



# WAUKESHA COUNTY

# REENTRY RESOURCES

Updated:  
August 2023

**Welcome home!** This guide provides resources throughout Waukesha County that may be helpful for those re-entering into the community. All information gathered in this guide was found via online searches or contacts who are connected to the resources.

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## **Food Resources**

A list of food assistance contacts that can aid you throughout Waukesha County.

### **The FOOD Pantry Serving Waukesha County**

"The FOOD Pantry of Waukesha County provides free groceries to people living in Waukesha County in need of food assistance. We are an equal opportunity provider and will help everyone we are able to, free of charge, and with complete privacy. We understand that after bills, rent, or unexpected financial troubles, many people are left with very little money, if any, for food. Our mission is to help people through those times."

#### **Address and Location:**

1301 Sentry Drive, Waukesha, WI 53186



#### **Contact Information:**

- *Michael Egly, Director of Program Services: (262) 522-2378*  
[michael.e@waukeshafoodpantry.org](mailto:michael.e@waukeshafoodpantry.org)

#### **Website:**

- <https://www.waukeshafoodpantry.org/>

#### **Hours of Operation:**

- Monday-Friday 1:00 pm - 3:00 pm; Monday 6:00 pm - 8:00 pm; Saturday 9:30 am to 11:30 am

#### **Important Information:**

- Upon your first visit, you will need to register:
  - Registration occurs during service hours, please arrive at least 15 minutes before closing
  - All registration information collected is confidential
    - Personal identifying information is never transferred and is only used to verify the number of people in a household
  - Registration includes:

- Providing a form of identification for every household member present
  - Driver's License or State ID, insurance card, WIC information, passport, birth certificate or other documentation
- Current proof of address for every adult household member
  - A lease, Utility bill, bank statement, or other similar piece of official mail
- Self-declared monthly income
  - Does not require documentation

### **Friends With Food**

The Mission of Friends With Food is "responding to needs in our community by providing food and supplies during a time of need". They create a non-judgmental environment amongst friends to help eliminate barriers and support the power of choice. Friends With Food is a choice pantry. "All of our available items are displayed so you may select the items you NEED and only take what YOU want"

#### **Address and Location:**

- 713 N Grandview Blvd, Waukesha, WI 53188



#### **Contact Information:**

- Phone: (262)-409-9282
- Email: [info@friendswithfoodwi.org](mailto:info@friendswithfoodwi.org)

#### **Website:**

- <https://www.friendswithfoodwi.org>

#### **Hours of Operation:**

- Tuesday 9:00 am - 10:00 am (Senior or disabled only, no appointment needed, pre-registration encouraged) and 10:00 am - 11:00 am (Pre-register, no walk-ins);

Thursday 2:00 pm to 4:30 pm (Pre-register, no walk-ins) and 4:30 pm - 5:15 pm  
(Pre-registration encouraged, no appointment needed)

Saturday- 10 am-12 pm ( 2nd and 4th saturday of the month).

### **Important Information:**

- Friends With Food does not require:
  - A certain income
    - Though they do ask if your income is above or below federal poverty limits
  - That you live in a specific area
  - Documentation of any kind
- Basic information about your family is collected
  - All of the information that is collected is kept anonymous and confidential
- You can come 1 day out of the week
- Registration will close the day of the pantry at 11 am, and you can register for the next week the day after your visit
  - You must register weekly for food so we know how much food to order so everyone gets what they need
- Appointment courtesies:
  - If you cannot make the time, you can send someone in your place at the selected time
  - If you can't make it at all, cancel your slot immediately
  - Three missed appointments means that you cannot pre-register anymore and must come to open pantry hours

### **Pewaukee Food Pantry**

"In 1983, the Pewaukee Food Pantry was established. It now operates out of Gethsemane United Methodist Church. During a visit, the food pantry provides each family with a pre-packaged box containing many different kinds of food. In addition, families can choose non-standard food items, personal hygiene items, and laundry detergent (1x/month). They will also try to accommodate special diets with the resources they have available."

### **Address and Location:**

- 642 Main Street, Pewaukee, WI 53072



**Contact Information:**

- Phone: (262)-893-8241
- Email: foodpantry394@gmail.com

**Website:**

- <https://www.pewaukeefoodpantry.com>

**Hours of Operation:**

- Wednesday 10:00 am - 11:00 am; Saturday 10:00 am - 11:00 am

**Important Information:**

- New clients need to:
  - Complete their client form
    - If you do not have access to the Internet to complete the client form, registration can be done on-site
  - Bring "proof of residency"
    - A lease, utility, or telephone bill, etc. that proves they live in the City or Village of Pewaukee to the pantry to complete registration
- Families, which can be a single person or as many people as there are in a household, may visit the food pantry twice a month
- The food pantry provides each family with a pre-packaged box containing:
  - 2 boxes of Mac & Cheese
  - 1 box of pasta
  - 1 spaghetti sauce
  - 2 cans of tuna
  - 1 fruit juice
  - 2 bathroom tissues.
- Each family may also choose (depending on family size):
  - 3-5 cans of vegetables
  - 2-3 cans of fruit
  - 3-5 cans of soup

- 1-2 boxes of cereal
- Bakery items including a variety of bread, rolls, muffins, bagels, and desserts
- In addition:
  - Each family can choose 1 package of ground beef or chicken.
  - Families may choose items from a “Choice Table.” Items on the choice table may include cake mixes, frosting, pie filling, condiments, coffee, tea, flour, snacks, pancake mix, syrup, cooking oil, salad dressing, etc.
  - Families may choose items from the “Personal Hygiene Choice Table.” Items may include toothpaste, toothbrushes, shampoo, lotion, cleaning supplies and paper towels
  - Families may have peanut butter, jelly or baked beans if needed
  - Families may receive laundry detergent 1x/month

### **Kettle Moraine Food Pantry**

Kettle Moraine Food Pantry is a food pantry open to anyone living in the Kettle Moraine School District. Individuals can visit the food pantry once a month

#### **Address and Location:**

- 705 W Tomlin Road, Wales, WI 53183



#### **Contact Information:**

- *Jolene Johnson Van Den Elzen, Director*
  - Phone number: (262)-968-6466
  - Email: [jjohnso5@hotmail.com](mailto:jjohnso5@hotmail.com)

#### **Website:**

- Currently no website is available
- Facebook page: *Kettle Moraine Food Pantry*

#### **Hours of Operation:**

- Tuesday 10:00 am - 11:00 am; Thursday 10:00 am - 11:00 am; Saturday 10:00 am - 11:00 am

- They are open the first through fourth Tuesday, Thursday, or Saturday of each month
- They are not open on holidays or when the school district is closed for inclement weather

**Important Information:**

- The Kettle Moraine Food Pantry is open to anyone living in the Kettle Moraine School District
- To use the Food Pantry, you need:
  - Proof of address for every adult in the household
    - For your first visit to the pantry on October 1, 2023, you need to bring a picture ID and bring two pieces of mail with your current address, not addressed to the occupant
  - Children will be on record with the district
    - School printout, transcript, etc.
- Beginning Oct 1, 2023, a new client registration sheet will need to be filled out
- Families can only use the food pantry once a month

**Muskego Food Pantry**

"We, at Muskego Food Pantry, work with a mission to feed the people of the Muskego area and treat them with dignity, respect, and compassion. Founded in 2009, the Muskego Food Pantry distributes donated and purchased food. We promote "neighbors helping neighbors," and no one in need is ever turned away. We not only provide perishable and non-perishable food products."

**Address and Location:**

- S81 W19150 Apollo Drive, Muskego, WI 53150



**Contact Information:**

- Phone: (262)-679-6448
- Email: muskegofoodpantry@hotmail.com

**Website:**

- <https://muskegofoodpantry.org>

**Hours of Operation:**

- Thursday 1:00 pm - 5:30 pm

**Important Information:**

- To get help from them, the only thing you need is to produce your ID
- Due to the pandemic, they're facing a lot of challenges. They are still distributing food with precautionary measures
  - Their families now have to fill in their grocery sheets outside
  - They try to fill in their order to the best of our capability and take it out to them/their vehicle

**New Berlin Food Pantry**

"Lending a hand to families and individuals in need who reside in New Berlin, Brookfield and Elm Grove"

**Address and Location:**

- 14750 W. Cleveland Ave., New Berlin, WI 53151

**Contact Information:**

- Phone: (262)-789-8040
- Email: [NewBerlinFoodPantry@icloud.com](mailto:NewBerlinFoodPantry@icloud.com); [Mortsiwula@outlook.com](mailto:Mortsiwula@outlook.com)

**Website:**

- Currently no website is available
- Facebook page: *New Berlin Food Pantry*

**Hours of Operation:**

- Wednesday 12:00 pm - 5:15 pm

**Important Information:**

- The Food Pantry serves those located in New Berlin, Brookfield, and Elm Grove
- To use these services, individuals need to provide:



- A picture ID for the head of household
- Other ID for family members such as:
  - Insurance card
  - Birth certificate
  - Social Security card
- A current utility bill
- Something proving monthly income

### **Mukwonago Food Pantry**

Mukwonago Food Pantry's Mission is to "provide food and support to individuals and their families and to facilitate their development. We maintain that all individuals and families should have adequate food for their needs and that no one in the communities we serve should be allowed to sacrifice nutrition regardless of their circumstances. We are a resource providing direct on site programs that focus on helping recipients to overcome the obstacles that led them to seek help. Services and resources offered by other agencies that will aid our clients are offered on an as needed basis"

#### **Address and Location:**

- 325 Eagle Lake Avenue, Mukwonago, WI 53149



#### **Contact Information:**

- Phone: (262)-363-3452
- Email: mukwonagofoodpantry@yahoo.com

#### **Website:**

- <https://www.mukwonagofoodpantry.org/food-pantry>

#### **Hours of Operation:**

- Monday-Thursday 9:00 am - 12:00 pm; Saturday 9:00 am - 12:00 pm
  - For Saturdays, they are only open the second Saturday of each month

#### **Important Information:**

- Each person/persons residing within the household within our service area are required to provide the following each month you visit:

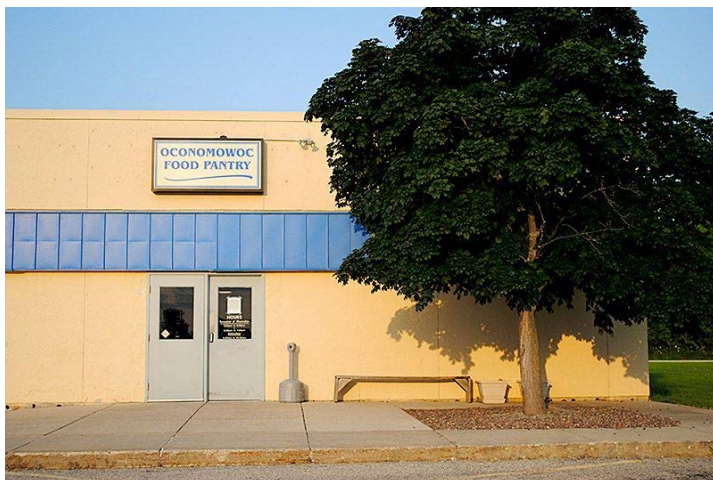
- Proof of residence
  - Current Utility or Phone Bill
- Proof of Any/All Income
  - Paycheck, SSI, Unemployment, Workers Compensation, Child Support, Rental Property receipts
- Social Security cards
  - Shown on your first visit only, not required monthly
- New clients:
  - Call (262)-363-3452 to learn about the services and sign up
- Existing clients:
  - Place your order using the [Client Order Form](#) to place their monthly order
- When picking up your order:
  - When you arrive at the pantry call (262)-363-3452
  - Give your name and address, please be patient as there is only one person on duty
  - All food has been pre-bagged
  - A cart with your food will be placed outside the back exit door
  - Return the cart to the door when you are done loading your food

### **Oconomowoc Food Pantry**

"Assisting and improving the lives of all our community neighbors here in the Oconomowoc Area School District through love, support, care and compassion."

#### **Address and Location:**

- W359N5848 Brown St Ste B, Oconomowoc, WI 53066



#### **Contact Information:**

- Phone: (262)-567-7054
- Email: oconfp@gmail.com

**Website:**

- <https://oconomowocfoodpantry.org>

**Hours of Operation:**

- Tuesday 1:30 pm - 2:30 pm, 6:30 - 7:30 pm; Thursday 1:30 pm - 2:30 pm, 6:30 - 7:30 pm; Saturday 9:30 am - 10:30 am

**Important Information:**

- Upon every visit to the Oconomowoc Food Pantry, each person needs to present:
  - Photo ID
  - Dated proof of current address
- Service visits are two times per month

**Lord's Cupboard of St. Paul's Lutheran Church**

"The St. Paul's Oconomowoc Food Pantry – Lord's Cupboard is open to anyone in need of assistance with groceries due to illness, job loss, or other such circumstances"

**Address and Location:**

- 210 E. Pleasant Street, Oconomowoc, WI 53066



**Contact Information:**

- Phone: (262)-567-5001
- Email: lordscupboard@splco.org

**Website:**

- <https://splco.org/st-pauls-evangelical-lutheran-church-oconomowoc/ministries/lords-cupboard/>

**Hours of Operation:**

- Monday 5:30 – 6:30 pm
  - First and third Monday of every month
- They are not open on holidays

**Important Information:**

- They are open as a as a drive-thru pantry
  - When arriving, come to the parking lot of the church/school and volunteers will direct you
    - Please stay in your car
- Individuals can also receive one free meal a month during the food pantry's hours of operation
- Individuals can also receive holiday food bags three times a year, Christmas gifts for children, and information about important church events that are open to everyone
- Once a month, the pantry offers a free meal during their hours of operation on the third Monday of the month (excluding holidays)

**Hartland Food Pantry**

"We provide temporary & emergency food assistance to anyone in need in the AHS School District".

**Address and Location:**

- 555 S Industrial Drive, Hartland, WI 53209

**Contact Information:**

- *Joy Vilter, President*
  - Phone: (262)-367-6373

**Website:**

- <https://www.hartlandareafoodpantry.org/>

**Hours of Operation:**

- Wednesday 1:30-3:00 pm; Saturday 10:00-11:00 am

**Important Information:**

- Clients must live in Arrowhead High School District
- On the first visit, clients will complete an information form and must provide a driver's license, or other photo ID
- For eligibility must provide one of the following:
  - Phone bill, utility bill, cable bill, or government letter with name and current address
  - To establish the number in your household please provide social security cards for each household member
- Clients can visit the food pantry 2 times per month
- Clients must show proof of need after their 8th visit

**Menomonee Falls Food Pantry**

"Our mission is to gather and distribute nutritious food to residents in need in the greater Menomonee Falls area. We strive to raise awareness of hunger in our community, to address the needs of people and to provide opportunities for individuals to serve one another. The Falls Food Pantry is proud to serve residents from Lannon, Colgate, Hubertus, Richfield, Butler, Brookfield, Germantown, and Menomonee Falls"

**Address and Location:**

- N85W15382 Menomonee River Pkwy, Menomonee Falls, WI 53051



**Contact Information:**

- Phone: (262)-251-6848
- Email: [info@fallsfoodpantry.org](mailto:info@fallsfoodpantry.org)

**Website:** <https://www.fallsfoodpantry.org>

**Hours of Operation:**

- Tuesday 12:00 pm - 2:00 pm, 5:00 pm - 7:00 pm; Thursday 12:00 pm - 2:00 pm, 5:00 pm - 7:00 pm
- If there is inclement weather, the Food Pantry Assistant Director may close the pantry

**Important Information:**

- Registered clients can receive food twice a month
- To register:
  - Provide two forms of ID showing residence in one of the following communities:
    - Colgate
    - Germantown
    - Hubertus
    - Butler
    - Lannon
    - Menomonee Falls
    - Richfield
    - Brookfield
  - Forms of ID required:
    - Picture ID
      - Valid Wisconsin Driver's License or other photo ID (eg. Senior ID, Wisconsin ID, Student or Military ID)
    - Utility bills (Gas, electric, or water), bank or medical statements, car registration, or any other mail received from the US Post Office with a current date and address
  - Verify your income
  - Provide identification for each member of your household
    - Documents for minor children can include birth or baptismal certificates, WI immunization records, or report cards
- Households receiving Food Share benefits (Quest Card) are eligible to receive food as long as they meet the income requirements
- If you do not have all your documents, you will still receive service, but please bring them on your next visit

## North Lake Food Pantry

The North Lake Food Pantry is located in the basement of St. Teresa of Calcutta Parish and serves those who are within the Arrowhead School District

### Address and Location:

- W314 N7462 WI-83, Hartland, WI 53029



### Contact Information:

- Phone: (414)-418-9783 or (262)-966-2191

### Website:

- <https://www.stteresaofcalcutta.org/svdp--helping-those-in-need---food-pantry>

### Hours of Operation:

- Tuesday 8:30 am - 9:30 am; Saturday 8:30 am - 9:30 am
  - You may visit the North Lake Food Pantry every Tuesday or Saturday

### Important Information:

- The pantry also supplies food baskets/boxes to the needy in the surrounding North Lake/Monches area for the holidays of Thanksgiving, Christmas and Easter

## Salvation Army Food Pantry

"The Salvation Army is a worldwide religious and charitable organization. We are motivated by the love of God and concern for the needs of humanity. The Army's tradition of helping those in need began more than 150 years ago"

### Address and Location:

- 445 Madison Street, Waukesha, WI 53188

- The food pantry is at the double red doors off our rear parking lot

*Back of the building*



*Front of the building*



**Contact Information:**

- *Amber Mussomeli, Family Services/Food Pantry/Pathway of Hope Program*
  - Phone: (262)-547-7367 ext. 235
  - Email: [amber.mussomeli@usc.salvationarmy.org](mailto:amber.mussomeli@usc.salvationarmy.org)

