

**From:** [Janowski, Jon](#)  
**To:** [Taylor, Sequanna](#)  
**Cc:** [Jensen, Janelle](#); [LaGrant, Shakita](#); [O'Brien, Clare](#)  
**Subject:** FW: Committee on Finance-Budget: Thursday, October 14, 2021, Referral Request  
**Date:** Friday, October 15, 2021 12:07:51 PM  
**Attachments:** [image001.png](#)

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Good afternoon everyone –

Supervisor Taylor: You had asked yesterday for an update on senior center engagement activities. Below is an update:

- Milwaukee County re-opened the senior centers for social programming in May of this year. Congregate meals at the senior centers, which were shut down in March 2020, remain closed. We continue to get congregate meals to seniors through our pick-up model at each center (and some meals are also delivered to isolated seniors).
- In terms of the number of seniors who have registered this year for social activities at each of the county-owned centers, the breakdown looks like this:
  - Clinton Rose: 510 seniors
  - Kelly: 460 seniors
  - McGovern: 263 seniors
  - Washington: 475 seniors
  - Wilson: 1005 seniors
- In terms of activities at the centers, our contracted vendor (Serving Older Adults of Southeast Wisconsin) has coordinated a variety of activities, including arts and crafts, exercise classes, health and wellness activities (which includes our evidence-based prevention program classes), music and dance, nutritious meals (plus Stockboxes delivered by the Hunger Task Force), nature walks, educational presentations, “clean-up” days, computer training, and more. You can always find a full list of current activities and programs for each center at this web link: <https://servingolderadults.org/>
- In terms of intergenerational programming, our Connecting Our Generations program (which I referenced at the Finance Committee meeting yesterday) has not had much activity during the pandemic. Last year we had two MPS schools that were connected to seniors at Clinton Rose Senior Center, and SOA staff tried to do virtual programming with the seniors – but there was very little interest from seniors to do virtual programming. We are working on building connections with other MPS schools in the hope that we can resume face-to-face intergenerational programming with kids and seniors next year.

I hope this report is helpful. As always, I’m happy to answer any other questions or provide more data if needed. Thank you for your continued work to help our older adults!

**Jon Janowski** *[he,him,his]* Interim Director

Milwaukee County DHHS Division on Aging  
1220 W. Vliet St. - #300 | Milwaukee, WI 53205  
(414) 289-6073 (Office) (414) 379-3569 (Cell) | [county.milwaukee.gov](http://county.milwaukee.gov)  
*By achieving racial equity, Milwaukee County is the healthiest county in Wisconsin.*

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**From:** Jensen, Janelle <Janelle.Jensen@milwaukeecountywi.gov>

**Sent:** Friday, October 15, 2021 10:58 AM

**To:** LaGrant, Shakita <Shakita.LaGrant@milwaukeecountywi.gov>; Janowski, Jon <Jonathan.Janowski@milwaukeecountywi.gov>; Muhammad, David <David.Muhammad@milwaukeecountywi.gov>; Lappen, Michael <Michael.Lappen@milwaukeecountywi.gov>; Carron, Stuart <Stuart.Carron@milwaukeecountywi.gov>

**Cc:** Haas, Jason <Jason.Haas@milwaukeecountywi.gov>; Taylor, Sequanna <Sequanna.Taylor@milwaukeecountywi.gov>; Feierstein, Judith <Judith.Feierstein@milwaukeecountywi.gov>; Bablitch, Kelly <Kelly.Bablitch@milwaukeecountywi.gov>; Cady, Steve <Stephen.Cady@milwaukeecountywi.gov>; Meyers, Mary Jo <MaryJo.Meyers@milwaukeecountywi.gov>; Hertzberg, Aaron <Aaron.Hertzberg@milwaukeecountywi.gov>; Lamers, Joseph <Joseph.Lamers@milwaukeecountywi.gov>; Brown, Shanin <Shanin.Brown@milwaukeecountywi.gov>; Smith, Allyson <Allyson.Smith@milwaukeecountywi.gov>; Evans, Kelsey <Kelsey.Evans@milwaukeecountywi.gov>

**Subject:** Committee on Finance-Budget: Thursday, October 14, 2021, Referral Request

Good morning,

The following requests were made at the Thursday, October 14, 2021, meeting of the Committee on Finance-Budget and are included in the [Finance-Budget 10/14/21 Meeting Meetings](#).

