

Resources for Children and Families in Crisis

“I’m having a hard time, who can I call? Where can I go?”

- Detroit-Wayne Integrated Health Network (DWIHN) Access Center for mental health and substance abuse services for children and adults throughout Detroit and Wayne county
 - 1-800-241-4949
 - Access number is staffed 24/7 and someone will be able to walk you through the steps to receive the services you need
- If I’m in crisis, what can I expect after I call?
 - You’ll be asked a series of questions to assess your needs over the phone, then you might be:
 - Referred to a local outpatient provider
 - Referred to a partial day treatment program; open 9am-3pm, Monday to Friday
 - Referred to crisis residential program, SafeHouse in Warren; this is a hospital level of care facility in a home setting, it is not a secured facility unit
 - Referred to inpatient psychiatric setting
- Where can I go?
 - If this is an emergency, call 911 or go to a hospital ER
 - You may not need to physically go anywhere, and it may be recommended you don’t go to a hospital ER because of COVID risk
 - Many of the physical spaces in the city are closed right now, but someone at DWIHN can help direct you to appropriate services that are currently available



NOTE: Information is changing rapidly due to COVID-19. It is **HIGHLY** recommended that you call the access number first for guidance on where to go right now.

“I don’t want my parents (or guardian) to know I’m calling. Can I receive services without their permission?”

For youth seeking services that are 14 years of age and older, parents or guardians do not need to consent to treatment to initiate services. After initial crisis services are provided, youth may need parent (or guardian) approval to continue with longer term supports.

“A lot of places are closed right now because of COVID-19. And I don’t want to go to a hospital because that’s where the sick people are. How can I get services?”

Many organizations are providing telehealth services, meaning they can provide services over phone or by video chatting.



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“Do I need insurance? What insurance is accepted?”

- Individuals who have Medicaid, or are uninsured, can seek mental health support through community organizations who are a part of the DWIHN. Many providers also accept commercial insurance plans.
 - Call 1-800-241-4949 if you need help finding support.
- Governor Whitmer’s expansion of telehealth usages allows for services provided by phone or other virtual/online platforms to be covered under Medicaid.
 - Insurance plans like Blue Cross Blue Shield of Michigan, Blue Care Network of Michigan, Priority Health, Meridian, CVS Health, McLaren, and Health Alliance Plan also announced that they will cover and encourage the use of virtual care and telemedicine.




“What about children with special needs? What services are available for them right now?”

- In general, Autism Spectrum Disorder services are very limited right now because of the nature by which services are provided, in close proximity for extended periods of time. Providers do continue to provide some supportive services and strategies to families who were already engaged in services. Those families are empowered to continue to provide support at home in connection with their ABA specialist.
 - If you need services and have never applied for them, contact the DWIHN number above to learn how to apply for services.

“What about homeless youth or youth at risk for homelessness?”

There are some programs in Detroit that are dedicated to providing these services:

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- **Covenant House**
 - (313) 463-2000
 - Providing services for both men and women
 - Ages 18-24
 - **Alternatives for Girls**
 - (313)-361-4000
 - Providing services for girls and young women
 - Ages 15-21.5
 - Some restrictions apply depending on age and pregnancy/parenting status
 - **Ruth Ellis Center in Highland Park**
 - (313) 252-1950
 - Welcoming to the LGBTQ+ Community
 - Ages 12-30 (depending on type of service; some therapy services are available to youth as young as 5 years old)
 - Currently coordinating some services: providing limited case management, food box pick-up, and health clinic is available by appointment.
 - **Detroit Phoenix Center**
 - (313)-482-0916
 - Serving homeless or housing insecure youth
 - Ages 18-24
 - The building is currently closed, but intakes are still happening
 - They are connecting youth/young adults to services and filling needs while physical building isn’t available for drop-ins.
 - **Common Ground Sanctuary** (located in Royal Oak)
 - (248) 547-2260