**Website:**

- <https://centralusa.salvationarmy.org/waukesha/cure-hunger/>

**Hours of Operation:**

- *Food Pantry:* Tuesday 1:00 pm - 4:00 pm; Wednesday 1:00 pm - 4:00 pm; Friday 9:00 am - 12:00 pm
- *Community Meal Program:* Tuesday 5:00 pm - 5:40 pm; Thursday 5:00 pm - 5:40 pm; Saturday 5:00 pm - 5:40 pm
- *Free Bread Room:* Monday-Friday
  - (Call for more information)
- *"Feed The Kids" Program:* All Summer Long 12:05 pm - 12:30 pm
  - (Call for more information)

**Important Information:**

- To get registered, bring:
  - A government-issued photo ID



- A piece of recently received mail
- If providing for a family, bring:
  - Your child's birth certificate
  - The Salvation Army offers a Food Pantry, a Community Meal Program, a Free Bread Room, and a seasonal "Feed The Kids" Program
    - The location for the "Feed The Kids Program" is Sentinel Park (Madera Street)

### **Sussex Food Pantry**

"It is the mission of Sussex Outreach Services (SOS), to meet the immediate and long term needs of individuals and families in the Hamilton School District by providing food, informational resources, client advocacy and general assistance. SOS builds community awareness and volunteerism to encourage our community members to help support our mission in their own unique way. We serve all families and individuals in the Hamilton School District, which includes Sussex, the Town of Lisbon, Lannon, and parts of Merton, Butler, and Menomonee Falls"

#### **Address and Location:**

- N64 W23760 Main St, Sussex, WI 53089
- Located in the Civic Center building on Main St next to the Pauline Haass library



#### **Contact Information:**

- *Jennifer Waltz, Executive Director*
  - Phone: (262)-246-9860
  - Email: [director@sussexareasos.org](mailto:director@sussexareasos.org)

#### **Website:**

- [sussexareasos.org](http://sussexareasos.org)

#### **Hours of Operation:**

- Monday 5:30 pm - 7:00 pm; Wednesday 1:00 pm - 2:30 pm Saturday 10:00 am - 12:00 pm

#### **Important Information:**

- To register:

- Bring your ID and provide your address
  - Address verification is required once a year AND on your first visit.
- ID is required for every pantry visit
- You can come once a week for food
- If you are unable to visit the pantry during regular hours, you can designate a proxy to come during pantry hours to shop for you
- If you are homebound due to medical reasons, contact Jennifer at (262)-347-3563

### **The Food Pantry at St. Agnes Catholic Parish**

"The Food Pantry at St. Agnes has been operating successfully for over thirty years to help people in emergency food circumstances as a result of illness, unemployment, divorce or other unfortunate situations". It offers short-term emergency assistance.

#### **Address and Location:**

- 12801 W Fairmount Avenue, Butler, WI 53007



#### **Contact Information:**

- Phone: (262)-781-9521

#### **Website:**

- <https://www.stagnesparish.org/ministries>

#### **Hours of Operation:**

- Monday 12:00 pm - 2:00 pm, 5:00 pm - 6:30 pm

#### **Important Information:**

- The food pantry at St. Agnes serves residents of Waukesha County
  - They specifically serve those residing in Butler and parts of Brookfield, Wauwatosa, Menomonee Falls, and Milwaukee

## Housing Resources

A list of housing contacts that can aid you throughout Waukesha County.

### **Waukesha Housing Authority**

"The Waukesha Housing Authority is a non-profit organization providing low-income housing"

#### **Address and Location:**

- 600 Arcadian Avenue, Waukesha, WI 53186



#### **Contact Information:**

- *Office*

- Phone: (262)-542-2262; *Toll Free*: (877)-404-6818; *TTY*: (262)-436-0939

**Website:**

- <https://whaonline.com/>

**Hours of Operation:**

- The Office is Closed to the Public due to the Covid-19 pandemic until further notice

**Important Information:**

- Saratoga Heights
  - “This 6 story, 114 unit apartment building consists of 1 bedroom units. These cozy one bedroom units are 450 sq. feet, including living room, bedroom, kitchen, and full bath. The WHA is in the process of updating the plumbing, kitchen and bathroom. The units include an electric range, frost free refrigerator, blinds, window air conditioner, carpeting, and pets are allowed. Units are cable television ready”
  - Rent is based on 30% of the monthly-adjusted gross income. Rent includes all utilities except for optional cable television, and a current \$5.00/month excess utility fee
- Scattered Sites Housing
  - These 2-5 bedroom units are located throughout the City of Waukesha
- Section 8 Rental Assistance
  - These homes are scattered throughout the County of Waukesha and are rented to very low income families
  - “This program provides rental assistance to income eligible, very low-income families who will or are renting a privately owned apartment in the City or County of Waukesha”
  - “Families have the freedom to choose any rental unit which meets program requirements to be decent, safe and sanitary. The household pays approximately 30% - 40% of their adjusted gross monthly income for rent”
- Family-Self Sufficiency Program
  - This program helps enable families who receive rent assistance to become economically and socially independent through the coordination and delivery of community services. Some of these services include:
    - Job training or placement
    - Educational Services
    - Child Care Services
    - Medical or Mental Health Services
    - Transportation
    - Life Skills Training

- Legal Information
  - Emergency Services (food, clothing)
  - Housing Services
- Mainstream Voucher Program
  - This program is designed to provide long-term case management and Section 8 Rent assistance to disabled individuals
- All applications for all housing programs (including Saratoga Heights) must be completed online
  - Applications will be available at <https://www.waitlistcheck.com/WI614> or at the Waukesha Housing Authority website at <http://www.whaonline.com>
    - If you are having problems with the online application process, call the WHA office between 8:00 am - 4:00 pm and someone on staff will return your call as soon as they are available
  - You can also go to <https://www.waitlistcheck.com/WI614> for WHA's Main Wait List landing page where you can select and apply to all available open wait lists
  - 2 weeks after you have applied, you can check your application status by going <https://www.hmsforweb.com/owl/login.php>
    - You will need to Register and create an account in order to check your application status
- To complete your application, you will need:
  - Social Security numbers and dates of birth for all on your application
  - Information for all Income sources
  - Banking information and Investment Information
  - Criminal History Information
  - A valid email address
- Household income may not exceed for Section 8:
  - Family size of 1: \$29,550
  - Family size of 2: \$33,800
  - Family size of 3: \$38,000
  - Family size of 4: \$42,200
  - Family size of 5: \$45,600
  - Family size of 6: \$49,000
  - Family size of 7: \$52,350
  - Family size of 8: \$55,750
- Americans with Disabilities Act Notice

- “Upon reasonable notice the WHA will furnish appropriate auxiliary aids and services when necessary to afford individuals with disabilities an equal opportunity to participate in and to enjoy the benefits of a service, program or activity”
- Limited English Proficiency (LEP):
  - “It is the policy of the Waukesha Housing Authority to provide language access services to populations of persons with Limited English Proficiency (LEP) who are eligible to be served or likely to be directly affected by our programs. Services will be focused on providing meaningful access to our programs and benefits”

### **Matt Talbot Recovery Services**

“At Matt Talbot Recovery Center, we are committed to doing our part every day to better our community by providing programs and services for the treatment of alcohol and drug abuse. We are dedicated to transforming lives by serving each of our residents with skill and compassion.”

#### **Address and Location:**

- 2646 N 34th St, Milwaukee, WI 53210



**Contact Information:**

- Phone: (414)-342-5474
- Email: info@mtrcinc.org

**Website:**

- <https://mtrcinc.com/tlp-services/>

**Hours of Operation:**

- Call or visit the website for up-to-date hours of operation

**Important Information:**

- Matt Talbot Recovery Services provides an array of re-entry services to individuals being released after completing their period of incarceration in the prison system
  - Supervised housing to ex-offenders in duplexes and other community-based facilities throughout Wisconsin are provided, including: Milwaukee, West Bend, Waukesha, Stevens Point and Superior
- They use research-based and experience-based best practice interventions and a variety of techniques and programs to assess one's risks and needs in order to target areas for intervention
- The Secular Transitional Living Program was created to assist previously incarcerated individuals to reintegrate back into the community
  - This program supervises individuals needing assistance and provides them with temporary housing, basic living skills, and structure in work and leisure time activities
- The Secular Transitional Living Program is intended to assist previously incarcerated individuals in achieving:
  - Maintenance of a pro-social lifestyle
  - Residential stability and independent living skills
  - Gainful employment
  - Financial independence and responsibility
  - Family reunification
- Clients for the TLP program include those experiencing the following transitional situations:
  - Correctional institution to the community
  - County jail to the community
  - Alcohol and Other Drug Abuse (AODA) inpatient or halfway house programming to the community
  - Dependent family situations to independent living
  - Previously incarcerated individuals who are violating conditions of supervision to provide alternatives to incarceration

- All of the clients in the Secular TLP Program are required to be employed, or actively involved in job search, or have a verifiable legal source of income to remain in the program

### **Hebron Housing Services**

"Restoring hope and dignity to those in need in our community, we are the oldest non-profit organization in Waukesha fully dedicated to providing emergency, short-term shelter and long-term housing solutions to individuals and families"

#### **Address and Location:**

- *Hebron Housing Services Office*
  - 1166 Quail Court, Suite 400, Pewaukee, WI 53072

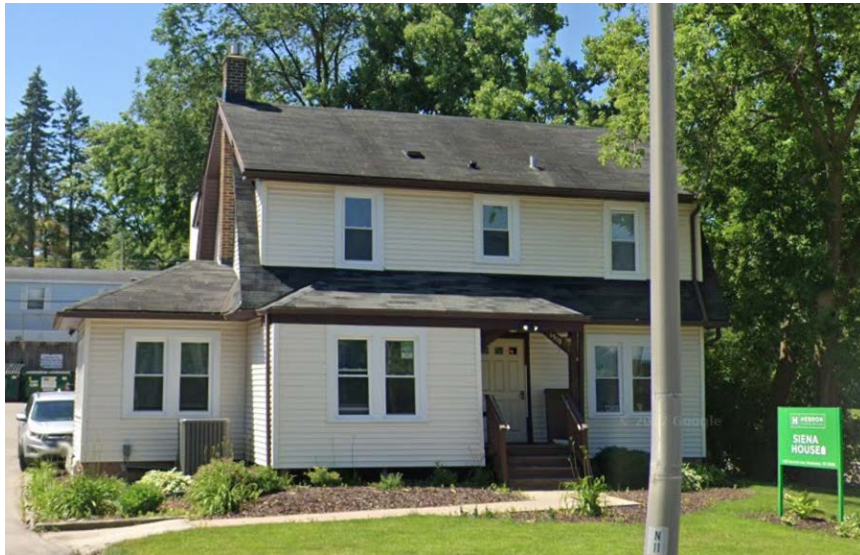


- *Juno House*
  - 812 N East Avenue, Waukesha, WI 53186





- *Sienna House*
  - 1519 Summit Avenue, Waukesha, WI 53188



**Contact Information:**

- *Office*
  - Phone: (262) 549-8720 ext. 4
- *Emergency Shelter*
  - Phone: (262) 549-8720

**Website:**

- <https://hebronhouse.org/>

**Hours of Operation:**

- *Office Hours: Monday-Friday 8:00 am - 4:30 pm*

**Important Information:**

- The shelters are open 24 hours a day, 7 days a week
- Juno House
  - Welcomes single women, single women with children, single men with children, and families
  - Is a temporary home to women and entire families who find themselves with nowhere to go. They are a safety net, providing both emergency shelter and services designed to put lives back on stable footing
  - Shelter advocates help individuals develop goals to increase their income, save money and find permanent housing
  - Case Managers work with guests to ensure community resources are accessed to help achieve success

- On any given day, the school bus arrives for children who are guests of Juno House. They return to a welcoming environment, a beautiful yard in which to play, a house computer for homework, a warm meal, and a place to sleep
- Unlike many shelters, fathers stay with their families as they work on a plan for rehousing
- Sienna House
  - Welcomes single men
  - Provides single men with a warm bed, necessary support, and resources to work through many challenges that have led to being unhoused
  - Case Management, individual assessments, and referrals to vital community resources all offer guests a pathway to success
  - Siena House was recently transformed to offer dorm-style accommodations and facilities for up to 22 single adult men on a short-term basis
  - Guests share communal meals or have access to our kitchen, find resources to secure jobs and bus passes for necessary transportation, and have a place for their belongings as they work to save money and find stable housing
- Youth Housing Program
  - Available to young adults ages 18-24 at risk of homelessness
  - Youth living on the streets, in their vehicle, in emergency shelters, or fleeing domestic violence are a priority, and both individuals and families with children are eligible
  - Youths are referred to the program through a coordinated entry process that assesses each young person's vulnerability, including where they are staying, the length of time they are homeless, and other lifestyle factors
  - Youths receive intensive case management services and resources to support them on their journey to independent living
    - Once ready, they work with youth to secure permanent housing and provide case management services throughout their first lease to address education, employment, life skills, and necessary health services
  - Approach to ending youth homelessness:
    - Access to Service
      - The Youth System Navigator will connect youth the the Youth Housing Program as well as additional services
    - Housing
      - A Joint Transitional Living and Rapid Re-Housing program is available to youth in the Waukesha/Ozaukee/Washington

Counties. This program includes rent assistance, case management, and life skills training

### **Addiction Recovery Environment Homes**

“The Addiction Recovery Environment Homes (sober living homes for women) provides a quality, safe, sober living environment for women with substance use disorder and dependency issues, while offering support services for both clients and families to promote a healthy lifestyle and family structure in early recovery”

#### **Address and Location:**

- 195 Debbie Drive, Waukesha, WI 53189



#### **Contact Information:**

- Phone: (262)-290-1072
- Email: [jacobjansen20@gmail.com](mailto:jacobjansen20@gmail.com)

#### **Website:**

- <https://www.transitionalhousing.org/li/addiction-recovery-environment-homes-sober-living-homes-for-women>
- Facebook page: *ARE Homes - Sober Living*

#### **Important Information:**

- The goal of the A.R.E Homes is to “provide safe, drug and alcohol free, fully furnished recovery homes for women who are in early recovery from drug or alcohol addiction. At A.R.E. Homes, they focus on both addiction avoidance and peer support by providing a safe, comfortable sober environment”
- Through the use of recovery coaching, they help their clients “find what will work for them by setting appropriate goals and action plans. Recovery coaches provide the

help and guidance to determine what will work for each individual and why, and then help incorporate key goals and action plans into their recovery”

- “A.R.E. Homes believes that guiding a smooth transition back into the community can make all the difference in a lasting recovery. They also believe that the family needs to recover when their loved one is addicted to drugs and alcohol, so they include services for the family through nationally recognized Family Recovery Resources LLC. Together, the family can heal, which improves the chances of long term recovery for themselves and their loved one”
- Costs are \$200 non refundable entrance fee plus \$775 per month
- Check the website for:
  - A comprehensive list of what is included
  - A virtual tour of the homes and house information
  - Housing application for admission
- Intake screenings can be done between 9:00 am - 5:00 pm Monday through Friday and take about 20 min
  - Contact them if you are interested or would like more information

## **Cephas House**

“The Cephas house is a drug rehab located in Waukesha, Wisconsin, which offers aftercare support, drug rehab, inpatient, and residential levels of care. The services available include alcohol addiction treatment, opioid addiction treatment, dual diagnosis treatment, and general drug addiction treatment. There are 14 beds available for those needing inpatient and residential levels of care. Private health insurance is accepted”

### **Address and Location:**

- *Cephas House*
  - 325 Sentinel Drive, Waukesha, WI 53189



- *Lutheran Social Services of Wisconsin and Upper Michigan, Inc. Main Office*
  - 6737 W Washington St #2275, West Allis, WI 53214



**Contact Information:**

- *Lutheran Social Services of Wisconsin and Upper Michigan, Inc. Main Office*
  - Phone: (262)-549-9449

**Website:**

- <https://rehabnow.org/center/lss-lutheran-social-services-cephas-house-waukesha-wi/>

**Hours of Operation:**

- *Lutheran Social Services of Wisconsin and Upper Michigan, Inc. Main Office*
  - Monday-Friday 8:00 am - 4:30 pm

**Important Information:**

- Accepts:
  - Genders:
    - Male
  - Ages:
    - Teenagers and adults
  - Modality:
    - Individuals
    - Couples
    - Family
    - Groups
- Conditions and issues treated:
  - Drug rehabilitation
    - Getting sober on your own is not only dangerous during the initial detox, it is also more likely to result in a relapse later on. Addiction treatment centers provide a monitored environment where you will get the medical attention you need, as well as the emotional support to overcome drug or alcohol abuse
  - Opioid and Opiate Addiction Treatment

- Opioid addiction is the result of repeated use, or abuse, of opioid drugs. It is recommended for people who are dependent on opioids, or who have a high risk for dangerous health concerns, to seek professional treatment. Treatment plans usually include behavioral therapy and medication-assisted treatment.
  - Opioid drugs include: fentanyl, heroin, methadone, oxycodone, and oxymorphone
  - Opioid addiction treatment is beneficial for:
    - People who have a history of severe withdrawal
    - People with a high risk for dangerous health concerns
    - People having difficulty overcoming opioid addiction on their own
- Levels of Care Offered at Cephas House
  - This center offers a variety of custom treatments tailored to individual recovery
  - Currently available treatments are aftercare support, drug rehab, inpatient, residential, sober-living/half-way, with additional therapies available
  - Inpatient rehab
    - Inpatient treatment is the most intensive level of care, and it's necessary for those who aren't able to control their addiction
      - These patients also must be drug-free before attending inpatient programs
    - During inpatient treatment, individuals live at an inpatient facility 24 hours a day while receiving help
    - This type of program is generally recommended for those who need to go through detoxification or who are struggling with serious addiction-related issues
  - Sober-living/half-way house
    - "A Sober Living Home (SLH) is a term used to describe houses where people recovering from addiction can stay. The goal of these places is to provide immediate support and protection that the addict needs and force them to live a life free from substance abuse. SLHs typically allow the addict to live there for 30, 60, or 90 days"
  - Residential
    - Residential treatment programs are those that offer housing and meals in addition to substance abuse treatment

