

Mental Health Support

Services in Brown County

Helping a Loved One with a Mental Health Condition



***ADRC of Brown County
can provide in-depth
assistance about
resources and more.***

***We are here to listen to
your story and help you
find answers and
solutions.***

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ADRC of Brown County

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www.adrcofbrowncounty.org

ADRC is a nonprofit, 501(c)3 organization

Find us online:



Getting Started

Know that you are not alone! Many have struggled with depression, anxiety, and other mental health conditions. Brown County has the mental health services you need to get help for yourself or a loved one. This handbook shows you the options available for your individual situation, giving you explanations on when resources might be appropriate, plus how to access and pay for those resources.

Mental health professionals understand mental health conditions are both mental and physical. Chemical imbalances in the brain are directly related to many mental health conditions. Evidence shows that mental health conditions can genetically be passed down through generations. Severe stress can also be a trigger, but people leading well-adjusted, happy lives still suffer from mental health conditions. The use of medications, together with counseling, is proven treatment, even with severe conditions.

Mental health and addictions to alcohol and/or other drugs can go together. Professionals call these “co-occurring disorders,” as the two problems can walk hand-in-hand. If you are facing issues with mental health and alcohol/drugs, it is important to treat both issues at the same time. Be honest about your situation when seeking treatment. Mental health and alcohol/drug abuse counselors can help you more effectively if they understand the whole situation. For information about alcohol/drug treatment, visit ADRC’s website and search for “Beginning the Journey: Alcohol & Drug Addiction Recovery.” (www.adrcofbrowncounty.org)

Table of Contents

3	Immediate Help
4	Family Services - Crisis Center Brown County Community Treatment Center
5-6	Counseling Services & Psychiatric Care
7-8	Case Management Services: CTP, Mental Health Outreach Program, CCS, CSP
9	Inpatient Services/Hospitalization Education and Advocacy Services
10-11	NAMI, The Gathering Place, HopeChats, Mental Health Support Groups

Our Mission:
***“Empower and enrich the
lives of older adults, adults
with disabilities and their
caregivers.”***

For more Information:

Visit our website:
www.adrcofbrowncounty.org

211 Community Services database:
www.get211.org

For Immediate Help

24-hour Crisis Center Hotline

(920) 436-8888

988-Suicide and Crisis Lifeline is available nationwide, available 24/7. Call or text 988 if you or someone you know needs support now.

The Crisis Center of Family services provides free, professional, short-term counseling for any situation, including: alcohol and drug abuse, depression, relationship issues, and suicide. A counselor will talk with you about your situation and the kind of help you need.

If needed, we will connect you to outside parties who can help support you during this time. We will also follow up with you later on to ensure the situation has continued to improve and suggest adjustments to your crisis intervention plan as necessary.

National Alliance on Mental Illness (NAMI)

National Helpline: (800) 950-6264

Get support through a crisis and discover community resources through helplines, support groups, and education courses. Stay connected, chat, call or email- info@nami.org.

The NAMI HelpLine can be reached Monday through Friday, 10 a.m. – 10 p.m.,

Mental Health Services and Treatment

Unsure where to start? Where you begin depends on your situation, the kind of help you need, and the financial resources you have available. Listed below are two agencies that provide short-term help connecting to services.

Family Services - Crisis Center

What is it?

Get free, professional, short-term counseling for any situation you may be facing, including: depression, anxiety, relationship issues, and suicide. The Crisis Center counselors will listen, provide an assessment of the current situation, and develop a plan. The Crisis Center also conducts assessments for admission to the Brown County Community Treatment Center (CTC).

When would I use this service?

After an initial assessment, service may include:

- Emergency mental health services to get immediate assistance
- Assistance with admission for inpatient hospitalization
- Assistance with admission to Brown County's Diversion Facility*

*(*Safe place for people with mental health conditions to stay and see a psychiatrist on a short-term, voluntary basis.)*

How do I access this service?

Counselors give help by phone, at the Crisis Center, or with a mobile crisis team (travels anywhere in Brown County). There is no fee for Crisis Center services.

- Call the 24-hour Crisis Center Hotline at (920) 436-8888. A counselor will answer your call and talk with you about your situation and what kind of help you need.
- Go to the Crisis Center 24 hours a day at 3150 Gershwin Dr. Green Bay.
- Please note **988-Suicide and Crisis Lifeline is available nationwide, available 24/7. Call or text 988** if you or someone you know needs support now.

Brown County Health and Human Services - Community Treatment Center

What is it?