**[Item 3 - Org. Unit 8000 / DHHS]**

Supervisor Taylor requested the following regarding Org. Unit 8000 - DHHS:

- Requested data/information regarding community engagement at the senior centers and possible intergenerational programming.
- Inquired as to why the Credible Messenger initiative is a valid program and how it enhances the lives of individuals who live here?
- Requested information regarding the Crisis Mobile Staff and clinicians.
- Requested a one-page summary (or a link) regarding community-based services that she can share out with the community.

**[Item 8 - Capital Project WV02101 / Oak Creek Streambank Stabilization]**

Supervisor Haas would like to know which section of the Oak Creek Parkway Capital Project WV02101 pertains to.

If you require additional clarity, please contact the requesting Supervisors.

Video from the Thursday, October 14, 2021, Budget meeting is available here: [Finance-Budget 10/14/21 Video](#).

Please include me in your official responses to these requests for additional information. If you have already responded, please forward that response to me.

All follow-up reports regarding the 2022 Recommended Budget will be appended to [Legistar File No. 21-965](#), and will be discussed at the Monday, October 18, 2021, Public Hearing.

Best,

**Janelle M. Jensen** | Manager  
Legislative Services Division, Office of the County Clerk  
901 N. 9<sup>th</sup> Street, Room 105 | Milwaukee, WI 53233  
(414) 278-4228 | [county.milwaukee.gov](http://county.milwaukee.gov)

***By achieving racial equity, Milwaukee County is the healthiest county in Wisconsin.***

## Notes on Credible Messenger Research

### Nature and scope of the problem

Violence among youth is a public health crisis in the United States (U.S.).<sup>1</sup> The three leading causes of death in the U.S. for people ages 15-34 are unintentional injury, suicide, and homicide and these violent deaths are, more often than not, directly associated with firearms.<sup>2</sup>

Like many other major cities around the country, Milwaukee has experienced a spike in domestic violence during the pandemic. As of May 18, 2020, there were 56 victims compared to 26 victims at the same time in 2019 and more than 40% of those homicides — or two out of every five — were related to domestic or family violence.<sup>3</sup> This sharp increase is due to various factors, including high unemployment rates, virtual school and not being able to attend social functions, and limited space at shelters due to social distancing requirements, with the vast majority of victims and survivors being women and children.

Homicides are the third leading cause of death among individuals age 15-24 in Wisconsin.<sup>4</sup> The year 2020 was the most historically violent year in Milwaukee's history.<sup>5</sup> Youth were overrepresented among the victims: 36% of the victims were age 18-29; 74% were Black; 79% were male; and the cause of death for 88% was a fatal gunshot.<sup>6</sup> Milwaukee had the 11<sup>th</sup> highest five-year average homicide rate of all major U.S. cities from 2015-2019.<sup>7</sup>

From 2013 to 2018, the motor vehicle crash fatality rate for Black, non-Hispanic Wisconsinites nearly doubled on an age-adjusted basis, according to data from the federal

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<sup>1</sup> [14-08-Youth-Violence-Prevention.pdf \(naccho.org\)](#)

<sup>2</sup> [Violence as a Public Health Crisis | Journal of Ethics | American Medical Association \(ama-assn.org\)](#)

<sup>3</sup> [Milwaukee homicides: Nearly half linked to domestic or family violence \(jsonline.com\)](#)

<sup>4</sup> <https://www.dhs.wisconsin.gov/publications/p01170-20.pdf>, Page 10

<sup>5</sup> [Milwaukee's historic year of violence ends with 189 homicide victims \(jsonline.com\)](#)

<sup>6</sup> [Milwaukee Homicide Database | Journal Sentinel - jsonline.com](#)

<sup>7</sup> [Community Gun Violence | The Educational Fund to Stop Gun Violence \(efsgv.org\)](#)

Centers for Disease Control and Prevention (CDC).<sup>8</sup> When looking at just youth ages 13-19, motor vehicle crashes due to distracted and reckless driving are the second leading cause of death for U.S. teens.<sup>9</sup> Milwaukee County Medical Examiner's Office recorded 107 motor vehicle accident deaths in 2020 — the highest recorded total ever for Milwaukee County<sup>10</sup> with the victims being disproportionately young.

