

Granite Hills Hospital, the new inpatient behavioral health hospital located at 1706 S. 68th St. in West Allis, opened in January of this year and is also accepting patients.

Overview

In 2010 Milwaukee County began work to redesign the community's behavioral health system. Private health systems, community health centers, community leaders, advocates, individuals with lived experience and experts in behavioral health have contributed to the redesign every step of the way. Our process included input from hundreds of community members. We established a goal to create a system less reliant on inpatient and institutional care, that meets people where they are with streamlined services, better access, culturally-competent care, No Wrong Doors and emphasizes proven practices like holistic and trauma informed care, stigma reduction and racial equity.

Milwaukee County has provided inpatient behavioral health services for more than 100 years. The Mental Health Complex was built more than 40 years ago to care for individuals with behavioral illness who, at the time, were expected to permanently reside in this facility. Since that time, best practices in care and laws have changed. Today, the Mental Health Complex is out of date, impacting service and patients.

Today, BHS has expanded community-based behavioral health programs and services for residents in Milwaukee County. This approach has been so successful that inpatient hospital admissions have declined. Building a community-based system of care is a national best practice model. Partnering with our health systems and our community health centers will increase access to high-quality behavioral health services and reduce inpatient admissions.

The closure of the Mental Health Complex does not change Milwaukee County's commitment to Behavioral Health Services or the scope and quality of services available. Through the mental health redesign, Milwaukee County residents can now access behavioral health services closer to home at more locations across the county instead of traveling to one location.

We are focused on improving access to care in the most underserved and vulnerable communities. In Milwaukee County, we believe that by achieving racial equity, Milwaukee will be the healthiest county in Wisconsin.

The redesign of Milwaukee County's mental health system is a collective effort made possible because of our partnerships. Our BHS employees are vital partners in this process and in our future. Milwaukee County Executive David Crowley issued this [proclamation](#) thanking them for their commitment.

Past, Present and Future State of Behavioral Health Services

Interested in learning more about the history of Milwaukee County Behavioral Health Services? Check out our [Past Present Future page](#) and watch a video series illustrating the story of BHS' rich history while highlighting the work that has resulted in the present day organization and sharing the vision for the future of BHS.

If you or someone you know is experiencing a behavioral health crisis, call our crisis line right away, any day, any time.

(414) 257-7222

Resources and Services

The role of Milwaukee County Behavioral Health Services is to ensure that all Milwaukee County residents have access to high-quality, patient-centered behavioral health services where they are treated with dignity - no matter their severity of illness or ability to pay.

There is No Wrong Door for Milwaukee County residents who want to access social services. Milwaukee County residents who access one DHHS program or service can access information about all DHHS programs and services.

Mobile Teams

Crisis Mobile Team

A Crisis Mobile Team 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.

(414) 257-7222

Children's Crisis Mobile Team

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.

(414) 257-7621

Crisis Assessment Response Team (CART)

CART teams consist of a behavioral health clinician and a trained law enforcement officer who partner together to co-respond to behavioral 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.

911 or the non-emergency numbers:

