

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

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.