



OnPoint's programs and services are supported and funded in part by the Michigan Department of Health

& Human Services, Allegan County Board of Commissioners, and are administered by the OnPoint Board.

OnPoint is in affiliation with Lakeshore Regional Entity: HealthWest, Network180, CMH of Ottawa County, and West Michigan CMH.

**OnPoint Hours of Operation\***

Monday 8:00 AM – 5:00 PM

Tuesday 8:00 AM – 5:00 PM

Wednesday 8:00 AM – 5:00 PM

Thursday 8:00 AM – 7:00 PM

Friday 8:00 AM – 5:00 PM

*\*some services may be made available outside these hours*

**OnPoint**

540 Jenner Drive  
Allegan, MI 49010



**Call us if:**

- An individual is experiencing out of control behaviors that places him/ herself at risk of harming self or others.
- An individual is expressing thoughts of suicide.
- An individual is experiencing severe enough stress that results in a significant decline in daily and/or family functioning.
- When you just don't know what else to do.

**Call 911 if:**

- An individual has attempted or is in immediate risk of attempting or completing suicide.
- An individual is in immediate risk for aggression, violence or has committed a crime.
- An individual is in need of medical attention.

**OnPoint**  
Caring for Allegan County

***Mobile Mental  
Health Crisis  
Response Services***

**Available 24 hours  
7 days a week**

**269-673-6617 or 1-800-795-6617**  
TTY/TDD **269-686-5313**



## What are Mobile Mental Health Crisis Services?

Mobile mental health services are short-term, on the phone or face-to-face services intended to restore a child's, adult's, or family's functioning level to where it was before the crisis occurred. Mobile mental health crisis response services offers youth, adults and families an opportunity to de-escalate a situation or problem in the least restrictive setting while also developing strategies to address any future safety concerns.

### When is it a crisis?

- When an individual is struggling with a stressful situation or event and is having trouble coping independently.
- When an individual's behavior becomes threatening to self and/or others.

### Who do we serve?

All Allegan County individuals regardless of insurance. Youth 14 to 21 years of age may be seen without parental consent.

**Cost is Free:** If you have insurance this may be billed; however, there will be no out-of-pocket costs to families.

## What happens when a mobile crisis team is dispatched?

A team of two mental health crisis response staff members will travel to the site where the individual(s) is located and will provide one or more of the following services:

- Face-to-face supportive listening
- Crisis assessment
- Development of a crisis treatment plan
- Stabilization services to help person return to stable living
- Skills training to minimize future crisis
- Connection to ongoing support services and/or other community resources
- Coordination with current service providers

Questions will be asked about safety such as pets or weapons, etc.

Calls that are not received during mobile crisis hours will be referred to a general crisis worker [269-673-6617](tel:269-673-6617). The needs will then be assessed and referred to the mobile crisis team for the next business day.

*Public safety may be called to assist if safety risk is too high.*

## What are stabilization services?

- Short-term, face-to-face individualized mental health services which may be provided up to 10 days following crisis intervention or a hospital discharge.
- Preventative measure designed to restore an individual to their prior level of functioning.

### Goals of stabilization

- Reduce crises and hospitalizations.
- Maintenance of functioning following a crisis dispatch or hospitalization.
- Connection with resources needed to help the return and maintenance of their regular level of functioning.

