



**WAUKESHA
COUNTY
DEPARTMENT
OF
HEALTH
AND
HUMAN
SERVICES
SERVICE DIRECTORY**

Mission: We enhance quality of life while assuring critical needs are met.

Vision: A connected, resilient community where everyone thrives.

Values:

Collaboration: We leverage individual and partner strengths to achieve a shared purpose and common goals.

Accountability: We make prudent fiscal decisions, act and respond with integrity, and provide high-quality programs.

Respect: We honor the dignity, culture, and diversity of the people with whom we work and serve.

Engaged Workforce: We actively create an environment of transparency, trust, shared responsibility, and inclusivity while valuing professional development and work/life balance.

Innovation: We intentionally implement creative solutions that foster meaningful change to best meet the needs of our community and position the department for the future.

Self-Determination: We engage individuals through a strength-based approach to make informed choices that positively impact quality of life.

CARE IS...HHS

Where to Find Services

www.waukeshacounty.gov

Information & Referral	Page 1
Mental Health and Substance Use Disorder Services	Page 1
Veterans' Services	Page 2
Economic Support Services	Page 2
Aging and Disability Resource Center (ADRC) of Waukesha County	Page 3
Child and Family Services	Page 3
Foster Care Services	Page 4
Adolescent and Family Services	Page 5
Public Health Division	Page 5

Information and Referral

[262] 548-7212

The Department of Health and Human Services provides information and referral services, including information regarding community resources for adults, children, and families who may be in need of community-based services and assistance.

Services include:

- General Information Regarding Mental Health
- Community Outreach
- Public Presentations
- Community Partners Services
- Aging and Disabilities Resources
- Medicaid Eligibility
- Medicare Eligibility
- Food Share Eligibility
- Childcare Assistance Eligibility
- Reference Materials

Mental Health and Substance Use Disorder Services

[262] 548-7666 Human Services Center
[262] 548-7950 Mental Health Center

WCDHHS provides confidential, comprehensive mental health services to County residents of all ages.

Personnel include Psychiatrists, Psychologists, licensed Clinical Therapists, Substance Abuse Counselors, Registered Nurses, Advance Practice Nurses, Mental Health Counselors, Psychiatric Technicians, and support staff.

Costs for services are covered by a variety of sources, sometimes more than one: Medicare, Medicaid, grants, private insurance, and patient fees. Where applicable, patient fees are computed according to State ability-to-pay guidelines.

Services include:

- Diagnostic Evaluations
- Individual Therapy
- Group Therapy
- Child and Adolescent Therapy
- Family Therapy
- Medication Management for Children, Adolescents, and Adults
- Mobile Crisis Intervention Services
- Individualized Case Management Services
- Psychosocial Rehabilitation Services
- Community Support Program
- Comprehensive Community Services
- Inpatient Hospitalization
- Intensive Outpatient Program
- Intoxicated Driver Program Services
 - Clients should first obtain Drivers Safety Plans by Addiction Resource Council ([262] 524-7921) and be referred to WCDHHS.
- Treatment of Co-occurring Disorders
- Medication Assisted Treatment (MAT)

Mental Health and Substance Use Services Clinic

The Mental Health and Substance Use Services Clinic is a State-certified treatment facility located on the second floor of the Health and Human Services Center.

The clinic provides individual, group, and family-focused services to persons experiencing emotional disturbance, behavioral difficulties, substance use or mental health disorders. Appointments for an initial assessment for mental health or substance use disorder services are available daily during our open access hours.

Community-Based Treatment, Supportive Services, Case Management

Community-based treatment, supportive services, and case management programs are based in the outpatient units located at the Mental Health Center. In accordance with the State certification and eligibility criteria, the units offer Comprehensive Community Services, Targeted Case Management, Community Recovery Services, and the Community Support Program.

Inpatient Hospitalization

The inpatient hospital program of the Mental Health Center provides 24-hour care, including assessment, intervention, diagnosis and treatment for individuals with acute and persistent mental health conditions requiring diagnosis; medication monitoring and stabilization; individual, couple, and group counseling; and development of aftercare services. The program is certified to provide inpatient substance use treatment on a limited basis. Alcohol detoxification management services are also provided. The facility has a capacity of 28 on two 14-bed units and serves court-involved and voluntary patients.