Milwaukee Police Department: (414) 933-4444

West Allis Police Department: (414) 302-8000

Milwaukee County Sheriff's Office: (414) 278-4788

Mental Health Emergency Center

(414) 966-3030

1525 N. 12th Street

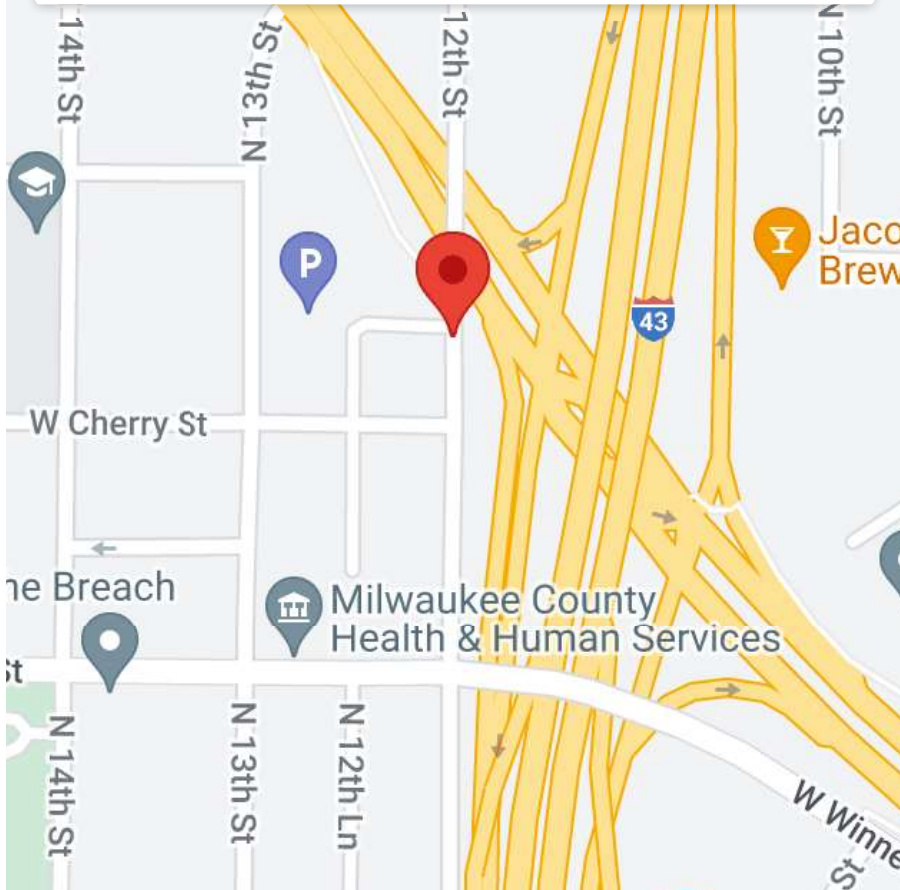
Hours: 24/7

1525 N 12th St

1525 N 12th St, Milwaukee, WI 53205

[Directions](#)

[View larger map](#)

