



How to find mental health services in Kalamazoo during coronavirus outbreak

Posted Mar 19, 2020



Integrated Services of Kalamazoo, formerly known as Kalamazoo Community Mental Health & Substance Abuse Services, has served individuals with mental health challenges and substance use disorders in Kalamazoo County for more than 30 years. (Kayla Miller | MLive.com)

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KALAMAZOO, MI — During a time of uncertainty and change, and with some public facilities closing their doors or restricting visitors during the outbreak of COVID-19, there remain emergency resources for those in crisis in the Kalamazoo community.

The coronavirus pandemic has led to closures and cancellations throughout Kalamazoo County as well as elsewhere in Michigan and across the world.

Some of those closures could leave families without a paycheck, or in need of additional help in different facets of their life. Two agencies in the region run 24/7 phone lines with the goal of providing support and services to those who need them in the community.

Integrated Services Kalamazoo, formerly Kalamazoo Community Mental Health and Substance Abuse Services, has a 24-hour crisis hotline, 888-373-6200, available for those in need.

Another local organization, Gryphon Place, offers the 211 hotline to connect callers with a variety of community resources and operates a 24/7 crisis hotline as well — 269-381-HELP — for those experiencing mental health concerns. The line to open for anyone seeking mental health support.

Related: [Call 211, United Way says, for local services and information during coronavirus outbreak](#)

“From general overwhelming stress to thoughts of suicide, no crisis is too big or small for the line,” [the website states](#).

The access center, or crisis hotline, for Integrated Services Kalamazoo serves as the first step for anyone seeking services through the organization. This includes providing referrals to necessary services such as food or housing, and for others or seeking emergency mental health care and seeing which services could be necessary, CEO Jeff Patton said.

Integrated Services provides crisis and emergency services throughout the county, as well as working with 8,000 community members who struggle with mental health issues, he said.

Since the coronavirus outbreak, staff have been working to stay in contact with clients and partners to check in and answer questions, Patton said. He added that, if possible, staff have tried to get people to come into the clinic rather than deploying workers to an individual’s home, as a precaution.

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The clinic and pharmacy remain open to make sure clients are able to stay on their medications, he said.

Gryphon Place did close their offices during the coronavirus outbreak, but all 75 staff around the agency’s Michigan and Ohio locations are able to work from home, Chief Executive Officer Maricela Alcala said. Help phone lines may be overloaded at times, and it may be hard to get through at first, but Alcala urged callers to stay on the line even if the process seems delayed.

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