Mental Health Support

A Guide to Mental Health Services in Brown County

300 S. Adams, Green Bay, WI 54301
920-448-4300
www.adrcofbrowncounty.org

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I need help. Where do I begin?

First, know that you are not alone. Thousands of people in Brown County struggle with depression, anxiety, and other mental health issues. Fortunately, there are many resources available to help you find the help you need to address your mental health issues and lead a fulfilling life.

This hand out will walk you through the different services that are available to you in Brown County. It will explain when various services might be appropriate, how to access services, and the types of funding and payment options that are available for mental health services.

Want someone to talk to about getting help?

If you need help one-on-one, right now, call the 24-hour Crisis Center Hotline (920-436-8888).

A counselor will answer your call and talk with you about your situation and what kind of help you need. The Crisis Center of Family Services provides free, professional, short term counseling for any situation you may be facing, including depression, anxiety, relationship issues, and suicide.

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Changing Approaches to Mental Health Treatment
Approaches to mental health treatment have changed dramatically over the years. The main treatment was “talk therapy” with a psychologist or psychiatrist over a long period of time in an attempt to uncover and treat underlying issues. While this treatment was often helpful, it wasn’t usually effective in dealing with more acute forms of mental illness. There are now medications that can effectively treat even severe mental illnesses. The use of medications together with counseling has proven to be effective for most people with a mental illness.

Over the years, mental health professionals have come to understand that mental illness is not just mental, but physical. Chemical imbalances in the brain are directly related to many mental illnesses. Like Alzheimer’s disease and cancer, there seems to be a genetic component to mental illness that can be passed from generation to generation. Severe stress can sometimes trigger mental illness, but often mental illness occurs in people leading well-adjusted, happy lives.

Mental Health, Alcohol & Drugs
People with mental health issues often struggle with addiction to alcohol and/or drugs as well. Professionals call these “co-occurring disorders” because the two problems often walk hand in hand.

If you are facing difficulties with mental health and alcohol/drugs, it is important to treat both issues at the same time. When seeking treatment, be honest about the situation. If you seek mental health treatment without revealing that you also struggle with alcohol/drugs, your treatment will be less effective. The same is true if you seek treatment for alcohol/drugs without disclosing your mental health issues. Mental health and alcohol/drug abuse counselors will be able to help you more effectively if they understand that you need help with both issues.

For more information about alcohol & drug treatment options, see the Aging & Disability Resource Center brochures, Beginning the Journey: Alcohol & Drug Abuse Recovery in Brown County and I’m Concerned about Someone Who Has an Addiction. What Can I Do?. Both are available at the ADRC (920-448-4300, www.adrcofbrowncounty.org.)

Getting Started
Deciding where to begin looking for mental health services can be confusing. Where you begin depends on your situation and the kind of help you are looking for. Listed below are three good places to start.

ADRC Information & Assistance
What is it?
The Aging and Disability Resource Center (ADRC) Information & Assistance program helps older adults and people diagnosed with a disability access resources available in Brown County. Staff help people sort through their options so they can make choices that are just right for them.

When is this serviced used?
If unsure where to begin looking for mental health services, contact the ADRC to help understand the services available in Brown County and how to pay for them.

How is this service accessed?
There is no fee for ADRC services. Call the ADRC Monday through Friday, 8:00am to 4:30pm (920-448-4300), or walk-in at the ADRC (300 S. Adams Street, Green Bay).
Crisis Center
What is it?
The Crisis Center of Family Services provides 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 is this service used?
Crisis Center services are appropriate for many situations, and a good place to start. After an initial assessment, services 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, a safe place for people with mental health issues to stay and see a psychiatrist on a short-term, voluntary basis
- Counselors can provide assistance over the phone, at the Crisis Center, or a mobile crisis team will travel anywhere in Brown County to meet people

How is this service accessed?
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. You can also go directly to the Crisis Center 24 hours a day. It is located at 300 Crooks Street, Green Bay. Enter at the south side of the building. There is a buzzer to ring after regular business hours.