- Rehab facilities that offer residential treatment allow patients to focus solely on recovery, in an environment totally separate from their lives
    - Some rehab centers specialize in short-term residential treatment (a few days to a week or two), while others solely provide treatment on a long-term basis (several weeks to months)
      - Some offer both, and tailor treatment to the patient's individual requirements
  - Aftercare support
    - Aftercare support is a service many individuals need to ensure their success at recovery
    - This service usually includes one-on-one or group therapies, assistance from a sponsor and other types of help designed to make sure the patient continues living a life free from drugs
    - Patients also may require medication to help them battle addiction
      - Some people have been able to successfully recover without additional medications, but others have found that they need help during their transition
      - Long-term, the patient must take the initiative to attend meetings and receive help from other individuals in recovery
- Therapies and programs offered
  - Individual therapy
    - People in addiction recovery can benefit from individual therapy
    - This type of therapy involves meeting with a therapist one-on-one, which allows for a personal and trusting relationship to be built so that the patient can be truly themselves and express any emotions they feel
    - Individual therapy leads to greater understanding and peace about your triggers for addiction and coping strategies to prevent relapse
  - Couples therapy
    - Couples therapy for drug addiction is based on the belief that addiction is a family disease
      - Everyone involved with an addict, not just the addict themselves, is affected by their behavior and the changes the addict goes through
    - The relationship also changes the addict's significant other and has likely picked up some codependent behaviors

- Codependency is a term used to describe a person obsessed with another person and their needs and feelings while neglecting their own
- Family counseling and therapy
  - Family therapy is a type of group problem-solving that aims to improve communication and relationships between the patient, their family, and sometimes friends
  - The main goal of family therapy for drug addiction is to create an environment where communication can occur without judgment, hostility, or blame
  - The therapist is with the family as they learn to communicate with each other differently, especially with the addict when s/he is using
- Group counseling
  - Group therapy sessions provide recovering individuals with a chance to cope with everyday situations that many face
  - Group therapy sessions are held in rehab facilities, clinics, churches or community centers that offer drug addiction treatment
  - People who attend these groups are encouraged to voice their feelings and support other individuals in recovery, which helps group members strengthen their own recovery program while cheering on others who are struggling with sobriety
- Trauma therapy
  - This type of therapy helps people process and understand the past traumas that have led to their addiction
  - Trauma Therapy is a form of therapy that involves working with a patient to help them process and understand the past trauma(s) in their life
  - This therapy is typically done using techniques such as visualization, discussion, and writing down thoughts and feelings
  - The main goals of trauma therapy is to help clients express their emotions and talk about what they are feeling
    - This therapy is typically done using visualization, discussion, and writing down thoughts and feelings
  - Trauma therapists will work with clients to help them understand their past and present relationships and show them that they are worthy of love
- Rational Emotional Behavior Therapy (REBT)



- Rational Emotional Behavior Therapy is a unique type of therapy because it helps individuals understand their emotional behavior to help them stay sober, as it breaks down the addiction and behaviors behind it
    - Rational Emotional Behavior Therapy aims to help you understand your emotions and how they affect your behaviors and addiction. Those that complete the program will be able to:
      - Change their behaviors in a positive way
      - Identify their feelings and reactions
  - EMDR (Eye Movement Desensitization and Reprocessing)
    - Eye Movement Desensitization and Reprocessing (EMDR) is an integrative psychotherapy approach that has been extensively studied and proven effective for treating trauma
    - EMDR sessions typically last 50-90 minutes and can be completed in as little as 12-15 sessions
    - EMDR is a goal-directed therapy in which the client works with the therapist to develop an individualized treatment plan that focuses on specific trauma memories and associated disturbance
- Life skills
  - Life skills services offered at Cephas House assists people in their recovery by teaching them healthy coping mechanisms that will aid them in becoming sober, focussing on helping people enter into, and maintaining long-term sobriety
  - These life skills services are offered varying levels of intensity, specific to the needs and requirements of each patient
- Benefits of Life Skills Services offered at Drug Treatment Centers in Wisconsin:
  - Restores hope and empowerment
    - Helps individuals believe that recovery is possible and instills a new confidence in their ability to achieve a positive, drug-free future
  - Enhances family involvement
  - Encourages families to get involved in the recovery process and supports their understanding and encouragement of healthy behavior
  - Increases patient's compliance
    - Helps patients take responsibility for and ownership of their recovery and encourages continued progress
  - Reduces relapse rates

- Encourages long-term abstinence and emphasizes the importance of establishing sober support systems
- Patient Experience
  - Creative Arts
    - Creative Arts Therapy is a treatment method at Cephas House for victims of addiction to drugs, alcohol, or other substances
    - Group Creative Arts Therapy sessions help individuals get sober by allowing them to meet and talk with peers who are going through the same problems, which builds trust and helps individuals understand that they are not alone
    - Depending on the severity of the patient's drug or alcohol problem, they may attend group creative art therapy sessions or individual sessions
  - Experiential Therapy at Cephas House
    - Experiential Therapy allows individuals to release emotions in a safe environment
      - The process involves individuals painting their feelings and releasing them on a canvas
    - "LPE", Love, Peace, and Equilibrium, is one of the most popular forms of experiential therapy
- Forms of payment accepted include:
  - Health insurance
  - Self-pay/cash
  - Medicaid
  - Sliding scale

## Education Resources

A list of education contacts that can aid you throughout Waukesha County.

### **Wisconsin Technical College System: Re-Entry From Correctional Institutions**

“Since 2017, Wisconsin’s technical colleges have provided education services to 25 of 27 state Correctional Institutions, annually awarding more than 30,000 credits to over 6,000 individuals. In addition, the colleges work with 38 of the state’s county jails, serving an average of 1,500 individuals with opportunities to improve reading, math, and English Language skills, complete a high school credential, or pursue career training and postsecondary credentials”

#### **Address and Location:**

- *Wisconsin Technical College System Office*
  - 4622 University Avenue, Madison, WI 53707-7874



- *Waukesha County Technical College*
  - 800 Main Street, Pewaukee, WI 53072-4601



**Contact Information:**

- *Wisconsin Technical College System Office*
  - Phone: (608)-266-1207; TTY: (608)-267-2483
- *Waukesha County Technical College*
  - Phone: (262)-691-5566
  - Email: lgordy@wctc.edu

**Important Information:**

- The goal of the WCTCS's Re-Entry From Correctional Institutions program is to reduce barriers for successful re-entry, increase employability skills and opportunities, and reduce recidivism
- "Annually, the WTCS Board and the System's 16 colleges invest more than \$1.0 million of federal, state and local funds to bring instruction, curriculum, technology, materials, employment partnerships and support services to individuals involved with the justice system, including those who are incarcerated or formerly incarcerated"
- Affordable Education Resources
  - "Open Educational Resources (OER) are teaching materials, such as textbooks, for which copyright restrictions are minimized with an open-copyright license"
- Credit for Prior Learning
  - "Wisconsin's technical colleges offer individualized technical studies programs to meet you where you are in your education journey, and help you best succeed in today's workplace"
- Transfer Opportunities
  - "You may be able to transfer any credits you have already earned from another institution. And, if you're interested in further education beyond our colleges, many 4-year public and private institutions accept credits from Wisconsin technical colleges, putting you ahead of the game in an affordable manner"

**Literacy Services of Wisconsin-Waukesha**

"Literacy Services of Wisconsin partners with motivated adults to provide access to quality basic education and skills training so they can improve their lives, enrich their families, and strengthen our community"

**Address and Location:**

- *Downtown Center*
  - 555 N Plankinton Ave., Milwaukee, WI 53203-2901



- *Waukesha Center*
  - 831 N. Grand Ave., Waukesha, WI 53186
    - Second Floor



**Contact Information:**

- *Downtown Center*
  - Phone: (414)-344-5878
- *Waukesha Center*
  - Phone: (262) 547-7323
  - Email: [info@literaryservices.org](mailto:info@literaryservices.org)

**Website:**

- <https://literacyservices.org/>

**Hours of Operation:**

- Monday-Friday 9:00 am - 5:00 pm

**Important Information:**

- To enroll in any of the programs, you can schedule an appointment online or call the Downtown Center number
- Adult Basic Education (ABE)
  - This program is designed for adults who want to improve their basic education skills of reading, writing, and/or math, or prepare for beginning their GED/HSED instruction
  - Class Formats available at the Waukesha Center:
    - One-on-One Tutoring
  - Foundational ABE
    - They use a variety of curricula to help students develop reading and spelling skills. Students also learn basic grammar and language skills.
      - They accept students of all abilities, including those with very limited skills and/or those with learning difficulties
  - Comprehensive ABE
    - Their holistic approach to “language arts and math study incorporates contextualized instruction in academic subjects, including history, social studies, science, and other areas. Comprehensive instruction builds reading comprehension, vocabulary, writing skills, and mathematics in preparation for transition to GED/HSED work”
  - Basic Math
    - “Basic math includes simple arithmetic with whole numbers, decimals, fractions, and beginning algebra. Students may work solely on math or in tandem with other ABE studies”
- English Language Learning (ELL)
  - To enroll in an English class (free of charge), schedule an appointment online or call the Downtown Center number
  - “Literacy Services of Wisconsin’s ELL program helps adult learners from around the world improve their English communication skills in reading, writing, listening, and speaking”
  - “LSW also helps students achieve personal goals related to citizenship, employment, education, digital literacy, and other skills necessary to navigate American culture”
  - They offer a variety of learning formats to meet each student's unique goals:
    - Small group or classroom with an instructor (online or face-to-face)

- Study English with a professional teacher and other students
    - Class schedules and modes vary depending on level and location
  - One-on-one tutoring (online or face-to-face)
    - Work one-on-one with a volunteer ELL tutor up to twice a week
    - Sessions last 60-90 minutes each and are scheduled according to student needs and tutor availability
  - Learning labs (face-to-face)
    - Guided independent study
- General ELL
  - Instruction ranges from beginner-level survival English to advanced and specialized conversation, reading, and academic writing
  - All class levels build skills necessary for success in the workplace, post-secondary education, the USCIS naturalization exam, and their PI 5.09 HSED-EL program
- PI 5.09 HSED-EL
  - “Literacy Services of Wisconsin’s High School Equivalency Diploma for English Learners (HSED-EL) is a 19-week HSED program designed specifically for English learners of any language background who are seeking a secondary credential”
- U.S. Citizenship Education
  - “Study the English skills and U.S. civics content required to pass the USCIS naturalization exam and interview”
    - Although LSW can’t assist with N-400 applications or legal matters related to residency or citizenship, they can refer students to legal assistance through their trusted community partners
- Adult Secondary Education (ASE)
  - Our GED & HSED programs provide pathways for students seeking secondary education credentials, like a GED or a high school equivalency diploma
  - Class Formats available at the Waukesha Center:
    - One-on-One Tutoring
    - Classroom
    - Learning Labs
  - Available Programs at the Waukesha Center:
    - GED Prep
    - College/Accuplacer Prep

- Spanish/Bilingual HSED classes
- GED Prep
  - Instruction is tailored to help students reach advanced levels in language arts, social studies, math, science, and civics as they work to pass each GED test
- Online 5.09 HSED
  - Students attend scheduled online classes to develop secondary-level skills
  - Through contextualized instruction and individual and group projects, students create a portfolio of work to demonstrate required competencies
  - Program completers earn a high school-equivalent diploma
  - This program is available only to students enrolled in an ASE program; a referral is required
- The General Education Development (GED) and 5.09 High School Equivalency Diploma (HSED) are each issued by the Wisconsin Department of Public Instruction upon successful completion of either standardized testing or equivalent HSED programming
- College/Accuplacer Prep
  - “Instruction designed to help students prepare for college entrance exams and aid them in enrolling in post-secondary education. Additionally, students have access to career pathway advisors”
- Training Ready Program
  - “In partnership with WRTP/BIG STEP, this program helps students gain entrance into training programs for the manufacturing and construction trades by helping them build requisite reading and math skills. Referrals from WRTP/BIG STEP are accepted but not required”

### **Pewaukee Waukesha County Technical College - High School Completion Resources**

“WCTC can help you reach your goal through a few different routes: the GED, HSED and Adult High School Diploma. Completing high school can open doors to new career opportunities and increased wages”

#### **Address and Location:**

- *Waukesha County Technical College (Pewaukee Location)*
  - 800 Main Street, Pewaukee, WI 53072-4601



■ Building K



**Contact Information:**

- *Waukesha County Technical College*
  - Phone: (262)-691-5566 TTY #711
- *High School Completion Contact*
  - Phone: (262)-695-6525
  - Email: smajidswanton@wctc.edu

**Hours of Operation:**

- *Waukesha County Technical College (Pewaukee location)*
  - Monday-Thursday 9:00 am - 4:30 pm
  - Friday 8:00-4:00 pm

**Important Information:**

- General Education Development Certificate (GED)
  - “Don’t let a lack of a high school diploma hold you back. Most employers and technical/community colleges accept the GED certificate in lieu of a high school diploma”
  - The Wisconsin Department of Public Instruction issues this certificate after you successfully complete five tests:
    - Civics
    - Mathematical Reasoning
    - Reasoning Through Language Arts
    - Science
    - Social Studies
  - To be eligible to test, you must:
    - Have lived in Wisconsin for at least 10 days OR Be a migrant worker or the child of a migrant worker
    - Be at least 18.5 years old OR your 9th grade class must have already graduated
    - Not be currently enrolled in high school
  - GED Testing

- The WCTC Testing Center is an authorized GED/HSED testing site
    - You can register and pay for tests online or call (877)-392-6433
      - The cost is \$33.75 per test
      - No walk-ins are allowed
      - A current, government-issued ID is required
  - Getting Started with the GED
    - You're required to attend a free, four-session orientation, along with a reading and math assessment
      - Call (262)-695-6525 to register
    - You must attend the orientation on all dates and be at least 18 years old by the first class
- High School Equivalency Diploma (HSED)
  - "This diploma requires more than the GED but may also open additional doors. Some colleges, universities, military branches and employers require an HSED or high school diploma instead of a GED"
  - HSED completion options include:
    - High School Equivalency Diploma (HSED)
    - HSED based on high school credits
    - HSED based on post-secondary education
    - HSED based on foreign diploma
    - HSED based on competency
  - To be eligible to test, you must:
    - Have lived in Wisconsin for at least 10 days OR Be a migrant worker or the child of a migrant worker
    - Be at least 18.5 years old OR your 9th grade class must have already graduated
    - Not be currently enrolled in high school
  - HSED testing
    - The WCTC Testing Center is an authorized GED/HSED testing site
    - You can register and pay for tests online or call (877)-392-6433
      - The cost is \$33.75 per test
      - No walk-ins are allowed
      - A current, government-issued ID is required
  - Getting started with the HSED
    - To get started, you're required to attend a free, four-session orientation, along with a reading and math assessment
      - Call (262)-695-6525 to register

- You must attend the orientation on all dates and be at least 18 years old by the first class
- Adult High School Diploma
  - “Close to finishing your high school diploma? WCTC offers a variety of high school credit courses that high schools may accept to meet graduation requirements. This option is ideal if you need just one or two credits to graduate. All courses are equivalent to a one-semester high school course. When you complete your coursework, WCTC will send your transcript to the participating high school, which will then award your regular high school diploma”
  - WCTC’s high school programs are open-entry and self-paced with individualized instruction. There is no charge for instruction

## Employment Resources

A list of employment contacts that can aid you throughout Waukesha County.

