

Requesting Milwaukee Police Department Crisis Intervention Services:

CIT - CIT Officers work in every district and every shift. Callers may request the services of a CIT officer when calling for police services.



HOT - Homeless outreach team members may also be requested through MPD dispatch.

CART - Crisis Assessment Response Team works Monday-Friday, 11am-12am. CART may be requested for consultation through MPD dispatch by officers on a scene, or by referral of the Milwaukee County Behavioral Health Division Crisis Line. If CART is not available, we encourage you to request a CIT officer, or the Milwaukee County Mobile Crisis Team at (414)257-7222 for assistance, or email CART@milwaukee.gov for non-urgent requests for service.



**Milwaukee Police
Department**

749 W. State Street

Milwaukee, WI 53233

911 emergency

**(414)933-4444
Non-emergency**

www.milwaukee.gov/police

info:
CART@milwaukee.gov

**Milwaukee Police
Department
Crisis Intervention
Services**



**Information for
citizens and crisis
services partners**

Crisis Intervention Team (CIT)

The Crisis Intervention Team (CIT) is made up of law enforcement officers, mental health professionals and community advocates that includes the National Alliance for Mental Illness (NAMI). The Milwaukee Police Department has almost 400 department members including officers, detectives, supervisors, dispatchers and tele-communicators who have received CIT training. They have received 40 hours of specialized training on topics indentifying mental illness, substance abuse, crisis de-escalation, active listening, psychiatric medications, emergency detentions, voluntary options and resources for consumers and their families. The Milwaukee Police Department partners with local mental health professionals and agencies to provide the training. CIT members are frequently called upon to assist in calls involving persons in crisis and are given priority to any assignments regarding persons with mental illness. You may request a CIT officer through the dispatch center. CIT officers may also be requested by persons and professionals in the community when they are requesting a police response.



Homeless Outreach Team (HOT)

The policy of the Milwaukee Police Department is to treat homeless persons in a manner that respects individual rights, human dignity and community values while enforcing laws that protect life and property, and that sustain civic life. Homeless Outreach Team (HOT) officers work to identify and engage in outreach, which is the most critical step in connecting or re-connecting a homeless individual with needed health, mental health, and recovery, social and housing services, assessing needs, defining service goals or agreeing on a plan for delivering those services.

Crisis Assessment Response Team (CART)

The Crisis Assessment Response Team is a collaborative effort between the Milwaukee Police Department (MPD) and Milwaukee County Behavioral Health Division (BHD). CART team 1 (11am-7pm) consists of Officer Chad Stiles, who is a trained CIT and HOT officer, registered nurse and paramedic, and Jeff Scott, MS, LPC, CFC, CSW who is a BHD Crisis Mobile Team Clinician. CART team 2 (4pm-12am) consists of Officer Ross Kuesel, Collen Watters, LCSW, and Elizabeth Schmidt, CAPSW. This team will respond as a resource squad to assist officers in the field to help determine an appropriate disposition for mental health related calls for service. They will also take referrals from the BHD Crisis Mobile Team. They can only respond to calls for service involving persons 18 years old or older. If you need assistance on a call involving a juvenile, you may contact the Milwaukee County Mobile Urgent Treatment Team (MUTT) at (414)257-7621.

If officers have placed the person on Chapter 51 Emergency Detention, CART cannot respond to a hospital facility. The request for CART or mobile team evaluation must come from the ER staff through PCS (phone 414- 257-7260). If the officers have not placed the person on emergency detention, CART may respond the ER to evaluate the patient for emergency detention. CART cannot provide psychiatric clearance for someone who is in need of medical clearance (i.e. intentional overdose).

The CART mission includes:

- Decreasing the volume of involuntary emergency detentions in Milwaukee County by utilization of voluntary options, stabilization on scene, or referral to other mental health resources,
- Mental health assessment prior to CJF admission for prisoners in custody who are displaying signs and symptoms of a mental health crisis, preventing an unnecessary transport to Psychiatric Crisis Services (PCS) thereby decreasing flight risk,
- Head protection for subjects in custody or on emergency detention (protective helmet pilot program),
- Medical and Mental Health facilities liaison to foster community partnerships,
- Respond as a resource squad to high priority crisis calls involving persons with mental illness or who are suicidal (i.e barricaded subjects, person threatening to jump off a bridge, etc)
- Provide dignified and culturally competent service to all persons in crisis,
- Decrease the possibility of use of force and injuries to officers, consumers, and the community,
- Attempt to decrease the number of repeated interactions between individuals diagnosed with serious and persistent mental illness and law enforcement,
- Advocate for the citizens we serve and link them to mental health services to help reduce homelessness, reduce victimization, reduce substance abuse and minimize contact with law enforcement and utilization of emergency services.

The CART office is located on the 2nd floor of the Avenue's West Substation; 2100 W. Wells St. CART utilizes an unmarked squad and a plain clothes officer for dignified low profile response.