

# WHO IS ELIGIBLE FOR SERVICES?

Ottawa County residents who have an intellectual/developmental disability, mental illness, substance use disorder, or children with severe emotional disturbances may be eligible to receive specialty public mental health services.

Individuals who qualify for Community Mental Health services can have Medicaid, Healthy Michigan Plan, MI Child, Medicare, no insurance, or be underinsured.

The Access Center is our front door to services. Access staff is in place to welcome applicants for service, provide screening, determine eligibility for services, collect information, and provide appropriate referrals for Behavioral Health and Substance Use Disorder Services.

All service requests will be addressed upon contact with Community Mental Health of Ottawa County. Immediate assistance is available through Behavioral Health Crisis Services 24 hours a day, 7 days a week, 365 days a year.

**Our Access Center is available and accessible by phone at (616) 393-5681 or on a walk-in basis.**

# CONTACT US

## ELIGIBILITY FOR SERVICES

The Access Center.....(616) 393-5681  
Toll-Free.....1-877-588-4357

## CRISIS SERVICES | 24-HOUR HELPLINE

Holland.....(616) 396-4357  
Grand Haven.....(616) 842-4357  
All other areas (toll-free).....1-866-512-4357

**RECIPIENT RIGHTS**.....(616) 393-5763

**BILLING**.....(616) 494-5560

**QUESTIONS/CONCERNS**....(616) 494-5545

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Community Mental Health of Ottawa County  
12265 James Street  
Holland, MI 49424  
Phone: (616) 392-1873  
[cmhcustomerservices@miottawa.org](mailto:cmhcustomerservices@miottawa.org)

## HOURS OF OPERATION

Monday - Friday:  
8:00am - 5:00pm



# ACCESSING SERVICES



[www.miottawa.org/cmh](http://www.miottawa.org/cmh)

# OUR SERVICES

- Severe Mental Illness Services
- Intellectual/Developmental Disability Services
- Severe Emotional Disturbance Services
- Autism Spectrum Disorder Services
- Case Management/Supports Coordination
- 24-hour Behavioral Health Emergency Services
- Individual, Family and Group Therapy
- Psychiatric Services
- Substance Use Disorder Treatments
  - Case Management
  - Outpatient Therapy
  - Recovery Coach Services
  - Group Therapy
- Nursing
- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Jail Diversion
- Home-based Services
- Infant Mental Health
- Respite
- Residential Support
- Psychiatric Inpatient Hospitalization
- Employment
- Community Living Supports
- OBRA Screening Services
- Drop-In Center
- Clubhouse
- Peer Support

# WHAT TO EXPECT



To access services call (616) 393-5681 or walk-in during regular business hours. Access staff will return all calls within 1 business day.



A member of our Access Team will ask you some basic questions such as name, address, and phone number and will also ask about the nature of the problems you are dealing with and the kinds of help you'd like to receive.



If you appear to meet our eligibility criteria, a face-to-face assessment will be scheduled with an Access clinician to confirm your eligibility for entering CMHOC treatment services.



You are welcome to bring someone with you to this appointment such as a family member or friend. You should plan on between 1 and 2 hours for the assessment. If you do not qualify for services, our staff will assist you to find other agencies and resources in the community whose services best match your needs.

