



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

*The Waukesha County Department of Health and Human Services (WCDHHS) is a County agency providing a wide range of confidential services designed to enhance the physical and emotional functioning of individuals and families in Waukesha County. The Department's varied and diverse services share a philosophical commitment to the dignity of the individual and a belief that individuals and families can, with proper assistance, positively respond to the challenges that life's problems and crises present. Services are available to all County residents regardless of race, creed, color, handicap, or economic situation.*

**Where to Find Services**

[www.waukeshacounty.gov](http://www.waukeshacounty.gov)

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## **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 and Referral
- Community Outreach
- Public Presentations
- Community Partners Services
- Medicaid Eligibility
- Medicare Eligibility
- Reference Materials

## **Intake and Assessment Services**

[262] 548-7212

Intake and assessment services are provided for a variety of human service programs. This service evaluates the current situation and needs of adults, children, and families who request department services or who have been referred for service from the community. This service attempts to determine what professional help or support would be necessary to enable individuals and families to continue living safely and independently in the community despite situational crisis or disability.

### **Services include:**

- General Intake and Assessment
- Child Abuse/Neglect Investigations
- Juvenile Court Intake and Custody Intake
- Emergency After-Hours Crisis Services

## **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, 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
- Treatment of Co-occurring Disorders

### **Mental Health and Substance Use Services Clinic**

The Mental Health & 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 on a daily basis during our open access hours.

**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.

#### **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, Adult Mental Health Day Treatment, 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 chronic mental health conditions requiring diagnosis; medication monitoring and stabilization; individual, couple, and group counseling; and development of aftercare services. 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.

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

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

The ADRC is a central source of reliable and objective 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.

#### **Services include:**

- Information and Assistance
- Long-term Care Options Counseling
- Financial and Functional Eligibility
- Elderly and Disability Benefits Counseling
- Emergency Referrals
- Outreach and Marketing
- Health Promotion, Prevention, Early Intervention
- Dementia Care Support
- Short-term Care Management
- Alzheimer's Family Caregiver Support Program for Eligible Individuals

## **Adult Protective Services (APS)**

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

Adult Protective Services, a unit of the ADRC, provides a range of services for vulnerable adults to ensure their safety and well-being, to protect them from exploitation and harm, and to preserve their maximum level of personal independence.

#### **Services include:**

- Elder Abuse/Neglect and Adult-at-risk Assessments
- Short-term Case Management and Service Coordination
- Guardianship/Protective Placement
- Court Services

## **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. Some families face the problems of child abuse or neglect. Others confront difficulties which may threaten the ability of children to live within the family. Emphasis is on protection and establishing a permanent living situation for the children with their own family. These services are provided in order to create strong environments for the health and development of children.

### **Services include:**

- Assessment
- Family Intervention/Counseling
- Court-Related Services
- Parent Education

### **Medicaid Home & Community Waiver Program**

The Children's Long Term Support [CLTS] Medicaid Waiver program allows children to receive services if they have a qualifying diagnosis such as: autism-spectrum disorder, developmental disabilities, mental health and physical disabilities. The child may receive services until age twenty-two [22]. The child must have significant functional limitations and meet a level of care to receive this program. Services may include: respite, camp, home modifications, and other individualized services to support the child in his/her home and community or Autism Therapy if appropriate. Initial screening for the program is done through Compass Wisconsin Threshold.

*CompassWisconsin:Threshold-Consultants*  
414-345-6338  
Terry Wojciechowski:  
[Terry.Wojciechowski@wisconsin.gov](mailto:Terry.Wojciechowski@wisconsin.gov)  
v  
Natasha Griffin:  
[NatashaC.Griffin@wisconsin.gov](mailto:NatashaC.Griffin@wisconsin.gov)

### **Children's Community Options Program**

The Children's Community Options Program [CCOP] is a small grant used for families who have a child with severe disabilities to assist them in obtaining services and supports they

need in order to care for their children at home. The child must meet a level of care to qualify for this program. Services can include: respite, camp, home modification, and other individualized services to support the child in his/her home and community. Initial screening for this program is done through Compass Wisconsin Threshold.

*CompassWisconsin:Threshold-Consultants*  
414-345-6338  
Terry Wojciechowski:  
[Terry.Wojciechowski@wisconsin.gov](mailto:Terry.Wojciechowski@wisconsin.gov)  
Natasha Griffin:  
[NatashaC.Griffin@wisconsin.gov](mailto:NatashaC.Griffin@wisconsin.gov)

### **Birth to Three Program**

The Birth to Three Program provides Early Intervention services for eligible children who have a developmental delay or diagnosed disability. The program is available to families with children, birth to three years old. The program can provide service coordination, developmental screening, resource identification, development of an individualized family service plan, therapeutic intervention and transition planning to preschool services for the child nearing age three. "Because a child's first three years build a lifetime...we support and empower families to enhance the potential of their child."