Brown County Human Services Community Treatment
What is it?
Provides case coordination and supportive intervention to adults with severe and persistent mental illness who need assistance living in the community and people who cannot obtain services elsewhere due to lack of financial resources.

When is this service used?
The Community Treatment Center helps Brown County residents with limited resources to cover mental health services. Staff may help by referring to other services in the community, including the Brown County Services Comprehensive Community Service or Community Support Program. Must be determined eligible through a functional screen for these programs.

How is this service accessed?
There is no fee for this service. Contact the Brown County Human Services Community Treatment Center Monday-Friday, 8:00am-4:30pm (920-391-4816).

The ADRC, Crisis Center, and Community Treatment do not provide long-term services and interventions. Instead, they provide short-term help navigating the services available throughout Brown County.
Levels of Mental Health Services & Treatment
Where you begin depends on your situation, the kind of help you are looking for, and what kind of financial resources are available to you. If you are unsure where to begin, talk with the ADRC to learn about the resources available to make that first step (920-448-4300).

The mental health services listed below are in order of the least intensive to the most intensive options. When looking for mental health services, choose the least intensive option that will give the appropriate level of help.

Counseling Services & Psychiatric Care
What is it?
When first seeking help with a mental health issue, there are two basic components of care to consider:
1. one-to-one therapy with a counselor and/or
2. medication prescribed by a medical doctor or psychiatrist.

When is this service used?
Counseling and psychiatric care are good options for anyone struggling with a mental health issue who is not currently in need of inpatient (hospitalization) care. Counseling and psychiatric care cover a wide variety of issues and services. A mental health assessment by a counselor or other mental health practitioner can help identify the right level of services.

How is this service accessed with financial resources or insurance?
- **Private Pay**- There are many counseling and psychiatric care providers in Brown County that accept private pay. Call a treatment provider to set-up an appointment.
- **Insurance**- Check to see which providers are covered by insurance before making an appointment.
- **Medicaid**– The ADRC has a list of counselors and mental health practitioners that accept Medicaid. (920-448-4300, www.adrcofbrowncounty.org)

How is this serviced accessed without financial resources or insurance?

Counseling Services
- **Crisis Center**- Contact for a free assessment and short term counseling (920-436-8888). Counselors can talk about the situation and the kind of help needed.
- **Sliding Scale Fee**– Some providers base the cost of counseling on a person’s ability to pay. The ADRC has a list of counselors and mental health practitioners that offer sliding scale fees. (920-448-4300, www.adrcofbrowncounty.org)

Medication
- **Brown County Community Treatment Center**– Must be a Brown County resident to receive services, which include psychiatric appointments, assistance with medication, and case management. (Monday-Friday, 8:00 am-4:30 pm, 920-391-6940)
Veterans

- **Green Bay Vet Center**— Offers a variety of counseling services for warzone veterans and their families. This office serves as a link specifically to counseling services under the VA Clinic. (1600 S. Ashland Avenue, Green Bay; 920-435-5650/877-927-8387)
- **Green Bay Veterans Administration (VA) Clinic**— Provides mental health care for veterans. (2851 University Avenue, Green Bay; 920-431-2500)
- **Appleton Veterans Administration (VA) Clinic**— Provides mental health care for veterans. (10 Tri-Park Way, Appleton, 54914; 920-831-0070)
- **Brown County Community Treatment Center**— If services through the Green Bay or Appleton VA clinics have a lengthy waiting list, may be able to see a psychiatrist while waiting for an appointment. (3150 Gershwin Drive, Green Bay; 920-391-6940)

Native Americans

- **Oneida Nation Behavioral Health Services**— Provides free mental health care for Native Americans. (920-490-3790)

Case Management Services

Case management services are a good option if someone has:
- Long-term, chronic problems managing your mental health treatment
- Struggles staying independent in the community
- Repeatedly failed to follow through with appointments
- Difficulty taking medications on your own and are at risk of hospitalization

Below are different options for case management services.

