

COUNSELING



GRANDPARENTS/RELATIVES

RAISING

AND

NURTURING

DEPENDENT CHILDREN

Milwaukee County Resource Guide



Counseling



For Information on:

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Counseling



The resource section at the end of this chapter gives you the locations, phone numbers, and/or Web sites of agencies where you can find help. For access to computers and assistance in reaching the information available on Web sites, contact your local public libraries, senior centers, community centers, or family resource centers.



Children who come to live with their grandparents may be afraid or upset because their lives have suddenly changed. They may feel they are unwanted or that they are the reason for this change in their family's life. They may have seen drug and alcohol abuse, HIV/AIDS, or the imprisonment or death of a parent. As a caregiver, you are also dealing with your feelings about your adult child, the parent of this child who is now your responsibility.

Sometimes these situations require immediate attention for the safety and well-being of everyone in the family. The **EMERGENCY PHONE NUMBERS** section in the beginning of this book will give you a quick list of phone numbers to call. The information in this section will give you an idea of some places you can call for counseling help or support groups for you and your grandchild.

1. My grandchild is very young. Do young children need counseling?

Although children may not be able to explain a mental health term, they can and do experience problems. Check over the list of signs in the next question that may indicate a problem.

2. What are some of the signs that my younger child may need counseling?

- Sudden changes in mood or behavior
- Depression – feeling unhappy for a long time
- Anxiety – strong feeling of fear or nervousness
- Getting upset over small things
- Physical aches and pains that have no real physical cause
- Dropping grades
- Not being able to sleep
- Fighting against being hugged or cuddled
- Unusual behaviors (e.g., head banging, constant rocking, or hurting themselves physically in other ways)
- Babies crying constantly or having a weak cry

3. What are some signs that I should be concerned about my older grandchild's or teenager's behavior?

Older children may not speak out and tell you what's bothering them. Instead, they may *act* out in ways that may give clues that they need help. Some of the items in the list in Question 2 may also be true for older children and teenagers. Other signs may be:

- Not being able to give affection or not willing to be hugged or touched with affection
- Are difficult to control or can't control their own behaviors (constant talking, lying, stealing, extreme anger)
- May harm themselves or others (e.g., may cut or burn themselves; fighting with or hitting others)
- Don't get along well with others (e.g., bullying other children, being a loner, not trusting others)
- Cruelty to animals
- Eating problems
- Talking about or attempting suicide
- Drug and/or alcohol abuse
- Running away
- Inappropriate sexual behaviors
- Lethargy (no interest in things they previously enjoyed doing)
- Poor concentration
- Low self-esteem
- Sleeping too much

4. I've heard a lot about children and teenagers being depressed. What is depression and how can I know if my child is depressed?

Many of the signs listed in Questions 2 and 3 may point to depression. Depression is being "down" or showing signs of being unhappy for more than a couple of weeks. Children or teenagers may talk about feelings of sadness or about life not being worth living. They may start cutting classes, cry or act moody for long periods of time, or want to spend most of their time alone. If you feel that your child has been acting depressed, ask someone for help.

5. How can I find the right counseling service for my grandchild or my particular situation?

You can begin by checking the counseling/mental health resources at the end of this section. If you know of anyone who has had to get help for a child, ask them about the counselor they used. Did they feel that they were treated with respect? Would they recommend that counselor to other people? You also could ask your family doctor for the name of a counselor, the child's school social worker or guidance counselor. Another good place to check is the Counseling section in the

Yellow Pages of your phone book. An agency that offers assessment and consultation will be able to examine the child, tell you what they think the problem is, and suggest where you can take her to get treatment. They will also recommend individual, family, or group therapy, whichever is best for you and your situation. When selecting a counselor, be sure to check with your insurance provider or HMO to be sure the child's counseling is covered.

6. What are the different types of counselors?

Counselors can be psychiatrists, psychologists, licensed clinical social workers, licensed professional counselors of mental health, certified mental health counselors, psychiatric nurses, marriage and family therapists, or pastoral counselors. You can find the definitions for these different professionals in the Glossary at the back of this book.

7. What are some questions I can ask counselors to help me decide if they can help my troubled grandchild and me?

Finding the right mental health professional may take several tries. Do not be shy about asking questions and making sure that you find the right person. The mental well-being of you and your grandchild is important, so look at the following questions and pick those that you might want to ask to help you with your decision:

- What are your qualifications, experience and training?
- What kind of license do you have?
- What type of therapy do you use?
- What experience do you have in treating my problem?
- What is your fee and can you adjust it based on my income?
- How will my insurance billings and co-payments be handled? When and how do I pay?
- Is there a charge for the first meeting?
- What are your office hours?
- How long does it take to get an appointment?
- How often will appointments be scheduled?
- How long do your sessions last?
- Who will see my records?
- How confidential is therapy?
- What do I do if there is an emergency?
- What do I do if I have questions?
- Will we set goals for treatment?
- If you feel you are unable to treat my problem, will you refer me to someone else?