To date, 2021 is on course to surpass 2020. According to Milwaukee police, there have been 46 homicides through April 26, 2021, compared to 45 at the same date in 2020. Milwaukee Police Department (MPD) data also shows there have been 219 non-fatal shootings as of April 26, 2021, compared to 123 in the same time frame in 2020.<sup>11</sup>

Milwaukee residents have signaled that safety is both a concern and priority. According to the 2016 Milwaukee County Community Health Survey, 42% of respondents rated violence as a top community health issue.<sup>12</sup> In the 2021 City of Milwaukee Budget Priority Survey, “Building safe and healthy neighborhoods” received the most support of any other single goal at 21.4%.<sup>13</sup>

### **Effects of the problem on the target population and larger community**

The problem of violence in Milwaukee is exacerbated by institutional and systemic racism. Children of color in Milwaukee experience homicide victimization at disproportionality higher rates than white, non-Hispanic children.<sup>14</sup>

Milwaukee County, Wisconsin, is one of the most racially segregated municipalities in

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<sup>8</sup> [focus\\_20\\_03.pdf \(wpr.org\)](#)

<sup>9</sup> [Keep Teen Drivers Safe | CDC](#)

<sup>10</sup> [In 2020, Milwaukee County had highest recorded traffic fatalities ever \(jsonline.com\)](#)

<sup>11</sup> [Milwaukee community members search for solution amid spike in violence - News Break](#)

<sup>12</sup> [Blueprint \(milwaukee.gov\)](#)

<sup>13</sup> [Resultsfrom2021BudgetPrioritySurvey.pdf \(milwaukee.gov\)](#)

<sup>14</sup> [Milwaukee Homicide Review Commission Dashboards | Epidemiology | Medical College of Wisconsin \(mcw.edu\)](#)

the country, with its largest city, the City of Milwaukee, being the third most segregated major city in U.S.<sup>15</sup> Wisconsin has among the worst racial disparities in the justice system, education, income, mortgage lending, and employment.<sup>16</sup>

One of the clearest effects of institutional and systemic racism is on health outcomes. The *2013 Milwaukee Health Report* demonstrated that “the chronic stress of living with poverty, racism, low educational attainment, and social disruption can affect the physiology of people directly through chronic elevations in stress hormones, such as cortisol and adrenaline”.<sup>17</sup>

In 2014, Wisconsin was declared to be the worst state to raise a Black child when looking at 12 key health indicators.<sup>18</sup> The county that has the greatest number of Black residents is Milwaukee County, which currently ranks 71 of 72 counties in Wisconsin for health outcomes.<sup>19</sup>

There is a strong association between public health and community safety. Ronald Davis, Former Director of the U.S. Department of Justice's Office of Community Oriented Policing Services (COPS) and former police chief of the East Palo Alto Police Department, said in 2013: "The greatest deterrent to crime and violence is not a community saturated with cops — it is a neighborhood alive with residents. The concept is that a healthy community would be, in fact, a safe community."<sup>20</sup>

## **Target population**

The proposed project will focus on transformative mentoring of mostly youth of color who are participating in, or at high-risk to participate in, group or community-based violence, as

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<sup>15</sup> [New Report Shows Stark Lending Disparities in Milwaukee - Milwaukee Courier Weekly Newspaper \(milwaukeecourieronline.com\)](http://milwaukeecourieronline.com)

<sup>16</sup> [2019-Race-in-the-Heartland-Wisconsins-Extreme-Racial-Disparity.pdf \(cows.org\)](http://cows.org)

<sup>17</sup> [Milwaukee Health Report - CUPH](http://cuph.org)

<sup>18</sup> [Race for Results - The Annie E. Casey Foundation \(aecf.org\)](http://aecf.org)

<sup>19</sup> [2020 Wisconsin County Health Rankings](http://cuph.org)

<sup>20</sup> [Healthy Communities May Make Safe Communities: Public Health Approaches to Violence Prevention | National Institute of Justice \(ojp.gov\)](http://ojp.gov)

well as provide supportive services and targeted resources to families. *The project will have the capacity to serve 30 high-risk youth each year.*

The target population for this project are youth ages 10-24. Based on Milwaukee County Division of Youth and Family Services (DYFS) data, over 90% of youth in this project will be living in poverty. Approximately 75% of the youth will be African American, 12% Latino/Latina; 5% White; and 3% Asian American. Approximately 75% of the youth will be cis-gender boys, 20% cis-gender girls, and 5% will be transgender youth. Approximately 50% will be living with a mental illness and/or a physical disability.

