

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. Keep in mind, that in life-threatening situations, situations that require immediate stabilization, or if a CIT officer is not readily available, a non-CIT patrol officer may be sent first. Non-CIT officers may then request a CIT officer to the scene once one is available through MPD dispatch. Officers with CIT training will have this pin on their uniform, representing the "Triangle of Trust" that the CIT program hopes to represent between the police department, consumer, and the community, including the consumer's family.



HOT - Homeless outreach team members may also be requested through dispatch however may not immediately be available. For non-urgent matters regarding homelessness, please feel free to email HOT@milwaukee.gov.

CART - Crisis Assessment Response Team normally works 11a-midnight. Days and times may vary slightly due to staffing. 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 Crisis Intervention Services

Milwaukee Police Department

749 W. State Street

Milwaukee, WI 53233

911 emergency

(414)933-4444

Non-emergency

www.milwaukee.gov/police

info:

HOT@milwaukee.gov

CART@milwaukee.gov

Lt. Cassandra Libal
CIT/HOT/CART Coordinator

6680 N Teutonia Ave

Milwaukee, WI 53209

414-935-7901



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 over 300 department members including officers, detectives, supervisors, dispatchers and telecommunicators who have received CIT training. They have received 40 hours of specialized training on topics identifying 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 squad. If a CIT officer is not available for a special situation, one may be requested from another district for assistance.



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). The team consists of Officer Chad Stiles, who is a trained CIT and HOT officer, registered nurse and paramedic, Officer Ross Kuesel, Officer Jay Elhers, and Clinicians Erin Quandt, LCSW, Colleen Watters, LCSW, Liz Schmidt, LSCW, and Laurie Buesing, LPC from the Milwaukee County Crisis Mobile Team. CART 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, or if the person has an intellectual or developmental disability, you can contact the Community Consultation Team 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 (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 and CJF clearance for prisoners in custody, 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 in room 125 of the police administration building, 749 W State St, Milwaukee, WI. CART utilizes an unmarked squad and a plain clothes officers for dignified and low profile responses.

The BHD clinician does have remote access to the medical record system for assessment and history purposes which may be useful in emergency situations. CART assessment information is HIPAA protected and may not be disclosed outside of the confines of the law.