



DHHS

Department of Health & Human Services

Disabilities Services Division

Disability Resource Center: Phone 414-289-6660 or email: dsd@milwaukeecountywi.gov

Information and assistance regarding community resources and services for adults with differing abilities, ages 18-59. DRC staff assist individuals to plan for short-term and long-term needs, access community services and resources and learn about programs and benefits available.

Adult Protective Services/Elder Abuse: Phone 414-289-6660

Investigates all allegations of abuse, neglect, self-neglect, and financial exploitation of Milwaukee County residents with disabilities or over the age of 60. Electronic referral form: <https://county.milwaukee.gov/EN/DHHS/DSD/Adult-Protective-Services-Referral-Form>

Children's Services: Phone 414-289-6799

- **Birth-to-Three Program:** Early intervention services for children ages birth to 2 years 9 months who are suspected of having developmental delays.
- **Children's Long-Term Services:** Long-term support program for eligible children who have a severe physical, developmental, or emotional disability. Must meet financial and functional eligibility.
- **Children's Community Options Program:** For children ages birth to 21, with severe physical, emotional or development condition that is diagnosed through use of medical, behavioral, or psychological criteria and is characterized by the need for individually-planned and coordinated care treatment, vocational rehabilitation, or other services.
- **Youth Transition Services:** Support for youth with disabilities who have completed their secondary education or otherwise left school and are transitioning to post-secondary life.

Assistance with burial funding also falls under the Disabilities Services Division: 414-289-6714

Division on Aging

Aging Resource Center: Phone 414-289-6874 or email: agewebinfo@milwaukeecountywi.gov

Information and assistance regarding community resources and services for adults 60 and older. Staff assist individuals to plan for short-term and long-term needs, access community services and resources and learn about programs and benefits available. Also serves as a connection point to Area Agency on Aging services, including Meals on Wheels, specialized transportation (rides to doctor appointments, grocery stores, and the polls), senior dining, senior centers, evidence-based prevention programs and much more.

Dementia Care Specialists: Phone 414-289-6259 or email: dcs@milwaukeecountywi.gov

Dementia Care Specialists are available to help individuals and their caregivers. They are knowledgeable about the resources available to help keep older adults living independently in their community. Services include family consultation, care planning, memory screens and more

Behavioral Health Division

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

Adult Services: Phone 414-257-8085

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

Children's Services: Phone 414-257-7607

Services for individuals 23 or younger, or the parent/guardian of a minor, experiencing behavioral health problems or addiction to alcohol or drugs.

Youth & Family Services Division

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 Division

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. 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, 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.

Veteran's Services Division

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.

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

Other Resources

City of Milwaukee Services: <https://city.milwaukee.gov/home>

Milwaukee Enrollment Services (MILES): 1-888-947-6583 or dhs.wisconsin.gov for information relating to Food Share, Medicaid, BadgerCare Plus and more.

Children & Families: 608-422-7000 or dcf.wisconsin.gov for information relating to Child Care, Child Support, Kinship Care, Foster Care, Adoption, Protective Services and more.

Social Security: 1-800-772-1213 or SSA.gov for information relating to Social Security or Supplemental Security Income (SSI).

Find your Milwaukee County Supervisor: [Search for your County Supervisor \(findyourcountysupervisor.com\)](http://findyourcountysupervisor.com)

Find your State legislators: <https://maps.legis.wisconsin.gov/>

Impact 211: Comprehensive database/resource assistance: IMPACT 2-1-1 - IMPACT Inc.