### **Current gaps in programming/services**

While more funding in recent years has been provided to support violence prevention strategies, the persistent lack of adequate funding for violence prevention strategies and a community-based system of prevention in Milwaukee has resulted in the following ***gaps in services for youth:***

- Not enough employment and training opportunities
- Waiting lists for youth to receive mental health care in the community
- Significant lack of safe spaces
- Not enough free or low-cost entertainment and recreation activities
- Limited safe public spaces like parks and almost no programming for adolescent youth in the parks
- Relatively few arts-based organizations that provide free services
- Inadequate academic support/homework help
- Lack of financial support for (free) driver's education classes beyond the school district
- Few trades-focused and college prep programs

- Lack of circles for healing trauma and grief
- Very limited conflict resolution and restorative justice skill building opportunities
- Few youth leadership and community engagement-focused programs

### **Research or evaluation studies that relate to the problem and contribute to our understanding of its causes and potential solutions**

While there is an impressive body of research about the risk factors for violence among youth, it is important to understand that “the majority of youth who are ‘at risk’ for committing violent acts do not engage in violent behavior”.<sup>21</sup> The best explanation for this finding is that risk factors can be reduced by strengthening protective factors. Black youth have more risk factors compared to their white peers due to the effects of institutional and systemic racism. Race and participation in violence are not innately related; they are related as follows:

- Living in environments with limited opportunities and little supports for success increases the risk for engaging in violent acts.<sup>22</sup>
- African American youth are more likely than are White youth to live in such environments.<sup>23</sup>
- Thus, African American youth are “vulnerable to experiencing additional stress as they negotiate the developmental tasks of adolescence” (Ref 27, *Caldwell, C.H., et al, 2004*).

Milwaukee County was the first municipality in the country to declare racism a public health crisis in 2019,<sup>24</sup> signaling a shift to address the root causes of racial inequities, which exacerbate violence: the power structures, policies, and practices, which are known as

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<sup>21</sup> [Racial Discrimination and Racial Identity as Risk or Protective Factors for Violent Behaviors in African American Young Adults \(umich.edu\)](#)

<sup>22</sup> [Comparison of Social Development Processes Leading to Violent Behavior in Late Adolescence for Childhood Initiators and Adolescent Initiators of Violence | Office of Justice Programs \(ojp.gov\)](#)

<sup>23</sup> [Youth Violence - NCBI Bookshelf \(nih.gov\)](#)

<sup>24</sup> [Milwaukee declares racism a public health crisis - CBS News](#)

“upstream” or primary prevention.

Primary prevention describes interventions that are in place *before negative health effects occur*. Primary prevention interventions include proactive measures such as access to health care, living in a healthy environment, and access to healthy foods and activities; altering risky behaviors; and policies and structures that reinforce equitable access to resources.

In a public health context, primary prevention strategies seek to create conditions and intervene before violence occurs. In recognition of the lack of primary violence prevention-focused programs for Milwaukee youth and gaps in services previously described, Milwaukee County created the Cream City Credible Messengers Initiative in 2020 to provide both a primary and secondary prevention track to increase accessibility and impact. This approach strengthens protective factors for youth<sup>25</sup> who are at risk to participate in group or community-based violence whether or not they have come into contact with the youth justice system.

### **Strategies to achieve the goal to prevent and reduce youth violence, including youth gang violence**

Milwaukee County will advance the Cream City Credible Messengers Initiative led by DYFS as its primary strategy to reduce youth violence. This model centers transformational mentoring, a practice that has been effective with youth who are at high-risk to participate in group and community-based violence, including formal and informal gangs. The proposed project is based on the highly successful “Arches” model that was launched in 2012 and is operated by the NYC Department of Probation (DOP).

An evaluation of the Arches model was conducted in 2018 used a comparison group to 1) assess the impact of Arches on participant outcomes, including recidivism reduction; 2) explore participant and staff experiences in and attitudes toward the program; 3) identify practices

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<sup>25</sup> [Risk and Protective Factors | Violence Prevention | Injury Center | CDC](#)

associated with successful programmatic operation and positive outcomes; and 4) develop recommendations for program enhancement.<sup>26</sup>

The evaluation found that Arches participants are significantly less likely to be reconvicted of a crime; reconviction rates for Arches participants are 69 percent lower 12 months after beginning probation and 57 percent lower 24 months after beginning probation compared to their peers.

