

## Our Mission

Our mission is to offer Prevention, Assessment, Crisis intervention, Treatment and Support to help people meet their own chosen life and work goals. Auxiliary aids and services are available upon request to individuals with disabilities.



## Safety

Every Van Buren Community Mental Health site has appropriate evacuation plans, which are posted. If the fire or tornado alarm sounds while you are in the building, you must follow the evacuation plan. Van Buren Community Mental Health staff are trained in evacuation procedures. Fire and tornado drills are held regularly. If you have any questions regarding evacuation procedures, please ask a representative of Van Buren Community Mental Health.

EMERGENCY  
EXIT



*Please address your comments,  
concerns or complaints to:*

Customer Relations Representative:  
**Sandy Thompson**  
269-427-6602



Southwest Michigan Behavioral Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

" ATENCIÓN: Si habla **español**, hay servicios gratuitos de asistencia con el idioma para usted. Llame al 1-800-890-3712 (TTY: 711)."

"انتبه: إن كنت تتحدث العربية، فتوجد خدمات مساعدة لغوية، مجانية، ومتاحة لك. اتصل بـ 1-800-890-3712 (رسالة مبرقة: 711)."

Community Partner



801 Hazen Street, Suite C  
Paw Paw, MI 49079  
(269) 657-5574  
24-Hour Crisis Line: (800) 922-1418

- 711 Relay available for the hearing impaired •

# Orientation To Services

# Accessing Services

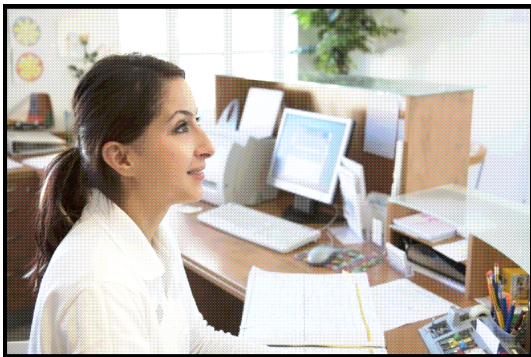
## Accessing Services

The Access System operates **Monday–Friday** and provides assessment, crisis intervention and referral services. Please call 269-657-5574 to see if you are eligible for services.

Assessments are scheduled and may take place at 801 Hazen Street, Suite C in Paw Paw or remotely by video or by phone. Assessments usually take **1½ to 2 hours** to finish.

Please have proof of income and your insurance card available at the time of your assessment.

Customers are actively involved in their assessment and treatment plan. Individual needs and goals are decided using the Person-Centered planning process.



## What We Provide:

Our Access Unit provides psychosocial assessments to determine what available services will be the most appropriate to meet each customer's individual needs. Customers are actively involved in their assessments and treatment plans. During the assessment, customers participate in deciding the appropriate services at Van Buren CMH and assist in choosing the assigned provider (s).

After receiving an assessment, customers are assigned to appropriate services. Customers who are assigned to Outpatient therapy receive an appointment for their first therapy session. Customers assigned to services other than Outpatient therapy will be contacted by their service provider within one week of assessment.



## Children and Adolescents:



Children under 18 years of age need their parent or legal representative / guardian to sign for permission to receive mental health services.

Documentation is required to verify the legal representative or custody of the child. The court designated legal representative needs to accompany the child in placement for the initial assessment appointment.



## Fees:

Fees are determined by a sliding scale as set by the Michigan Department of Community Health.

All fees, including co-pays, are due at the time of service unless other arrangements have been made in advance.

Customers must make sure they are authorized for therapy by their insurance company if they wish to use their health insurance for payment. Each customer's insurance plan specifies payment, type and level of services covered.

Van Buren Community Mental Health financial representatives will assist customers in understanding their insurance benefits and how their benefits affect payment for services.

