

## 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.

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



Those wishing to receive services from Van Buren Community Mental Health should contact our agency either by phone (657-5574 or 637-5297) or in person at the Paw Paw office at 801 Hazen Street.

In order to participate in CMH services, customers must be assessed through our Access System in Paw Paw. After determining eligibility for services, customers receive an assessment, an emergency therapy session or a referral to services outside CMH as appropriate. Auxiliary aids and services are available upon request to individuals with disabilities.



The Access System operates on a walk-in basis from **8:30 AM to 5:00 PM, Monday through Friday**. Assessments **typically take 1½ to 2 hours** to complete. Customers are **encouraged to arrive between the hours of 9:00 AM and 3:00 PM**. Customers who arrive towards the end of the business day at 5:00 PM may need to return on another day to finish the assessment 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:

Please be aware that 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.