### **Waukesha Reentry Employment Program**

"The Re-Entry Employment Program through Wisconsin Community Services assists underemployed or unemployed individuals at the Waukesha County Huber Facility to secure employment, which enables them to fulfill their responsibility to their families and the community in order to live crime-free lives"

#### **Address and Location:**

- *Wisconsin Community Services Waukesha Location*
  - 414 W Moreland Blvd #200, Waukesha, WI 53188



#### **Contact Information:**

- *Daniela Imig, Court Services & Community Alternatives Administrator*
  - Phone: (414)-290-0443
  - Email: dimig@wiscs.org
- *Mary Wittwer, Director of Waukesha & Jefferson Court Services*
  - Phone: (262)-544-4600
  - Email: mwittwer@wiscs.org
- *Wisconsin Community Services Waukesha Location*
  - Phone: (262)-544-4600

#### **Website:**

- [www.wiscs.org/service-areas/](http://www.wiscs.org/service-areas/)

#### **Hours of Operation:**

- *Waukesha Community Services Waukesha Location: Monday-Thursday 7:00 am - 6:00 pm; Friday 7:00 am - 4:00 pm*

#### **Important Information:**

- Only those who are located at the Waukesha County Huber Facility are able to participate in the Waukesha Re-Entry Employment Program
- The Waukesha Re-Entry Employment Program includes services pertaining to:
  - Job readiness
  - Job search
  - Employment retention

### **Wisconsin Senior Employment Program (WISE)**

“The Wisconsin Senior Employment Program (Senior Community Services Employment Program) is an employment training program for low-income, unemployed individuals aged 55 years and older”

#### **Address and Location:**

- *The Department of Health Services*
  - 1 West Wilson Street, Madison, WI 53703
    - Located in the Wisconsin State Office Building



#### **Contact Information:**

- *Wisconsin Department of Health Services*
  - Phone: (608)-266-1865 TTY: 711; (800)-947-3529
- *Darice Hannon, Employment Coordinator in Waukesha County*
  - Phone: (920)-469-8858
  - Email: darice.hannon@gwaar.org

**Website:**

- [www.dhs.wisconsin.gov/wise/index.htm](http://www.dhs.wisconsin.gov/wise/index.htm)

**Hours of Operation:**

- *Department of Health Services*
  - Monday-Friday 8:00 am - 4:30 pm

**Important Information:**

- “The program provides subsidized, part-time work experience for a limited time through community service to obtain the skills necessary for permanent employment”
- “Participants in the program learn new skills and talents, or enhance existing ones, through valuable work experience and other training to become competitive in today's workforce”
- Individuals will need to provide documentation verifying their eligibility in that they are:
  - A legal resident of Wisconsin
  - 55 years of age and older
  - Unemployed
  - A limited income at no more than 125% of the federal poverty level
- To determine if you are eligible:
  - Call the agency in your county and ask to speak with the "WISE Program Coordinator"
  - They will do a brief "Question and Answer" evaluation over the phone to determine whether you qualify
- How it works:
  - “Wisconsin Senior Employment Program participants receive an assessment to determine individual needs for training, supportive services, and potential for employment”
  - “Eligible participants are closely matched with their personal goals and placed in a position in community service (not-for-profit or government agencies) for approximately 20 hours per week”
    - “Participants receive the Wisconsin minimum wage of \$7.25 per hour. Other job-related training may consist of upgrading existing skills, developing new skills, limited educational opportunities, job counseling and assistance in finding and keeping a job”
- “To gain work experience, Wisconsin Senior Employment Program participants are often placed in schools, hospitals, senior centers, nutrition programs, conservation

programs, day care centers, and many other sites. These sites translate into positions such as nurse and teacher's aides, library clerks, clerical workers, adult and child day care assistants, campground recreational coordinators, maintenance workers, and many more occupations”

### **Waukesha County Workforce Development Center**

“The purpose of the workforce development system of the American Job Center network is to advance the economic well-being of the region by developing and maintaining a quality workforce and by serving as the focal point for local and regional workforce development initiatives. For job seekers, we provide job training, education and workforce services online and in person. Computer resource rooms and career experts are located at comprehensive centers, schools, libraries, and locations throughout the community. A growing number of tools and resources can be accessed anywhere, anytime, through virtual links”

#### **Address and Location:**

- 327 E Broadway, Waukesha, WI 53186
  - Located in the Waukesha County Technical College Main Campus



#### **Contact Information:**

- Phone: (262)-695-7800, TTY #711

#### **Website:**

- <https://www.wfdc.org/>

#### **Hours of Operation:**

- Monday-Friday 8:00 am - 4:30 pm
  - Self-service from 11:30 am - 12:30 pm
  - The location is closed on holidays

#### **Important Information:**

- They frequently post information on their website regarding future state-wide and county-wide job and career fairs
- Remote services
  - Access to a range of services online that have been carefully selected and vetted by the Workforce Development Center
- Walk-in services
  - Onsite services include:
    - Staffed computer resource rooms for job search (all locations)
    - Job search seminars
      - Resumes, Online Applications, Networking, Federal Jobs, LinkedIn & More
        - View the online calendar for the current schedule
    - Resume review by a Certified Professional Resume Writer
      - By appointment in Pewaukee:
        - <https://www.wctc.edu/academics/program-advice/career-connections/index.php>
    - Orientations to programs that can help with training
- One-on-one services
  - Individualized services are available at no cost to job-seekers who meet specific eligibility requirements. These services include:
    - Professional guidance from knowledgeable career planners, employment & training specialists, and talent development specialists
    - Re-employment assistance for Unemployment Insurance applicants
    - Access to funding for career training in high-demand fields
    - Funding for skill upgrades, credentials, and work-related costs
    - Transportation assistance
    - Targeted job search help
      - Resume review, interview preparation, etc.
    - On-the-job training and opportunities to earn while you learn
    - Career pathway information to inform your education
    - Training for non-custodial parents
    - Reentry assistance



## **Healthcare Resources**

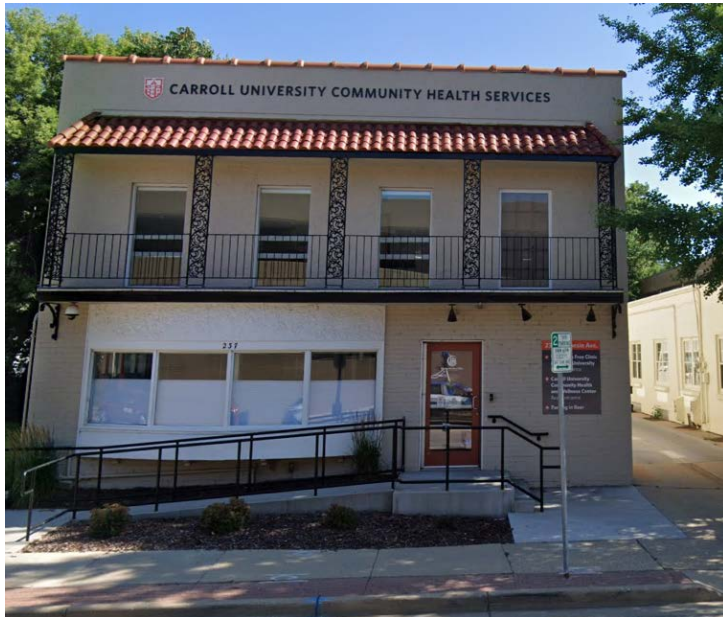
A list of healthcare contacts that can aid you throughout Waukesha County.

### **Waukesha Free Clinic at Carroll University**

The Waukesha Free Clinic aims “to support the health and well-being of uninsured, underinsured, and low-income friends and neighbors who reside, work, or attend school in the Waukesha County community”

#### **Address and Location:**

- 237 Wisconsin Ave., Waukesha, WI 53186



#### **Contact Information:**

- Phone: (262)-544-6777

#### **Website:**

- <https://waukeshafreeclinic.org/>

#### **Hours of Operation:**

- *Office Hours*
  - Monday-Friday 9:00 am - 5:00 pm
- *Clinic sessions*
  - Monday evenings, Thursday evenings, Wednesday mornings
  - Appointments are required for the medical clinic

#### **Important Information:**

- They welcome residents of Waukesha County and those who work or attend school in Waukesha County (even if they may reside in another county)
- When beginning to use clinic services, you will be asked about:
  - Your household income
  - If you have health insurance
- Services are free at the clinic
  - They gently encourage donations for services, and understand if you are unable to give at that moment
- They do not bill insurance companies
  - They are not part of BadgerCare, Medicaid, Medicare, Insurance Marketplace, or other public insurance programs
- The clinic may be able to help with transportation if you have concerns, just speak with the staff before your appointment
- Registration
  - Process:
    - “All new patients are screened for financial eligibility at 300% federal poverty guidelines or less. Please bring documentation of all household members with whom you file joint taxes and/or dependents (not required for roommates or temporary living situations)”
      - If your household income is more than 300%, come talk to them anyway, they can help
    - The following documents are required at your initial appointment:
      - A photo ID, such as a driver’s license
        - If your ID does not have a current address, you will need to provide a proof of residence, such as a recent phone or utility bill
      - Proof of income, such as the last three pay stubs or last year’s income tax return
        - If you are not currently employed and have no source of income, please let them know
      - Proof that you work or attend school in Waukesha County
        - You may provide us with a letter from your employer, work I.D., or pay stubs; or, a school I.D. and/or other documentation from your school
- Appointments Guidelines
  - Waukesha Free Clinic

- Please show up for appointments as scheduled
  - Patients who arrive more than 15 minutes late for an appointment cannot be guaranteed an appointment
  - Patients have three opportunities for “no show” for an appointment, or do not call to cancel the day before the appointment. After missing three appointments, your services may be terminated
  - Patients who no-show due to an emergency may bring in appropriate documentation to be removed from the no-show list
  - Patients are responsible for notifying the clinic of any change in phone number or contact information
- Referrals to Specialists
  - Please show up for appointments as scheduled
  - If you cannot keep an appointment, call to reschedule at least the day before or follow the policy of the specialist’s office
  - Services may be terminated for patients who miss two or more appointments
- New patients
  - New patients will fill out and sign a health history, patient rights and responsibilities form, and authorization forms allowing the clinic to provide treatment
  - Patients receiving routine care with the clinic need to update their records every six months
  - This is also required if you are seeing a network provider
- Services not provided include:
  - Narcotics or controlled substances
  - Emergency medical services
  - Payments for hospital or medical bills

**Sixteenth Street Community Health Center - Waukesha Clinic**

“To improve the health and well-being of Milwaukee and surrounding communities, by providing quality, patient-centered, family-based health care, health education and social services, free from linguistic, cultural and economic barriers”

**Address and Location:**

- *Waukesha Clinic*
  - 309 E North Street, Waukesha, WI 53188

- In the North Street Market, adjacent to the Transit Center & the Barstow Building



- *Community Prevention Center*
  - 1243 S. Cesar E. Chavez Drive, Milwaukee, WI 53204



**Contact Information:**

- *Waukesha Clinic*
  - Phone: (262)-408-2530
- *General Clinic Contact*
  - Phone: (414)-672-1353
- *Community Prevention Center*
  - Phone: (414)-897-5645
- *Greenfield Location*
  - Phone: (414)-672-1353

**Website:**

- <https://sschc.org/>

### **Hours of Operation:**

- *Waukesha Clinic*
  - Monday-Friday 8:00 am - 5:00 pm
- *Community Prevention Center*
  - Monday-Friday 9:00 am - 5:00 pm
  - *Safe Needle Exchange*
    - Monday 8:30 am - 5:00 pm; Wednesday 8:30 am - 5:00 pm; Friday 8:30 am - 5:00 pm
- *Greenfield Location:*
  - *WIC Hours*
    - Monday 8:00 am - 6:00 pm; Tuesday 8:00 am - 6:00 pm; Wednesday 9:30 am - 6:00 pm; Thursday 8:00 am - 6:00 pm; Friday 7:30 am - 3:30 pm
    - Limited availability on Fridays, please call after 7:30 am for same day needs

### **Important Information:**

- They accept everyone regardless of insurance coverage
- If you are an established patient, you can call the Milwaukee Clinic number for access to 24/7 on-call services
- These services are provided at the Waukesha Clinic:
  - Medical Services
    - Pediatrics, urgent care, family practice, internal medicine, etc.
  - Pregnancy Services
  - Behavioral Health Services
    - Outpatient Behavioral Health and Psychiatry
    - Full range of out-patient behavioral health for individuals and families of all ages
    - Child and Adolescent Day Treatment
      - For children and adolescents ages 6 to 18
      - Coordinated treatment approach in a safe and structured setting, five days per week all year around
  - Alcohol and Other Drug Abuse Services
    - Help for families and individuals who are experiencing problems related to alcohol and or drug use, including prevention, education, treatment, and aftercare services
  - Medication Assisted Treatment Services
    - A combination of medication and therapy to help people overcome their addictions

- Vivtrol (Naltrexone)
    - Suboxone
  - ADHD Treatment Services
    - ADHD treatment is available at all clinic sites for the individual and family
- These services are provided at the Community Prevention Center:
  - Syringe exchange
  - Free confidential testing
  - Condoms and safe sex kits
  - PrEP service
  - NARCAN
- These services are provided at the Greenfield Location:
  - WIC Department
  - Department of Environmental Health Administration
- Other support programs and services include:
  - Safe Needle Exchange
    - Through the Community Prevention Center
  - Environmental health
  - Chronic conditions
    - “Educating patients, families and the community on chronic health condition self-management strategies that empower individuals to maintain healthier lifestyles”
    - They “work to prepare and empower patients and their families to make informed decisions about their health, and are committed to providing tools, resources, and support to improve a patient’s ability to self-manage their condition and live a healthier lifestyle”
    - Asthma Education, Outreach and Support
      - They base their care on individualized Asthma Action Plans that guide patients' at-home behavior and medication management while avoiding exacerbation
      - Coordinated clinical services, home visits, and group and patient education help patients self-manage their asthma
        - Call (414)-897-5577 for more information
    - Free Zumba Classes
      - Join one of their Zumba classes and experience an environment of fun, support, movement and friendship like no other

- They are there to help, not judge; There is no one too “in” or “out” of shape for their groups
    - Zumba is open to patients and non-patients.
  - Healthy choices
    - “Through family education and community advocacy, Healthy Choices strives to improve the nutrition and physical activity environment for adults and children in Milwaukee’s Southside, so they can enjoy a healthier life”
    - Family Education Program
      - “The Family Education Program aims to educate and inspire families, adults and children to develop healthier eating and physical activity habits, so they can enjoy a happier life”
      - This program engages the whole family for 12 weeks where participants learn and practice good nutrition, stress management techniques, healthy cooking and physical activity
      - In addition to being bilingual, the program takes a cultural competence approach which ensures that families can effectively connect the information they receive with their personal lives, values, experiences and traditions
      - This program is one of the only family programs in the country that works with the whole family, but splits the majority of the educational sessions into four separate age groups; adults, teens and two groups of children
        - Each family member receives the same information, but in a format appropriate to their age and language of preference, which is effective with weight loss and behavioral changes, as well as increasing family support and closeness
      - To enroll, call (414)-897-5293
    - Healthy Lifestyle Classes
      - Sign-up for a free Healthy Lifestyle class in both English and Spanish
      - [Register](#) here to attend one class or all of the classes
    - Community Advocacy Program
      - The Community Advocacy program has been committed to developing and empowering grassroots leaders who can

identify the health needs in their community and advocate for meaningful change

- Latinos por la Salud was created with the mission of ‘creating and maintaining a healthy community, expanding education and advocating for access to healthy food and safe physical activity’
  - “Latinos por la Salud touches thousands of lives in the neighborhood through different community initiatives, from education in schools or churches or creating walking and biking clubs, to advocating for healthier food in grocery stores or safer street policies”
    - Call (414)-897-5187 to get involved.
- Healthy Schools Program
  - The Healthy Schools program offers health education for students and parents and the opportunity to transform the school environment through food policies
  - This program provides:
    - In-class and after-school nutrition and snack preparation lessons to students K-12
    - Culturally appropriate nutrition and cooking classes to parents
    - Hands-on gardening education for students
- HIV
  - The HIV Department at Sixteenth Street delivers high-quality, culturally-sensitive care based on the National Model of “Prevent-Test Link-Treat”, and retaining our patients in care to improve the quality of life of people living with HIV/AIDS and prevent new infections
  - HIV Medical Care
    - Patients with HIV/AIDS are cared for by doctors trained in HIV care who work together with case managers to make sure patients get the best care possible
    - To learn more, call (414)-672-1353
  - Medical Case Management
    - Case management for people with HIV/AIDS helps them manage medical care and other resources and needs
    - To learn more, call (414)-897-5584
  - Linkage to Care



- Intensive case management that works to remove barriers to care for people newly infected with HIV or people living with HIV who are not linked to medical care
    - To learn more, call (414)-897-5584
  - Free HIV and STI Testing
    - Free STD and rapid HIV testing
    - The test is done onsite or in the community at outreach settings
    - To learn more, call (414)-897-5645
  - Needle Exchange
    - Located at the Community Prevention Center
    - To learn more, call (414)-897-5645
  - Prevention Services
    - Pre-exposure prophylaxis access (PrEP)
    - Post-exposure prophylaxis access (PEP)
    - Safer sex education
    - Harm reduction education
    - FREE HIV and STI testing
    - PEP/PrEP Navigation Services
      - One-on-one support for people interested in getting on PEP/PrEP includes education, linkage to provider and pharmacies, medical assistance programs, and STI testing
      - To learn more, call (414)-897-5645
    - Transgender Services
      - Advocacy, medical care, hormone care, and empowerment program
      - To learn more, call (414)-897-5645
- Parenting resources
  - The Parenting Resource Center educates, supports and models parenting skills every visit
  - Parenting Classes
    - A six-week series that addresses topics such as the active parent, cooperation and communication, responsibility and discipline, building courage and self-esteem, and more
    - By appointment only, call (414)-897-5296 for more information

- Located on the 2nd Floor, Conf Rm A of 1032 S. Cesar Chavez Dr., Milwaukee, WI 5320
- Parenting One-on-One
  - A Certified Active Parenting specialist provides one-on-one attention for walk-ins and appointments
    - They also provide consults in real time in exam rooms, so they recommend calling for an appointment
  - For more information, call (414)-897-5296
  - Available Monday-Friday 8:00 am - 5:00 pm
  - Located on the 2nd Floor, Room 223 of 1032 S. Cesar Chavez Dr., Milwaukee, WI 5320
- Car Seat Classes
  - “A Bilingual Certified Passenger Safety Technician teaches parents how to correctly install their car seat and makes sure that their infant is fitted properly”
  - They offer car seats at a reduced price for patients of the clinic
  - Non-patients are welcome to the class but will not receive a reduced-price car seat
  - By appointment only, call (414)-897-5296 for more information
  - Located on the 2nd Floor, Room 223 of 1032 S. Cesar Chavez Dr., Milwaukee, WI 5320
- Social services
  - Housing
    - Emergency and rent assistance
    - Housing insecurity, eviction and homeless
    - Tenant/landlord issues, nuisances and quality of housing
    - Affordable housing
    - Safety, family, and social relations
    - Domestic violence (DV) and intimate partner violence (IPV)
    - Sexual assault or abuse
    - Abuse, mistreatment control and neglect
    - Community violence, social isolation and special needs
  - Basic Needs
    - Food access
    - Clothing
    - Personal hygiene
    - Home items