8. What are support groups?

Self-help or support groups are regularly scheduled meetings (often held weekly or monthly) of people who share similar problems. A counselor may or may not help run the group. They help grandparents and relatives who are parenting again, by giving them a place to share information, learn about resources, and help one another.

Agencies in your area that offer support groups are shown at the end of this section of the Resource Guide.

9. What do school counselors do?

School counselors give students educational guidance and counseling, and work on short-term problem intervention for children while they are in school. They help students with personal and social growth and career/life planning. At times, they work with other school officials, parents or guardians, and the students themselves in helping with their problems.

If a student needs long-term help, the school counselor will refer him or her to the right kind of agency.



The information in this chapter has been adapted for use in the Wisconsin from the state of Delaware's *Grandparents/Relatives Raising And Nurturing Dependent Children (GRAND) Resource Guide* by David A. Riley, Child Development Specialist, UW–Extension Family Living Programs; Beth Swedeen, Parenting Associate Outreach Specialist, Waisman Center; and Nancy Marz, CICSW, Clinical Consultant, Department of Health and Family Services; and Mary Brintnall-Peterson, Program Specialist in Aging, UW-Extension Family Living Programs.

The chapter was reviewed in 2006 by Michelle Lameka, Milwaukee County Department on Aging, and Joyce Appel, Jewish Family Service, Milwaukee.

This chapter is one of eight chapters included in Wisconsin's *GRAND Resource Guide*. Other topics addressed in the resource guide include Child Care, Education, Financial Assistance, Health, Housing, Legal, and Parenting issues. These chapters can be found on the Grandparents Raising Grandchildren Web site at:
<http://www.uwex.edu/ces/flp/grandparent/grand.pdf>

The University of Wisconsin-Extension presents the information in the *Grandparents/Relative Raising And Nurturing Grandchildren (GRAND) Resource Guide* as a service to those who are raising grandchildren or other kin or to those who

are working with them. Although every effort has been made to ensure accuracy and reliability, UW-Extension and contributors to this resource guide make no warranty or guarantee concerning the accuracy or reliability of the content in the resource guide.



Counseling Resources



211 Milwaukee

Dial 2-1-1

211 Milwaukee is a three-digit, 24-hour information and referral telephone service with information about family, health, and social services available in Milwaukee county and surrounding areas. Trained community resource specialists utilize a computer database to link callers to the local social service agency that can best respond to their needs. More than 4,500 programs are currently in the database.

Alcohol and other drug abuse treatment resources:

The following programs provide assessments and referrals for alcohol and drug abuse treatment to Milwaukee County residents without insurance. These are NOT alcohol and drug treatment facilities. (For persons WITH insurance that covers Substance Abuse treatment, check with your insurance carrier to find out how and where to obtain treatment.)

Locations:

Milwaukee Women's Center—Central Intake Office

611 N Broadway St #230

Milwaukee, WI 53202

272-6199

Meta House

2266 N. Prospect Avenue, 4th Floor

Milwaukee, WI 53202-6306

962-1200

United Community Center

1028 S. 9th Street

Milwaukee, WI 53204-1335

643-8530

Email address: jbeer@unitedcc.org

Horizon House

2511 West Vine Street

Milwaukee, WI, 53205

342-3237

M&S Clinical Services, Inc

2821 N. 4th St., Suite 516

263-6000

53212

IMPACT Central Intake Unit

611 W National Ave 53204

649-4380

Wisconsin Community Services

2023 W. Wisconsin Ave 53233

344-6111

“Twelve Step” Support Groups

AA Meetings

Alcoholics Anonymous

7429 W Greenfield Ave

West Allis, WI 53214

771-9119 – Milwaukee Area

(212) 870-3400 – National

www.alcoholics-anonymous.org/

CA Meetings

Cocaine Anonymous

3060 N 68th St

Milwaukee, WI 53210

445-5433

<http://www.ca.org/>

NA Meetings

Narcotics Anonymous

1-866-913-3837

Milwaukee Area

<http://www.wisconsinna.org/>

(818) 773-9999 National

<http://www.na.org/>

**Adult
Children of
Alcoholics**

Adult Children of Alcoholics Intergroup (ACOA)

PO Box 1576

Milwaukee, WI 53226

299-9727

<http://www.adultchildren.org/>

**Gamblers
Anonymous**

Gamblers Anonymous / GamAnon

299-0901

<http://www.gamblersanonymous.org/>

<http://www.gam-anon.org/>

Overeaters Anonymous
Overeaters Anonymous
7441 W. Greenfield Ave #12
West Allis, 53214
259-0640
<http://www.oa.org/index.htm>

For assistance with referrals for counseling and mental illness:

Community Information Line
773-0211

The Community Information Line is a central access point for inquiries about family, health and social services, including providing referrals for persons seeking counseling, regardless of their income or having access to insurance. It is prevention and pre-crisis focused. When someone calls the Community Information Line, they will speak with a Community Resource Specialist - a professional trained to listen carefully to the caller's needs, help assess their situation and connect them to an agency that will respond to their needs. The Community Information Line has information on over 300 providers of counseling for alcohol and other drug use.