Provides case coordination and supportive intervention to adults with severe and persistent mental conditions who need assistance living in the community. This support is provided for people who cannot get services elsewhere due to lack of finances.

When would I use this service?

Brown County residents with limited resources can get help to cover mental health services. Staff may help by referring to other services in the community, including the Brown County Service Comprehensive Community Service or Community Support Program. You must be determined eligible for these programs.

How do I access this service?

There is no fee for the Brown County Community Treatment Center. Call (920) 391-6940.
Hours: Monday - Friday, 8 a.m. - 4:30 p.m.

Mental Health Services and Treatment, Continued

The mental health services are listed below in order of least intensive to most intensive options. Choose the least intensive option that gives you the appropriate level of help.

Counseling Services and Psychiatric Care

What is it?

When looking for help with a mental health condition, there are two basic types of care: one-on-one therapy with a counselor and/or medication prescribed by a medical doctor or psychiatrist.

When would I use this service?

Counseling and psychiatric care covers a variety of issues. They are good options if you struggle with a mental health condition but do not need inpatient care (hospitalization). A mental health assessment by a counselor or other mental health practitioner can help identify the right level of services.

How do I access this service?

Before calling to set up an appointment, find out if your provider of choice accepts:

- Private Pay - You cover the full cost out-of-pocket (most providers accept this).
- Insurance - Call your insurance company to see which providers are covered.
- Sliding Scale Fee* - Pricing/payment options based on your ability to pay.
- Medicaid and Medicare* - Some providers may accept these options.

*(*Contact ADRC of Brown County at (920) 448-4300 or www.adrcofbrowncounty.org for a list of providers accepting sliding scale fees, Medicaid, and Medicare.)*

If you do not have insurance or financial resources, listed below are options for:

- **Counseling Services:** Call the 24-hour Crisis Center Hotline at (920) 436-8888 or visit the Crisis Center 24 hours a day at 3150 Gershwin Dr. Green Bay. A counselor will answer your call or talk with you in-person to discuss your situation and what kind of help you need.
- **Medication, Psychiatric Appointments, Case Management:** Call the Community Treatment Center at (920) 391-4723. Must be a Brown County resident.
- **Services for Native Americans:** Call Oneida Behavioral Health Services at (920) 490-3790. Must be Native American in order to receive free mental health care.

Mental Health Services and Treatment, Continued

Counseling Services and Psychiatric Care

Services for Veterans

- Call/visit the Green Bay Vet Center at (877) 927-8387, 1600 S. Ashland Ave. Green Bay, for counseling services if you are a warzone veteran or family member of a warzone veteran. This office is linked to the VA clinic for counseling services.
- Call/visit the Green Bay Veterans Administration (VA) Clinic at (920) 431-2500, 2851 University Ave. Green Bay, for mental health care if you are a veteran.
- Call/visit the Appleton Veterans Administration Clinic at (920) 831-0070, 10 Tri-Park Way Appleton, for mental health care if you are a veteran.
- Call/visit the Brown County Community Treatment Center at (920) 391-6940, 3140 Gershwin Dr. Green Bay, if there is a waiting list at the VA Clinics. You may be able to see a psychiatrist while waiting for an appointment.

Case Management Services

Below are different options for case management services.

This is a good option if you:

- Have long-term, chronic problems managing your mental health
- Struggle staying independent in the community
- Repeatedly fail to follow through with appointments
- Have difficulty taking medications on your own and are at risk of hospitalization

Community Treatment Program (CTP)

What is it?

Helps monitor, plan, and coordinate services if you have a mental health conditions and have struggled to maintain safe housing, live independently in the community, and take your medications successfully.

When would I use this service?

This services is designed for people with a major mental condition who have difficulty managing appointments and a history of difficulties following through with services. CTP is not a crisis service.

How do I access this service?

CTP is a county-run program but you do not have to be a resident of the county to participate. Services are based on your needs (not on a first-come, first-serve basis). Not everyone benefits from this type of case management and risk factors are considered. Call the Brown County Community Treatment Center at (920) 391-4723 for more information and to see if there is a waitlist

Mental Health Outreach Program

What is it?

A county-run program helping connect people who are homeless and have a mental health condition to appropriate services. Staff work closely with local homeless shelters to identify potential participants.

When would I use this service?

Outreach services are similar to those in CTP, but are targeted specifically to help people who are homeless. This program helps you access crisis/emergency appointments at the Brown County Community Treatment Center.