- Advocacy
  - Legal representation, civil and criminal
  - Immigration
  - Disability accommodations
  - Advance care planning, guardianship
  - Please note: appointments with a social worker are for established patients only
- Women, Infants, and Children (WIC)
  - “WIC provides nutrition education, breastfeeding support, supplemental nutritious food and referrals to other health and nutrition services”
  - The program uses the same income criteria as free and reduced-price school lunches
    - You are income eligible if you receive Kinship Care, W-2, or FoodShare
    - You may be income eligible if you currently receive Medicaid or BadgerCare Plus.
  - Fathers, guardians or foster parents may apply for WIC for their children
  - Services are available to pregnant, postpartum and breastfeeding women, and infants and children up to age five
  - You may qualify for WIC if:
    - You live in Wisconsin
    - You are pregnant, breastfeeding or have had a baby in the past 6 months
    - You have an infant or kid(s) under age 5
    - You or your child have a health or nutritional need
    - All the income in your home (before deductions) is less than or equal to the WIC income guidelines
  - If you are interested in applying for WIC, call (414)-643-7554
  - Farmer's Market Nutrition Program
    - WIC provides participating families with vouchers to use at local Farmers' Markets to purchase fresh, seasonal and locally grown produce every Summer and Fall
    - Breastfeeding Support Services
      - WIC Nutritionists complete special coursework in breastfeeding support

- Registered Dietitians and Dietetic Technicians help prepare women to breastfeed during their pregnancy and provide support after delivery to help families meet their breastfeeding goals
- A Breastfeeding Peer Counselor is also available after regular office hours to provide mom to mom support before and after delivery
- Lead Testing
  - “Children ages one to five are screened for lead testing at WIC every six months. Lead testing is offered in accordance with CDC blood lead testing guidelines”
  - “Additional referrals and education on prevention and follow up is provided by WIC nutritionists in partnership with the Environmental Health's Lead Outreach Program”
- All of Us

### **Waukesha County Mental Health Center**

“The services offered at the Mental Health Center focus on resilience, successful community living, and great life satisfaction”. Staff aims to “provide meaningful participation of consumers and their recovery teams (families or other chosen support systems) as partners in the recovery process. This flexible and creative workforce empowers consumers to lead their recovery journey by building skills and efficiently utilizing available resources, including natural supports, to achieve positive recovery outcomes”

#### **Address and Location:**

- 1501 Airport Road, Waukesha, WI 53188



#### **Contact Information:**

- *Regular Hours Intake*

- Phone: (262) 548-7666
- *Waukesha County Hotline*
  - Phone: (262)-547-3388

**Website:**

- <https://www.waukeshacounty.gov/HealthAndHumanServices/clinical-services/mental-health-services/>

**Hours of Operation:**

- *Regular Hours Intake*
  - Monday-Friday 8:00 am - 4:30 pm
- *Open Access Admissions*
  - Monday 12:30 pm - 3:00 pm; Tuesday 8:30 am - 10:00 am; Wednesday 12:30 pm - 3:00 pm; Thursday 12:30 pm - 3:00 pm; Friday 8:30 am - 10:00 am

**Important Information:**

- To be eligible for ongoing services, one must be a resident of Waukesha County
- Cost Information:
  - Costs are covered by a variety of sources, sometimes more than one source, such as Medicare, Medicaid, private insurance or HMO and patient fees
- Outpatient Mental Health & Substance Use Clinic
  - Provide mental health and substance use services to individuals of all ages
  - Services include:
    - Individual therapy
    - Group therapy
    - Family therapy
    - Psychiatric evaluation and consultation
    - Medication management
    - Emergency mental health assessment
    - Case management
  - Substance use treatment includes:
    - Individual therapy
    - Group therapy
    - Education
    - Evaluation services
  - The Children's Mental Health Outreach Unit of the clinic provides specialized services for children with severe emotional disabilities and their families
  - Please note that Open Access Assessment times are not pre-scheduled and are available in limited quantities each day
- The Community Support Program

- Provides treatment, rehabilitation, outreach and support services to adult individuals with a long-term mental illness
- Program goals include reducing the incidence of inpatient stays and improving the client's quality of life in the community
- Each person entering the program is assigned to a case manager who develops an individualized treatment plan, provides outreach, and coordinates all support services
  - The case manager works with each client to understand and manage his/her illness and provides consultation and education to family members and significant others
- CSP case managers work out regular visit times with their clients  
Rehabilitative and social/recreational services are provided
- Crisis intervention services are available on a 24-hour basis
- Program Cost Information:
  - Medicaid (Title 19) covers case management, medication monitoring and psychiatric costs. Private insurance, including HMOs, may cover psychiatric and medication monitoring costs
  - Psychiatric costs not covered by Title 19 or insurance are billed based on ability to pay
- Inpatient Services
  - Inpatient Services operates a 16-bed adult psychiatric hospital for the treatment of individuals in need of hospital care in order to stabilize symptoms, adjust medication as needed, and return to the community safely
  - Patients and their families work with a treatment team which includes a psychiatrist, psychologist, medical consultant, nursing staff, social worker, occupational therapy staff, and an alcohol and other drugs (AODA) counselor
  - Inpatient services for children are arranged through a number of community based hospitals
  - There are limited inpatient visiting hours
    - For more information, call (262)-548-7986 or (262)-548-7985

### **Stress Management and Mental Health Clinic**

“At Stress Management & Mental Health Clinics, we provide professional services to assist you in understanding and responding to stressful triggers. We can help you to find the strength to cope in the future”

#### **Address and Location:**

- *Waukesha Stress Management and Mental Health Clinic*
  - 2717 North Grandview Blvd., Suite 303, Waukesha, WI 53188



- *West Allis Stress Management Clinic/Corporate Billing Office*
  - 2514 South 102nd Street, Suite 275, West Allis, WI 54227



**Contact Information:**

- *Waukesha Stress Management and Mental Health Clinic*
  - Phone: (262)-544-6486
- *West Allis Stress Management Clinic/Corporate Billing Office*
  - Phone: (414)-329-7000

**Hours of Operation:**

- *Waukesha Stress Management and Mental Health Clinic*
  - Monday-Thursday 8:00 am - 5:00 pm; Friday 8:00 am - 12:00 pm
- *West Allis Stress Management Clinic/Corporate Billing Office*
  - Monday-Friday 9:00 am – 5:00 pm

## **Important Information:**

- Treatment options
  - Individual Therapy
  - Group Therapy
  - Family Therapy
  - Couples Therapy
  - Medication
  - Critical Incident Debriefing
- Treatment modalities
  - Cognitive Behavioral Therapy
  - Dialectical Behavioral Therapy
  - Mindfulness-Based Cognitive Therapy
  - Acceptance and Commitment Therapy
  - EMDR
  - Solution-Focused Therapy
  - Medication Management
  - Holistic Approaches
- Assessments
  - Social Security disability assessments
  - Forensic assessments
  - Post-Conditional Law Enforcement Assessments
  - Fitness for Duty Assessments
  - Psychological Testing for Diagnosable Mental Disorders
- Coaching
  - Mindfulness
  - Optimism
  - Resilience
  - Psychologically Healthy Workplace
  - Psychology of Excellence
  - Wellness and Well-Being
- Child Wellness
  - “Therapeutic wellness groups for children and teens 4-18 years old and parent groups. Groups are established around wellness themes such as character, self-control, connecting, self-esteem, friendship, managing emotions, creative relaxation, communicating positively, healthy habits, stress management, mindful parenting, and many more”



- Children of all development levels and abilities are accepted and grouped accordingly
  - Various groups are developed to build a lifetime of wellness tools and positive health habits for children with anxiety, anger, Asperger, ADHD, stress, special needs, depression and behavioral difficulties
- Activities include:
  - Singing
  - Dancing
  - Game Playing
  - Art
  - Music
  - Yoga
  - Discussions
  - Visualizations
  - Breath Work
  - Relaxation
  - Cognitive Behavioral Techniques
- Telehealth Services
  - To request telehealth services at the West Allis location, please call (414)-329-7000
  - All telehealth appointments are held via phone unless you and your provider have decided to move to video sessions, including intake appointments. Your provider can discuss video options with you before your first video session
  - Video Session Access Instructions:
    - If you are an existing patient and need to access the video services (via Doxy.me) link for your provider, visit the staff page on the website
    - Once you are on the staff page, click the photo of your provider to access their personal page
    - An orange button for access to telehealth services should be at the top of the page for your provider
    - Click the orange “telehealth services” button to be redirected to the Doxy.me portal
    - Follow the instructions for installing the program and connecting with your provider
- In-Person Visits
  - If your psychotherapist or psychiatrist believes you are a candidate for in-person treatment, he or she will ask you to read and sign our informed

consent document. If you believe you are a candidate, you may discuss that with your treating professional. The [Consent Form](#) document can be found on the website

- The Consent Form document must be signed and returned to the clinic before an in-person session will be scheduled
  - “If you do not agree to the procedures in our informed consent, you may still receive treatment by telephone or video conference, but you may not receive in-person treatment unless you agree to and fully comply with the procedures outlined in the document. If you do not fully comply with the procedures, you will be required to receive only telephone or video conference treatment”
  - “If you sign the informed consent but later choose to return to treatment by telephone or video conference you may do so. If you or your psychotherapist or psychiatrist believe that you are not a candidate for in-person treatment because you have a higher risk for serious consequences from COVID-19, you may still receive treatment via telephone or video conference”
- Currently, all major insurers are covering the cost of medically necessary telephone or video conference treatment for behavioral health. If this coverage changes, the clinic will make every attempt to notify you as soon as we are notified
- Other Helpful Resources
  - Insurance Reimbursable Services
    - “At Stress Management & Mental Health Clinics, we provide professional services to assist you in understanding and responding to stressful triggers”
      - Anxiety & Panic
      - Attention Deficit Hyperactivity Disorder (ADD / ADHD)
      - Bipolar/ Mood Disorders
      - Blended Families
      - Child & Adolescent Treatment
      - Chronic Illness/ Medical Conditions
      - Couples & Marital Therapy
      - Depression
      - Divorce
      - EMDR

- Employee Assistant Programs (EAP)
  - Employment Problems
  - Hypnosis
  - LGBTQIA Issues
  - Neuropsychological Evaluations/ Screenings
  - Obsessions & Compulsions (OCD)
  - Pain Management
  - Personality Disorders
  - Physical and Emotional Abuse
  - Post Traumatic Stress Disorder (PTSD)
  - Psychiatric Evaluations & Medication Management
  - Sexual Issues
  - Stress Management
  - Trauma
- Contract/ Private Pay Services
    - “These services are available from our professional staff that are not covered by insurance reimbursement. We have specialists who can help you with problems related to business needs, psychological wellness, or evaluations for legal reasons”
      - Business Consulting Services
      - Crisis Intervention
      - The Healthy Thinking Initiative
      - Law Enforcement Evaluation & Consultation
      - Legal Case Services / Forensic Evaluations
      - Life Coaching/ Executive Coaching
    - Stress Management & Mental Health Clinics provides services for numerous in-network insurance plans. If you do not see your insurance listed below, feel free to call us to verify. Please note that treatment providers may not be “in-network” with the listed insurances
      - Aetna
      - Anthem BCBS
      - Ascension (EAP)
      - Aurora (Direct)
      - Badgercare Plus
      - Beacon Health
      - Cenpatico (T19)

- Childrens Community Health
- Cigna
- Compsych
- Empathia (EAP)
- Golden Rule
- Health Net
- Humana
- I-Care
- Magellan
- Medicaid
- Medicare
- MHN
- Molina (T19)
- New Direction (EAP)
- Optum Health
- Together with Childrens
- Tricare
- UBH (United Behavioral Health)
- United Healthcare
- UMR
- WEA
- WPS
- College Planning Guide for Students with Mental Health Disorders
- Healthy Thinking Center
  - Presentations, programs, workshops, and classes are offered to nurture you to grow toward your best life
  - Find the tools to weed out the barriers that hold you back from living a life that is purposeful and inspiring and cultivate the skills to blossom into the person you are meant to become
  - Healing
    - Learn about psychological disorders
    - Discover effective treatments that are based on scientific research
    - Acquire skills to nurture effective thoughts and behaviors that allow you to flourish
  - Growing
    - Integrate your whole self, mind – body – spirit, into your best life
    - Develop practices that enhance your happiness and life purpose

- Learn how to lead others to grow and flourish
- Giving to Others
  - Engage with others to develop and innovate
  - Develop the resilience to withstand the storms of life
  - Create a culture of effectiveness

### **National Alliance on Mental Illness (NAMI) Southeast Wisconsin - Waukesha**

“NAMI Southeast Wisconsin inspires the hope of recovery and deepens the understanding of mental health conditions for individuals, families, and communities”

#### **Address and Location:**

- *Waukesha Program and Administrative Offices*
  - 217 Wisconsin Ave., Suite 300, Waukesha, WI 53186



- *NAMI Connections Peer Support*
  - 1145 W. Wisconsin Ave., Milwaukee, WI 53233
    - GESU Church Parish Center, enter through parking lot on 11th street
- *NAMI Peer Support Group 1*
  - 1721 Northview Rd., Waukesha, WI 53188
    - Northview Building
- *NAMI Peer Support Group 2*
  - 1260 Brown St., Oconomowoc, WI 53066
    - Study Room inside Thirst Church
- *Family Support Group 1*
  - 1025 N 70th St, Wauwatosa, WI 53213
    - This group meets at Meadowbrook Church

- *Family Support Group 2*
  - 2717 N. Grandview Blvd., Suite 205, Waukesha, WI 53188
    - Meets at NAMI Southeast WI Administrative Offices
- *Family Support Group 3*
  - 3450 S. 52nd St., Greenfield, WI 53219
- *Family Support Group 4*
  - 1260 Brown St., Oconomowoc, WI 53066
    - Meets in-person at Thirst Church in Oconomowoc
- *Parent Peer Support Group 1*
  - 2000 Pewaukee Road, Suite R, Waukesha, WI 53188
    - Meets in person at the United for Waukesha Resiliency Center
      - Go into the right and then go left into the parking lot. The suite is at the end of the building. There will be signage on the door
- *Survivors Helping Survivors Support Group 1*
- *Survivors Helping Survivors Support Group 2*

**Contact Information:**

- *Waukesha Program and Administrative Offices*
  - Phone: (262) 524-8886
- *24/7 Waukesha Crisis Intervention Business Hours*
  - Phone: (262)-548-7666
- *24/7 Waukesha Crisis Intervention After Hours*
  - Phone: (262)-547-3388
- *24/7 Confidential and Free Crisis Counseling*
  - Phone: Text "NAMI" to 741741
- *NAMI National HelpLine*
  - Phone: (800)-950-NAMI (6264)
- *Susan Schoenmarklin, Family-To-Family Programming, Family Support Groups 1, 3, and 5*
  - Phone: (414)-581-3746
  - Email: [sschoenmarklin@namisoutheastwi.org](mailto:sschoenmarklin@namisoutheastwi.org)
- *Denise Fischer, Family-To-Family Programming, Family Support Groups 2 and 4, Parent Peer Support Groups 1 and 2, NAMI Peer Support*
  - Phone: (262)-409-2743
  - Email: [dfischer@namisoutheastwi.org](mailto:dfischer@namisoutheastwi.org)
- *Theresa Jemison, Peer-To-Peer Programming, The Journey, NAMI Connections Peer Support*
  - Phone: (414)-326-3454

- Email: [tjemison@namisoutheastwi.org](mailto:tjemison@namisoutheastwi.org)
- *Jennifer L. Smith, PsyD, LPC, Certified Peer Specialists, Survivors Helping Survivors Support Groups 1 and 2*
  - Email: [jsmith@namisoutheastwi.org](mailto:jsmith@namisoutheastwi.org)

**Hours of Operation:**

- *Waukesha Program and Administrative Offices*
  - Monday-Friday 9:00 am - 4:00 pm
- *The Journey: Thursday*
  - 1:00 pm - 2:30 pm
    - 2nd & 4th of the month; registration required through designated contact
- *NAMI Connections Peer Support*
  - Saturday 10:00 am - 11:30 am
  - If weather is considered to be severe, e.g., winter weather advisory, storm warning, etc., this group will be canceled
- *NAMI Peer Support Group 1*
  - Tuesday 6:00 pm - 7:30 pm
    - 1st Tuesday of the month
- *NAMI Peer Support Group 2*
  - Wednesday 6:30 pm - 8:00 pm
    - 1st and 3rd Wednesday of the month
- *Family Support Group 1*
  - Monday 6:30 pm - 8:00 pm
    - 2nd Monday of the month
- *Family Support Group 2*
  - Tuesday 6:30 pm - 7:30 pm
    - 1st Tuesday of the month
- *Family Support Group 3*
  - Wednesday 6:30 pm - 8:00 pm
    - 1st Wednesday of the month
- *Family Support Group 4*
  - Wednesday, 6:30 pm - 7:30 pm
    - 1st and 3rd Wednesdays of the month
- *Family Support Group 5*
  - Wednesday 6:30 pm - 8:00 pm
    - 4th Wednesday of the month
    - Virtual

- Registration required, reach out to contact
- *Parent Peer Support Group 1*
  - Wednesday 6:30 pm - 8:30 pm
    - 1st Wednesday of the month
- *Parent Peer Support Group 2*
  - Wednesday 6:30 pm - 8:30 pm
    - 3rd Wednesday
    - Virtual
      - Registration required, reach out to contact
- *Survivors Helping Survivors Support Group 1*
  - Tuesday 6:30 pm - 7:30pm
    - 2nd Tuesday of the month
    - Reach out to the contact for in-person location
- *Survivors Helping Survivors Support Group 2*
  - Tuesday 7:00 pm - 8:00 pm
    - 4th Tuesday of the month
    - Virtual
    - Registration required, reach out to contact
      - Registration is required by the Monday prior to a group

**Important Information:**

- NAMI Southeast Wisconsin offers a variety of classes for individuals, families, significant others, and friends of people with mental health conditions. These classes teach the basics of mental health conditions, increase coping skills, and empower participants to become advocates for themselves or loved ones
- Nami signature programs
  - Nami Basics
    - NAMI Basics is a 6-session education program for parents, caregivers and other family members who provide care for those under 18 years old who are experiencing mental health symptoms
    - This program is free to participants
    - Available both in person and online through [NAMI Basics OnDemand](#)
    - The course is taught by a trained team with lived experience raising a child with a mental health condition
    - “By participating in NAMI Basics, you’ll realize that you are not alone. You’ll find support and shared understanding—compassion, reinforcement and empathy from people who truly get your situation.