### **Pilot Implementation Phase:**

- Established national Partnerships with Credible Messenger Justice Center (CMJC) and Professional Community Interventionists Training Institute (PCITI) with Dr. Aquil Basheer, Founder and Director of Brotherhood Unified for Independent Leadership Through Discipline Program (BUILD). Dr. Basheer is an expert on violence intermediation, public safety, and gang intervention.
- 50 local youth interventionists representing 11 community-based organizations participated in a weeklong training in June 2020 by PCITI, establishing our Credible Messenger Learning Cohort
- Learning Cohort engaged in community led outreach efforts in Milwaukee County Parks (We Care Crew) and continue weekly community engagement meetings and monthly professional development check-ins
- 5 agencies who demonstrated administrative and staffing capacity were selected to participate in the 2021 pilot
- Launched 5/5/21

### **Outcomes To Be Evaluated:**

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<sup>26</sup> [Arches Transformative Mentoring Program \(urban.org\)](https://www.urban.org)

- Desistance: Youth will not receive any new charges (of same or higher severity), while receiving the service.
- Youth Engagement: Youth will be engaged in a positive pro-social activity, e.g. viable or temporary employment, community service participation, school assignment, etc. while in the program and upon completion (Per Case Plan).
- Youth Engagement: Youth will be engaged with a positive pro-social person, e.g. the Credible Messenger with lived experience or other supportive person, while in the program and upon completion.
- Youth Service: Youth will receive a minimum of 26 weeks or 78 hours of time with the Credible Messenger, which is research-based to be the minimum required amount of service to make impact.
- Youth Safety: Group based-violence injury or re-injury of youth will not occur while on Credible Messenger caseload.

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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:**

**24-hour Admissions 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

**West:** (414) 290-9730

5566 W. 69<sup>th</sup> St., Milwaukee, WI 53218

**CCT (Community Consultation Team):** (414) 257-7222.

Available 8am-5pm Monday-Friday.

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.

**CMC (Children Mobile Crisis):** (414) 257-7621.

Available 24/7 for youth and families up to age of 18 years old throughout Milwaukee County.

**Youth Crisis Stabilization Facility (WCS) (414) 462-6043**

**24 Hour Line (414) 610-4109 This is up to date.**

**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) 257-7222.

Available 8am-5pm Monday-Friday.

For individuals with intellectual/developmental disabilities.

**Access Clinic Services:**

**Access Clinic East**

210 East Capitol Dr.

Milwaukee, WI 53212

Phone: (414)-257-7665

Hours: Monday – Friday 8:30am-4:30pm

**Access Clinic South**

1635 W National Ave.

Milwaukee, WI 53204

Phone: (414)-257-7900

**Children’s Community Mental Health Services & Wraparound Milwaukee Resource and Referral Line:**

**414-257-7607** (programs include REACH, CCS, CORE, Youth Connect) Serving youth from 5 up to 23 years old.

**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) 257-7222.

Available 8am-5pm Monday-Friday.

For individuals with intellectual/developmental disabilities.

**CMC (Children Mobile Crisis):** (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 6pm - 10pm. Open every evening except Tuesdays and 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/SAILODA8063.htm>

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

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

**Access Point:** To access services an individual must complete an assessment.

**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) 930-4529. 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 6pm - 10pm. Open every evening except Tuesdays and 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-3:30 pm

### **Parachute House:**

(414) 877-5918.

Hours: 24 hours a day

### **Owen's Place:**

(414) 977-4249. 4610 W Fond Du Lac Ave, Milwaukee, WI 53216. Free  
Community Based drop-in center 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) 257-7222.

Available 8am-5pm Monday-Friday.

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 East**  
**210 East Capitol Dr.**  
**Milwaukee, WI 53212**  
**Phone: (414)-257-7665**

**Access Clinic South**  
**1635 W National Ave.**  
**Milwaukee, WI 53204**  
**Phone: (414)-257-7900**

**Hours: Monday – Friday 8:30am-4:30pm**

### **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 CARS referral form, available on CARS website in the Forms section at: <http://county.milwaukee.gov/forms.htm>

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

### **CCT (Community Consultation Team):**

(414) 257-7222.

Available 8am-5pm Monday-Friday.

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 Milwaukee County 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.

**24 hours Admissions 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
- West:** (414) 290-9730  
5566 W. 69<sup>th</sup> St., Milwaukee, WI 53218

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

(414) 930-4529. 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.

**CMC (Children Mobile Crisis):**

(414) 257-7621

Provides 24/7 crisis services for individuals that are under 18-years-old throughout Milwaukee County

**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-3:30pm

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, Peer Run Respite, prevocational, educational, recreational, and psycho-socialization services.

**Owen’s Place**

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

Hours: Mon.-Fri. Call for 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.

**Children’s Community Mental Health Services and Wraparound Milwaukee**

Resource and Referral Line: 414-257-7607

Wraparound Milwaukee offers an array of programming and services for youth ages 5 up to 23, who are in need of support with behavioral or mental health needs. Programs include REACH, CCS for Youth, CORE, Youth Connect or other resources available within the community.

