

CALL US IF

- A person is acting in a way that could hurt themselves or others.
- A person is talking about wanting to end their life.
- A person is feeling so stressed that it's affecting their daily life or their family.
- When you just don't know what else to do.

CALL 911 IF

- A person has tried or is at immediate risk of trying to end their life.
- A person is at immediate risk of being violent, aggressive, or has committed a crime.
- A person needs medical help right away.



Heart of West Michigan
United Way



ABOUT US

OnPoint provides mental health services, substance use disorder treatment and prevention, services and supports for people with intellectual or developmental disabilities, children with emotional disturbances or disorders, and transition-age youth.



OUR MISSION

Improving the lives of people in Allegan County through exceptional behavioral health and homelessness services.

CONTACT US

Address

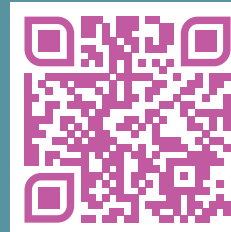
540 Jenner Drive
Allegan, MI 49010

Phone: 269-673-6617

Toll-Free: 1-888-354-0596

TTY: 269-686-5313

Fax: 269-673-2738



@onpointallegan.org

HOURS

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

Thursdays until 7:00 pm

OnPoint

Caring for Allegan County

Mobile Mental Health Crisis Response Services



AVAILABLE 24/7

269-673-6617 or 1-888-354-0596

TTY/TDD 269-686-5313

www.onpointallegan.org

Rev.10/2024

WHAT IS MOBILE MENTAL HEALTH CRISIS SERVICES?

Mobile mental health services are short-term, either on the phone or in person, and are meant to help children, adults, or families get back to how they were before the crisis happened.

These services help youth, adults, and families calm down a problem in a safe way and come up with plans to handle any future safety issues.

WHEN IS IT A CRISIS?

- When someone is dealing with a stressful situation or event and can't handle it alone.
- When someone's behavior could harm themselves or others.

WHO DO WE SERVE?

All Allegan County residents regardless of insurance. By law, youth aged 14 to 17 may be seen without parental consent in some cases.

COST IS FREE

The service is free. If you have insurance, we may bill it, but there will be no cost to you or your family.

WHAT HAPPENS WHEN A MOBILE CRISIS TEAM IS DISPATCHED?

A team of two mental health crisis response staff members will come to where the person is and provide one or more of these services:

- Face-to-face support and listening
- Crisis assessment
- Creating a plan to handle the crisis
- Stabilization services to help the person return to normal life
- Training on skills to prevent future crises
- Connecting the person to ongoing support services or community resources
- Coordinating with current service providers

Questions about safety, like pets or weapons, will be asked.

Calls made outside of mobile crisis hours will be sent to a general crisis worker at **269-673-6617**. They will assess the needs and send the case to the mobile crisis team for the next business day.

Public safety may be called for help if the safety risk is too high.

WHAT ARE STABILIZATION SERVICES?

- Short-term, face-to-face mental health services may be provided for up to 10 days after a crisis intervention or hospital discharge.
- These services help the person get back to how they were before.

GOALS OF STABILIZATION

- Reduce crises and hospital visits.
- Help the person keep functioning after a crisis or hospital stay.
- Connect the person with resources to help them return to and keep their normal level of functioning.