**Birth to Three Mission Statement** – The following services are available at no cost to families that have a child who is eligible or may be eligible for the Birth to Three Program:

- Identification and Referral
- Evaluation
- Screening
- Assessment for an Eligible Child
- Development of the Individual Family Service Plan (IFSP) for an Eligible Child and Family

Funding: Insurance /Medical Assistance, Family Cost Share, Birth to Three Funds, Birth to Three Training and Technical Assistance.

For Waukesha County Residents only interested in the Birth to Three Program, a referral can be made via phone. Please call the Department of Health and Human Services at [262] 548-7212 from 8:00 a.m. to 4:30 p.m., Monday through Friday, excluding holidays.

For additional information, you can also call:  
Waukesha County Birth to Three  
Program  
Lutheran Social Services  
514 Riverview Avenue  
Waukesha, WI 53188  
[262] 896-6880

### **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:**

- Registration of Discharge Documents
- Disability Compensation Claims and Appeals
- Educational Benefits
- Certification of Eligibility for Home Improvements
- Assistance to Needy Veterans Grant
- VA Hospital Enrollment Assistance
- Pension Claims
- Burial Benefits
- Obtaining Military Awards and Records
- Wisconsin Property Tax Credit
- Wisconsin State Park Pass
- State Veterans Identifier
- Veterans Service Commission Grant
- Employment Assistance
- Housing Assistance for Homeless Veterans

### **Support Services**

[262] 548-7212

A group of agency-sponsored programs are available to eligible clients which serve a variety of client needs, promoting self-sufficiency, and the recruitment and support of certified child care homes.

These services are provided by agency staff and volunteers, and are often used conjointly with other Human Services agency programs.

#### **Services include:**

- After-Hours Crisis Intervention
- Child Care Provider Certification
- Crisis Respite Child Day Care
- Kinship Care Assessments and Payments
- Home and Financial Management Specialist Services
- Emergency Funds for Basic Needs
- Volunteer Transportation for Client Medical and Counseling Appointments
- Summer Recreational Scholarships for the Disadvantaged
- Volunteer Services Recruitment and Coordination
- Foster Care Licensing

### **Adolescent and Family Services**

[262] 548-7212

The Adolescent and Family Services Division offers community-based 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, delinquency, or severe emotional disturbance may be present. 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.

Both secure and non-secure detention facilities are also provided for the 24 hour/day care and supervision of juveniles ages 10 to 18 who have been charged with delinquent acts or who may be in need of protection and services.

#### **Services include:**

- Family and Individual Counseling
- Supervision
- Court-Related Services
- Juvenile Court Intake and Custody Intake
- Trauma-Related Services
  - Alternatives to Sanctions
- Secure and Non-Secure Detention
- Correctional Institutional Placement
- Foster Care, Group Home, Residential Care Center Placement

## **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 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***

The Wisconsin Home Energy Assistance Program (WHEAP) provides assistance to meet home heating costs for individuals and families.

### ***Energy Services***

***217 Wisconsin Ave.  
Waukesha, WI 53186  
[262] 549-9666***

## **Public Health Division**

**[262] 896-8430 - TDD [262] 896-8234  
Toll Free 1-800-540-3620**

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 Clinics
  - Follow Up on 80 National Reportable Communicable Diseases and Outbreaks
  
- Child Health and High Risk Child Services
  - Lead Screenings
  - Well Child Health Check Exams
  - 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 prescribed foods.
  
- Chronic Disease Prevention and Control
  - Physical Health Assessment
  - Blood Pressure Monitoring
  - Cholesterol and Glucose Screening
  - Medication/Nutrition/Health Education
  - Adult Crisis Medical Assessment, Intervention, and Referral
  
- Maternal Health Services
  - Prenatal and Postpartum Care Coordination
  
- Immunizations
  - Adult and Childhood Immunizations
  - Flu Immunization Clinics
  - International Travel Immunization Clinics

- Nurse Call Center and Walk-in Nurse Services
  - Information and Referral for Health Problems
  - Walk-in Services for Immunizations, TB Skin Tests, BP Monitoring, and Screenings for Cholesterol, Glucose, Anemia, 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
  
- Public Health Preparedness
  - Infectious Disease, Bioterrorism, and Natural Disaster Preparedness

**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 deductible are payable at the time of service.

**BUILDING LOCATIONS**

**Juvenile Center - Court  
521 Riverview Ave.  
Waukesha, WI 53188**

**Mental Health Center  
1501 Airport Rd.  
Waukesha, WI 53188**

**Public Health Division  
514 Riverview Ave.  
Waukesha, WI 53188**

**Waukesha County  
Department of Health & Human Services  
Human Service Center  
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](http://www.waukeshacounty.gov)***

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