And don't forget: Your experiences may also help others in the course. Together, you will all learn that recovery is a journey, and there is hope"

- NAMI Basics covers:
  - The impact mental health conditions can have on your entire family
  - Different types of mental health care professionals, available treatment options and therapies
  - An overview of the public mental health care, school and juvenile justice systems and resources to help you navigate these systems
  - How to advocate for your child's rights at school and in health care settings
  - How to prepare for and respond to crisis situations (self-harm, suicide attempts, etc.)
  - The importance of taking care of yourself
- Nami Family-To-Family
  - NAMI Family-to-Family is a free, 8-session educational program for family, significant others and friends of people with mental health conditions. It is a designated evidenced-based program, which means that research shows that the program significantly improves the coping and problem-solving abilities of the people closest to a person with a mental health condition
  - NAMI Family-to-Family is taught by NAMI-trained family members who have "been there", and includes presentations, discussions and interactive exercises
  - NAMI Family-to-Family provides information and strategies for taking care of the person you love and lets you know that you're not alone. Recovery is a journey, and there is hope
  - "The group setting of NAMI Family-to-Family provides mutual support and shared positive impact—experience compassion and reinforcement from people who understand your situation. Sharing your own experience may help others in your class"
  - Nami Family-To-Family covers:
    - How to solve problems and communicate effectively
    - Taking care of yourself and managing your stress
    - Supporting your loved one with compassion

- Finding and using local supports and services
  - Up-to-date information on mental health conditions and how they affect the brain
  - How to handle a crisis
  - Current treatments and therapies
  - The impact of mental health conditions on the entire family
- Nami Peer-To-Peer
  - “NAMI Peer-to-Peer is a free, eight-session educational program for adults with mental health conditions who are looking to better understand themselves and their recovery”
  - Taught by trained leaders with lived experience, this program includes activities, discussions, and informative videos
  - “NAMI Peer-to-Peer is a safe, confidential space. The course provides an opportunity for mutual support and growth. Experience compassion and understanding from people who relate to your experiences. This is a place to learn more about recovery in an accepting environment”
  - NAMI Peer-to-Peer covers:
    - Setting a vision and goals for the future
    - Partnering with health care providers
    - Developing confidence for making decisions
    - Practicing relaxation and stress reduction tools
    - Sharing your story
    - Strengthening relationships
    - Enhancing communication skills
    - Learning about mental health treatment options
- Nami Friends and Family
  - “NAMI Family & Friends is a free 90-minute or four-hour seminar that informs people who have loved ones with a mental health condition how to best support them. It’s also an opportunity to meet other people in similar situations and gain community support”
  - The seminar is led by trained people with lived experience of supporting a family member with a mental health condition. They will walk you through the following topics:
    - Understanding diagnoses, treatment and recovery
    - Effective communication strategies
    - The importance of self-care

- Crisis preparation strategies
  - NAMI and community resources
- Support groups
  - “NAMI’s support groups follow a structured model to ensure you and others in the group have an opportunity to be heard and to be helped
  - All NAMI Southeast Wisconsin support groups are free and confidential, no registration required
  - Peer support groups
    - The Journey
      - Women's Peer Support Group
      - This group is for women who have been diagnosed with Post-Traumatic Stress Disorder (PTSD) or Complex PTSD
      - Registration is required
        - Location will be shared with participants upon accepted registration
      - "Facilitators are women who live with and understand the unique characteristics of the condition and value that sharing experiences in a confidential, no-judgmental environment can positively impact the healing process"
    - NAMI Connections Peer Support
      - This group supports individuals living with any mental health diagnosis
      - Registration is required
    - NAMI Peer Support Groups 1 and 2
      - These groups support individuals living with any mental health diagnosis
  - One-on-One Support for Individuals Impacted by a Mental Health Condition
    - NAMI Southeast employs Certified Peer Specialists who may be available to provide support and information over the phone
      - A Certified Peer Specialist is a professional who utilizes their personal lived experience to provide support to others and demonstrate that recovery is possible
      - “The role of the Certified Peer Specialist can vary to an extent depending on the work environment and encompass several forms of support and assistance. Although roles may vary in agencies and organizations, it is generally recognized that Certified Peer Specialists provide the following services to

people living with mental health and/or substance use challenges:

- Cultivate empowering and supportive relationships
  - Use self-disclosure and their own lived experience as a valuable tool
  - Provide information about community and recovery-oriented resources upon request
  - Assist in supporting their peers, even in crisis Value self-determination as a guiding ethical principle
  - Facilitate person-centered goal setting
  - Communicate effectively with their peers, other team members, and clinicians
  - Create an environment of respect for their peers and those with lived experience
  - Seek to understand the roles culture, community, and identity play in their peers' lives
  - Practice trauma-informed approaches in their peer relationships and work places
  - Affect positive change in systems
  - Inspire hope for recovery and wellness
- Support For Family and Loved Ones
    - Family Support Groups
      - For family members and loved ones of an individual living with a mental health condition. There are five separate Family Support Group options to choose from
  - Parent Peer Support Groups
    - For parents and caregivers who have a child under the age of 18 who is affected by a mental health condition and/or emotional difficulties. Gain insight from the successes of others facing similar experiences
  - Survivors Helping Survivors Support Group
    - For family members and friends 18+ who have lost a loved one to suicide

### **Life-Span Psychological Services**

“Our mission has been to provide quality care in a safe environment in many small towns across Southeastern Wisconsin”

### Address and Location:

- *Lifespan Psychological Services Main Office*
  - 13035 W. Bluemound Rd., Suite 100, Brookfield, WI 53005



- *Fox River Counseling*
  - 2607 N. Grandview Blvd., Suite 160B, Waukesha, WI 53188



- *Mukwonago Psychology Group*
  - 123 Wolf Run, Suite 3, Mukwonago, WI 53149



### Contact Information:

- Phone: (262)-223-6125
- Email: [referrals@lifespanpsychologicalservices.com](mailto:referrals@lifespanpsychologicalservices.com) or [referrals.lifespan@gmail.com](mailto:referrals.lifespan@gmail.com)

**Hours of Operation:**

- Monday-Friday 9:00 am - 7:00 pm; Saturday 10:00 am - 2:00 pm
  - Therapy treatment options vary by location and therapist, contact for current availability

**Website:** <https://www.lifespanpsychologicalservices.com/the-clinic>

**Important Information:**

- Is therapy right for you?
  - The decision to seek therapy is rarely easy
  - Therapy can help with many different issues, ranging from individual concerns to relationship and family problems
    - If you have any individual questions, feel free to contact them
- How long will you be in therapy?
  - “Therapy is a highly personalized, unique endeavor. Some people may only need a few sessions to resolve a specific issue, while some may need more ongoing, longer-term treatment. There's no right or wrong answer, and our therapists will work collaboratively with you to develop a treatment plan you're comfortable with”
  - Each session generally lasts 45-55 minutes and can take place on a weekly, biweekly, or monthly basis
- Is therapy confidential?
  - Therapy is confidential, however, there are some exceptions
  - Exceptions include: intent to harm yourself or someone else, suspected child or elder abuse, and cases with legal proceedings
  - If you are paying with insurance, some information gets released to the insurance company, like dates of services and diagnosis
    - Your therapist will explain all of this in your first session and will be happy to answer any questions you may have
- What is the New Patient Procedure?
  - Please give us a call, send us an email, or fill out our [contact form](#) to schedule an appointment. Based on your location, we'll set you up with a therapist in your area who can help
- Services offered at Life-Span Psychological Services
  - Individual Counseling
    - “Keep yourself healthy! Our friendly and experienced therapists will make sure you always feel comfortable and well-informed. Individual

therapy is suited for those of all ages, genders, races, and sexual orientations. No problem is too big or too small! Schedule your appointment today”

- Couples and Family Counseling
  - “Family therapy is a great fit for families struggling with adjustments and life stressors. Couple therapy is ideal for couples that are experiencing difficulty in their relationship, or who simply want to increase connection with their partner. Schedule an appointment today and we promise you’ll leave our clinic confident that your family is in the best of hands”
- Art Therapy
  - “Art therapy can be a great fit for children, adolescents, and those looking for a unique treatment option. Art therapy blends traditional talk therapy with the expressiveness and creativity of art. Book your first appointment today to see what it's all about!”
- Insurance Coverage
  - Lifespan Psychological Services provides patients carrying a number of different insurance plans with the opportunity to receive treatment at our clinics
  - They accept health plans from most of the major insurance providers. If you Don’t see your plan on the list, call them and they will do their best to accommodate your situation
  - If you don’t have insurance:
    - We also accept self-paying clients
    - Sliding scale plans are also an option for those who need it
      - Call them for more details
  - For those with Forward Health, MTM does provide transportation to and from appointments if needed
    - Visit the DHS website to book a ride or find out more information
  - Wisconsin Forward clients are also eligible for reimbursement for gas mileage to and from therapy sessions
    - The form can be found here:  
[https://www.mtm-inc.net/wp-content/uploads/2016/07/WI-Mileage-Reimbursement-Trip-Log-2016\\_06\\_15.pdf](https://www.mtm-inc.net/wp-content/uploads/2016/07/WI-Mileage-Reimbursement-Trip-Log-2016_06_15.pdf)
    - Details about the program can be found here:  
<https://www.dhs.wisconsin.gov/nemt/index.htm#:~:text=The%20amount%20of%20money%20you,at%20866%2D907%2D1493>

- Insurance plans that Life-Span Psychological Services recognizes:
  - Aetna
  - Chorus Community Health Plans
  - Dean
  - Humana, Lifesynch
  - Medicare
  - Multiplan
  - Quartz
  - Anthem
  - Cigna
  - Deer Oaks
  - iCare
  - MHNT, Tricare
  - Mutual of Omaha EAP
  - UBH
  - Wellpoint
  - APS, Today's Options
  - Common Ground
  - Exceedent
  - Magellan
  - MHS WI
  - Network Health
  - UMR
  - WPS
  - Cenpatico, MHS WI
  - ComPsych
  - First Health
  - Medicaid
  - Molina
  - PBH, Triology, IPN
  - WEA

### **Lake Area Free Clinic**

“Our Mission is to provide high quality comprehensive health care to those in need”

### **Address and Location:**

- 856 Armour Rd., Oconomowoc, WI 53066





**Contact Information:**

- *Medical Office/Clinic and Dental Clinic*
  - Phone: (262)-569-4990

**Website:**

- <https://www.lakeareafreeclinic.org/>

**Hours of Operation:**

- *Medical Clinic*
  - Tuesday 4:00 pm - 8:00 pm; Thursday 4:00 pm - 8:00 pm
- *Medical Office*
  - Monday-Friday 8:30 am - 4:30 pm
- *Dental Clinic*
  - Monday-Thursday 8:30 am - 5:00 pm
    - Friday varies

**Important Information:**

- The Lake Area Free Clinic welcomes individuals and families who lack health insurance and whose income is below 250% of the federal poverty level
- They serve all of Waukesha County, plus the Oconomowoc Area School District (which includes Summit, Ixonia, and Meadowview)
- *Medical Clinic*
  - They are the “medical home for our patients, providing labs, imaging, medication, transportation services, a referral network of specialists and insurance enrollment assistance, all at no cost”
  - Call for appointment, same day appointments available
  - *Medical Clinic qualifications:*
    - No health insurance
    - Income at or below 250% of Federal Poverty Level
    - Live in Waukesha County or Oconomowoc School District
  - *Medical Clinic registration:*

- Bring proof of income
    - Tax return, W-2, or paycheck stub
  - Medical Clinic services available:
    - Primary Care (acute and chronic)
    - Internal Medicine
    - Cardiology
    - Dermatology
    - Gastroenterology
    - Gynecology
    - Mental Health Counseling
    - Nephrology
    - Neurology
    - Orthopedics
    - Psychology
    - Rheumatology
    - Physical Therapy
    - Diabetes Clinic
  - Medical services not available:
    - Suturing
    - Casting
    - Emergency Care
    - Prenatal and Obstetrical Services
    - Pregnancy and Abortion Counseling
    - Routine HIV Testing
    - Cultures and Testing
    - Immunizations
    - Young Children
    - No COVID Treatment or Testing
- Reduced Fee Dental Clinic:
  - Lake Area Free Clinic Dental is the “dental home for those in need of access to basic dental, educational and referral services. LAFC Dental serves Medicaid and uninsured adults who live in Waukesha County or the Oconomowoc School District, whose incomes do not exceed 200% of the Federal Poverty Level”
  - Dental Clinic information and qualifications:
    - Dental services are available by appointment only, they do not take walk-ins

- Must be an adult Waukesha County resident or live in the Oconomowoc School District
- Patients accepted:
  - Uninsured with income at or below 200% of the Federal Poverty Level
  - Patients with Medicaid insurance
- We do not accept commercial/private insurance
- Dental Clinic Registration:
  - Registration Forms can be found on their website. Please fill one out and bring it with you to the clinic
  - Medicaid Insured patients:
    - Photo ID
    - Insurance card-insurance card must be brought to appointment in order to be seen
    - Cash or credit/debit card for co-payments
    - A transaction fee will apply for all credit/debit card transactions
  - Uninsured Patients:
    - Photo ID
    - 30 days of paystubs for you and your spouse
    - Most recent 1040 tax return
    - Cash or credit/debit card for the co-pay
    - A transaction fee will apply for all credit/debit card transactions
- Dental Services available:
  - Cleanings
  - Exams and X-Rays
  - Extractions
  - Fillings
  - Non-surgical periodontal treatment
  - Partial Dentures
  - Root Canals on front teeth
  - Crowns
  - Dentures
- Cancellation Policy
  - If you miss one appointment you will not be allowed to schedule an appointment for one year
    - Please discuss this with the dental clinic manager if you have any questions.

- If you must cancel an appointment, you are required to give at least 24 hours notice
  - Failure to notify the Dental Clinic of cancellation, or failure to attend a scheduled appointment will be considered a missed appointment
  - Arriving 10 or more minutes late for an appointment will be considered a missed appointment
- Fees
  - Appointment fees for uninsured patients are determined by monthly gross income and family size
    - Contact the Dental Clinic Coordinator with questions
  - Payments must be made at the time of the scheduled appointment in cash or credit/debit card
    - A transaction fee will apply for credit/debit transactions
- Applying for Medicaid/BadgerCare
  - “The Dental clinic at the Lake Area Free Clinic is sustained from donations, grants, and Medicaid reimbursements for services provided to those individuals who are covered by the state insurance. We do not get reimbursed for services provided to those who are uninsured. It is beneficial to both the patients and clinic if as many patients as possible are covered by Medicaid/BadgerCare”
  - You can find out if you qualify for and apply to coverage on their website

### **Eagle’s Wing Free Clinic**

“Our mission is to provide a free medical clinic, staffed by volunteer medical professionals, to provide access to basic healthcare for those who have financial or other barriers to healthcare”

#### **Address and Location:**

- 555 Bayview Road, Suite #4, Mukwonago, WI 53149



**Contact Information:**

- Phone: (262)-385-9211

**Website:**

- <https://www.eagleswingfreeclinic.org/home>

**Hours of Operation:**

- Thursday 5:00 pm - 8:00 pm (First of the month); 2nd Thursdays 9:00 am - 12:00 pm
  - By appointment only
    - Call for an appointment, other dates may be available

**Important Information:**

- The clinic serves individuals who:
  - Have no public or private insurance
  - Are a resident of the area
  - Provide identification
  - Provide income verification upon request
  - Are 18 years or older
- The medical services provided at Eagle's Wing Free Clinic include:
  - Healthcare assessment
  - Evaluation and care of illness (such as asthma, diabetes, high blood pressure, sore throats, ear aches, and rashes)
  - Chiropractic by appointment only
  - Health and wellness education
  - Blood pressure screening
  - Referrals and community resource information
  - Limited pharmaceutical assistance
  - Limited laboratory (provided by ProHealth)
  - Limited radiology services

## Waukesha County Technical College Dental Hygiene Clinic

“WCTC is excited to offer a teaching Dental Hygiene Clinic that’s open to the community. At our downtown Waukesha clinic, student dental hygienists provide affordable, high quality, comprehensive dental hygiene care under the strict supervision of a licensed dentist and registered dental hygienist”

### Address and Location:

- 327 E. Broadway, Waukesha, WI 53186



### Contact Information:

- Phone: (262)-691-5224
- Email: dhclinic@wctc.edu

### Website:

- <https://www.wctc.edu/community/student-provided-services/dental-hygiene-clinic/index.php>

### Hours of Operation:

- *Fall Semester (Mid-August through mid-December)*
  - Tuesday 8:00 am - 12:00 pm, 1:00 pm - 5:00 pm; Friday 8:00 am - 12:00 pm
- *Spring Semester (Mid-January through mid-May)*
  - Monday 12:30 pm - 5:00 pm; Tuesday 8:00 am - 12:00 pm, 1:00 pm - 5:00 pm; Wednesday 8 am - 12:30 pm; Friday 8:00 am - 12:00 pm
- \*Please be prepared to commit to as many four-hour appointments as your care requires. Every step of the process is checked by a dentist or instructor, so patients typically require one to five visits

