

Other MCCMH Offices

The Office of Community Relations may not be the only source of help for your situation. Other important offices at MCCMH are:

The Access Center: Call the Access Center to begin receiving mental health or developmental disability services from MCCMH: (586) 948-0222.

Community Assessment Referral and Education (CARE): Call CARE to learn about substance abuse treatment services: (586) 541-2273.

The Crisis Center: The Crisis Center is available 24 hours a day to offer support and resources to callers facing any situation: (586) 307-9100 V/TTY/Collect.

The Office of Recipient Rights (ORR): Call ORR if you have questions about your rights: (586) 469-6528 V; (586) 469-7797 TTY.

Our Phone Numbers

The Office of Community Relations:

586-469-6958

586-469-7795 TTY

The Ombudsman:

586-469-7795 V/ TTY

Service Eligibility (Access Center):

586-948-0222

After Regular Business Hours:

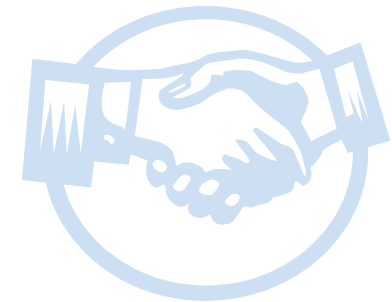
The Crisis Center
586-307-9100 V/TTY

You may call any MCCMH office “Collect,” or, if you prefer, we will call you back at any number you give us. These offices are also equipped with telephone interpreter services for those who best use a language other than English.

MCCMH programs and services are supported and funded, in part, by the Macomb County Board of Commissioners and the Michigan Department of Community Health, and are administered by the Macomb County Community Mental Health Board. MCCMH is CARF accredited.

The Office of Community Relations

Answers to Questions
about MCCMH
Services



**Macomb County
Community Mental Health**

The Office of Community Relations

If you aren't sure who to call at MCCMH, call the Office of Community Relations.

Anyone interested in the services, offices, or activities of MCCMH can call the **Office of Community Relations**. We are an information resource for service users, their families and friends, and the whole community.

The Office of Community Relations is not a clinical site. It is independent from the Access Center and the clinical service locations of MCCMH. Unless you ask us for help solving a problem related to your services, your calls to the Office of Community Relations will not involve any of the people who provide services to you. We will not tell others that you have called, and we will not tell others whether or not you use MCCMH services.

If you want to learn more about mental health or developmental disability services, solve a problem with your MCCMH services, or learn more about mental health issues in Macomb County, call the Office of Community Relations. The Office is staffed with specialists in each of these areas to help you:

- **Community Education and Information:** If you have a general question about available services, or you want to learn about educational events, volunteer opportunities, or community resources, the Community Relations Assistant will help you. The Community Relations Assistant can also provide brochures and other resources about MCCMH services, including in alternative formats.
- **Problem Solving:** If you are receiving MCCMH services and you are having a problem, the Ombudsman will help you talk about your concerns and work with you to find a solution. The Ombudsman will also help you learn about your grievance and appeal rights, request a second opinion, or use the Recipient Rights system.

- **Service Eligibility:** If you want to begin receiving mental health or developmental disability services for yourself or your minor child, a Member Services Specialist at the Access Center will help you decide if MCCMH services are right for you.

Call the Office of Community Relations if you have questions about:

- Service Eligibility
- Solving Problems
- Community Education
- Mental Health Services
- Community Resources
- Volunteer Opportunities
- Brochures and Information, including in alternative formats

If the Office of Community Relations cannot answer your question, we will help you find the source who can.

