



## Contact

**24/7 Crisis Line:** 1-800-922-1418

**Direct:** 269-657-5574

**Customer Service:** 269-655-3333

**TTY:** MI Relay Service at 7-1-1

## Locations & Hours

### **Paw Paw Family Resource Center**

801 Hazen St., Paw Paw, MI 49079

**Phone:** 269-657-5574

### **Hartford Family Resource Center**

57418 CR 681, Hartford, MI 49057

**Phone:** 269-621-6251

### **Lifespan**

61899 M-43, Bangor, MI 49013

**Phone:** 269-427-5671

### **South Haven Family Resource Center**

1007 E. Wells St., South Haven, MI 49090

**Phone:** 269-637-5297

### **Main Office Hours**

Monday-Friday

8:30am-5:00pm

*\*Hours vary by location,  
please call to confirm  
current hours of  
operation.*

vbcmh.com

LEARN MORE



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## Supporting Your Goals

At Van Buren Community Mental Health (VBCMh), our mission is to provide prevention, assessment, crisis support, treatment, and services that help people reach their life and work goals.

Auxiliary aids and language assistance services are available upon request for individuals with disabilities or limited English proficiency. Please call Customer Service at 269-655-3333 (TTY:711).

## Safety

Your safety is important to us. Evacuation plans are posted throughout the building. If a fire or tornado alarm sounds, please follow staff instructions and evacuation routes. Staff are trained for emergencies, and drills are held regularly. If you have questions, please ask a staff member.



## Your Services. Your Support. Your Journey.

Everything you need to know as you begin services.

**24/7 Crisis Line:** 1-800-922-1418

**Direct:** 269-657-5574

**Life-threatening Emergency:** 911

**TTY:** MI Relay Service at 7-1-1

**www.vbcmh.com**

## Begin Your Journey

Everyone deserves support—and getting it shouldn't be complicated. As a Certified Community Behavioral Health Clinic (CCBHC), we provide inclusive, whole-person care for every individual in Van Buren county.

**Our Access team is here Monday through Friday, 8:00am-5:00pm** to help with requesting support, checking eligibility, completing assessments, and making referrals.

**To get started, call 269-657-5574 or toll-free at 1-800-922-1418** and an Access Team member will listen and guide you toward the support you need.

Every call is private and confidential—and it's the first step in helping us understand your needs, concerns, and the personalized support you're looking for.

From there, we will schedule an intake appointment. Appointments are scheduled and can take place at 801 Hazen Street, Suite C in Paw Paw, or remotely by video. Intake appointments may take 1½ to 2 hours to finish as we want to personally work with you to create a care plan and connect you to the services and supports that are right for you.

Please have proof of income and your insurance card with you at the time of your intake appointment.

## Getting You Connected

Our Access Team completes assessments and intake appointments to help match you with the services that best fit your needs. You will help create your treatment plan and choose services that are right for you. After your assessment, you will be connected to services.

If you are assigned to outpatient therapy, you will receive your first appointment. If you are assigned to other services, a provider will contact you within one week.

## Children and Youth

If you are under 18, a parent, legal guardian, or legal representative must give permission for services. We will need documents that show who has legal guardianship or custody. If the child is in placement, the court-appointed legal representative must attend the first assessment.

## Customer Service

If you have concerns about your services or support, start by talking with one of your care team members—like your Case Manager or Therapist. If you need more support, then our Customer Service team can step in to help. Call 269-655-3333 or toll-free at 1-800-922-1418 (TTY:711).

**ATENCIÓN:** Si habla español, hay servicios gratuitos de asistencia con el idioma disponibles para usted. Llame al 1-800-922-1418 (TTY: 711)

## Fees and Payment

The cost of services is based on eligibility and what you can afford to pay. Fees are set using a sliding fee scale based on income and family size, as set by the Michigan Department of Community Health. Proof of income is required to help determine your fee. All fees, including co-pays, are due at the time of service unless other arrangements have been made in advance. If you plan to use insurance, you must make sure your services are approved by your insurance company. Our financial staff will help you understand your insurance benefits, what is covered, and what you may need to pay. All financial information is kept confidential. If you do not agree with your fee, you may ask for a review.

No one will be denied services due to inability to pay. VBCMh does not discriminate based on race, color, sex, national origin, disability, religion, age, sexual orientation, gender identity, inability to pay, or Medicaid, Medicare, or CHIP status. If you think you qualify for the sliding fee scale or would like your fee reviewed, please contact Customer Service at 269-655-3333 or toll-free at 1-800-922-1418 (TTY:711).

***We proudly partner with:***