Mental Health Association – Milwaukee County
734 N 4th St #200
53203
276-3122
<http://www.mhamilw.org/>

The Mental Health Association in Milwaukee County (MHA), founded in 1930, is an affiliate of the National Mental Health Association, which was created in 1909. Since it began, the MHA has promoted the rights and well-being of people with mental disorders. Their mission is to promote mental health, prevent mental disorders, and achieve victory over mental illness through advocacy, education, information, and support. They offer a variety of programs that take mental health information to support groups, workplaces, senior centers, and community organizations. We also reach people through our web site, brochures, videos, television spots and other printed materials.

NAMI - National Alliance for the Mentally Ill
Colonial Place Three
2107 Wilson Blvd Ste 300
Arlington, VA 22201-3042
(800) 950NAMI (6264)
<http://www.nami.org/poc.htm>

The *HelpLine* is NAMI's Information and Referral service. The *HelpLine* is staffed by trained volunteers and provides information, referral and support to all who have questions about or are affected by serious mental illness. The *HelpLine* DOES NOT provide counseling, legal advice, medical advice or referrals to professionals (psychiatrists, attorneys, etc.). The *HelpLine Online* makes available some of the more commonly requested fact sheets.

NAMI Greater Milwaukee

3195 S Superior St Ste 314

53207

769-0447

www.namiwisconsin.org

NAMI Greater Milwaukee 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. Provides information and advocacy, support group information, monthly public informational meetings, a resource center, and a monthly newsletter that supports the ongoing needs of mentally ill persons and their family members.

Sexual Assault and Child Abuse Counseling:

Child Protection Center - Children's Hospital

9000 W Wisconsin Ave

Milwaukee, WI 53226

266-2000

<http://www.chw.org/>

Aurora Sinai Medical Center

945 N. 12th Street

Milwaukee, WI 53233

219-2000

219-7570 (FAX)

www.aurorahealthcare.org

Sexual Assault Nurse Examiner Services (S.A.N.E.) 24 hours

S.A.N.E is a dedicated group of nurses on call 24-hours a day

<http://www.aurorahealthcare.org/services/sexual-assault/sane.asp>

Aurora Lakeland Medical Center

W3985 County Road NN

Elkhorn, WI

262-741-2000

Aurora Medical Center

1032 E. Sumner Street
Hartford, WI 53027
262-673-2300

Aurora Medical Center

10400 75th Street
Kenosha, WI
262-948-7000

Memorial Hospital of Burlington

252 McHenry Street
Burlington, WI
262-767-6000

Sexual Assault Treatment Center Services (SATC)

219-5731

Target Audience: Victims of rape, incest, sexual abuse and assault.

Description: Comprehensive services for assault victims; crisis intervention; medical assessment and treatment; emotional support and counseling; follow-up; evidence collection; teaching and resource information; services and referrals for those with special needs.

Youth Sexual Assault Prevention/Education

219-5731

Target Audience: Youth and schools

Description: Workshops; peer education (training, development); and consultation with SATC staff.

Child Protective Services / Bureau of Child Welfare-Milwaukee County

220-SAFE (7233) 24 Hours

Investigates reports of child abuse and neglect. Anyone may report anonymously. Takes whatever action is necessary for child's safety.

The Counseling Center of Milwaukee

Child and Adolescent Sexual Abuse Programs

2038 N Bartlett Ave

53211

271-2565

<http://www.tccmilw.org/Services.asp>

Includes Safepath, Hand-in-Hand, and Step 5 programs and provides counseling for teenagers, both victims and offenders, who are dealing with problems related to sexual abuse. Safepath: Provides counseling and possibly temporary shelter to victims (ages 12-17) of sexual abuse. Hand-in-Hand: Provides support groups for teen parents (ages 12-19) who have been sexually abused and therapy groups for teens and children who have been

sexually abused 24-hour hotline 271-1560. Step 5: Provides sex offender therapy for 9-18 year old males, including: group, individual and family counseling. Community outreach staff are also available to conduct workshops on sexual abuse and its prevention. Hand-in-Hand also provides case management, individual and family counseling and in-home services.

Sexual Assault Treatment Center of Greater Milwaukee (SATC)

Aurora Sinai Medical Center

945 N. 12th St.
Milwaukee, WI 53233
219-5555

West Allis Memorial Hospital

8901 W. Lincoln Ave
West Allis, WI 53227
219-5555 24 hours

<http://www.aurorahealthcare.org/services/sexual-assault/satc.asp>

Offers information and referral services for victims of sexual assault and sexual abuse, counseling, crisis intervention, Sexual Assault Nurse Examiner (SANE) assessment and treatment; support group, resource materials; speakers for professional and community groups. Counseling and support services for partners, family, friends, and other “allies in healing.” Services also include a vulnerable populations social worker working with disabled or vulnerable populations regarding sexual abuse/assault.

