

Services List



AGING & DISABILITIES SERVICES

Adult Protective Services

Phone: 414-289-6874

Serves Milwaukee County residents ages 18 through the end of lifespan with differing abilities and/or advanced age that have been impacted by abuse, neglect, self-neglect, and financial exploitation. Electronic referral form: county.milwaukee.gov/apsrefer

Aging & Disability Resource Center (ADRC)

Phone: 414-289-6874

email: adrc@milwaukeecountywi.gov

Information and assistance on a broad range of programs and services for older adults and adults with disabilities to meet their needs and help them remain independent. Core services of the ADRC include: Information & Assistance, Benefits Specialists, Options Counseling, Youth Transition, Prevention, and Wellness. Staff assist individuals to plan for short-term and long-term needs, access community services and resources, and learn about programs and benefits available.

Area Agency on Aging Unit

Phone: 414-289-6874

The Area Agency on Aging provides funding to home and community-based services and programs that meet the needs of older adults and allow them to remain engaged and living independently in the community. These contracted services include: Senior Centers, Senior Dining, Meals on Wheels, Transportation, Evidence-Based Prevention Programs, Caregiver Support, Neighborhood Services, Elder Benefits Specialists, and more.

Burial Assistance Program

Phone: 414-289-6714

Milwaukee County provides financial assistance for a burial or cremation of a Milwaukee County resident, who does not have any assets to cover funeral expenses and who does not qualify for the State of Wisconsin Funeral and Cemetery Aids Program.

Dementia Care Specialists

Phone: 414-289-6259

email: dcs@milwaukeecountywi.gov

The Dementia Care Specialist Program supports people with dementia and their caregivers to ensure the highest quality of life possible while living at home. The DCS can provide free information, assistance and support to adults with memory concerns and or dementia and their family members or caregivers. Some of the DCS services include dementia specific programming, outreach, family consultations, care planning, community events, memory screening and more.

MCTS WisGo Reduced Fare Card

Phone: 414-937-3218.

For persons 65 years of age and older, children ages 6-12, persons enrolled in Medicare, Transit Plus clients, or persons with qualifying disabilities receive \$1 rides on MCTS buses, paying no more than \$2 per day, \$11/week and \$32/month. The Reduced Fare can be used with the card, UMO app or cash. With a multitude of routes, the MCTS buses can take you throughout the county.

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AGING & DISABILITIES SERVICES

Office for Persons with Disabilities (OPD)

Phone: 414-278-3932

OPD provides services that make Milwaukee County programs, services and facilities accessible to people with disabilities. In addition, the Office for Persons with Disabilities provides funding for accessible recreational opportunities which include adult recreational programs as well as youth summer camp programs.

BEHAVIORAL HEALTH SERVICES

24- Hour Mobile Crisis Line: 414-257-7222

The Milwaukee Mobile Crisis team supports callers on the Milwaukee County Crisis Line and provides mental health crisis responses and intervention to individuals of all ages, in the community. This non-police mobile response provides services 24 hours a day, seven days a week and is composed of counselors, therapists, psychologists and nurses.

Mental Health Emergency Center

1525 N. 12th Street, Milwaukee WI 53205

Phone: 414-966-3030

A new county-wide psychiatric Emergency Department offering 24/7/365 crisis mental health assessment, stabilization, treatment, and transition care management for children, adolescents and adults.

Community Access to Recovery Services (CARS)

Phone: 414-289-6085

Serves adults living with substance use and mental health disorders, providing a range of supportive services to Milwaukee County residents that are rooted in compassion and dignity.

Access Clinics

East: 414-257-7665; 210 W. Capitol Dr., Upper Level

North: 414-257-5190; 8200 W. Silver Spring Dr., Lower Level

South: 414-257-7900; 1635 W. National Ave.

For uninsured Milwaukee County Residents who are facing a behavioral health or co-occurring crisis, Access Clinic help people to the culturally competent behavioral health and co-occurring care they need, within their own community and regardless of their ability to pay.

