

**This Resource Directory is provided by COPE**

**Community Outreach Partnership for Empowerment (COPE)**

The Community Outreach Partnership for Empowerment (COPE) was created in an effort to increase the collaboration of fellow partners providing various services (crisis intervention and stabilization, alcohol and drug services, peer specialist services, housing, etc.) with individuals in need in our community and to increase the influence of those with lived experience (or the experiences of their loved ones). This was done with the hope of creating meaningful change to our system of care in Milwaukee. COPE is committed to connecting with each person where he/she is at in order to support and empower him/her with sensitivity and dignity on the path towards recovery.

NOTE: Because resources change often, information can also be accessed at <http://county.milwaukee.gov/BehavioralHealthDivi7762/CrisisServices.htm> for the most current information.



**I'm in Crisis.**

**Numbers to Call for  
Mental Health and Substance Abuse  
Crisis...Treatment...Recovery**



Produced March 2016

Information can also be accessed at  
<http://county.milwaukee.gov/BehavioralHealthDivi7762/CrisisServices.htm>

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## **SERVICES BY CONCERN**

### **I am experiencing a crisis and need help:**

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

**Crisis Mobile Team:** (414) 257-7222 (Access by calling the Crisis Line)

#### **Crisis Resource Center:**

**Admissions are 7:00am to 10:00pm 7 days/week.**

**North:** (414) 539-4024

5409 W. Villard Ave., Milwaukee, WI 53218

**South:** (414) 643-8778

2057 S. 14<sup>th</sup> St., Milwaukee, WI 53204

**CCT (Community Consultation Team):** (414) 257-7797.

Available 8am-9pm Monday-Friday. 8am-5pm on holidays and weekends.

For individuals with intellectual/developmental disabilities.

**CIT (Crisis Intervention Training):** Call 9-1-1 if need police assistance and request a CIT officer if available.

**MUTT (Mobile Urgent Treatment Team):** (414) 257-7621.

Available 24/7 for individuals under 18-years-old.

**PCS (Psychiatric Crisis Services):** (414) 257-7260.

**Veterans Crisis Line:** 1 (800) 273-8255

### **I need help and don't know where to start:**

**Impact 2-1-1:** Call 2-1-1. Available 24/7

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

**I need to talk with someone about what I am going through:**

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

**CCT (Community Consultation Team):** (414) 257-7797.

Available 8am-9pm Monday-Friday. 8am-5pm on holidays and weekends.  
For individuals with intellectual/developmental disabilities.

**Access Clinic Services:**

**Access Clinic:** (414) 257-7665

9455 Watertown Plank Rd, Milwaukee, WI 53226

**Hours:** Mon. thru Fri. 8am to 3pm

**Access Clinic South:** (414) 316-4156

804 W. Greenfield, Milwaukee, WI 53204

**Hours:** Mondays & Wednesdays 9am to 3pm

Tuesdays, Thursdays & Fridays 10am to 2pm

**O' YEAH:** (414) 257-7158. Serving young adults ages 17-25.

**Veterans Crisis Line:** 1 (800) 273-8255

**What support phone lines could help me?**

**Impact 2-1-1:** Call 2-1-1. Available 24/7

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

**CCT (Community Consultation Team):** (414) 257-7797.

Available 8am-9pm Monday-Friday. 8am-5pm on holidays and weekends.  
For individuals with intellectual/developmental disabilities.

**MUTT (Mobile Urgent Treatment Team):** (414) 257-7621.

Available 24/7 for individuals under 18-years-old.

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

**Sojourner Truth House (domestic abuse):** (414)933-2722

**Veterans Crisis Line:** 1 (800)273-8255

**Warmline:** (414) 777-4729.

Available 7-11pm. Open every evening except Thursdays. Open ALL HOLIDAYS.