**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 conversation and linkage to other wellness opportunities. The Parachute House is staffed by Certified Peer Specialists who have lived experience and have been successful in their own journey to provide hope.

**Parenting Helpline:**

(414) 671-0566.

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

**(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.

**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)

**Substance Abuse Services:**

Individuals with a substance use disorder may access treatment by visiting one of the Access Point. These services include: Outpatient; Care Coordination; Day Treatment; Residential; Methadone Maintenance; Detoxification; and Recovery Support Services.

**To access services an individual must an assessment at an Access Point.**

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

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

**Three Party Petitions:**

**Website: [HTTPS://County.Milwaukee.Gov](https://County.Milwaukee.Gov)**

(414) 278-4300. Milwaukee County Courthouse, 901 North 9<sup>th</sup> St., Milwaukee, WI 53233. Attn: Milwaukee County Corporation Counsel

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 Counsel 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 6pm-10pm. Open every evening except Tuesdays and 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.



## OTHER IMPORTANT NUMBERS

**Police and Fire:** 911

**Abuse:**

Child 414-220-7233

Adult 414-289-6660

Elder 414-289-6874

**Access Clinic East:** 414-257-7665

**Access Clinic South:** 414-257-7900

**Children's Mobile Crisis:** 414-257-7621

**Community Information Line:**

414-773-0211 | Residents can also dial 211

**Crisis Line:** 414-257-7222

**Crisis Resource Centers:**

414-539-4024, 5409 W. Villard St.

414-643-8778, 2057 S. 14th St.

414-476-9675, 5566 N 69th street

**Disability Rights Wisconsin:** 414-773-4646

**Mental Health America:** 414-276-3122

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

414-344-0447

**Parent Helpline:** 414-671-0566

**Psychiatric Crisis Service:** 414-257-7260

**Three Party Petitions:** 414-278-4035

**Warmline:** 414-777-4729

## ACCESS POINTS

**M&S Clinical Services:** 414-263-6000

2821 Vel R Phillips Ave., Suite 210

**Impact:** 414-649-4388

6737 W. Washington St. Suite 2225

**Community Access to Recovery Services:**

414-257-8085

9455 Watertown Plank Road

*No one will be denied services due to inability to pay. Milwaukee County residents who provide full financial and insurance information and sign appropriate forms will be billed based on the family's ability to pay. Your ability to pay is based upon Wisconsin's administrative code: HFS1.*

# CRISIS INTERVENTION SERVICES



MILWAUKEE COUNTY  
DEPARTMENT OF HEALTH  
& HUMAN SERVICES

**BEHAVIORAL  
HEALTH SERVICES**

## 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](https://milwaukee.gov/bhd)



MILWAUKEE COUNTY  
DEPARTMENT OF HEALTH  
& HUMAN SERVICES

**BEHAVIORAL  
HEALTH SERVICES**

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 (CMT)

Through contact with the Crisis Line, a Crisis Mobile Team (CMT) may be dispatched anywhere within the community to provide in-person assessment, stabilization, linkage to services, and appropriate follow-up afterwards. This non-police mobile response provides services 24 hours a day, seven days a week.

### Crisis Assessment Response Team (CART)

CART teams consist of a mental health clinician and a trained law enforcement officer who partner together to co-respond to mental health crisis calls in the community. When on site, CART provides assessment and stabilization services and works to assist the individual in obtaining voluntary treatment as an alternative to being involuntarily detained or arrested.

This service is available seven days a week in Milwaukee and five days a week in West Allis. When available, CART is dispatched by contacting 911 or the non-emergency numbers for Milwaukee Police Department, West Allis Police Department and, beginning fall 2021, Milwaukee County Sheriff's Office.

## Crisis Stabilization Houses (CSH)

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. There are currently two, eight-bed crisis stabilization houses in Milwaukee County, which offer daily clinical face-to-face services seven days a week.

### Children's Mobile Crisis (CMC)

**414-257-7621**

Children's Mobile Crisis (CMC) provides 24/7 crisis intervention services to support children, youth, and families in crisis. CMC offers support and consultation over the phone, along with in-person mobile assessments, stabilization, and linkages to services for children and their families. CMC responds to a wide range of needs in homes, schools, and throughout the community, wherever children and their families need assistance to reduce a crisis, solve a problem, or assess a need.