Sojourner Truth House

P. O. Box 080319
53208
933-2722

Assistance for victims of domestic violence, abuse, or sexual assault. Hotline provides crisis intervention, counseling, information and referral, and shelter for abused women and their children. 24 hours.

Inpatient and Residential Treatment Centers for children and adolescents:

Child and Adolescent Treatment Center

9501 Watertown Plank Rd
53226
257-7611

A program of the Milwaukee County Mental Health Division, the Child and Adolescent Treatment Center provides inpatient, outpatient and day treatment services to children and adolescents (3 to 17 years). Provides a comprehensive array of mental health services to children and adolescents

and their families. This includes 40 inpatient beds and an outpatient and day treatment program. Also operated a managed care program call, "Wraparound Milwaukee" for severely emotionally disturbed children and SAFENOW-an early intervention program for families in which there has been evidence of child molestation. Also operates a 24-hour mobile crisis service.

Aurora Psychiatric Hospital

1220 Dewey Ave

53226

454-6777

<http://www.aurorahealthcare.org/>

Aurora Psychiatric Hospital is a non-profit hospital and has been providing quality behavioral health care since 1884. We are always seeking new opportunities to meet the ever-changing needs of the communities we serve. Formerly known as Milwaukee Psychiatric Hospital, the hospital is part of Aurora Behavioral Health Services. Aurora Psychiatric Hospital provides treatment for people of all ages and offers a full continuum of care including inpatient and residential treatment as well as day and evening treatment programming.

Located on a 30-acre wooded campus in Wauwatosa, Aurora Psychiatric Hospital offers an ideal setting of hope and healing for individuals struggling with mental health or substance abuse problems. Our staff includes some of the area's leading psychiatrists, therapists and clinical nurses, all dedicated to delivering results-oriented treatment in a caring and confidential environment

Rogers Memorial Hospital - Milwaukee

11101 W Lincoln Ave

53227

800-767-4411

<http://www.rogershospital.org/>

The Child & Adolescent Center provides teens age 12 to 17 with a longer term (45-60 days) intensive care program of intervention and treatment to address child and adolescent psychiatric disorders, including ADHD, depression, anxiety disorders, chemical dependency and family issues. The program is designed with the intensity of inpatient treatment and the flexibility and features of a residential program

St Charles Youth and Family Services

151 S 84th St

Milwaukee 53214

476-3710

Short-term residential service and treatment for emotionally disturbed and delinquent youth offering social skills development, respite services, family in-home support, intervention and treatment, individual counseling and treatment, family support and mentoring, psychological and psychiatric support, foster care placements, day treatment, AODA counseling, sex offender intervention and employment and vocational opportunities. Crisis residential treatment services that stabilize youth within an individualized, structured setting. Immediate placement 24 hours a day, 7 days a week. In cooperation with Milwaukee County Department of Human Service and Milwaukee Public Schools, provides day treatment and family support services for emotionally disturbed and delinquent youth ordered by Children's Court providing intensive community-based alternative to institutional placement.

Columbia St. Mary's Behavioral Medicine– Columbia Campus

2025 East Newport Avenue, Milwaukee 53211

Inpatient Psychiatry 961-3880

Partial Hospital and Outpatient Adult Services 961-4050

Outpatient Geriatric Psychiatry 961-4646

<http://www.columbia-stmarys.org/body.cfm?id=20>

Inpatient, partial hospital and outpatient mental health services for adults and older adults on a full range of issues. Also provide a dialectical behavior therapy program for individuals who have been diagnosed with borderline personality disorder. Accepts Title 19, Medicare, and Medicaid.

Programs offering general counseling for low cost or on a sliding fee scale:

Aurora Family Service

3200 West Highland Boulevard, Milwaukee 53208

342-4560

Provides group counseling, home-based counseling, parenting education, support services, professional training programs, and support services for the elderly and their families. M-F, 8:30 a.m. - 5:00 p.m.

Consumer Credit Counseling

4915 S. Howell Avenue, Suite 102 Milwaukee, 53207

Call 482-8801 for credit counseling appointments.

Provides counseling, education, and debt repayment planning. Budget counseling for the individual, couple, or family. Low fee based on income and ability to pay. M-F, 8:30 - 5:00 p.m. Evening and Saturday appointments available.

Catholic Charities

2021 North 60th Street, Milwaukee 53208

771-2881

Branch Office: 7635 West Oklahoma Avenue, Suite 104, Milwaukee, 53219

Counseling for marital strife, developmental disabilities, unplanned pregnancy, parent/child conflicts. Services for migrants, refugees, immigrants, Hispanic and African-American communities; child abuse prevention; aging, adoption, and caregiver respite. "Children Cope with Divorce" program helps parents understand the effect of divorce on their children. Insurance and sliding fee scale. M-F, 9:30 a.m. – 7:30 p.m.