## **I need additional support in my treatment and recovery of substance use:**

**Recovery** is 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; and

**Community** : relationships and social networks that provide support, friendship, love, and hope. (from SAMHSA; visit [www.samhsa.gov](http://www.samhsa.gov))

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

(414) 257-8095 or visit <http://county.milwaukee.gov/SAILAODA8063.htm>

Providers can make a referral by completing the form found at:

<http://county.milwaukee.gov/forms.htm>

**Wiser Choice:** To access services an individual must complete screening at a CIU (Central Intake Unit).

**IMPACT:** (414) 649-4380  
6737 W. Washington, Ste. 2225

**M&S Clinical Services:** (414) 263-6000  
2821 North 4th St., Milwaukee

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

(414) 342-6200. 2835 North 32nd St., Milwaukee, WI 53210. Available 24/7.

### **Support Groups**

- **Al-Anon:** (414) 257-2415. [www.alanon-wi.org](http://www.alanon-wi.org)  
(To help families of alcoholics living with alcoholism and/or addiction).
- **Alcoholics Anonymous:**  
(414) 771-9119. [www.aamilwaukee.com](http://www.aamilwaukee.com)
- **Cocaine Anonymous:**  
(414) 445- LIFE (5433). [www.cawisconsin.org](http://www.cawisconsin.org)
- **Heroin Anonymous:**  
[Heroinanonymousws480@gmail.com](mailto:Heroinanonymousws480@gmail.com)
- **Narcotics Anonymous:**  
866-913-3837. [www.namilwaukee.org](http://www.namilwaukee.org)

## **I would like help from others who experience mental health issues:**

*A Peer 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)*

**Warmline:** (414) 777-4729.

Available 7pm-11pm. Open every evening except Thursdays.  
Open ALL HOLIDAYS.

### **Grand Avenue Club:**

(414) 276-6474. 210 E. Michigan St., Milwaukee, WI 53202

Hours: Mon. – Fri., 8:30am – 4:30pm

### **Our Space:**

(414) 383-8921. 1527 W. National Ave., Milwaukee, WI 53204

Hours: Mon. – Fri., 9am-4pm

### **Peer Run Recovery Center:**

(414)316-4156. 804 W. Greenfield, Milwaukee, WI 53204

Hours: Mon. – Fri. 4pm - 8pm; Saturdays 10am - 4pm; Sundays 1pm - 5pm

### **Owens Place**

(414) 977-4249. 4610 W Fond Du Lac Ave, Milwaukee, WI 53216. For youth ages 16-24.

### **NAMI (National Alliance on Mental Illness):**

(414) 344-0447. 3732 W. Wisconsin Ave., Milwaukee, WI 53208

### **MHA (Mental Health America):**

(414) 276-3122 or 1-866-948-6483.

600 W. Virginia St., Suite 502, Milwaukee, WI 53204

Hours: Mon. –Thurs., 9am-5pm; Fri., 9am-3pm

## **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 services:

Other numbers are 1-866-211-3380 or (414)773-0211

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

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

Web directory of services: <http://www.referweb.net/ipct/>

## **My loved one/family member/friend needs help but won't seek services. What can I do?**

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

**CCT (Community Consultation Team):** (414) 257-7797.

Available 8am-9pm Monday-Friday. 8am-5pm on holidays and weekends.

For individuals with intellectual/developmental disabilities.

**CIT (Crisis Intervention Training):** Call 9-1-1 if need police assistance and request a CIT officer if available.

### **Al-Anon:**

(414) 257-2415. [www.alanon-wi.org](http://www.alanon-wi.org)

### **MHA (Mental Health America):**

(414) 276-3122 or 1-866-948-6483.

600 W. Virginia St., Suite 502, Milwaukee, WI 53204

Hours: Mon. –Thurs., 9am-5pm; Fri., 9am-3pm

### **NAMI (National Alliance on Mental Illness):**

(414) 344-0447. 3732 W. Wisconsin Ave., Milwaukee, WI 53208

### **Three Party Petitions:**

(414) 278-5117. Milwaukee County Courthouse, 901 North 9<sup>th</sup> St., Milwaukee, WI 53233. Attn: Milwaukee County Corporation Council.