Wraparound Milwaukee – Children’s Community Mental Health Services

Resource and Referral Line: 414-257-7607

Offers an array of programming and services for youth between the ages of 5 and 23, who may be in need of support with behavioral or mental health needs. Options Counselors will work with the family to determine if the youth meets eligibility for a variety of programs, including, but not limited to, REACH, Youth CCS, and CORE. Programming is voluntary and assessments are done at no cost to the family. Youth must be Medicaid Eligible.

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CHILD SUPPORT SERVICES

Customer Service Phone: 414-615-2593

Rm #101 of Milwaukee County Courthouse, 8 am to 4:30 pm M-F

Customer Service email: milwcse@milwaukeecountywi.gov

General Fax: 414-223-1865

Office staff work with participants to establish paternity, locate absent parents, establish and enforce child support orders and process child support payments. Payment information can be found at Child Support Online Services 24-hours a day by creating an account at <https://csos.wisconsin.gov/login>. For more specific information on any of our services please visit the Milwaukee County Child Support Services website at <https://county.milwaukee.gov/EN/Child-Support-Services> or Wisconsin Department of Children and Families website at <https://dcf.wisconsin.gov>

CHILDREN, YOUTH & FAMILY SERVICES

Reporting Child Abuse and/or Neglect

Phone: 414-220-SAFE (220-7233)

Resource and Referral Lines

Phone: 414-289-6799 or 414-257-7607

Screeners will work with the family to determine if the youth meet the enrollment criteria for the following programs: Wraparound REACH, CORE, Comprehensive Community Services (CCS) Youth Connect (YC), FISS, or offer resources for support and services within the community.

Wraparound Milwaukee – Children’s Community Mental Health Services

Resource and Referral Line: 414-257-7607

Offers an array of programming and services for youth between the ages of 5 and 23, who may be in need of support with behavioral or mental health needs. Options Counselors will work with the family to determine if the youth meets eligibility for a variety of programs, including, but not limited to, REACH, Youth CCS, and CORE. Programming is voluntary and assessments are done at no cost to the family. Youth must be Medicaid Eligible.

Children's Long Term Support Waiver Program

Wisconsin's Home and Community-Based Medicaid Waiver program that provides Medicaid funding available to support children and youth who live at home or in the community and have substantial limitations in multiple daily activities as a result of one or more of the following with intellectual/Developmental Disabilities, Physical Disabilities, and Mental Health Disabilities.

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CHILDREN, YOUTH & FAMILY SERVICES

Children's Community Options Program

Provides a coordinated approach to supporting families who have a child with disability. CCOP maximizes the family's capacity, resiliency, and unique abilities to better support, nurture, and promote self-determination, independence and inclusion in the community. CCOP is funded with the Wisconsin's General Purpose Revenue and can be used in conjunction with CLTS Waiver as the funding of last resort.

Birth to 3

The Wisconsin Birth to 3 Program is committed to serving children under the age of 3 with developmental delays and disabilities and their families. Birth to 3 program takes the value of the family's primary relationship with their child and work in partnership with the family. Birth to 3 program is developed to enhance the child's development and support the family's knowledge, skills and abilities as they interact with and raise their child.

Vel R. Phillips Juvenile Justice Center

CYFS Administrative: 414-257-7731

24-Hr Detention Line: 414-257-7721

Broad spectrum of programs and services for youth before, during and after involvement in the justice system.

HOUSING SERVICES

Eviction Prevention/Rent Assistance

Phone: 414-270-4646

The program is 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. Go to [RenterHelp.org](https://renterhelp.org) for online application.

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.

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HOUSING SERVICES

Home Repair Program

Phone: 414-278-4917

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.

ENERGY ASSISTANCE

Phone: 414-270-4MKE (4653)

To schedule an appointment visit: www.keepwarmmke.org

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

VETERANS SERVICES

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.