



## Navigating Mental Health Services

*In the Chippewa Valley*



### Eau Claire Healthy Communities

*Eau Claire Healthy Communities is a local coalition, made up of partners from the community, working together to promote the health and well-being of individuals, families, and communities of Eau Claire County through collaborative and focused action.*

[www.echealthycommunities.org](http://www.echealthycommunities.org)

715-839-2869



**Eau Claire  
Healthy Communities**  
— Everyone Living Better, Longer

**If you are experiencing a crisis, such as thinking about harming yourself or harming another person, call 911.**

## This brochure includes:

- **Resource definitions**
- **Primary phone numbers for:**
  - Area Health Systems
  - County Resource Line
  - Crisis Lines
  - Department of Health and Human Services
- **Getting Help - Q & A**
- **Mental Health Wellness Check Tool**

## Resource Definitions:

### Counseling

Guidance in resolving personal problems and assistance with developing coping skills/strategies.

### Helpline

A telephone service that provides help with problems.

### Peer support

When friends, family or others provide knowledge, experience, emotional, social, or practical help to others.

### Psychiatrist

A medical doctor that treats mental health issues. Can prescribe medication.

### Psychologist

A professional that diagnoses and treats mental health issues. Not a medical doctor.

### Psychotherapist

A professional that provides counseling and listens to an individual to learn about the individual's moods, feelings, and behaviors to determine what help the individual needs.

### Self-advocacy

An individual's ability to effectively communicate his or her own interests, needs and rights. It involves making informed decisions and taking responsibility for those decisions.



Develop a  
support system



"Just because no one else  
can heal or do your inner  
work for you, doesn't  
mean you can, should, or  
need to do it alone."

Lisa Olivera, 2022

## If You Think It May Be Urgent... Call Your County's Crisis Service Line

Crisis workers can provide a supportive ear, give referrals, and keep you safe when things are really breaking down.

### Crisis Lines:

- **Northwest Connections Mental Health Crisis Services**  
1-888-552-6642
- **WI HOPELINE –text messaging support line.**  
Text “HOPELINE” to 741741 to be connected to peer support specialist.
- **National Suicide Hotline – Call 988**

### Primary Contacts:

- HSHS Sacred Heart Hospital Eau Claire 715-717-4121
- Mayo Clinic Health System Eau Claire 715-838-3311
- Prevea Behavioral Care Eau Claire 715-717-5899
- Prevea Behavioral Care Chippewa Falls 715-717-5825
- HSHS St. Joseph's Hospital Chippewa Falls 715-723-1811
- Mayo Clinic Health System Menomonie 715-235-5531
- L.E. Phillips Libertas Center 715-723-5585

### County Resource Line:

Great Rivers 2-1-1 Dial 2-1-1 or 1-800-362-8255  
TTY 1-866-884-3620

Aunt Bertha: [findhelp.org](http://findhelp.org)

### Department of Health and Human Services:

Dunn County Behavioral Health Services 715-232-1116 Eau Claire  
County Centralized Access 715-839-7118 Chippewa County  
County 715-726-7788

**Forgive yourself for mistakes.  
Learn from them and move on.**

## Getting Help - Q & A

### Q: I don't have insurance.

**A:** Contact 2-1-1 or the Chippewa Valley Free Clinic at 715-839-8477 for assistance. Check with your local DHS (Department of Human Services) to ask if you are eligible for any low-income programs. Visit [healthcare.gov](http://healthcare.gov) or call 1 (800) 318-2596 for more info and/or to apply for insurance through the Marketplace.

### Q: I don't know who my insurance covers.

**A:** Make an appointment with your primary care provider to discuss your concerns and they can assist you with a referral to an appropriate provider. Or, you can call your insurance provider and ask them about mental health services covered by your plan and how to make an appointment with a provider (therapist AND psychiatrist). You can find contact information for your insurance plan on monthly bills, insurance cards or on the internet.

### Q: I tried to make an appointment but there is a waiting list.

**A:** Make an appointment anyway. You can always cancel if you get an earlier appointment somewhere else.

### Q: What do I do in the meantime?

**A:** Dial 2-1-1 (a statewide social service information and referral line) and ask about sliding-scale, reduced cost or free mental health services that your community may offer. Local peer-support groups are also available

### Q: How do I get connected to these types of providers?

**A:** Contact your primary healthcare provider for a referral. OR Call 2-1-1 and ask for a listing of psychiatrists, psychologists, counselors, peer-support groups, etc., in your area.

### Q: How do I get medication for my mental illness?

**A:** Contact your primary care provider to discuss your mental health needs and request a prescription until you find a mental health provider you trust.

### Q: How do I get help for my youth?

**A:** First, identify what support and resources you need as the supportive adult. Second, identify what relationships they have with adults/peers they feel they can talk to about things. Ask your child if they are open to trying therapy - if they are, check with your insurance for who works with your provider or talk with your school guidance counselor. If they are not, find activities to keep them connected - art classes, sports, church, etc. Equestrian therapy is especially helpful for youth who struggle to find words to explain their struggles. Here is a suggested resource from NAMI: <https://www.nami.org/health/parenting/kids-and-mental-health-how-to-check-up-on-their-wellbeing/>

## Mental Health Wellness Check

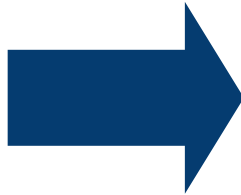
Mental health: a person's overall emotional well-being

Use the diagram on the following page to decide what kind of help is best for you based on how you feel.

→ Locate the section of the thermometer that best describes your feelings and actions.

→ Contact one of the resources listed on the following pages to get help based on your feelings/ actions.

→ This mental health wellness check may also be used to assess the wellness of friends, family, co-workers, and others.



### Disclaimer:

The information in this brochure is provided as an information resource only and is not to be used or relied on for any diagnosis or treatment purposes. This information is not intended to be patient education, does not create any patient-physician relationship, and should not be used as a substitute for professional diagnosis and treatment.