### Important Information:

- Appointments at the WCTC Dental Hygiene Clinic cost just \$25, which includes the exam, cleaning and any necessary x-rays

- Joining the Clinic:
  - If you're interested in joining the Dental Hygiene Clinic waitlist, please fill out our [online form](#) or call the office
  - Students will contact interested patients as needed to set up appointments
  - If you are contacted to set up an appointment, save time and fill out a [Medical History Form](#) before arriving
- Services offered at the WCTC Dental Hygiene Clinic include:
  - Complete medical and dental history reviews
  - Blood pressure screenings
  - Oral cancer screenings
  - Dental x-rays
  - Teeth cleaning
  - Full-mouth periodontal assessments and therapy
  - Dental examinations
  - Fluoride treatments
  - Sealants

### **Community Smiles Dental**

At the Community Smiles Dental clinics, “we strive to provide access to affordable and quality dental care to individuals throughout our communities. Our dental clinics are designed and created with your oral health in mind and are staffed with skilled, caring and dedicated professionals committed to providing a positive and healthy dental experience”

#### **Address and Location:**

- *Menomonee Falls Clinic*
  - N81 W15062 Appleton Ave., Menomonee Falls, WI 53051



- *Waukesha Clinic*
  - 210 NW Barstow St., Suite 305, Waukesha, WI 53188



**Contact Information:**

- *Menomonee Falls Clinic*
  - Phone: (262)-522-7645 ext. 2280
- *Waukesha Clinic*
  - Phone: (262)-522-7645

**Website:**

- <https://www.communitysmiles.org/>

**Hours of Operation:**

- Monday-Thursday 8:00 am - 4:30 pm; Friday 8:00 am - 2:00 pm

**Important Information:**



- You may qualify for services if you:
  - Have BadgerCare/Forward Health/Medicaid insurance OR
  - Have income that falls below 200% of the Federal Poverty Guidelines and who are uninsured
- For patients without dental insurance, a discounted fee/copay is required
  - A credit card or debit card for payment is preferred
    - Call the clinic to see if you are eligible for an appointment
- Services offered at the Community Smiles Clinic:
  - Child dental services
    - Exams and X-rays
    - Dental Cleanings
    - Fluoride Varnish and Sealants
    - Fillings
    - Extractions
    - 6 Month Recare
    - Oral Health Education
    - Nitrous Gas
    - Emergency Dental Care
    - \*Community Smiles Dental also provides in-school screenings and sealants to youth at select area schools
  - Adult dental services
    - Community Smiles Dental provides dental treatment limited to comprehensive exams, dental cleanings, simple restorations, and simple extractions at our Menomonee Falls clinic
      - Please call the clinic to discuss program eligibility
    - Adults who are experiencing pain or a dental emergency can be seen for a limited oral exam at our Waukesha Clinic or our Menomonee Falls clinic
      - We have limited availability for emergency appointments each day
        - Please call the clinic to schedule an appointment
    - There are special programs for pregnant women and adults with special health care needs
      - Please call the clinic to discuss program eligibility
  - Services Not Provided
    - Orthodontics (braces)
    - Extraction of Wisdom Teeth

- Cosmetic Dentistry
- Teeth Whitening
- Partials or Dentures

## Substance Use Disorder Resources

A list of contacts for substance use disorder that can aid you throughout Waukesha County.

### **Waukesha/Milwaukee Area Narcotics Anonymous Fellowship**

“Narcotics Anonymous is a nonprofit fellowship or society of men and women for whom drugs had become a major problem. We are recovering addicts who meet regularly to help each other stay clean. We want you to know that you are welcome in Narcotics Anonymous. NA has helped hundreds of thousands of addicts to live clean, to accept life on its own terms, and to develop a life that is truly worth living”

#### **Address and Location:**

- Waukesha Meetings
  - *Starting the Week Off Right*
    - 318 W Broadway, Waukesha, WI
      - Meets at the Waukesha Alano Club
  - *United We Stand*
    - 318 W Broadway, Waukesha, WI
      - Meets at the Waukesha Alano Club
      - No smoking
  - *Surrender Group*
    - 300 Carroll St, Waukesha, WI 53186
      - Meets in St. Luke's Church, use west side parking lot entrance
      - No smoking
  - *Unnamed Meeting Group*
    - 318 W Broadway, Waukesha, WI
      - Meets in-person at the Waukesha Alano Club and online on Zoom
        - Zoom ID: 740-259-4360
        - Zoom link:  
<https://zoom.us/j/7402594360?pwd=926445+13126266799,,7402594360#>
        - Password: recovery)
  - *Friends of Jimmy K*
    - 100 E Broadway, Waukesha, WI 53186
      - Meets in the First Congregational Church
  - *Step It Up*

- 111 East Main Street, Waukesha, WI 53186
        - Meets in Saint Matthias Church
  - New Berlin Meetings
    - *Monday Night Surrender*
      - 5000 S Sunnyslope Rd, New Berlin, WI 53151
        - Meets at Our Lord's United Methodist Church
        - No smoking
  - Mukwonago Meetings
    - *Dose of Recovery*
      - 857 S. Rochester St. #300, Mukwonago, WI 53149
        - Meets at Brook Life Church
  - Brookfield Meetings
    - *Recovery Room Meeting*
      - 1755 N Calhoun Rd, Brookfield, WI, 53045
        - Meets at St. John Vianney Parish
        - No smoking
        - At Calhoun and Gebhardt Rd, Upstairs, 1st Friday
        - Open Meeting, Max. 30 person capacity
  - General Meetings
    - *Virtual Serenity*
      - Meets online on Zoom
        - Zoom ID: 831-2194-4987
        - Password: 2021 SEFA

**Contact Information:**

- *Waukesha/Milwaukee Area Narcotics Anonymous Fellowship*
  - 24/Hour Phone Helpline: 1-(866)-913-3837
- *Wisconsin Region of Narcotics Anonymous*
  - Phone: 1-(800)-240-0276

**Website:**

- *Waukesha/Milwaukee Area Narcotics Anonymous Fellowship*
  - <https://namilwaukee.org>
- *Wisconsin Region of Narcotics Anonymous*
  - <https://wisconsinna.org>

**Hours of Operation:**

- Waukesha
  - *Starting the Week Off Right*

- Monday 7:00 pm - 8:30 pm
  - *United We Stand*
    - Tuesday 6:30 pm - 8:00 pm
  - *Surrender Group*
    - Wednesday 7:00 pm - 8:30 pm
  - *Unnamed Meeting Group*
    - Thursday 6:00 pm - 7:30 pm
  - *Friends of Jimmy K*
    - Friday 6:00 pm - 7:30 pm
  - *Step It Up*
    - Friday 7:00 pm - 8:30 pm
- New Berlin
  - *Monday Night Surrender*
    - Monday 7:00 pm - 8:30 pm
- Mukwonago
  - *Dose of Recovery*
    - Thursday 7:00 pm - 8:30 pm
- Brookfield
  - *Recovery Room Meeting*
    - Friday 7:30 pm - 9:00 pm
- General
  - *Virtual Serenity*
    - Thursday 7:30 pm - 9:00 pm

**Important Information:**

- There are no dues or fees. The only requirement for membership is a desire to stop using
- How Does Narcotics Anonymous Work?
  - “Addicts helping each other recover are the foundation of NA. Members meet regularly to talk about their experiences in recovery. More experienced members (known as sponsors) work individually with newer members”
  - “The core of the NA program is the Twelve Steps. These “steps” are a set of guidelines outlining a practical approach to recovery. By following these guidelines and working closely with other members, addicts learn to stop using drugs and face the challenges of daily living”
- “Narcotics Anonymous is not a religious organization and does not mandate any particular belief system. It does teach basic spiritual principles such as honesty, open-mindedness, faith, willingness, and humility that may be applied in everyday

life. The specific practical application of spiritual principles is determined by each individual. Recovery in NA is not a miracle cure that happens within a given period of time. It is a process, ongoing and personal. Members make an individual decision to join and recover at their own pace”

## Social Support Resources

A list of social support contacts that can aid you throughout Waukesha County.

### **Stewards of Prophetic, Hopeful, Intentional Action (SOPHIA)**

"SOPHIA is a coalition of diverse faith communities in Waukesha County dedicated to building and deepening relationships within and among our communities. SOPHIA empowers people to work together on issues of justice and the common good. SOPHIA builds relationships in the public and private sectors, uniting people with common values to have a powerful voice; to stand together to change injustices affecting those who are marginalized. We seek to form a community of neighbors who can, together, make our communities places where everyone has a chance to succeed"

#### **Address and Location:**

- 100 E Broadway, Waukesha WI 53186
  - Located in the First Congregational Church



#### **Contact Information:**

- *SOPHIA General Information*
  - Phone: (414)-418-6086
  - Email: [admin@sophiawaukesha.org](mailto:admin@sophiawaukesha.org)
- *Betty Groenewold, Housing Task Force*
  - Phone: (414)-418-6086
  - Email: [bjgroenewold@gmail.com](mailto:bjgroenewold@gmail.com)
- *Kelly Goodman, Criminal Justice Reform Task Force*
  - Email: [KellyGoodman@allstate.com](mailto:KellyGoodman@allstate.com)
- *Bev Bradford, Healthcare Task Force*
  - Email: [bevj.bradford@gmail.com](mailto:bevj.bradford@gmail.com)

#### **Website:**

- <https://www.sophiawaukesha.org/home>

### **Hours of Operation:**

- *Criminal Justice Reform Task Force*
  - Tuesday 7:00 pm
    - 2nd Tuesday of each month at the SOPHIA Office
    - Contact to confirm whether meeting is in person or online
- *Housing Task Force*
  - Not currently meeting regularly, contact for more information
- *Health Care Task Force*
  - Not currently meeting at a regularly scheduled time, reach out to be put on their email list

### **Important Information:**

- SOPHIA dedicates itself to celebrating and respecting our diversity
  - Because our diverse faith traditions call us to stand up for the poor, the sick and the marginalized, we work to impact public policies that affect those who are most vulnerable
  - SOPHIA uses the tools of education to understand issues; advocacy, empowerment and action to transform our communities
- SOPHIA is built on establishing relationships
  - Within member congregations/organizations are core teams which meet regularly to respond to the concerns and passions of their congregations/organizations
  - Core Team members are intentional about meeting one-on-one with people in their congregation and in the public arena, to foster mutual understanding and clarity of purpose
- Leadership training is a major component of congregational based organizing
  - Members of SOPHIA engage in leadership training opportunities at the local, state, and national levels
- SOPHIA membership is by faith community or organization
- SOPHIA supports itself through dues paid by congregations and member organizations, individual donors as “sustaining members,” grants from foundations, and one fund raising event each year. SOPHIA is a 501(c)3 organization
- SOPHIA is non-partisan
- Task Forces meet monthly or as needed to address specific issues raised by SOPHIA members
  - Criminal Justice Reform Task Force



- This task force works to reform the criminal justice system in Wisconsin, calling for programs and policies that enable people to become truly rehabilitated while held accountable for criminal offenses. They work to:
      - Call for expanded treatment courts in Waukesha County
      - Increase state funding for treatment alternatives and diversion programs
      - Restore humane priorities to our state's criminal justice system
      - Help people understand the real costs of incarceration in Wisconsin
- Housing Task Force
  - This task force works to change discriminatory housing practices and promote inclusive neighborhoods so that people who work in Waukesha County can live and raise their families there
- Health Care Task Force
  - This task force is “currently focused on informing SOPHIA members and the wider community about the need to expand BadgerCare, so all people in Wisconsin can receive affordable, high quality, accessible health coverage. They will also be acting to urge local school districts to use SBIRT (Screening, Brief Intervention, and Referral to Treatment). This is an efficient, evidence-based, and comprehensive tool to address selected behavioral health concerns among adolescents (e.g., alcohol/other drug involvement)”

### **Parent's Place**

“Parents Place's mission is to strengthen families and protect children through prevention, intervention, and education in Southeastern Wisconsin”

#### **Address and Location:**

- 1570 E Moreland Blvd., Waukesha, WI 53186



**Contact Information:**

- *Main Contact:*
  - Phone: 262)-549-5575
  - Email: info@parentsplacewi.org
- *Nancy Doucette Wilkinson, Community Response Program*
  - Email: CRS@parentsplacewi.org

**Website:**

- <https://www.parentsplacewi.org/>

**Hours of Operation:**

- *Business Hours*
  - Monday-Thursday 8:00 am - 8:00 pm; Saturday 8:30 am - 2:00 pm
- *Supervised Visitation*
  - Monday-Thursday 9:00 am - 8:00 pm; Saturday 9:00 am - 2:00 pm
    - Other times may be available, upon request

**Important Information:**

- Parents Place provides quality family programming and child maltreatment prevention services to children that are at risk of or, have experienced child abuse and neglect
  - Registration is online and all fee information is on the registration page of their website
    - Due to Covid-19, classes may be virtual via Zoom. Once you are registered, a link will be emailed to you before the class begins if this is the case
    - Fees may be reduced or waived, based on individual needs
    - For more information, call (262)-549-5575
  - Small fees may apply to participate. Do not let the cost of classes keep you from inquiring

- Some fees may be reduced within reason or scholarships granted
  - Classes, support groups and play groups are typically held Monday through Thursday 9:30 am - 8:00 pm
    - Support groups and play groups are happening both in-person and virtually
    - Classes are being offered both in-person and virtually via Zoom
- Community Education & Support
  - Free supplemental, on-site child care may be available for in-person groups, classes, and workshops. There are toys, games, books, and snacks for your child to enjoy while being cared for by our staff
  - Parents Place Community Education also includes:
    - Information and Referral
    - Crisis Support
    - Community Awareness Presentations
    - Mandated Reporter Law Training
      - For registration, visit the website:  
<https://reg.learningstream.com/view/cal10a.aspx?ek=&ref=&aa=&sid1=&sid2=&as=88&wp=310&tz=&ms=&nav=&cc=&cat1=&cat2=&cat3=&aid=PARENTS&rf=&pn=>
- Triple P (The Positive Parenting Program)
  - What is Triple P?
    - The positive parenting (Triple P) Program is an evidence-based, trauma-informed curriculum
    - Triple P is a free program that meets one-on-one with the parents and is tailored to meet the needs of each individual family developing a personal plan
      - This helps families build safe, stable and nurturing relationships
      - This program is “not about rules. It's about gaining the skills and confidence to handle all the ups and downs together practical strategies for managing life skills”
    - Parents Place Triple P providers can help you develop positive parenting skills to manage stress and encourage healthy habits
  - Triple P is not “one-size-fits-all”
    - “Grounded in science and practical advice, Triple P doesn't "control" how you parent. Instead, we provide hands-on advice and the success

seen by many families. It's about gaining the skills and confidence to handle all the ups and downs together"

- Find the right level of support
  - Set your own priorities and goals
  - Decide what works for your family
  - Tailor strategies to your unique needs
- Attend one-on-one
    - "All parents experience parenting demands that outshine "expectations", regardless of their education and income. Register today to meet with a trained Triple P provider for thoughtful advice on various mild to moderate parenting stressors that arise"
      - Focus on your family's specific needs
      - Get suggestions for your situation
      - Create a practical action plan
        - Register online:  
<https://reg.learningstream.com/view/cal10a.aspx?ek=&ref=&aa=&sid1=&sid2=&as=88&wp=310&tz=&ms=&nav=&cc=&cat1=&cat2=&cat3=&aid=PARENTS&rf=&pn=>
- Triple P Discussion Groups
  - Parents Place's Triple P Discussion Groups are held in a small group format where a provider will present on specific topics for all parents
  - "Talk with other parents, honestly and openly, on how to use positive parenting to promote your children's health, development, and well-being, while also discussing everyday problems and encouraging children to learn the skills and know-how they'll need to succeed"
    - Discuss common parenting challenges
    - Tackle specific issues and frustrations
    - Learn from other parents' successes
    - Connect with other families in the community
    - Dealing with Disobedience
    - Developing a Good Bedtime Routine
    - Managing Fighting and Aggression
    - Hassle-Free Shopping with Kids
- Triple P Positive Parenting Seminars
  - "Want to boost your skills and confidence? Need help tackling a specific problem? From raising toddlers to coping with complex

problems at home, our Triple P workshops and seminars provide parents with a friendly place to learn, share, and find support”

- Get insight into your child's behavior
- Learn the positive parenting basics
- Gain some techniques to try at home
- Parent Education & Classes
  - “Our instructors teach Waukesha County parents effective ways to build positive relationships with their children. Topics include but are not limited to child development, discipline, defiance, communication, stress, and anger management”
  - “We frequently include “Love and Logic” classes for Wisconsin parents as well
    - Love and Logic is a philosophy founded by Jim Fay and Foster W. Cline, M.D., and provides simple and practical techniques to help parents have less stress and more fun while raising responsible kids
  - This curriculum provides immediate results with techniques like:
    - Setting limits with enforceable statements,
    - Sharing control through lots of small choices
  - Become a Love and Logic parent and unlock the secret of successful parenting with these effective techniques.
  - We are also a “Nurturing Parenting” facility
    - The trauma-informed, family-centered approach to helping parents build on their parenting strengths while learning positive parenting behaviors.
  - There are many program lessons for you and your family including:
    - Understanding familial roles and expectations
    - Discipline beliefs and strategies
    - Giving appropriate freedom and independence, and many more!
- Parent Support Groups
  - Waukesha County Parent Support Groups are on-going throughout the year to share and learn in a safe, non-judgmental setting
  - Support groups offer discussions about parent/child relationships and focus on topics that will be encouraging and influential in the parent/child relationship
- Children Classes
  - There are a variety of groups just for kids
  - Classes include topics such as self-esteem, anger management, sibling rivalry, teen support and Attention Deficit Disorder