Crisis Intervention Services

**[262] 548-7666; Monday to Friday;
8:00 a.m. to 4:30 p.m.**

**[262] 547-3388 or 2-1-1 or [866] 211-3380;
Impact 211 available 24 hours a day, 7 days a
week**

Crisis Intervention Services are provided 24 hours per day, 7 days per week. Licensed clinicians assess a person experiencing a mental health crisis and develop a plan to meet their immediate needs. Crisis Services can be provided via phone, as a walk-in service at the Clinic, or through mobile crisis services in the community. Crisis services include phone support, linkage to mental health services, suicide assessment, crisis de-escalation and intervention, crisis planning, assessment for inpatient mental health hospitalization, trauma debriefing, and information and referrals. Crisis services are available to persons of all ages. Services are voluntary unless a situation presents with substantial probability of physical harm to self or others.

Veterans' Services

[262] 548-7732

The Waukesha County Veteran's Services Division provides assistance to Waukesha County veterans and their families in obtaining federal and state veterans' benefits, and also connects them to local resources. Some of these benefits require that the veteran meet military service and/or Wisconsin residency requirements.

Services include:

- Disability Compensation Claims and Appeals
- Educational Benefits
- Certification of Eligibility for Home Improvements
- Financial Assistance Grants
- VA Hospital Enrollment Assistance
- Pension Claims
- Burial Benefits
- Obtaining Military Records
- Wisconsin Property Tax Credit
- Wisconsin State Park Pass
- State Veterans Driver's License Identifier
- Veterans Service Commission Grant

Economic Support Services

Economic Support Services are administered through the Moraine Lakes Consortium (Fond du Lac, Ozaukee, Walworth, Washington, and Waukesha Counties) and through contract. Staff determine eligibility for all five counties for financial assistance programs, including Medicaid, Badger Care, Food Share, and Child Care. Each program has its own income limits and these limits vary by family or household size. There may be an asset test, depending on the program.

To apply for benefits (or if you already have an account and wish to report a change, complete a renewal, or check your benefits), go to:

Access.wi.gov

or

call the Moraine Lakes Consortium at

[888] 446-1239

There is also a smartphone app that makes changes, document verification upload, and Foodshare balance checking simple. The app is called "MyAccess" and it can be downloaded for free from the Apple and Android app stores. Applying for benefits can also be done by filling out a paper application obtained at the agency.

**Aging and Disability Resource
Center (ADRC) of Waukesha
County**

[262] 548-7848
[866] 677-2372

The ADRC is a central source for information, assistance, and access to community resources for older adults (age 60+), adults with physical or developmental disabilities, adults with mental health or substance abuse concerns, as well as their families. Personalized assistance is available at the resource center, over the telephone, or in visits to an individual's home. Professional staff will assist adults with options and provide information to assist in making informed decisions. The ADRC is the designated agency to receive reports of abuse, neglect, or financial exploitation of elders and adults at risk.

Services include:

- Information and Assistance
- Adult Protective Services
- Options Counseling
- Enrollment in Publicly Funded Benefit Long-term Care Programs
- Elderly and Disability Benefits Counseling
- Aging Services
- Senior Dining and Home Delivered Meals
- Health Promotion, Prevention, Early Intervention
- Dementia Care Support
- Caregiver Support
- Alzheimer's Family Caregiver Support Program for Eligible Individuals
- Short-term Care Management

Child and Family Services

[262] 548-7212

The Child and Family Services Division provides a variety of direct and collaborative services to families and their children. Services are initiated either through reports with concerns for child safety or requests for assistance due to parenting challenges related to child behavior or disability. The emphasis of intervention is on child safety and well-being with services provided in the family home whenever possible.

Access and Initial Assessment

The Access and Initial Assessment Units within the Child and Family Services Division receive reports from the community with allegations of child abuse/neglect or a need for family services due to parenting challenges. For those reports of child abuse/neglect that meet the criteria for investigation, a Social Worker is assigned to assess for child safety. After review of service reports or at the conclusion of an investigation, families may be referred for court-ordered or voluntary services.

Ongoing Services

The Ongoing Services Units within the Child and Family Services Division provides intervention in families when it has been determined that a child is unsafe or a need for ongoing case management has been identified. Many of the services provided are court ordered and are targeted to build parental protective capacity and improve family functioning. All effort is made to avoid placing children outside the family home while providing services.