## SERVICES LISTED ALPHABETICALLY

### Access Clinic Services:

The clinics serve *uninsured Milwaukee County residents* seeking outpatient psychiatric services. Clinic services include: psychiatric assessment, medication evaluation, brief crisis counseling, and/or referrals to appropriate outpatient clinics and community programs.

**Access Clinic:** (414)257-7665

9455 Watertown Plank Rd, Milwaukee, WI 53226

**Hours:** Mon. thru Fri. 8am to 3pm

**Access Clinic South:** (414)316-4156

804 W. Greenfield, Milwaukee, WI 53204

**Hours:** Mondays & Wednesdays 9am to 3pm

Tuesdays, Thursdays & Fridays 10am to 2pm

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

(414) 257-8095 or visit <http://county.milwaukee.gov/SAILAODA8063.htm>

CARS is a branch of the Behavioral Health Division and provides a full array of supportive, recovery-oriented services for persons with severe and persistent mental illness and/or issues with alcohol or other drug abuse.

#### **Referral Criteria:**

- Individuals with a severe and persistent mental illness may call (414) 257-8095.
- A qualified mental health professional may refer an eligible individual by completing the SAIL referral form, available on CARS website in the Forms section at: <http://county.milwaukee.gov/forms.htm>

These services include: Targeted Case Management; Community Support Programs; Day Treatment; Group Home Placements; Community Recovery Services (CRS); and Comprehensive Community Services (CCS).

### CCT (Community Consultation Team):

(414) 257-7797.

Available 8am-9pm Monday-Friday. 8am-5pm on holidays and weekends.

Provides crisis services for individuals who have an intellectual or developmental disability. The CCT also provides consultations for family members, providers, and care coordinators to avoid a crisis.

**CIT (Crisis Intervention Training):**

Call 9-1-1 if you are in need of police assistance.

The City of Milwaukee Police Department has almost 400 CIT officers who have extra training in working with behavioral health emergencies. You can request a CIT officer but a non-CIT officer may be sent to help you if that officer is the one who can get to you the fastest. Not all of the suburban jurisdictions have CITs, but you can ask the officer who arrives to help you if they have a CIT officer available.

**Crisis Line:** (414) 257-7222.

Resource for information and/or access to mental health services 24 hours a day seven days a week.

**Crisis Mobile Team:** (414) 257-7222.

Access by calling Milwaukee County Crisis Line and a mental health professional will determine if an on-site assessment is indicated. The team can then come to wherever you are in the community to assist you.

**Crisis Resource Center:** For those experiencing a psychiatric crisis and seeking voluntary assistance and crisis intervention services: assessment, stabilization and support services.

**Admissions are 7:00am to 10:00pm 7 days/week.**

**North:** (414) 539-4024

5409 W. Villard Ave., Milwaukee, WI 53218

**South:** (414) 643-8778

2057 S. 14<sup>th</sup> St., Milwaukee, WI 53204

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

(414) 342-6200. 2835 North 32nd St., Milwaukee, WI 53210

Available 24 hours per day, 7 days per week.

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

Grand Avenue Club (GAC) offers adults who experience mental illness an array of opportunities 365 days a year. Program participants are “members” of a community with a place to come, meaningful work, and meaningful relationships. GAC members work alongside a small but dedicated staff to actually 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:**

Other numbers are 1-866-211-3380 or (414)773-0211

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

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

Web directory of services: <http://www.referweb.net/ipct/>

**MHA (Mental Health America):**

(414) 276-3122 or 1-866-948-6483.

600 W. Virginia St., Suite 502, Milwaukee, WI 53204

Hours: Mon. –Thurs., 9am-5pm; Fri., 9am-3pm

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.

**MUTT (Mobile Urgent Treatment Team):**

(414) 257-7621

Provides 24/7 crisis services for individuals that are under 18-years-old.