Community Treatment Program (CTP)

**What is it?**
The Community Treatment Program (CTP) helps monitor, plan and coordinate services for people with mental illnesses who have struggled to:
- maintain safe housing
- live independently in the community
- take their medications successfully

**When is this service used?**
This service is designed for people with a major mental illness who have difficulty managing their appointments and have a history of difficulties following through with services. CTP is not a crisis service.

**How is this service accessed?**
CTP is a county-run program, but a person does not have to be a resident of the county to participate. Services are based on the needs of the person (not on a first-come, first-serve basis). Not everyone benefits from this type of case management, and risk factors are considered. Call for more information, and to see if there is a waitlist (920-391-6940).
Mental Health Outreach Program
What is it?
A county-run program helping connect people who are homeless and have a mental illness to appropriate services. Staff works closely with local homeless shelters to identify potential participants.

When is this service used?
Outreach services are similar to those in CTP, but are targeted specifically to help people who are homeless. Helps individuals access crisis/emergency appointments at the Brown County Community Treatment Center.

How is this service accessed?
Outreach workers go to homeless shelters in Brown County to offer services. Probation/parole officers also refer individuals to this service as well. Call for more information (920-391-6940).

Comprehensive Community Services (CCS)
What is it?
Comprehensive Community Services is a psychosocial rehabilitation program that provides skill-based training to help people with a mental illness become more independent. It is a short-term, recovery-focused program.

When is this service used?
CCS is appropriate for people who need assistance putting support systems into place to help them become more independent. It is not a long-term case management program. Individuals must be on Medicaid to qualify for this service.

How is this service accessed?
CCS is a county-run program. Must be referred by a Brown County Human Services caseworker.

Community Support Program (CSP)
What is it?
The Community Support Program is a psychosocial rehabilitation program specifically for people with a significant mental illness.

When is this service used?
CSP is designed to help people who have tried other outpatient services without success.

How is this service accessed?
CSP is a county-run program. Call to set up an appointment for an assessment (920-391-6940).

Inpatient Services/Hospitalization
What is it?
Provide 24/7 treatment in a hospital-like setting. Medical staff are available to administer medications and provide medical evaluations & care. Treatment includes medication management, education, and group & individual therapy sessions.

When is this service used?
People who need 24/7 care and medication in order to stabilize their behaviors and symptoms to the point where they can be discharged safely to outpatient care. A mental health counselor, psychiatrist, case manager or crisis center counselor can make a referral.

How is this service accessed with insurance (Medicare and most HMOs)?

How is this service covered without insurance?
- Brown County Community Treatment Center– Must be Brown County resident. Admissions can be made through the Brown County Crisis Center (24/7 hotline: 920-436-8888).
ADVOCACY & EDUCATION SERVICES

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. The Brown County chapter of NAMI provides support, education, and advocacy for people affected by mental illness and their families.

When is this service used?
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 & network
- Bimonthly newsletter
- Family-to-family education program
- The Gathering Place (see description below)

How is this service accessed?
920-430-7460; 932 Cherry Street, Green Bay; 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 is this service used?
The Gathering Place is appropriate for anyone who struggles with mental illness. Services include: support groups, lending library, computer lab with internet access, resource center, and a wide range of daily educational & social programming, as well as special events.

How is this service accessed?
920-430-9187; 1001 Cheery Street, Green Bay; www.thegatheringplace.com

Other Support Groups

There are support groups in Brown County to help with specific mental health issues. For more information, talk with a mental health care provider, or contact the ADRC (920-448-4300, www.adrofbrowncounty.org).

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For additional information, please contact the ADRC at (920)448-4300.

The ADRC of Brown County is an equal opportunity, access, affirmative action employer and provider.