Children's Long-Term Support

The Children's Long-Term Support (CLTS) Program is a [Home and Community-Based Service \(HCBS\)](#) waiver that funds community supports and services for children who have substantial limitations in their daily activities and need support to remain in their home or community. Eligible children include those with developmental disabilities, severe emotional disturbances, and physical disabilities. Funding can be used to support a range of different services based on an assessment of the needs of the child and his or her family.

Eligibility for this program can be determined by contacting the Children's Intake Line at: [262] 896-3397.

Children's Community Options Program

The Children's Community Options Program (CCOP) is to provide a coordinated approach to supporting families who have a child with a disability. This approach recognizes and maximizes the family's capacity, resiliency, and unique abilities. The intention is to better support, nurture, and facilitate self-determination, interdependence, and inclusion in all facets of community life for the child and family.

CCOP funds are for purchasing goods and services that respond to assessed needs and desired outcomes, as identified in each participant's child and family-centered individual service plan (ISP). The CCOP Program is often used congruently with the CLTS Waiver Program.

Eligibility for this program can be determined by contacting the Children's Intake Line at: [262] 896-3397.

Birth to Three

The Birth to Three program is a federally mandated early intervention program that supports families of children with developmental delays or disabilities under the age of three. Birth to Three conducts an assessment to determine if children are eligible for the program. Once found eligible, supports and services are provided by a team of professionals with the goal to enhance the child's development by partnering with the family to increase their knowledge, skills, and abilities to support their child.

To make a Birth to Three referral, call [414] 246-2315.

Foster Care Services

[262] 548-7373

fostercare@waukeshacounty.gov
www.wcfostercare.com

The Foster Care Unit within the Child and Family Services Division provides a variety of direct and collaborative services to families and their children. These services are provided to support clients and community members.

Child Care Provider Certification

Childcare certification for Waukesha County residents offering childcare services in their home. Certification, training, and monitoring are provided. Eligibility requirements apply.

Crisis Respite Child Day Care

Childcare assistance for HHS clients and residents of Waukesha County. This program offers short-term financial assistance with childcare payments on an emergent basis. Eligibility requirements apply.

Foster Care Licensing and Training

Foster care licensing is available to Waukesha County residents interested in becoming a foster home. Waukesha County licensed foster homes provide placement and respite services for children and youth in out of home care. Training, support, and monitoring are provided. Eligibility requirements apply.

Voluntary Kinship Services

Kinship care is a program to help financially support a child who lives outside of his or her home with the relative. The child may be living temporarily or for the long term with a relative. Eligibility requirements apply.

Out of Home Care Placement

Placement and respite services for Waukesha County children. These children have been temporarily removed from their homes due to allegations of child abuse/neglect and/or involvement with juvenile court.

Adolescent and Family Services

[262] 548-7212

The Adolescent and Family (A&F) Services Division offers Juvenile Court Intake and assessment services for children, youth, and families who request department services or who have been referred for service from the community. A team of Afterhours social workers ensure the safety of youth and the community are tended to 24 hours per day, 7 days per week.

Ongoing Social Workers provide youth justice services to adolescents who have been placed on supervision by the Juvenile Court, or who are at risk of coming to the Court's attention. Services are provided to adolescents and their families where severe family conflicts, truancy, uncontrollability, substance abuse, or delinquency is a concern. Every attempt is made to maintain family unity by using a community-based services model, which may include services provided and/or purchased by the department. If in-home services are not appropriate, the Division also facilitates and coordinates foster care, group home, and residential care center placements.

The A&F Division offers Coordinated Service Team (CST) case management in strong partnership with the youth and family. Comprehensive Community Services (CCS) are offered in partnership with the Clinical Division, to youth experiencing severe mental health concerns which impair their ability to function in their daily activities.

Social Workers in the A&F Division work with contracted agencies to offer secure and non-secure detention, which provide 24-hour/day care and supervision of juveniles ages 10 to 18 who have been charged with delinquent acts or who may need protection and services.

