

# Pathways to Care

A guide for navigating Fond du Lac County’s mental health services in both crisis and non-crisis situations

Also available online at [www.csifdl.org/pathways](http://www.csifdl.org/pathways)

**NOTE: Understanding the coverage available to you through your health insurance plan is an important step in accessing mental health services.**

Contact your insurer to find out which providers and services are covered, and what your financial responsibilities will be. Knowing this in advance can take some of the stress out of accessing services in both crisis and non-crisis situations.

**If you don’t have medical insurance** call **(888) 446-1239** or go to <https://access.wisconsin.gov/> to learn about Wisconsin Medicaid programs (including Badgercare Plus) eligibility.

If you have questions about **Veteran’s Benefits** call **(920) 929-3117**.

If your employer has an **Employee Assistance Program (EAP)** you may be eligible for free, short-term counseling services. Contact your HR department for more information.

**My Primary Care Provider:** \_\_\_\_\_  
Name Phone

**My Counselor:** \_\_\_\_\_  
Name Phone

**My Support Person:** \_\_\_\_\_  
Name Phone

*First-person language is used within this document for simplicity, but it is meant to be utilized both by individuals facing a mental health challenge and those who support them.*

# I need help right now.

If this is a Medical Emergency Call 911 or go to the Emergency Department

Have you harmed yourself or others?  
Have you threatened to harm yourself or others?  
Do you have a plan to harm or kill yourself?  
Is there an imminent risk to your safety  
or the safety of others?

**YES** and/or I am experiencing a mental  
health crisis.

*If you have a safety plan, follow it.*

**Choose an option you are comfortable with.**

**NO** and I am not  
experiencing a mental  
health crisis.

**Go to the next page.**

**Call 911**

Contact your  
counselor or  
identified support  
person.

**Call (920) 929-3535 for  
Crisis Intervention**

or go to 459 E 1st St, Fond du Lac

Trained staff are available 24/7 to  
respond to mental health emergencies.

24/7 National Hotline Options  
**Call 1-800-273-8255** for  
**Suicide Prevention Lifeline**

Veterans: Press 1

**En Español: 1-888-628-9454**

**TTY & Chat: 1-800-799-4889**

**LGBTQ+: 1-866-488-7386**  
(Trevor Lifeline)

24/7 Crisis Text Line Options  
**Text "HOPELINE" to 741741**  
**Veterans: Text 838255**  
**Español: Text "APOYO" to 839863**  
**LGBTQ: Text "START" to 678678**

**WHEN IN DOUBT CALL  
CRISIS INTERVENTION AT (920) 929-3535**

# I am concerned about my mental health, but it is not an emergency.

If you have a **counselor**, contact the counselor.

If you have a **primary care provider**, contact them to see if they can provide a referral.

If applicable, contact your **Employee Assistance Program (EAP)**.

## Do you have insurance, Medicaid, Badgercare Plus, or TRICARE?

**YES**

Call the number on the back of your insurance card or go online to check mental health benefits and approved providers.

### Mental Health Providers in Fond du Lac County:

*Shaded providers may accept Medicaid, Badgercare Plus, or TRICARE*

**Affiliated Counseling Center** (920) 922-7440

**Aurora Behavioral Health FDL:** (920) 907-7000

**North FDL:** (920)926-7800 **Ripon:** (920)745-4700

**Catholic Charities** (920) 923-2550

**Christian Family Solutions** (800) 438-1772

**Collaborative Wellness** (920) 229-7274

**Delta Center** (920) 921-3343

**Doll and Associates** (920) 907-8201

**FDL Co Dept of Community Programs**  
(920) 929-3565

**Fond du Lac Psychotherapy** (920) 923-9054

**Kathleen A. Morgan** (414) 708-4388

**Morning Star Counseling** (920) 922-9552

**SSM/Agnesian Behavioral Health** (920)926-4200

Contact providers for current availability and insurance coverage. List is not exhaustive. Go to [www.csifdl.org](http://www.csifdl.org) for a more complete list, or call 2-1-1.

**NO**

See note on front page about obtaining insurance coverage.

### Providers that May Offer Services Based on Ability to Pay:

**Catholic Charities**

(920) 923-2550

**FDL Co Dept of Community Programs**

(920) 929-3565

**SHARDS**

(920) 204-6570

Contact the following about available **SUPPORT GROUPS:**

**ASTOP**

(920) 926-5395

**Bereavement Center**

(920) 907-3940

**Community for Hope**

(920) 230-4840

**NAMI Fond du Lac**

(920) 979-0512

**Salute the Troops**

(920) 322-3291

**SSM Health Resource Center**

(920) 926-4960

# Additional Fond du Lac County Resources

**Aging & Disability Resource Center** Assists older adults, people with disabilities and families/caregivers locate services & resources. [www.fdlco.wi.gov/adrc](http://www.fdlco.wi.gov/adrc) (920) 929-3466

**ASTOP** Sexual Assault Services including free counseling, small groups, legal & medical advocacy, and education. [www.astop.org](http://www.astop.org) (920) 926-5395 (24/7 Crisis Line & General Info)

**Bereavement Center** Grief Support Services for all county residents including one-on-one sessions and support groups for children and adults. [www.agnesian.com/services/bereavement-services](http://www.agnesian.com/services/bereavement-services) (920) 907-3940

**CSI of Fond du Lac County** Community coalition with a variety of initiatives focused on improving the social, emotional and behavioral well-being of all residents. [www.csifdl.org](http://www.csifdl.org)

**NAMI Fond du Lac** Services for all who are touched by mental illness including support groups and **Friendship Corner**, a drop-in safe space for anyone with mental illness. (M-F 9am-3pm) <https://namifonddulac.org> (920) 979-0512

**Solutions Center** Domestic Violence & Homelessness Services [www.solutionsfdl.com](http://www.solutionsfdl.com)  
24/7 Crisis Line: (920) 923-1700; Domestic Violence Shelter: (920) 923-2880

**SSM Domestic Violence Services** Provides support and education to families of domestic violence through advocacy, free counseling, and treatment programs. [www.agnesian.com/services/domestic-violence-services](http://www.agnesian.com/services/domestic-violence-services) (920) 926-4207

**Substance Abuse & Addiction** Treatment Providers include **Agnesian Behavioral Health**, **FDL Co Dept of Community Programs** (see previous page), and **Premier Care** (920) 926-0101. Residential Treatment options include **Beacon House** (920) 923-3999 and **Mahala's Hope** (920) 904-6445 (for women), and **Blandine House** (920) 922-9487 (for men). Access the **WI Addiction Recovery Helpline** by calling 2-1-1 or at [www.AddictionHelpWI.org](http://www.AddictionHelpWI.org).

**Veteran/Military Support** Assistance for Veterans and their dependents & survivors to understand and obtain federal, state, and local benefits provided by **FDL Co Veteran's Service Office** (920) 929-3117. **Salute the Troops** provides financial, emotional & professional resources to service members, Veterans & families. [www.salutethetroopswi.org](http://www.salutethetroopswi.org) (920)322-3291

**Iris Place** is a peer-run respite in Appleton for adults who want and need peer support to navigate emotional distress or crisis related to mental health and/or substance use. Free short-term stays in a home-like environment.

[www.namifoxvalley.org/iris-place/](http://www.namifoxvalley.org/iris-place/)

**Iris Place "Warm Line": (920) 815-3217**

24/7 Support from Experienced Peer Support Specialists

Take a free and anonymous **mental health screening** online to help determine if professional consultation may be useful at

<http://screening.mentalhealthscreening.org/NEW>



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