

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

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.

See next page for **24/7 Warmline** options to talk with a trained peer support specialist.
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) 896-0189

Delta Center (920) 921-3343

Doll and Associates (920) 907-8201

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

Kathleen A. Morgan (414) 708-4388

Morning Star Counseling (920) 922-9552

Sherman Counseling (920) 733-2065

SSM/Agnesian Behavioral Health (920)926-4200

Contact providers for current availability and insurance coverage. List is not exhaustive. Go to 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

Christian Family Solutions

(800) 438-1772

Collaborative Wellness

(920) 896-0189

FDL Co Dept of Community Programs

(920) 929-3565

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

ASTOP – Sexual Assault
(920) 926-5395

Bereavement Center – Grief
(920) 907-3940

NAMI Fond du Lac – Mental Illness
(920) 979-0512

Prevent Suicide FDL Co – Suicide Loss
www.csifdl.org/sosl

Salute the Troops – Veterans
(920) 322-3291

SSM Health Resource Center -Variety
(920) 926-4960

Warmlines & Peer-Run Respite: Support Before A Crisis

Warmlines offer free 24/7 support from peer support specialists - others who have had mental health and/or substance abuse struggles and are trained to provide non-crisis support.

Peer-run respites offer free short-term stays in a home-like environment for adults who want and need peer support to navigate emotional distress related to mental health and/or substance use.

Iris Place (920) 815-3217 Warmline & Peer-Run Respite for **all adults**. namifoxvalley.org/iris-place/

R & R House (262) 336-9540 Warmline & Peer-Run Respite for **all Veterans** from WI, regardless of deployment or discharge status, VA eligibility, age, or gender/sexual orientation.

Additional Fond du Lac County Resources

Aging & Disability Resource Center Assists older adults, people with disabilities and families/caregivers in locating services & resources. 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 (920) 926-5395 (24/7 Crisis Line & General Info)

Bereavement Center Grief Support Services for all county residents, including free one-on-one sessions and support groups for children and adults.

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

NAMI Fond du Lac Services for all who are touched by mental illness including support groups, educational program, and **Friendship Corner**, a drop-in safe space for anyone with mental illness (Mon-Fri call or check website for hours). namifonddulac.org (920) 979-0512

Solutions Center Domestic Violence & Homelessness Services 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 (920) 926-4207

Substance Abuse & Addiction Local Treatment Providers include **SSM/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 **Wisconsin Addiction Recovery Helpline** by calling 2-1-1 or at AddictionHelpWI.org.

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

R&R House (262)336-9540 offers a 24/7 warmline and peer-run respite for Veterans (see above).

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

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



This document was created through CSI's Destination Zero Initiative which was funded by the Advancing a Healthier Wisconsin Endowment at the Medical College of Wisconsin.



Updated 6/2021