## 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.

## Mental Health Emergency Center

1525 N. 12th Street  
Milwaukee, WI 53205  
OPENING IN 2022

The new Mental Health Emergency Center is a joint venture between Milwaukee County and the area's four health systems: Advocate Aurora Health, Ascension Wisconsin, Children's Wisconsin and Froedtert Health. Just one component in the broader array of mental health services in Milwaukee County, the emergency center will provide emergency assessment and treatment in a therapeutic environment for both voluntary and involuntary patients.

## ACCESS CLINICS

### Access Clinic South

414-257-7900

located at 1635 W. National Avenue

### Access Clinic East

414-257-7665

located at 210 W. Capitol Drive

Monday - Friday | 8:30 a.m. - 4:30 p.m.

The Access Clinics are designed to serve uninsured Milwaukee County residents using a sliding fee scale. However, if you or your loved ones have insurance, please first call your insurance provider and/or doctor. Access Clinics are available to provide bridge services for Milwaukee County residents until they schedule an appointment with their doctor. Services include:

- Mental health and substance use assessment
- Medication evaluation
- Counseling
- Peer support services
- Referrals to appropriate outpatient clinics and other community programs

## GERIATRIC CRISIS SERVICES

**414-257-7440**

Monday - Friday | 8 a.m. - 4:30 p.m.

For individuals age 60+, dedicated 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.

For an immediate response, please call the BHD crisis line at 414-257-7222.

## CRISIS RESOURCE CENTERS

**414-643-8778** | 2057 S. 14th St.

**414-539-4024** | 5409 W. Villard St.

**414-476-9675** | 5566 N 69th street

24 hours a day, 7 days a week

The community based Crisis Resource Centers (CRC) offer a 24/7, short term (up to two weeks) alternative to emergency room or inpatient hospitalizations and provide:

- Recovery-focused assessment
- Psychosocial groups and peer support
- Timely access to mental health care
- A trauma-informed approach to care
- Telehealth and telepsychiatry services
- Follow-up care and access to behavioral and primary health care
- Ancillary services, such as assistance with housing, personal care employment and benefits coordination.

## COMMUNITY CONSULTATION TEAM (CCT)

**414-257-7797**

Monday-Friday 8am-4:30pm.

Specializing in helping individuals with co-occurring intellectual/developmental and mental health needs, this mobile team goes into the community to provide crisis response. Through ongoing consultative services, the Community Consultation Team (CCT) helps people continue to enjoy a stable life in the community. CCT also offers ongoing education services for providers and support to the family members who care for people in need.

For an immediate response, please call the BHD crisis line at 414-257-7222.