Services include:

- Family and Individual Counseling
- Supervision
- Court-Related Services
- Juvenile Court Intake and Custody Intake
- Trauma-Related Services
- Positive Youth Initiatives
- Secure and Non-Secure Detention
- Correctional Institutional Placement
- Foster Care, Group Home, Residential Care Center Placement
- Emergency After-Hours Crisis Services

Public Health Division

[262] 896-8430 - TDD [262] 896-8234

Toll Free [800] 540-3620

The mission of the Public Health Division is to promote health and wellness, prevent disease, and to foster community environments that support an atmosphere of positive behavioral choices. The Waukesha County Public Health Division has built its public health programs based on community health assessments and within the framework of Healthiest Wisconsin 2020, the core functions of public health and the essential public health services. These public health programs have been aligned with the 12 domains of national public health accreditation.

Services include:

- Communicable Disease Control and Containment
 - Tuberculosis Prevention and Control
 - Sexually Transmitted Infections/HIV Testing
 - Follow Up On 89 National Reportable Communicable Diseases and Outbreaks
- Child Health and High-Risk Child Services
 - Lead Screenings
 - Well Child Health Check Screenings
 - Screening For Normal Growth and Development
 - Parenting And Child Care Education
 - Referral To Community Resources
 - Case Management
- Women, Infants, And Children Nutrition Program
 - [WIC] 262-896-8440
 - WIC is a supplemental nutrition program for low-income families. WIC provides nutrition assessments and education for pregnant, post-partum and breastfeeding mothers, infants, and children until the age of five. In addition, WIC provides electronic benefits to purchase nutritious foods, and referrals to other community and health care resources, as needed, to support health outcomes.

- Chronic Disease Prevention and Control
 - Blood Pressure Monitoring
 - Cholesterol and Glucose Screening
 - Medication/Nutrition/Health Education
- Maternal Health Services
 - Prenatal and Postpartum Care Coordination
- Immunizations
 - Adult and Childhood Immunizations
 - Flu Immunization Clinics
 - International Travel Immunization Clinics
 - Homebound Immunizations
- Nurse of the Day and Screening Clinic
 - Information And Referral for Health Problems
 - Calls from community and providers on a variety of topics and provide resources and education
 - Screening Clinic for TB Skin Tests, Blood Pressure Monitoring, And Screenings for Cholesterol, Glucose, Pregnancy, STDs, and Head Lice
- Waukesha County Community Health Improvement Plan and Process
 - Epidemiologic Surveillance
 - Community Health Assessment
 - Community Health Improvement Planning
- Human Health Hazard Control (In Coordination with Environmental Health Division)
 - Hoarding
 - Lead Investigations
- Preparedness Services, including:
 - Infectious Disease/Pandemic Preparedness and Response
 - Bioterrorism Preparedness and Response
 - Emergency Mass Care (in response to large scale events involving evacuations, natural disasters, mass fatalities)
 - Preparedness Education

The Waukesha County Department of Health and Human Services provides 711 Telecommunications Relay Service for all programs, so that individuals who are hearing impaired or deaf can communicate with WCDHHS staff. This service can be accessed by dialing 711 from your telephone or TTY.

Fees for Services

Fees are charged for some services offered by the Waukesha County Department of Health and Human Services. Fees, where applicable, are charged based upon ability to pay, mandated insurance benefits, Medical Assistance eligibility, Medicare, and other related insurance benefits. Waukesha County may prepare and file claims to an individual's insurer as a courtesy. Any third-party co-pays or deductibles are payable at the time of service. Payments can be made in the form of cash, debit card, credit card, or by check.

BUILDING LOCATIONS

**Waukesha County
Department of Health & Human Services
Human Services Center**

Adolescent and Children Services, Behavioral Health Clinic, Economic Support Services, Accounting and Billing Services, Medical Records

514 Riverview Ave.
Waukesha, WI 53188

Mental Health Center

Inpatient Psychiatric Hospital, Adult Community-based Services

1501 Airport Rd.
Waukesha, WI 53188

Public Health Division

514 Riverview Ave.
Waukesha, WI 53188

Aging and Disabilities Resource Center

514 Riverview Ave.
Waukesha, WI 53188

Veteran's Services

514 Riverview Ave.
Waukesha, WI 53188

*For Further Information Call:
(262)548-7212 (24 hour/day phone line)
"We are an equal opportunity service provider."
www.waukeshacounty.gov*