Children's Service Society of Wisconsin

1212 South 70th Street, West Allis 53214

453-1400 or 1-800-653-2779

Counseling for children, teens, and their families; birthparent and pregnancy counseling; adoption services; respite care; foster care; in-home services; prevention resources; parenting programs and more. Sliding fee scale, Title 19, insurance certified. M-F, 8:30 a.m. – 5:00 p.m., evenings by appointment.

Council for the Spanish Speaking, Inc.

614 West National Avenue, Milwaukee 53204

384-3700; FAX: 384-7622

Referral, advocacy, and immigration services for Hispanic and other near southside residents. GED, English as a second language, citizenship and driver's education classes, Headstart, and child abuse early intervention. Housing for elderly and disabled. Alternative high school. M-F, 8:00 a.m. – 4:30 p.m.

Counseling Center of Milwaukee, Inc., The

2038 North Bartlett Avenue, Milwaukee 53202

271-2565; FAX: 271-0102

Solution-focused counseling for individuals, couples, and families; support groups; therapy groups; facilitator training; HIV prevention programs. Shelter, counseling, and case management for runaway and homeless teens, 11-17 years of age. Child and adolescent sexual abuse treatment program. Call for appointment. Sliding fee scale. Call for hours.

Milwaukee County Department of Social Services

235 West Galena, Suite 270

Milwaukee 53212

289-6816

The Behavioral Health Division's mission is the empowerment and recovery of all persons with mental illness and substance abuse treatment needs in our community. We support this mission by directly providing and contracting for a full range of services, which include operation of a 96-bed psychiatric inpatient hospital, a psychiatric emergency room, a crisis walk-in clinic, two nursing homes providing intermediate and long-term care to patients with severe and persistent mental illness and profound developmental disabilities, outpatient mental health clinics, mobile and telephone crisis intervention, day treatment, targeted case management and a vast array of other support services purchased through a network of community-based care and treatment providers.

St. Charles Youth & Family Services, Inc.

151 South 84th Street
Milwaukee, WI 53214
476-3710

Provides comprehensive therapeutic and educational services for young people including individual and group therapy, art and recreational therapy, crisis intervention, psychiatric consultation and medication management, case management and occupational therapy. Experienced therapists, case managers and mental health professionals in issues facing youth including anger, attention deficit disorder, depression, domestic/family violence, inadequate impulse control, oppositional defiant disorder, physical abuse and neglect, poverty, school problems, sexual abuse and social skills deficits. 24-hour admissions care.

Gerald L. Ignace Indian Health Center

1711 South 11th Street, Milwaukee 53204
383-9526; FAX: 649-2711

Services include: AODA assessment and counseling; youth, adult; individual, family, and couples counseling; advocacy for Native Elders and family needs. Talking circles and women's support group, AA support group on site. Services available at no cost to eligible Native Americans.

The Healing Center

611 W. National Avenue, 4th Floor, Milwaukee, WI 53204
671-4325; FAX: 671-6836

Offers advocacy and support to survivors and their loved ones as they struggle to heal from sexual abuse and assault. Provide a variety of support groups, individual advocacy and counseling, information and linkage to other community resources, and community education.

Health Care for the Homeless of Milwaukee, Inc.

711 West Capitol Drive, Milwaukee 53206
374-2400; FAX: 374-7917
Recovery Behavioral Health Clinic
210 W. Capitol Drive, Milwaukee 53212
727-6320

Provides mental health, AODA, case management, HIV/AIDS, housing, crisis intervention, outreach, Prenatal Care Coordination, Child Care Coordination, community support, and advocacy services to Milwaukee's homeless. Medical and dental care provided through other agencies. Spanish staff available.

Office hours: M-F, 8:30 a.m. – 4:30 p.m.;

Outreach hours: M-Th, 6:00 a.m. – 6:00 p.m.; F, 4:00 a.m. – 6:00 p.m.

Isaac Coggs Health Connection - Call for details

2770 North 5th Street, Milwaukee 53212
286-8886; FAX: 286-8877

Provides counseling for adults, teens, and children. Individual or group therapy sessions are available. Medication management also available. M-F. 8:00 a.m. - 5:00 p.m.

Jewish Family Services

1300 North Jackson Street, Milwaukee 53202
390-5800; FAX: 390-5808

Individual and family counseling programs for all age groups; Family Care provider for the aging; long- and short-term outpatient services; case/care management and resettlement services for new Americans; career counseling, psychological testing, support groups, co-parenting classes for divorcing families. Sliding fee scale; insurance. M-Th, 8:30 a.m. – 5:00 p.m., F, 8:30 a.m. – 2:00 p.m. Evening, weekend hrs by appt.

Latina Resource Center, UMOs

802 West Mitchell Street, Milwaukee 53204
389-6500; FAX: 389-4517

Onsite comprehensive bilingual, bicultural services to victims of domestic violence and their families. Support groups, counseling, legal advocacy, case management advocacy and referral, and community outreach and education. Services are free. M-F, 8:00 a.m. - 5:00 p.m.

