



CMHOC - Our Vision

Community Mental Health of Ottawa County strives to enhance quality-of-life for all residents.

CMHOC - Our Mission

Community Mental Health of Ottawa County partners with people with mental illness and developmental disabilities and the broader community to improve lives and be a premier mental health agency in Michigan.

CMHOC - Our Most Important Values

We recognize the importance of SERVICE in the accomplishment of our mission and hold it as a basic value to treat each consumer as a customer; to do all we can, within the bounds of state and federal laws, regulations, policies and budget, to meet requests for service.

We recognize the importance of CONSUMERS in the accomplishment of our mission and hold it as a basic value to interact with each consumer impartially, fairly and consistently; and to listen and respond to the recommendations and concerns of each.



The activities and programs of this agency are brought to you by the members of the Ottawa County Board of Commissioners. The Michigan Department of Community Health provides financial support to this agency.



Community Mental Health of Ottawa County has been accredited by CARF for twelve of its programs.

Welcome to Community Mental *Health*

COMMUNITY MENTAL HEALTH OF OTTAWA

Asking for help is not an easy thing to do, but it's a wise move when you feel that something is wrong. Sometimes people think it's better to try and get through it on their own because they don't like to bother people with their problems. Some people think problems will blow over if they just hang on long enough. Either way, the results are usually the same - you keep on hurting and the problems seem to get worse.

Community Mental Health of Ottawa County (CMHOC) is a public provider of services for people with developmental disabilities and/or serious, persistent mental illness. We have offices conveniently located throughout the county. The activities and services of CMHOC are brought to you by the Ottawa County Board of Commissioners and the Michigan Department of Community Health. Both provide financial support to our agency. Our services are available to all residents of Ottawa County - including those who have Medicaid or no insurance - who are eligible for services as defined by the Michigan Mental Health Code.

For more information about Community Mental Health of Ottawa County and our services, you can access our website at www.miOTTAWA.org/CMH.

Access Center

Access Center (616) 393-5681
TTY (616) 494-5508
All other areas in
Ottawa County toll free 1-877-588-4357

Requests for our services can be made between 8 a.m. and 5 p.m. Monday through Friday by calling the Access Center. Staff will determine your eligibility for services and schedule an initial appointment to evaluate your needs. After hours and emergency services are provided by Helpline.

Helpline

Helpline is a mental health crisis assistance service available 24 hours a day, seven days a week. Professional staff will work with you to determine what needs to be done to resolve your crisis.

Holland 396-HELP (4357)
Grand Haven 842-HELP (4357)
All other areas in
Ottawa County toll free 1-866-512-HELP

Second Opinions

If you or your guardian do not agree with the eligibility determination or the services offered, you can ask for a second opinion through the Access Center, and if your request for a second opinion is denied you can file a recipient rights complaint with the Office of Recipient Rights. Access Center staff will assist you with your request for a second opinion.

Paying for Services

We ask that you pay only as much of the cost of your treatment as you can afford. Your fee will be determined by your income.

You have rights...

- Right to receive services, even if you cannot pay
- Right to know what your mental health care costs
- Right to request a review of your fee when your income or financial situation changes
- Right to appeal your assessed fee

...and responsibilities

- You will be asked to provide financial information
- You will be asked to document your income
- You should make payments at the time of service unless you have made other arrangements
- You must attend all scheduled appointments or call to cancel

If you have questions or concerns about our services contact Customer Service at 616.494.5545 or toll free at 1-866-710-SERV (7378).

If you believe your rights have been violated, you can contact our Office of Recipient Rights at 616.393.5763.