## COMMUNITY LINKAGE & STABILIZATION PROGRAM (CLASP)

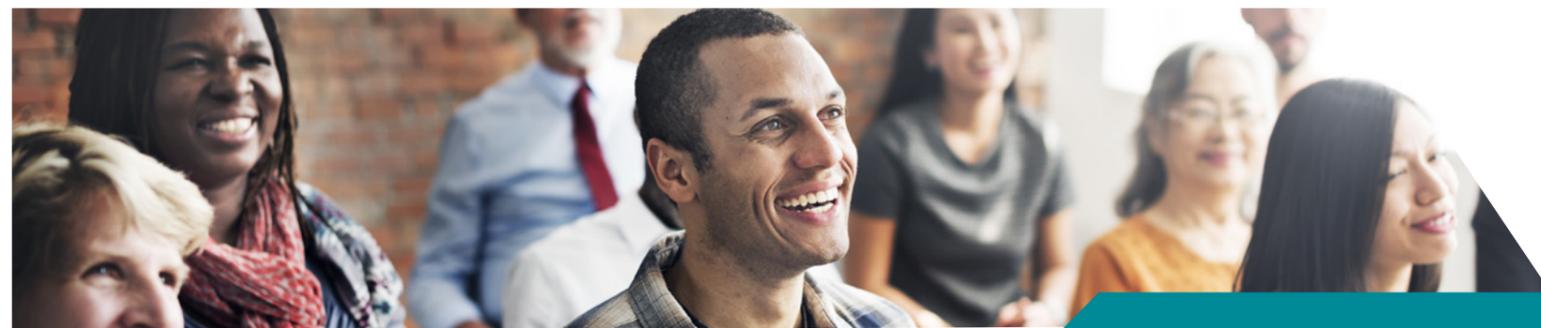
**414-270-1803**

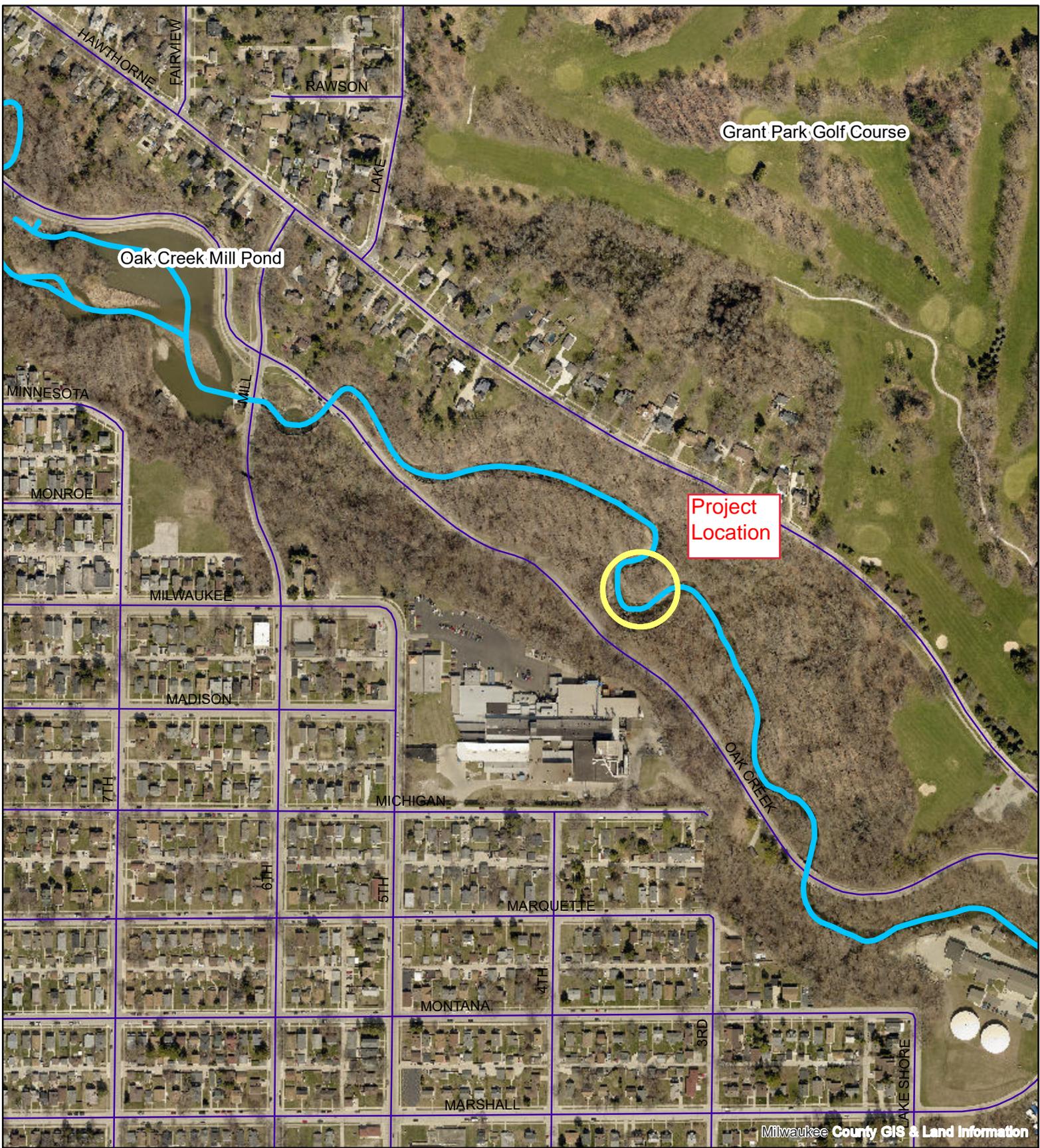
The Community Linkage and Stabilization Program (CLASP) is a unique, voluntary program that provides extended support and services to individuals in recovery through the use of Certified Peer Specialists. Each Peer Specialist is trained to share their experiences and recovery with individuals in crisis to empower people throughout the recovery process.

### TEAM CONNECT 2.0:

#### SHORT-TERM FOLLOW UP

This program provides linkage and additional follow-up services and support for individuals (18 years and older) within the community, following a crisis. Team Connect 2.0 accepts referrals from providers who determine that linkage and in-person follow-up is appropriate to ensure warm handoffs are made to community-based services. The goal of Team Connect 2.0 is to improve the link to ongoing care and connections to community resources that promote overall wellness of the individual.





# Oak Creek Streambank Stabilization Location (WV02101-)

