



Mental Health Support *Services in Brown County*

Helping a Loved One with a Mental Health Condition



ADRC of Brown County

920-448-4300
300 S. Adams Street
Green Bay, WI 54301

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*Serving older adults, adults
with disabilities, and their
caregivers in Brown County.*

Getting Started

Know that you are not alone! Many have struggled with depression, anxiety, and other mental health conditions. Brown County has mental health services you need to get help for yourself or a loved one. This booklet shows you the options available for your individual situation, giving you explanations on when resources might be appropriate, plus how to access & 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 do 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, go to the ADRC website and search for “Beginning the Journey: Alcohol & Drug Addiction Recovery” booklet (www.adrcofbrowncounty.org).

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Where do I get immediate help?

24-hour Crisis Center Hotline (920-436-8888)

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.

National Alliance on Mental Illness (NAMI) (National Helpline: 800-950-6264)

Get support to through a crisis and discover community resources through helplines, support groups, & education courses.

To contact ADRC:

(920) 448-4300 / www.adrcofbrowncounty.org / 300 S. Adams Street, Green Bay, WI

Monday - Friday, 8:00 am - 4:30 pm (*Appointments available before/after hours by prior arrangement.*)

ADRC helps adults with a disability, adults over the age of 60, and their loved ones providing care get connected to resources for mental health conditions and much more.

Mental Health Services & 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, 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*

*(*Safe place for people with mental health conditions to stay & 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 & what kind of help you need.
- Go to the Crisis Center 24 hours a day at **300 Crooks Street, Green Bay**. Enter at the south side of the building. (Ring buzzer after regular business hours.)

Brown County Health & Human Services— Community Treatment Center

What is it?

Provides case coordination and supportive intervention to adults with severe & persistent mental conditions who need assistance living in the community. This support is provided for people who cannot get services elsewhere due to a 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 Services 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 the Community Treatment Center at **920-391-6940** (hours: Monday-Friday, 8:00am-4:30pm).

Mental Health Services & Treatment, Continued

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

Counseling Services & Psychiatric Care

What is it?

When looking for help with a mental health condition, there are two basic types of care:

1. one-to-one therapy with a counselor and/or
2. medication prescribed by a medical doctor or psychiatrist

When would I use this service?

Counseling and psychiatric care cover 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, 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:

1. Counseling Services

- Call the 24-hour Crisis Center Hotline at **920-436-8888** or visit the Crisis Center 24 hours a day at **300 Crooks Street, Green Bay**. A counselor will answer your call or talk with you in-person to discuss your situation & what kind of help you need.

2. Medication, Psychiatric Appointments, Case Management

- Call the Community Treatment Center at **920-391-4723**. Must be a Brown County resident.

3. Services for Native Americans

- Call Oneida Behavioral Health Services at **920-490-3790**. Must be a Native American in order to receive free mental health care.

4. 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 / 3150 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.

Mental Health Services & Treatment, Continued (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
- 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

Community Treatment Program (CTP)

What is it?

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

When would I use this service?

This service 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 as well. Call the Brown County Community Treatment Center at **920-391-4723** for more information.

Mental Health Services & Treatment, Continued (Case Management Services)

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 & 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.

Mental Health Services & Treatment, Continued (Inpatient Services/Hospitalization)

Inpatient Services **What is it?**
Provide 24/7 treatment in a hospital-like setting. Medical staff can administer medications and provide medical evaluations & care. Treatment includes medication management, education, and group & 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 & 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**
(*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 & 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 & network
- Bimonthly newsletter
- Family-to-family education program
- The Gathering Place (see description below)

How do I access this service?

Call/visit at 920-430-7460 / www.namibrowncounty.org / 932 Cherry St., Green Bay.

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 & social programming, as well as special events.

How do I access this service?

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

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



*“Building a community that values,
empowers and supports seniors, adults with
disabilities , and their caregivers.”*

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