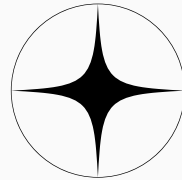


# PATHWAYS TO CARE

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



**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

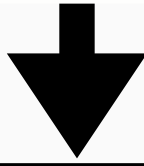
Name:

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**



Do you feel like harming yourself or others?  
Do you feel like threatening to harm yourself or others?  
Do you have a plan to harm or to 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:

- **Call 911**
- **Call 920-929-3535 for Local Crisis Intervention**
  - Crisis services are available 24/7 (walk-in and phone support) at Fond du Lac County Health Care Center, 459 E 1st St, Fond du Lac
- **Contact your counselor or identified support person**
- **Call or Text 24/7 Crisis Support Options:**
  - Suicide Prevention Lifeline: 988
    - Veterans: Press 1 or Text 838255
    - Español: Press 2 or Text AYUDA
  - Crisis Text Line: Text HOME to 741741
  - LGBTQ+: Call 1-866-488-7386 or text START to 678-678 (Trevor Lifeline)
  - First Responders: Text FRONTLINE to 741741

**NO** and  
I am not  
experiencing a  
mental health  
crisis.  
Go to the next  
page.

**WHEN IN DOUBT CALL CRISIS INTERVENTION 920-929-3535**

**I am concerned about my mental health but its not an emergency.**

See support groups below and next page for 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.

**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:**

Red text providers may accept Medicaid, Badgercare PLUS, or TRICARE

Aurora Behavioral Health: 920-907-7000

Catholic Charities: 920-923-2550

Collaborative Wellness: 920-659-6121

Kenealy Counseling: 920-659-5414

Delta Center: 920-921-3343

SSM Behavioral Health: 920-926-4200

Fond du Lac County Human Services: 920-929-3500

Kathleen Morgan: 414-708-4388

Alicia Hans: 920-630-1324

Morning Star Counseling: 920-922-9552

Rawhide Youth Services: 877-300-9101

Ripon Behavioral Health Walk-in Clinic: 920-745-3850

Heidi Burns: 920-517-8264

Kairos Constructive Counseling: 920-212-3970

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

**NO**

**Providers that may offer services based on ability to pay:**

Catholic Charities:

920-923-2550

Fond du Lac County

Human Services:

920-929-3500

Heidi Burns:

920-517-8264

**Support Groups:**

NAMI FDL:

920-979-0512

Survivors of Suicide Loss:

920-948-6050

SSM Health:

920-926-4496

Berry House Drop-In:

920-266-8447

**Call 2-1-1 for complete list**

## Warmlines and Peer-Run Respite: Support Before A Crisis

Warmlines offer free support from peer support specialists - others who have had mental health and/or substance use 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/](http://namifoxvalley.org/iris-place/) (Appleton)

**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. (Pewaukee)

## Additional Fond du Lac County Resources

**Aging & Disability Resource Center** assists older adults, people with disabilities and families/caregivers in locating services and resources. 920-929-3466

**SSM Health Samaritan Clinic** provides quality healthcare to the uninsured/low income patients. Assists with non-emergency primary care, vision care, laboratory and pharmacy services offered through SSM Health Greater Fond du Lac locations. 920-926-4841

### Victim Support Services

**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)

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

### Veteran/Military Support

**FDLCO Veteran's Service Office** provides assistance for veterans and their dependents & survivors to understand and obtain federal, state, and local benefits. 920-929-3117

**Salute the Troops** provides financial, emotional and professional resources to service members, veterans and their families. [www.salutethetroopswi.org](http://www.salutethetroopswi.org) 920-204-6856.

### Substance Use and Recovery Services

Scan the QR Code or visit [www.fdlco.wi.gov/gethelp](http://www.fdlco.wi.gov/gethelp)



*Take a free and anonymous mental health screening online to help determine if professional consultation may be useful at <http://screening.mentalhealthscreening.org/NEW> or SCAN HERE*



Contact Fond du Lac County Health Department to make updates to this guide.  
[health@fdlco.wi.gov](mailto:health@fdlco.wi.gov) (920)929-3085