Lutheran Social Services

647 West Virginia Street, Suite 300, Milwaukee 53204
281-4400

Comprehensive mental health and AODA counseling services for all ages and types of problem situations. Individual, family, group treatment modalities used. Education/ prevention programs. Sliding fee scale; insurance; Title 19. M-F, 8:00 a.m. – 5:00 p.m. Call for information, including other office locations that may be more convenient for you.

Marquette University Center for Psychological Services

561 North 15th Street, Room 464, Milwaukee 53233
288-3487

Evaluations and treatment for children, adolescents, adults, couples, and families. This is a training and research facility where Marquette University Clinical Psychology Program students, supervised by faculty in the Department of Psychology, will work with the client. Sliding fee scale. M,Th,F, 8:00 a.m. – 4:30 p.m.; Tu, W, 8:00 a.m. – 7:00 p.m. By appointment.

Milwaukee County Human Services Department

235 West Galena Street, Milwaukee 53212

The Resource Center provides information and assistance regarding services for children with disabilities and their families and adults with disabilities. Resource Center staff assesses the needs of the individual and determine eligibility for long-term support programs like work services, day programming, personal care, and respite services. Staff also respond to reports of self-neglect or abuse of vulnerable adults who have a disability, and help link individuals to emergency services and resources. The Long-Term Support Program services include personal care, special equipment, employment assistance, recreational programs, case management, and any other services that assist a person to remain in the community. There is a wait list for many of these services. M-F, 8:00a.m. - 4:30 p.m.

Disabilities Service Division: 289-6660

Child and Family Services: 289-6799

Birth to Three Program

Provides services for children age birth to three who have a disability or developmental delay. Services include information for families, developmental evaluations and early childhood services.

Family Support Program

Provides in-home support to families of children age birth to 21 who have a severe disability.

Milwaukee County Behavioral Health Division

9455 Watertown Plank Road, Wauwatosa 53226
257-6995; TTY: 257-6300; FAX : 257-8018

Hospital and rehabilitation center. Full service psychiatric program for care and treatment of persons with chronic and acute mental illness or emotional problems. Crisis, inpatient, and outpatient treatment for all ages. Treatment for persons with developmental disabilities. All fees based on insurance and ability to pay, Medicare, Title 19.

Psychiatric Crisis Service/Admissions Center

9499 Watertown Plank Road, Wauwatosa 53226
257-7260

Provides 24-hour/7-day psychiatric emergency services, including assessment, crisis intervention, and medications as well as the capacity for observation up to 48 hours, as needed.

Milwaukee Women's Center, Inc.

Behavioral Health Services:
611 N. Broadway, Suite 230, Milwaukee 53202
272-6199; FAX: 431-0947
671-6140 (24-hour crisis line)

Social Services

5444 W. Fond du Lac Avenue, Milwaukee 53216
466-1247; FAX: 578-2970

Research, prevention, intervention, and support services in the areas of family violence, homelessness, alcohol and drug abuse, mental health issues, poverty, and maternal and child health problems. The Behavioral Health Clinic provides individual, group, family, and couples counseling/therapy for domestic violence, sexual abuse, anger management, parenting issues, depression and anxiety, and a wide range of other issues. Wraparound services include support groups, home-based case management, protective payee services, and transitional housing. Sliding fee scale, most major insurance programs, most HMOs, Titles 18 and 19. M-Th, 8:00 a.m. – 7:00 p.m.; F, 8:00 a.m. – 5:00 p.m. Evening hours vary, call for details.

New Concept Self-Development Center

4828 West Fond du Lac Avenue, Milwaukee 53216
444-1952; FAX: 444-5557

Multi-service agency providing individual counseling, family preservation services, and parenting skills for teens and other parents. Father's Resource Center supports fathers and their children; PATHS teaches parents how to communicate with their children about reproductive health care; First Time Juvenile Offenders program, including mentoring and tutoring. No program fees. M-F, 8:00 a.m. – 5:00 p.m.

Pathfinders for Runaways

(A service of The Counseling Center of Milwaukee, Inc.)

1614 East Kane Place, Milwaukee 53202

271-1560; FAX: 271-1831

Shelter and counseling program for teens ages 11 – 17. Youth mentoring; targeted street outreach; HIV counseling and testing. Individual and family counseling. 24-hour hotline. No fee for services.

Sixteenth Street Community Health Center

1032 South Cesar E. Chavez Drive, Milwaukee 53204

672-1353; FAX: 383-5597

Counseling and psychiatric services for children, adolescents, adults, couples, and families. Bilingual therapists and psychiatrist speak Spanish/English. Sliding fee scale, Title 19, all other insurances. M-F, 8:30 a.m. – 5:00 p.m.