- Playgroups
  - “Fun activities and play creates an atmosphere where your child will be stimulated and nurtured in a safe environment. Parents and caregivers connect with the desire of raising children well in this society and common interests as adults”
- Supervised Visitation
  - “In an effort to reunite families that have been disrupted, Parents Place provides the Supervised Visitation Program for Wisconsin families. The program allows children who have been separated from their families the opportunity to maintain a relationship with their parent/s while a permanency plan is being formulated”
  - “Children and their non-custodial parents are able to spend quality time together in a safe and nurturing environment under the guidance of professionally trained staff who provide education, observation, documentation, and intervention, when necessary”
- Supervised visitation
  - There is a one-time \$75 non-refundable intake fee and a per-hour visitation fee of \$75
  - In order to begin the intake process, please download the documents on the website and return the SV Policies and Referral form from the website via email to SVManager@parentsplacewi.org or U.S. Mail
    - Please provide an email address so that they can communicate updates and acknowledge receipt of the paperwork
  - Benefits of Visitation
    - Maintain and strengthen family relationships
    - Increase the likelihood of reunification
    - Assist with the transition to reunification
    - Enable the parent to stay current with the child's development and activities
    - Support the child's developmental progression
    - Provide the material needed for accurate, verifiable documentation
  - Documentation
    - All visitation documentation is based on observations that have been prepared by professionally trained staff
    - Supervisors are trained to record what happens during parent-child contact and are required to not include opinions and judgments

- All documentation and file notes will be maintained in confidentiality and are available to court personnel only upon request of a subpoena or valid, signed release of information
  - Evaluations are not provided of the families who use the program's services nor are recommendations made about future arrangements for parent-child access
  - "The observations are of parent-child contacts which have occurred in a structured and protected setting. No prediction is intended about how contact between the same parent/s and child/ren might occur in a less protected setting and without supervision in order to preserve objectivity. Care should be exercised by the users of these observations making such predictions"
- Community Response Program
  - "The Community Response Program is a short-term, voluntary program designed to strengthen and support families. A Community Response Program Specialist works individually with each family to help identify immediate needs and assist in connecting to formal and informal resources. All services are offered to each family at no charge and any contact with the program is completely confidential unless approved by the family"
  - Primary goals of the program:
    - Prevent child abuse and neglect while reducing a family's risk of entry into the child welfare system
    - Reach at-risk families that have been screened out or closed after an initial report and assessment of alleged maltreatment to Waukesha County Child Protective Services
    - Provide children with safe and stable environments by targeting and supporting parents to identify their individual family strengths and needs while obtaining access to the wide variety of Waukesha County's community resources
    - Strengthens families' protective factors, promotes self-sufficiency, and increases family stability
  - For more information or determination of eligibility, email Nancy Doucette Wilkinson

## Other/Miscellaneous Resources

A list of other/miscellaneous contacts that can aid you throughout Waukesha County.

### **Waukesha County Department of Health and Human Services**

"We enhance quality of life while assuring critical needs are met"

#### **Address and Location:**

- *Main Office Containing the Aging & Disability Resource Center (ADRC) of Waukesha County, Public Health Center, and Veterans Services Office*
  - 514 Riverview Ave., Waukesha, WI 53188



- *Mental Health Center*
  - 1501 Airport Road, Waukesha, WI 53188



#### **Contact Information:**

- *Health and Human Services Center*
  - *Business Hours*



- Phone: (262) 548-7212
  - *After Hours*
    - Phone: dial 211, (414) 455-1736, Toll free 1-(866)-211-3380
- *Mental Health Center*
  - Phone: (262) 548-7950
- *Aging & Disability Resource Center (ADRC) of Waukesha County*
  - Phone: (262) 548-7848, Toll Free 1-(866)-677-2372
- *Public Health Center*
  - Phone: (262) 896-8430, Toll Free: 1-(800)-540-3620
- *Veterans Services Office*
  - Phone: (262) 548-7732
  - Email: vetserve@waukeshacounty.gov
- *Elizabeth Aldred, Department Director and Lisa Roberts, Deputy Director*
  - Email: hhs@waukeshacounty.gov
- \*Deaf, Hard of Hearing or Speech Disabled dial 711 for Telecommunications Relay Service

**Website:**

- <https://www.waukeshacounty.gov/HealthAndHumanServices/>

**Hours of Operation:**

- *Health and Human Services Business Hours*
  - Monday-Friday 8:30 am - 4:30 pm
    - Not open on holidays
- *Mental Health Center Business Hours*
  - Monday-Friday 8:00 am - 4:30 pm
- *Aging & Disability Resource Center (ADRC) of Waukesha County*
  - Monday-Friday 8:00 am - 4:30 pm
- *Public Health Center*
  - Monday-Friday 8:00 am - 4:30 pm
- *Veterans Services Office*
  - Monday-Friday 8:00 am - 4:30 pm

**Important Information:**

- The Waukesha County Department of Health and Human Services offers a wide range of services, including:
  - Administrative and fiscal services
  - Adolescent and family services
  - Adult protective services

- Aging and disability resource center
- Alcohol and other substance use
- Birth to three
- Child and family services
- Child protective services
- Criminal justice collaborating council
- Electronic/client health records
- Foster parents
- Kinship care
- Emergency/information referral
- Mental health services
- Protective services
- Public assistance
- Public health
- Student internships
- Veterans services
- Volunteer services

### **The Women's Center of Waukesha**

"The Women's Center welcomes and serves survivors of all ages, races, gender identities, sexual orientations, abilities, nationalities, and immigration status, recognizing that their unique experience informs the perspective of each person. Our mission is to provide safety, shelter and support to empower all impacted by domestic abuse, sexual violence, child abuse and trafficking. Our vision is to create an engaged community that does not tolerate or accept interpersonal violence and provides abundant resources to ensure futures free from violence".

#### **Address and Location:**

- 505 North East Avenue, Waukesha, WI 53186



**Contact Information:**

- *Office*
  - Phone: (262)-547-4600
- *Hotline number*
  - Phone: (262)-542-3828
  - *Toll Free (TTY) Hotline: (888)-542-3828*

**Website:**

- [twcwaukesha.org](http://twcwaukesha.org)

**Hours of Operation:**

- Open 24 hours a day, 7 days a week
- *Wednesday Workshop*
  - Wednesday 6:00 pm - 7:15 pm
    - 2nd and 4th Wednesdays of the month
- *Friends and Family Support Group*
  - Call or check their website for up-to-date information and times as these change throughout the year

**Important Information:**

- 24-hour hotline
- The Women's Center has many different programs that assist in the healing and rehabilitation of those that have been impacted by life traumas
  - Emergency Shelter

- “For families who have an urgent safety concern because of domestic abuse and are in need of emergency housing, our shelter provides safe, short-term housing, and support”
        - They welcome new residents to shelter after a phone screening
- Transitional Housing
  - They “provide safe, affordable transitional living options to individuals and their families as they begin their transition to living independently, away from their abusive environment”
  - Supportive services such as case management, advocacy, and childcare are provided to residents
  - They have several housing options to accommodate single individuals and families of all sizes
- 24-Hour Hotline
  - Their confidential 24-Hours a day, 365-days a year hotline offers:
    - Crisis intervention
    - Safety planning
    - Support
    - Information
    - Referrals to survivors, their families, friends, other service providers, and the general public
- One-On-One Programming and Advocacy
  - Holistic, Trauma-Informed Programming
    - They provide “holistic, trauma-informed programming for survivors of domestic and sexual violence that emphasizes healing, empowerment, and justice. One of the core ways we do this is through short-term advocacy”
    - Their advocacy model focuses on “crisis intervention and providing one-on-one emotional support for survivors after experiencing domestic or sexual violence. As Advocates help survivors process their trauma, they listen and provide reassurance, encouragement, and guidance. They work with individuals and families on developing boundaries, practicing coping skills, identifying supports, and connecting to additional resources”. They also “provide advocacy within legal, housing, healthcare, and other systems for holistic support so you never have to go through any system alone”
      - Getting connected to an Advocate

- Call the 24-Hour Hotline to get connected
  - “One-on-one advocacy and support is available for free to survivors of all ages, races, gender identities, sexual orientations, abilities, nationalities, and immigration status. We offer advocacy services over the phone and onsite in Spanish, Hmong, and English”
- Legal Advocacy
  - Call the Office number to speak with an Advocate
  - Their Advocates “provide free assistance to people seeking domestic abuse, harassment, or child abuse restraining orders and accompany you to court hearings for the temporary restraining order and the injunction. They can also help you with safety planning”
- Onsite Childcare
  - “Free onsite childcare services are available during support groups, classes, and advocacy appointments”. To make a reservation for onsite childcare, call the Office number to speak with your advocate
- Children’s Programs
  - “The Women’s Center offers advocacy and support groups for children and teens who have witnessed family violence or who have been the victim of sexual abuse/assault”
  - They “provide youth with safe spaces to express their feelings, receive support, and build resiliency as they grow on their own healing journey”. These programs are available to children and teens of all genders, whether or not they are staying in The Women’s Center’s emergency shelter
  - For more information or to be connected to a Youth Advocate, call the Office number or email them
- Support Groups
  - Current Support Groups
    - Wednesday Workshop
    - Friends and Family Support Group
      - Call or check their website for up-to-date information and times
      - Fill out the [Interest Form](#) to get involved

## Spring City Corner Clubhouse

“The Spring City Corner Clubhouse is a daytime resource center that welcomes adults who are diagnosed with mental illness to build critical life skills. We operate the Clubhouse in conjunction with Waukesha County Health and Human Services. The Clubhouse staff provides support, social connections and meaningful work for its members. Spring City Corner Clubhouse offerings are based on a recognized international model that provides social contact in a structured, meaningful daily routine for those disabled by mental illness. The program has proven vital in relieving feelings of hopelessness, which can lead to a greater risk of psychiatric hospitalization”

### Address and Location:

- 247 Wisconsin Avenue, Waukesha WI 53186
  - Located on the Grand Avenue side of the building across from Cutler Park, Waukesha, WI 53186



### Contact Information:

- Phone: (262)-549-6460
- Email: [springcityclubhouse@lsswis.org](mailto:springcityclubhouse@lsswis.org)

### Website:

- <https://www.lsswis.org/service/mental-health-and-addictions/daytime-resource-centers/>
- Facebook Page: <https://www.facebook.com/profile.php?id=100028121127032>

## Hours of Operation:

- Tuesday-Friday- 8:00-4pm

## Important Information:

- To join the Clubhouse:
  - You must be a Waukesha County resident
  - You must be 18 years of age or older
  - You must have a verified primary diagnosis of major mental illness
- What the Clubhouse can do for you
  - As a member, you'll receive support in your recovery, meet new people, break the cycle of isolation and become active in the community again
  - Through a work-ordered day that parallels normal working hours, you will be empowered by working side by side with staff and other members, as colleagues, in the daily operations of the clubhouse
  - You decide how you want to be involved by choosing work in the departments that interest you or use your talents
    - The departments are:
      - Clerical/Members
      - Culinary/Snack Shop
      - Maintenance
  - There are no schedules, agreements, contracts or rules for participating. You choose the involvement at the level that feels right to you
- Employment assistance and education at the Clubhouse
  - By contributing to the work of Spring City Corner Clubhouse, you will:
    - Gain skills and the confidence to accomplish personal goals and/or consider options like school, employment or volunteer work
    - Develop relationships working side-by-side with staff and colleagues, boosting social competence and self-esteem
    - Discover unique abilities, potential and talents, and the staff will help promote them
  - The staff at the Spring City Corner Clubhouse provides support and guidance to help you reach your employment goals:
    - Transitional employment: the Clubhouse staff connects you with part-time, temporary job placements in local organizations for the prevailing wage rate.
    - Independent (competitive) job assistance
    - Job coaching and support on the job
    - Employment workshops

- Independent employment
- Educational referrals and tutoring
- Volunteer work

## Friendships Unlimited

“Friendships Unlimited serves as a daytime recovery center for people experiencing mental illness. The program promotes wellness, encourages self-direction and fosters hope. Here, members will be empowered to take control of their own recovery and have an opportunity to build a system that enhances and supports it”

### Address and Location:

- 412 E North St., Waukesha, WI 53188



### Contact Information:

- Phone: (262)-549-6123

### Website:

- <https://rehabnow.org/center/lss-lutheran-social-services-friendships-unlimited-waukesha-wi/>

### Hours of Operation:

- Monday-Friday: 9:00-5:00 pm, Sunday: 1:00 pm-5:00 pm

### Important Information:

- “Friendships Unlimited offers a safe, drug-free environment where you can connect, make friends, gain support and learn skills to help you live a more fulfilling life. Here, you’ll meet others who can relate to your struggles and triumphs with mental illness and also get involved in activities that interest you. The staff offer hope through their own personal experiences and empower others who have similar diagnoses along with offering educational classes and fun social activities designed to help you thrive”
- To join Friendships Unlimited:



- You need to be at least 18 years old
- You need to be a Waukesha County resident
- You need to have a verified mental illness diagnosis
- Services
  - Certified peer specialist
    - Peer support is offered by staff who identify as having lived experience with trauma, psychiatric diagnosis and/or extreme emotional states and or/substance use
      - A certified peer specialist is a person who has not only lived these experiences but also has had formal training in the peer specialist model of mental health and/or substance use disorder supports
      - It is the role of the certified peer specialist to ensure members are empowered to take control of their own recovery, and they encourage an environment where both parties can share their experiences of what works
  - Educational groups
    - Join a group to learn practical, effective ways to enhance your recovery
  - Social activities and outings
    - Join in planned monthly activities, celebrate birthdays and holidays together and build friendships along the way
  - Opportunities to get involved in shaping Friendships:
    - Get involved in our member-driven center, where you are encouraged to set rules and guidelines at our committee meetings

## **Lake Country Caring**

“Our mission is to provide basic necessities at no cost to those in need”

### **Address and Location:**

- 603 Progress Dr., Hartland, WI 53029



**Contact Information:**

- Phone: (262)-367-6670

**Website:**

- <https://www.lakecountrycaring.com/>

**Hours of Operation:**

- *Client, Store, & Registration*
  - Tuesday 9:00 am - 12:00 pm; Thursday 9:00 am - 12:00 pm; Saturday 9:00 am - 12:00 pm
    - LCC will be closed when the Waukesha & Arrowhead School Districts close due to inclement weather
      - This closure will be reflected on their Facebook page, on TMJ4's Closings & Delays website, and WISN12 Closing & Delays website
    - They are closed for holidays
    - Check the website for up-to-date closures

**Important Information:**

- Qualifications & Registration
  - Residents of Dodge, Jefferson, Washington and Waukesha counties whose household income is at or beneath 200% of the federal poverty level are eligible to register for services
  - Registration Process:
    - An interview for an LCC card takes approximately 10-15 minutes and no appointment is necessary
    - Interviews are conducted on Tuesdays, Thursdays and Saturdays, preferably between 9:30 a.m. and 11:00 a.m
    - Registration requirements are:
      - Photo ID

- Driver's license, passport, or other government issued identification
- Proof of Address
  - Rental agreement, utilities bill or other form of business mail (but not personal mail)
- Proof of Need
  - Tax returns, documented participation in FoodShare, Medicaid, Badgercare, WisconsinWorks, public housing assistance, school lunch or similar governmental program, qualification for services at another 501(c)(3) nonprofit that serves low income households
  - Proof of need may also be established by providing INS paperwork or documented disaster, such as a fire, flood or robbery (valid for initial registration only)
- All information received is kept strictly confidential.
- On most client days, a Spanish translator is available
- Community Resources
  - Clients are welcome to visit our Community Resources wall that is full of brochures from other social service organizations that provide assistance with electricity, heat, rent, free meals, food pantries, healthcare, shelter, etc., to those in need

### **James Place**

"James Place's mission is to build relationships, respond to needs, and offer hope in the name of Jesus. This mission has opened doors for the Church to learn from the vulnerable and marginalized groups we serve"

### **Address and Location:**

- *Waukesha location*
  - 129 W. Broadway, Waukesha, WI 53186



**Contact Information:**

- *Waukesha location*
  - Phone: (262)-544-9472
  - Email: [jpwaukesha@elmbrook.org](mailto:jpwaukesha@elmbrook.org)
- *Mary Jo Mayer: Waukesha Specialist*
  - [mmayer@elmbrook.org](mailto:mmayer@elmbrook.org)

**Website:**

- <https://www.elmbrook.org/james-place-waukesha/>

**Hours of Operation:**

- Monday 9:00 am - 3:00 pm; Tuesday 9:00 am - 3:00 pm; Thursday 9:00 am - 3:00 pm

**Important Information:**

- The James Place provides:
  - Supportive relationships
  - Connections to local resources
  - Resume/job search support
  - Computer access and assistance
  - Counseling services
  - Immigration services
  - Legal and budget consultation
  - Bible studies and prayer
- Services offered through James Place:
  - Community Resource (CR)
    - Encourages individuals over coffee, prayer, help with basic computer skills, job and housing hunting, and many other services

- School Partnership (SP)
  - Partners with a school, working with students and staff
- Behavioral Health Services (BH)
  - Provides free counseling services
- Immigration services (I)
  - Provides Department of Justice-accredited immigration services
- Behavioral Health Services offered at the Waukesha location
  - There is a growing need for no-cost confidential counseling services in the community
  - The James Place's Master's level interns provide clinical counseling services to some of the most vulnerable in our community
  - They work with individuals, couples, and families on issues such as:
    - Stress and Anxiety
    - Life Transitions
    - Relationship Conflicts
    - Depression
    - Grief, Abuse and Trauma
    - Addictions
    - Career Counseling
  - If you have any questions, feel free to reach out