**NAMI (National Alliance on Mental Illness):**

(414) 344-0447. 3732 W. Wisconsin Ave., Milwaukee, WI 53208

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. They offer Family-to-Family and Peer-to-Peer courses to help individuals and families learn more about living with mental illness. They also provide support groups and can assist people to find services if needed.

**Our Space:**

(414) 383-8921. 1527 W. National Ave., Milwaukee, WI 53204

Hours: Mon. – Fri., 9am-4pm

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

**Owens Place**

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

Hours: Mon.-Fri. and one Sat. each month.

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.

**Parenting Helpline:**

(414) 671-0566.

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

**Peer Run Recovery Center:**

(414) 316-4156. 804 W. Greenfield, Milwaukee, WI 53204

Hours: Mon. – Fri. 4pm - 8pm; Saturdays 10am - 4pm; Sundays 1pm - 5pm

The Peer Run Recovery Center provides a low pressure environment that emphasizes mental health wellness and recovery; empowerment; and social, recreational, and pre-vocational opportunities.

### **(PCS) Psychiatric Crisis Services:**

(414) 257-7260. 9455 Watertown Plank Rd., Milwaukee, WI 53226.

Psychiatric emergency services available 24 hours/day, 7 days/week.

As part of the crisis service, PCS provides assessment and evaluation, crisis intervention, medications, and the capacity for observation for up to 48 hours as needed. Additional to referral and coordination with other mental health providers, persons are evaluated for possible admission into Milwaukee County Behavioral Health Division inpatient units or admission to a community mental health hospital.

### **Project O' YEAH**

(414) 257-7158.

Project O'Yeah provides older youth and young adults who have behavioral health needs ACCESS, VOICE and OWNERSHIP in planning and directing their own futures. Young adults 17-25 can receive supportive services to help them transition into adulthood.

### **Support Groups:**

- **Al-Anon:** *(To help families of alcoholics recover from the effects of living with alcoholism and/or addiction).*  
(414) 257-2415. [www.alanon-wi.org](http://www.alanon-wi.org)
- **Alcoholics Anonymous:**  
(414) 771-9119. [www.aamilwaukee.com](http://www.aamilwaukee.com)
- **Cocaine Anonymous:**  
(414) 445- LIFE (5433). [www.cawisconsin.org](http://www.cawisconsin.org)
- **Heroin Anonymous:**  
[Heroinanonymousws480@gmail.com](mailto:Heroinanonymousws480@gmail.com)
- **Narcotics Anonymous:**  
866-913-3837. [www.namilwaukee.org](http://www.namilwaukee.org)

### **Three Party Petitions:**

(414) 278-5117. Milwaukee County Courthouse, 901 North 9<sup>th</sup> St., Milwaukee, WI 53233. Attn: Milwaukee County Corporation Council

When family or friends are confronted with caring for a person who has serious mental health problems involuntary civil commitment may become necessary. It is necessary to make an appointment with the Milwaukee County Corporation Council Department. Three witnesses must meet with a legal worker who will take down your testimony of observed dangerous behavior and format into a legal petition for the witness's signatures.

**Veterans Crisis Line:**

1 (800) 273-8255.

The Veterans Crisis Line connects Veterans in crisis and their families and friends with qualified, Department of Veterans Affairs.

**Warmline:** (414) 777-4729.

Available 7pm-11pm. Open every evening except Thursdays.

Open ALL HOLIDAYS.

Warmline, Inc. is a non-crisis support line run by and for people living with mental illness and/or substance abuse disorders. Emotional support is provided in a caring, non-judgmental manner.

**Wiser Choice:**

Individuals with a substance use disorder may access the Wiser Choice system by visiting one of the Central Intake Units (CIU). These services include: Outpatient; Care Coordination; Day Treatment; Residential; Methadone Maintenance; Detoxification; and Recovery Support Services.

**To access services an individual must complete screening at a CIU.**

**IMPACT:** (414) 649-4380  
6737 W. Washington, Ste. 2225

**M&S Clinical Services:** (414) 263-6000  
2821 North 4th Street, Milwaukee