University of Wisconsin - Milwaukee Psychology Clinic

2513 E. Hartford Avenue, Pearse Hall, Room 179, Milwaukee 53211

229-5521; FAX: 229-2912

The Clinic has two functions. The clinic is a training facility for graduate students in the clinical program as well as a research clinic. The Clinic is open five days a week, 52 weeks a year. It draws clients from the University community, including employees, students, and their families, and from the Milwaukee community. Individuals with both acute and long-term difficulties are accepted as clients. Clinic fees for assessment and therapy are based on a sliding fee scale. The UWM Psychology Clinic has psychologists, not physicians. They can not prescribe medication. However, they can provide appropriate referrals.

Wisconsin Community Services

Community Support Programs

2023 West Wisconsin Avenue, Milwaukee 53233-2003

344-6111; FAX: 344-2191

This outpatient mental health clinic offers a variety of services for persons with severe and persistent mental illness. Its three programs (Community Support, Forensic Community Support, and Intensive Community Support) range from an intensive case management to an intensive community support model. Services include medication administration and monitoring, financial advocacy, budgeting and payeeship, housing referrals and advocacy, vocational services, case management, supportive psychotherapy, and symptom management. Psychiatrists and nurses located on-site provide psychiatric and medical care. An on-site pharmacy serves CSP consumers. A

24-hour hotline is available for emergencies. Two programs (CSP and FCSP) provide services only to persons with mental illness who are also involved in the criminal justice system. The third program (ICSP) offers intensive services primarily in the community and referrals must be made through the Milwaukee County Service Access to Independent Living (SAIL) program.

Wisconsin Community Mental Health Counseling Centers, Inc.

South Side Office

10731 West Forest Home Avenue
Hales Corners, WI 53130
529-8762

North Side Office

7170 North Port Washington Road
Glendale, WI 53217
(800) 397-4599

Administration: (262) 367-5501

Wellness Program: (262) 574-0440

Crisis Assessment and Management Team: (800) 397-4599

Outpatient mental health and Alcohol and other Drug Abuse (AODA) addiction clinic provides a wide array of services for children, adolescents, couples and families. Licensed and board Certified professionals provide psychiatric and psychological assessment and evaluation services to include: individual and family counseling, emergency crisis management and triage, in-home treatment, intensive outpatient programming for AODA clientele, domestic violence counseling, mediation, child and adolescent counseling, and criminal law and defense advocacy. Healthy Lifestyles Wellness program for business groups and their employees.

Milwaukee County Crisis Branch

Crisis Line
257-7222; TDD: 257-6300

Emergency telephone counseling, information and referral for personal, family, and psychiatric crises. Assistance with obtaining appropriate follow-up care. No fee. 24-hour service.

Crisis Walk-In Center

9455 Watertown Plank Road, Wauwatosa 53226
257-7665

Mental health assessment, emergency counseling, assistance with obtaining follow-up care for those with no insurance. Services provided on an urgent

basis. Routine services to be obtained through community clinics. Fee based on ability to pay. M-F, 9:00 a.m. – 2:00 p.m. for new clients.

Geriatric Psychiatric Crisis Service

257-7440

Crisis intervention service provided by phone and/or in home by registered psychiatric nurses to persons aged 60 and older. Assessment and referral for mental health issues complicated by a variety of medical and social problems of the aging person. M-F, 8:00a.m. – 4:30 p.m.

Mobile Urgent Treatment Team (MUTT)

257-7621

A crisis team for children, adolescents, and their families. M-F, 9:00 a.m.– 10:00 p.m.; Sa-Su, holidays, 1:30–10:00 p.m. After hours, call the Adult Crisis Line at 257-7222.

Mobile Team

257-7222; FAX: 454-4070

A mobile crisis team that responds on-site to persons in Milwaukee County experiencing a mental health emergency. Crisis stabilization, assessment, and linkage to appropriate follow-up care.

M-F, 9:00 a.m. – 12:00 midnight.

Sat., Sun., 9:00 a.m. – 8:00 p.m.

Psychiatric Crisis Service/Admissions Center

9499 Watertown Plank Road, Wauwatosa 53226

257-7260; FAX: 454-4070

Provides 24-hour/7-day psychiatric emergency services, including assessment, crisis intervention, and medications as well as the capacity for observation up to 48 hours, as needed.

Services for youth runaways and parents:

Hotlines:

211 Milwaukee (formerly Community Information Line) (A service of IMPACT)

211 (Voice and TDD); FAX 302-1021

Central access point for inquiries about family, health, and social services. Assessment and connection to an agency that will respond to the caller's need. Spanish interpreters available. 24 hours; 7 days a week.

