MILWAUKEE COUNTY BEHAVIORAL HEALTH DIVISION

Empowering safe, healthy and meaningful lives by ensuring that everyone gets connected to great behavioral health care.

The Milwaukee County Behavioral Health Division (BHD) is the community’s connection point to vital, high-quality behavioral health care. We provide care and treatment to adults, adolescents, and children with mental illness, substance abuse disorders and co-occurring illnesses.

It’s in our DNA to constantly and courageously push for better in our community because everyone in Milwaukee County deserves access to behavioral health services that can help them and change their lives. Because every single person deserves access to compassionate, quality care, no matter their ability to pay.

milwaukee.gov/bhd

Crisis Intervention Services connects residents who are experiencing a mental health or substance use crisis with meaningful services that can help them and change their lives.
CRISIS INTERVENTION SERVICES

Crisis Line 414-257-7222 | Hearing-Impaired: 9-711
24 hours a day, 7 days a week
Individuals and family members who are facing a mental health or co-occurring crisis can speak with a mental health professional through our Crisis Line. Our specially trained staff helps connect callers with community resources or referrals, provides over-the-phone assessment and de-escalation, and assists law enforcement and other agencies in helping individuals in crisis. Through the Crisis Line, you have access to:

Crisis Mobile Team
When needed, our trained Crisis Mobile Team can go to the individual who are age 18 or older, to provide assessment, stabilization and linkage to services anywhere in the community. The Crisis Mobile Team is available with third-shift support provided through our partnership with La Causa Inc.

Crisis Assessment Response Team (CART)
Each Crisis Assessment Response Team (CART) includes a trained clinician and a law enforcement officer. Working side by side, they help connect individuals in crisis with the resources needed to remain in the community. The CART program started through BHD’s partnership with the Milwaukee Police Department and is now expanding to respond to mental health and suicide crises across Milwaukee County.

Crisis Stabilization Houses
When hospitalization is not needed, crisis stabilization houses can help keep the individual in crisis connected to the services and support they need in the community. Crisis stabilization houses are appropriate for Milwaukee County residents who are voluntarily willing to participate in their recovery.

PSYCHIATRIC CRISIS SERVICES (PCS/OBSERVATION UNIT)

414-257-7260 | 9499 Watertown Plank Road
24 hours a day, 7 days a week
Personal crisis can happen at any time and without warning. Psychiatric Crisis Services (PCS) is the only psychiatric emergency room in the state, and individuals brought to PCS during an emergency may receive:
- Crisis intervention
- Assessment and evaluation
- Access to medications-prescriptions if clinically indicated
- Extended observations as clinically needed
- Referrals and care coordination with other mental health providers

PCS can also help determine if an individual who is facing a mental health or co-occurring crisis would benefit from inpatient care through the Behavioral Health Division or a community-based provider.

ACCESS CLINIC
414-257-7601 | 9455 Watertown Plank Road
Monday - Friday | 8 a.m. - 4:30 p.m.
For uninsured Milwaukee County residents who are facing a mental health or co-occurring crisis, our Access Clinic is here to help connect people to great behavioral health care and co-occurring care, regardless of their ability to pay. Access Clinic services include:
- Mental health and substance use assessment
- Medication evaluation
- Crisis counseling
- Referrals to appropriate outpatient clinics (mental health and substance use) and community programs

GERIATIC CRISIS SERVICES
414-257-7440
Monday - Friday | 8 a.m. - 4:30 p.m.
For individuals age 60+ with geriatric psychiatric crisis intervention and stabilization services are available on a mobile, outreach basis. A designated geriatric psychiatric nurse specialist is also available to connect with people in need.