How do I access this service?

Outreach workers go to homeless shelters in Brown County to offer services. Probation/parole officers also refer individuals to this service. Call the Brown County Community Treatment Center at (920) 391-4723 for more information.

Case Management Services, Continued

Comprehensive Community Services (CCS)

What is it?

CCS is a psychosocial rehabilitation program that provides skill-based training to help people with a mental health condition become more independent. It is short-term, recovery-focused.

When would I use this service?

CCS is appropriate if you need assistance putting support systems in place to help you become more independent. It is not a long-term case management program. You must be on Medicaid to qualify for this service.

How do I access this service?

CCS is a county-run program. You must be referred by a Brown County Health and Human Services caseworker.

Community Support Program (CSP)

What is it?

CSP is a psychosocial rehabilitation program specifically for people with a significant mental health condition.

When would I use this service?

CSP is designed to help people who have tried other outpatient services without success.

How do I access this service?

CSP is a county-run program. Call the Brown County Community Treatment Center at (920) 391-4723 to set up an appointment for an assessment.

Inpatient Services/Hospitalization

Inpatient Services

What is it?

Provides 24/7 treatment in a hospital-like setting. Medical staff can administer medications and provide medical evaluations and care. Treatment includes medication management, education, and group and individual therapy sessions.

When would I use this service?

Use this service if you need 24/7 care and medication in order to stabilize your behaviors and symptoms to the point where you can be discharged safely to outpatient care. A mental health counselor, psychiatrist, case manager, or crisis center counselor can make referrals.

How do I access this service?

You must meet admission criteria and an assessment is required. Ask about payment options and insurance (Medicaid, Medicare, and most HMOs).

Call/visit one of the following providers:

- **Bellin Psychiatric Center:** (920) 433-3630, 301 E. St. Joseph St. Green Bay
- **Willow Creek Behavioral Health:** (920) 328-1220, 1351 Ontario Rd. Green Bay
- **Brown County Community Treatment Center:** (920) 391-6940, 3150 Gershwin Dr. Green Bay, WI 54311. Must be a Brown County resident. Admissions can be made through Family Services - Crisis Center 24/7 Hotline at (920) 436-8888.

Advocacy and Education Services

Are you waiting for an appointment? Would you like to get support from your peers who also struggle with a mental health condition? Consider visiting one of the following agencies to get connected today. These services can also provide help if you are a loved one of someone with a mental health condition.

National Alliance on Mental Illness (NAMI)

What is it?

NAMI is a nationwide organization dedicated to improving the quality of life of all who are affected by mental illness. NAMI's Brown County chapter provides support, education, and advocacy for people and their families affected by mental illness.

When would I use this service?

NAMI provides information and support for people affected by mental illness and can be used at any stage of mental health treatment.

Services include:

- Mental health support groups (peer and family)
- Telephone helpline and network
- Bi-monthly newsletter
- Family-to-family education program
- The Gathering Place (see description below)

How do I access this service?

Call/visit at (920) 371-0961 | www.namibrowncounty.org

The Gathering Place

What is it?

The Gathering Place is a peer-run center for people with mental illness to gather, socialize, and receive support from each other. Sponsored by NAMI, membership to The Gathering Place is free of charge.

When would I use this service?

The Gathering Place is for anyone who struggles with mental illness. Find support groups, a lending library, computer lab with internet access, resource center, and a wide range of daily educational and social programming, as well as special events.

How do I access this service?

Call/visit at 1001 Cherry St. Green Bay | (920) 430-9187
www.thegatheringplace.com

Advocacy and Education Services, Continued

HopeChats

What is it?

HopeChats was formed by thoughts of a group of Peer Specialists looking to build a community of inclusion and acceptance, on the west side of Green Bay. This community journeys together while in recovery of mental/emotional wellness and/or substance use.

When would I use this service?

A community of Peers Inspiring value, acceptance, and hope through sharing life journeys of emotional health and/or substance use recovery and procovery. Daily support groups and drop in hours.

How do I access this service?

Call/visit 1026 9th Street Green Bay, WI 54304 | (920) 217-9625
www.hopechatscommunity.com

Mental Health Support Groups

What is it?

Find support from peers with a specific mental health condition support group.

When would I use this service?

Attend a support group if you do not know where to start or want to learn from others, like you, living with a mental health condition.

How do I access this service?

Contact ADRC of Brown County at (920) 448-4300

Visit www.adrcofbrowncounty.org for a list of mental health support groups in Brown County.

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