

MENTAL HEALTH AND SUBSTANCE USE CARE PROVIDER REFERRAL RESOURCE FOR SERVICES & PROGRAMS IN MILWAUKEE COUNTY

To find mental health or substance use care resources located within the county of Milwaukee, leverage one or more of the resources below. Please note that there may be eligibility requirements or capacity constraints. It is recommended to set realistic expectations with the individual you are supporting when discussing referrals or next steps.



Supporting someone who is experiencing a mental health crisis? Call 414-257-7222 or 988 (24/7).



CALL

- ✓ To talk to a Community Resource Specialist about finding mental health and substance use care for the person you are helping, **dial 211**, 24/7.
- ✓ If the person you are helping is **experiencing a crisis** call the **Milwaukee Mobile Crisis** team for adults and children at **414-257-7222** (24/7).
- ✓ For **Milwaukee County Programs** call the following resource lines Monday – Friday 9:00 am - 5:00 pm:
For Children 414-257-7607
For Adults 414-289-6085
- ✓ For resources and navigation support for **children, and youth with special health care needs** call **800-234-KIDS (5437)** Monday – Friday 9:00 am - 5:00 pm.



SEARCH

Visit **HMKEwell.com** and connect with IMPACT 211's list of mental health and substance use providers. Enter the individual's zip code and select their preferred service. On each listing you will find options to e-mail or text the information to the patient directly.



NAVIGATE

Use the online navigation chat tool at **HMKEwell.com** to quickly filter through online listings. Answer a few simple questions and receive a list of resources from the IMPACT 211 Directory that can be printed, e-mailed, or texted to your patient.



VERIFY

Call the Milwaukee County Behavioral Health Services Enrollment Verification Line at **414-257-5200** to understand what Milwaukee County mental health programs the person you're helping is already enrolled in.

Available 7 Days A Week | 7:00 am - 11:00 pm.

PROVIDER TO PROVIDER REFERRALS



Join IMPACT Connect, an online referral network with the ability to refer a patient directly to a mental health or substance use provider through an online tool. Visit **IMPACTconnectWI.org** and click on the "Partner With Us" button in the menu.

WALK-IN & EMERGENCY SERVICES

The resources below are for walk-in, crisis, and emergency services, whether a person has health insurance or not. It's important to understand that a crisis is defined by the person going through it, and they won't be turned away, no matter their situation. These services do not represent all services in Milwaukee County and other options may be available through schools, Employee Assistance Programs, and medical providers.

Before making a referral, we strongly recommend calling to confirm the operating hours.

ADULT - MENTAL HEALTH SUPPORT

Access Clinics

Offers assessments, counseling, medication management, peer support, referrals, and connections to other services for Milwaukee County residents 18 years old and older.

Access Clinic East, Located within Outreach Community Health Centers

📍 210 W. Capitol Drive, Milwaukee, WI, 53212
☎ 414-257-7665

Access Clinic North, Located within Milwaukee Health Services, Inc.

📍 8200 W. Silver Spring Dr., Milwaukee, WI, 53218
☎ 414-257-5190

Access Clinic South, Located within Sixteenth Street Community Health Centers (National Ave.)

📍 1635 W. National Ave., Milwaukee, WI, 53204
☎ 414-257-7900

ADULT - SUBSTANCE USE SUPPORT

Access Points

Offers assessments, counseling, peer support, and substance use treatment referrals.

Sirona Recovery

📍 205 W. Highland Ave., Milwaukee, WI, 53203
☎ 414-552-8079
🌐 SironaRecovery.org

WestCare

📍 2821 N. Vel R. Phillips Ave., Milwaukee, WI, 53212
☎ (414) 263-6000
🌐 WestCare.com

Wisconsin Community Services

📍 2610 W. North Ave., Milwaukee, WI, 53206
☎ 414-885-2329
🌐 WISCS.org

ADULT - CRISIS INTERVENTION

Crisis Resource Centers

Offers assessment and stabilization for mental health or substance use crisis.

Crisis Resource Center - South

📍 2057 S. 14th St., Milwaukee, WI, 53204
☎ 414-643-8778

Crisis Resource Center - West

📍 5566 N. 69th Street, Milwaukee, WI, 53218
☎ 414-290-9730

CHILD & ADOLESCENT - MENTAL HEALTH SUPPORT (AGES 5-18)

Children's Wisconsin Craig Yabuki Mental Health Walk-In Clinic

📍 8915 W. Connell Court, Milwaukee, WI, 53226
☎ 414-337-3400
🕒 Open daily 3:00 pm to 9:30 pm.

EMERGENCY SERVICES FOR ADULTS, ADOLESCENTS & CHILDREN

Mental Health Emergency Center

If the individual you are supporting is experiencing a mental health emergency, send them to the Mental Health Emergency Center (MHEC). A mental health emergency refers to a situation where an individual poses an immediate risk to themselves or others. Examples of mental health emergencies may include:

- Thoughts of suicide, self-harm or harming others
- Violent, erratic or aggressive behavior
- Significant worsening of mental health symptoms

📍 **1525 N. 12th Street, Milwaukee, WI, 53205**

☎ **414-966-3030**

🕒 **Open 24/7 - 7 days per week**

🌐 **mentalhealthmke.org**

**Like any health emergency, sometimes distance matters and it may be best to call 911 or go to the nearest emergency department.*

This resource is developed and managed by the Mental Health Navigation Initiative - a public/private work team of individuals working to improve the understanding of and navigation to mental health and substance use services in Milwaukee County. This information is current as of November 2023.