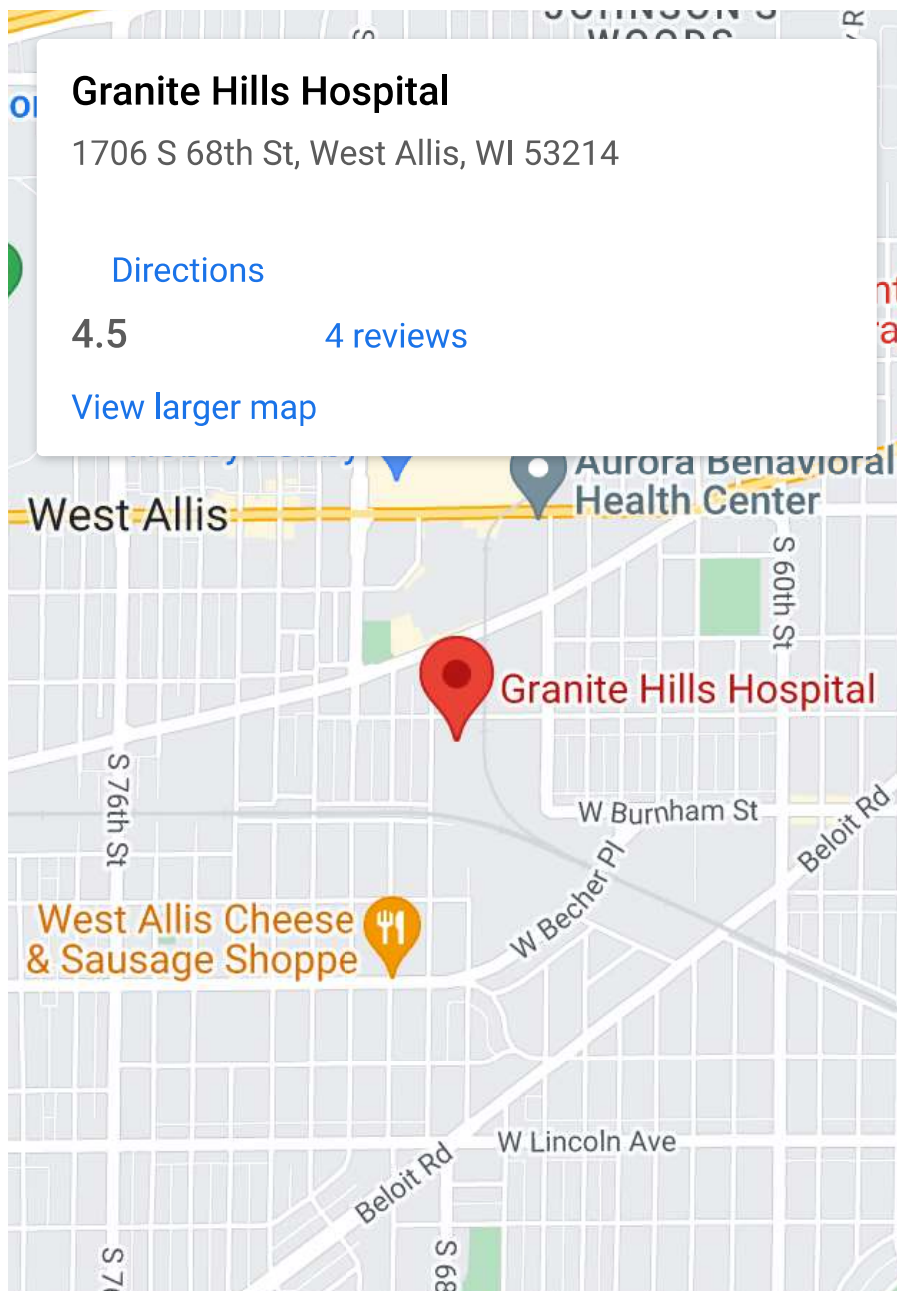


Granite Hills Hospital

(414) 667-4800

1706 S. 68th Street

Hours: 24/7



Crisis Resource Centers

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

2057 S. 14th St. (414) 643-8778

5409 W. Villard St. (414) 539-4024

5566 N 69th St. (414) 476-9675

Access Points

A behavioral health, substance use or co-occurring disorder crisis can be very frightening. Knowing where to turn for help can improve your or your loved one's chances of getting quickly connected to the necessary treatment and recovery services. CARS offers a variety of community-based access point locations that you or your loved one can easily visit or call:

M&S Clinical Services: (414) 263-6000

2821 Vel R Phillips Ave., Ste. 210

Impact: (414) 649-4388

6737 W. Washington St., Ste. 2225

Community Health Centers

Access Clinic South

Located within Sixteenth Street Community Health Center

1635 W. National Ave.

Hours: Monday – Friday 8:30 a.m. – 4:30 p.m.

Walk-in hours for initial assessment: Monday – Friday 8:30 a.m. – 2:30 p.m.

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

(414) 257-7900

Access Clinic East

In partnership with Outreach Community Health Centers

210 W. Capitol Dr.

Hours: Monday – Friday 8:30 a.m. – 4:30 p.m.

Walk-in hours for initial assessment: Monday – Friday 8:30 a.m. – 2:30 p.m.

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

(414) 257-7665

Team Connect 2.0

Located within Progressive Community Health Center's Lisbon Avenue Health Center

3522 W. Lisbon Ave.

Hours: Monday – Thursday 8 a.m. – 6 p.m. and Friday 8 a.m. – 5 p.m.

Team Connect is a program dedicated to providing additional follow-up services and support for individuals discharged from the division's psychiatric crisis services, observation and acute care units. The group works to reduce the risk of harm to individuals once they are discharged and seeks to improve the links to ongoing care and resources in the community. No other facility in the Milwaukee area provides such services.

For More Information

For more information on Milwaukee County's Mental Health Redesign, visit the links below.

Flyers

[English flyer](#)

[Spanish flyer](#)

[Hmong flyer](#)

Fact Sheet

[English fact sheet](#)

[Spanish fact sheet](#)

[Hmong fact sheet](#)

[Press Release](#)

MILWAUKEE COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES

1220 W. Vliet St.

Suite 301

Milwaukee, Wisconsin 53205



Access DHHS

About DHHS

DHHS Governance

Provider Portal

How We Help

Behavioral Health

Disabilities Services

Housing

Youth & Family Services

Energy Assistance

Our Vision

Together, creating healthy communities.

Our Mission

Empowering safe, healthy, meaningful lives.

Our Values

Partnership, Respect, Integrity,

Diversity, Excellence

