

### ***DWIHN's Mission:***

We are a safety net organization that provides access to a full array of services and supports to empower persons within the Detroit Wayne County behavioral health system.

### **Crisis Center for Adults**

#### **Community Outreach for Psychiatric Emergencies (C.O.P.E.)**

33505 Schoolcraft Rd.  
Suite #3  
Livonia, MI 48150  
844.296.2673  
24/7/365

### **Crisis Centers for Children (Ages 1-18)**

#### **The Children's Center Crisis Care**

90 Seldon  
Detroit, MI 48201  
313.324.8557  
8:00am-12:00am Mon.-Fri.  
8:00am-4:00pm Sat.

#### **The Guidance Center**

26300 Outer Drive  
Lincoln Park, MI 48195  
313.388.4630  
24/7/365

#### **New Oakland Child/Adolescent Family Center Mobile Crisis Stabilization**

32961 Middlebelt Rd.  
Farmington Hills, MI 48334  
877.800.1650  
24/7/365

### **Important Numbers**

#### **Detroit Wayne Integrated Health Network**

707 West Milwaukee St.  
Detroit, MI 48202  
[www.dwihn.org](http://www.dwihn.org)

#### **General Office**

313.833.2500  
TTY: 711

#### **Centralized Access Center 24-Hour Crisis/Information & Referral**

Toll Free: 800.241.4949  
Local Calls: 313.224.7000

#### **DWIHN Crisis Call Center**

1.844.462.7474  
24/7/365

#### **DWIHN Mobile Crisis Unit**

707 West Milwaukee St.  
Detroit, MI 48202  
1.844.462.7474

### **CUSTOMER SERVICE**

#### **Consumer Affairs and Community Outreach**

Toll Free: 888.490.9698  
Local: 313.833.3232

#### **Grievances & Appeals**

Toll Free: 888.490.9698  
Fax: 313.833.4280

#### **Family Support Subsidy**

Toll Free: 888.490.9698  
Local: 313.344.9099  
Fax: 313.833.4150

#### **Office of Recipient Rights**

Toll Free: 888.339.5595  
Fax: 313.833.2043



## **How to Obtain Emergency & After Hours Behavioral Health Services**



## Emergency and After-Hours Access to Services

A “behavioral health emergency” is when a person is experiencing the following symptoms and behaviors:

- ❖ that can reasonably be expected in the near future to lead him/her to harm self or another;
- ❖ the inability to meet his/her basic needs
- ❖ he/she is at risk of harm; or
- ❖ judgment is so impaired that he or she is unable to understand the need for treatment and that his/her condition is expected to result in harm to him/herself or another individual in the near future.

You have the right to receive emergency services at any time without prior authorization for payment of care. If you have a mental health emergency, you should seek help right away. If the situation is potentially life-threatening, get immediate emergency assistance by calling 911. If you are having a behavioral health emergency or crisis, at any time you may call:

### 24-Hour Centralized Access Center

Toll Free: 800.241.4949

Local: 313.224.7000

TTY: 711

24 Hours a Day  
7 Days a Week  
365 Days a Year



## Crisis Screening and Referral Services

Sometimes an individual is in an emotional crisis and cannot wait for a regular appointment to receive services. Crisis screening centers provide walk-in services for individuals in urgent need of behavioral health care. These services include a safety screening, a resource needs assessment, safety planning if necessary, and referral to either crisis services or other appropriate options. To provide services in these situations, DWIHN has crisis screening locations for stabilization of your crisis and referral to services.

Behavioral health services are available to Wayne County residents' 24-hours per day, 7 days per week, including weekends and holidays.



**Note:** If you utilize a hospital emergency room, there may be health-care services provided to you as part of the hospital treatment for which you may receive a bill and may be responsible for, depending on your insurance status. These services may not be part of the DWIHN emergency services you receive.

Customer Service can answer questions about such bills.

Prior authorization is not required for emergency medical services



**Disclaimer:** DWIHN does not discriminate or exclude people or treat them differently because of race, color, national origin, age, disability or sex.