth Street Health Clinic

### **CARS (Community Access to Recovery Services):**

CARS is a part of the Milwaukee County Behavioral Health Services and provides a full array of supportive, recovery-oriented services for persons with severe and persistent mental illness and/or issues with alcohol and other drug use.

<https://county.milwaukee.gov/EN/DHHS/BHD/Adult-Services-CARS>

Referral Criteria: Individuals with severe and persistent mental illness may call (414) 289- 6085. A qualified mental health professional may refer eligible individuals by completing the CARS referral form at:

<https://county.milwaukee.gov/ImageLibrary/Groups/cntyHHS/BHD/CARS/CARSReferralPacket1.pdf>.

These services include Access to Outpatient Services, Prevention, Treatment, Care Management and Care Coordination, and Recovery Support Services

**CIT (Crisis Intervention Trained Officer)**

Call 9-1-1 if you need police assistance. Police Departments frequently have officers who have additional training in working with behavioral health emergencies. You can request a CIT officer, and if available they may be assigned to respond.

**Milwaukee County Crisis Line** (414) 257-7222

Individuals and family members who are facing a mental health or co-occurring crisis can speak with a mental health professional. Crisis line services include crisis counseling and resource referral. Available 24 hours a day seven days a week.

**Milwaukee Mobile Crisis**

Through contact with the Milwaukee County Crisis Line, Milwaukee Mobile Crisis may be dispatched to provide in-person crisis intervention services. Available seven days a week. 730am- Midnight with some availability on third shift five days a week.

**Crisis Resource Center**

For those experiencing a psychiatric crisis seeking voluntary assistance, crisis intervention services, assessment stabilization, and support services.

**South**

2057 S. 14th St.  
Milwaukee, WI 53204  
Phone: (414) 643-8778

**West**

5566 W. 69<sup>th</sup> St  
Milwaukee, WI 53218  
Phone: (414) 290-9730

**First Step Recovery Center (Detox Center):**

2835 North 32nd St. Milwaukee, WI 53210 (414) 930-4529  
Available 24 hours/day 7 days/week

Upon arrival, each client will participate in a screening process. During the screening, the blood alcohol level and the use of other chemicals will be assessed. Depending upon the chemical used, the quantity of chemicals used, the 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: Monday – Friday 8:30 am-4:30 pm

Grand Avenue Club (GAC) offers adults who experience mental illness an array of opportunities 365 days per year. Program participants are “community members “with a place to come, meaningful work, and meaningful relationships. GAC members work alongside a small but dedicated staff to 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: (414) 773-0211 OR (866) 211-3380

**Mental Health America (MHA) of Wisconsin:** (414) 276-3122

3910 W Lisbon Ave. Milwaukee, WI 53208

Hours: Monday – Thursday 9:00 am- 5:00 pm    Friday 9:00 am- 3:00 pm

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.

## **National Alliance on Mental Illness (NAMI) (414) 344-0447**

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 and partner with Prevent Suicide Wisconsin to offer resources for the prevention of suicide.

## **Our Space**

1527 W. National Ave. Milwaukee WI 53204

Hours: Monday – Friday 9:00 am-3:30 pm

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 that promote recovery, rehabilitation, and renewal. Our Space is based on a membership and peer support concept, creating a wellness circle that enhances connectivity, self-determination, and reintegration. Programs offered include occupational therapy, Peer Run Respite, prevocational, educational recreational, and psycho-socialization services.

## **Owen’s Place**

4610 W. Fond Du Lac Ave. Milwaukee, WI 53216 (414) 977-4249

504 West National Ave. Milwaukee, WI 53204 (414) 312-7821

\*Call for hours of operation and current happenings.

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.

## **Parachute House**

(414) 877-5918

The Parachute House is a respite house for individuals experiencing emotional distress and in need of additional support through supportive conversations and linkage to other wellness opportunities. The Parachute House is staffed by Peer Specialists who have lived experience and have been successful in their own journey.

### **Parenting Helpline (414) 671-0566**

The Parenting Helpline is a listening line for any caregivers of children. All calls are confidential.

### **Support Groups**

**Al-Anon:** (414) 257-2415 or <https://alanon-wi.org/>

To help families of alcoholics living with alcoholism or addiction. Alcoholics

Anonymous: (414) 771-9119 or <https://aamilwaukee.com/> Cocaine

Anonymous: (414) 445- LIFE (5433) or <http://www.cawisconsin.org/>

**Alternatives to Suicide:** Support group to support suicide attempt survivors.

Virtual group via Zoom second and fourth Thursdays 7:00-8:30 pm. Join by

meeting ID: 860 2730 7132 or phone in option 1-312-626-6799. Questions

contact [psw@MHAWisconsin.org](mailto:psw@MHAWisconsin.org) or 414-336-7970.

**Survivors Helping Survivors (SHS):** Virtual support group open to all suicide

loss survivors. Groups occur 1st Wednesday 6:00 pm, 2nd Tuesday 7:00 pm,

and 3rd Wednesday 6:30 pm. To join email [erica@MHAWisconsin.org](mailto:erica@MHAWisconsin.org).

### **Wraparound Milwaukee - Children's Community Mental Health Services**

Resource and Referral Line: (414) 257-7607

Wraparound Milwaukee offers an array of programming and services for youth ages 5 up to 23, who require support with behavioral or mental health needs.

Options include REACH, CCS for Youth, CORE, and other resources.



**This Resource Directory is provided by  
Milwaukee County Behavioral Health Services  
Crisis Services**

*Because resources change often, updates can be  
assessed by scanning the QR code.*



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

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