**Runaway
Hotlines-
National
Assistance
for Parents**

Boys Town National Hotline
(800) 448-3000
<http://www.girlsandboystown.org/>

Nineline
(800) 999-9999
<http://www.covenanthouse.org/nineline/>

National Runaway Switchboard
(800) RUNAWAY (7862929)
<http://www.nrscrisisline.org/>

HOME FREE
(800) RUNAWAY (7862929)
<http://www.nrscrisisline.org/homefree.htm>

**Parents and
Parenting
Hotline**

Parenting Network, The
1717 S 12th St #101
Milwaukee, WI 53204
671-5575 – Parenting Network
671-0566 – Parents Stressline

The Parenting Network is a non-profit agency dedicated to strengthening parenting and preventing child abuse. Services are free and confidential. Parent Support Groups are offered on a weekly basis in neighborhood locations throughout the greater Milwaukee area. Groups are open to any parent wanting to improve their parenting, particularly for parents who feel overwhelmed by stress, frustration or anger toward their children. Free child care provided at most group sites. Support groups are available at various times and days during the week. Call Parent Stressline for the most convenient site and time. Sexual Offenders Solutions groups are provided for men who have sexually abused a child related or well-known to them. All situations must have been reported to authorities. Group focus is to strengthen their ability to avoid abusive behavior, to take responsibility for their abusive behavior, and to strengthen their parenting ability.

The Parent Stressline provides phone support, advocacy and resource referrals for moms, dads, caregivers and others concerned about parenting issues. The Parent Stressline can handle calls from sexual abuse offenders, victims or family members whether the abuse has been reported or not. The Parent Stressline can handle calls from sexual abuse offenders, victims or family members whether the abuse has been reported or not.

Runaway Hotline and Shelter-Local Assistance for Parents **Pathfinders**
1614 E Kane Pl
53202
271-1560

Services provided to area runaway/throw-out/homeless teens and their families free of charge, regardless of family income. Provides crisis intervention counseling to teens and their families on both a residential and non-residential basis, as well as walk-in emergency counseling, and an information and referral service. Temporary shelter is provided for up to two weeks for youth, specialized counseling program for pre-teen and teen victims of sexual abuse, and for teens from alcohol and other drug abusing families, along with a support group for these teens. Telephone counseling information and referral, walk-in counseling, and intake services are offered 24 hours a day.

Runaway Hotline and Shelter-Local Assistance for Parents **Walker's Point Youth and Family Center**
Administration: 2030 West National Avenue
Milwaukee 53204
Administration: 672-5300
24-hour Shelter: 647-8200
Nurturing Program: 645-3300
Transitional Living Program: 672-1360

Crisis intervention and crisis prevention services for runaways, homeless, and other troubled young people and their families. Services include temporary shelter; individual, group, and family counseling; 24-hour phone counseling and referral; community education; teen and adult volunteer opportunities.

Nurturing Program—educational/counseling for teens and parents in conflict to learn positive ways to relate to one another. Transitional Living Program—helps homeless 16 and 17-year-olds make a successful transition to self-sufficient living.

Alcoholics Anonymous
771-9119

Self-help liaison for persons with alcohol problems; provides referrals. No fee. 24 hours. 7 days a week.

A-CALL (A service of IMPACT)
302-6633 (Voice and TDD)

Assessment and intervention service for persons at risk for homelessness. Counseling, referrals and, if needed, access to emergency shelter. Spanish-speaking services available. No fee. 8:00 a.m. – 8:00 p.m. 7 days a week.

Elderlink

289-6874; TDD: 289-8591

This comprehensive resource center of the Milwaukee County Department on Aging provides information and assistance regarding resources for elders and their caregivers and options available to them. Serves as the single entry point for any long-term care services needed by elders in Milwaukee County. Phone lines are staffed by experienced social workers. M-F, 7:00 a.m. – 7:00 p.m. After hours staff are “on call” and able to handle emergency situations that might require immediate social service intervention.

Milwaukee Women’s Center Crisis Line

671-6140

Provides crisis intervention services with trained crisis line volunteers 24 hours a day, 365 days a year. The crisis line staff will help callers identify the crisis they are having, assess their level of danger, and help them find ways to get safer. If they want to seek shelter, they will be assessed for admission to the Milwaukee Women's Center Shelter.

Sexual Assault Treatment Center

219-5555; (800) 947-6644 (TTY); FAX: 219-7570

Telephone counseling and referrals, onsite counseling during business hours; medical and emotional assessments, information and testing for exposure to sexually transmitted diseases and pregnancy risk assessment after an assault; evidence collection for legal process; information about community resources; and general information about sexual abuse. Spanish interpreters available. 24 hrs. Fee information available on request. Fees may be covered if the sexual assault is reported.

Sojourner Truth House

P. O. Box 080319, Milwaukee 53208
933-2722; FAX: 934-6079

Assistance for victims of domestic violence, abuse, or sexual assault. Hotline provides crisis intervention, counseling, information and referral, and shelter for abused women and their children. 24 hours.

Walker’s Point Youth and Family Center

Administration: 2030 West National Avenue
Milwaukee 53204 672-5300
24-hour Shelter: 647-8200
Nurturing Program: 645-3300
Transitional Living Program: 672-1360

Warmline, Inc.

777-4729,

M, W, F, Sat., 7 – 11 p.m.

A peer run, non-crisis support line for people with mental illness.

Wisconsin Council on Problem Gambling

1825 Riverside Drive, Green Bay 54301

(800) 426-2535

Provides information and referral for gamblers, family members, and concerned friends or employers of gamblers who have financial or other difficulties because of their gambling.

