

# We're Glad You're Here

The first step is often the hardest, and we're proud of you for taking it. No matter your age or need, our Riverwood Center team will listen and guide you toward the support that's right for you.

Our goal is to provide confidential, personalized care in a safe and welcoming setting, where you are always treated with the respect and dignity you deserve. From the very beginning, we'll listen to your concerns, answer your questions, and include your voice in creating a plan of care that fits your needs. Together, we'll work to ensure you or your loved one receive the right services and the highest quality of care every step of the way.

## Need Language Help?

We offer free communication resources in alternative languages and formats (including Spanish, audio enhancements, sign language interpretation, TDI, and communication enhancement devices) at no cost. To learn more about accessing these services, please contact Customer Service at 1-866-729-8716 (TTY:711).

### Spanish

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 866-729-8716 (TTY: 711).

### Arabic

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# About Us

Riverwood Center, the service name of Berrien Mental Health Authority, is a Certified Community Behavioral Health Clinic (CCBHC), delivering quality mental health services and programs since 1975. Riverwood Center provides a wide variety of caring and confidential services to children, families and adults with mental illnesses, intellectual and/or developmental disabilities, and substance use disorders.



LEARN MORE



## Contact

24/7 Crisis Line: 1-800-336-0341  
Direct Phone: 269-925-0585  
Customer Service: 1-866-729-8716  
Life-threatening Emergency: 911  
TTY: MI Relay Service at 7-1-1

## Locations & Hours

Benton Harbor (Main Office)  
1485 M139, Benton Harbor, MI 49022

Niles Office  
24 N. St. Joseph Ave., Suites A & G  
Niles, MI 49120

St. Joseph Office (\*Inside Corewell Health)  
3900 Hollywood Rd., Ste #245  
St. Joseph, MI 49085

Main Office Hours:  
M-F, 8:30 am to 5:00 pm



# Welcome to Riverwood Center

Since 1978, we've proudly served the individuals and families of Berrien County, Michigan, with personalized and effective behavioral health and wellness services.



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[RiverwoodCenter.org](http://RiverwoodCenter.org)

# What To Expect

Getting services at Riverwood Center is simple. Our Access Center is open for walk-ins or phone calls (269-925-0585) Monday thru Friday from 8:30 a.m. to 5:00 p.m.

Everyone is welcome. Insurance or no insurance, care is always available for all ages. No one will be denied access to services due to inability to pay; and there is a discounted/sliding fee schedule based on family size and income.

## Intake Appointment

During your first call or walk-in, we'll schedule a convenient intake appointment. At your intake appointment, our team will take time to understand your needs and goals, so together we can create a care plan that connects you with the right services and supports for your journey. From there, you'll begin receiving the care and support that's right for you, guided by professionals dedicated to your health and wellness.

## Rights & Customer Service

Our Rights Office makes sure your rights are protected and your privacy is safe. They can also help you file a complaint if you believe your rights were violated. To contact the Rights Officer, please call 269-934-3326 or email [rights@riverwoodcenter.org](mailto:rights@riverwoodcenter.org).

Customer Service can talk with you about any concerns and help connect you to other services and community resources. To contact Customer Service, please call 269-934-3478.

# Support & Wellness

## 24/7 Crisis Response & Care

Crisis support is available 24/7/365 for anyone experiencing a mental health or behavioral health emergency.

## Outpatient Clinic Services

Therapy for stress, emotional problems, life crises, or substance use concerns.

## After Hospital Care

Support for people returning home after a psychiatric hospital stay. We help connect you to services and resources.

## Psychiatric Services

A doctor or nurse practitioner helps manage your medications and supports your treatment.

## Respite Services

Short-term care to give families a break while caring for a child with disabilities or emotional challenges.

## Supported Employment

Helps adults with mental illness or disabilities find and keep a job.

## Referrals

We accept referrals from many places, like primary care doctors, other health providers, law enforcement, attorneys, DHHS, local shelters, schools, and employers. People can also come to us on their own or with support from a family member.

## Family Services

Support for families caring for a child with disabilities or emotional difficulties.

## Substance Use Assessment & Referral

Individual and group treatment, plus referrals to other providers for help with substance use issues.

## Community Living Supports

Help for people with developmental disabilities who want to live more independently, be active, and take part in the community.

## Case Management Services

Support for people who need help finding services in the community. We connect you to the resources you need.

## Residential Care Services

Support and services for people who cannot live on their own. We also help with finding housing.

## Home-Based Services

Intensive support for infants, children, and families based on their unique needs, provided in the home.

## Peer Support Specialists

Support from trained peers who have lived experience. They help you stay connected, build independence, and work toward recovery.

## Consultation & Prevention Services

Education, teamwork, and community programs that help prevent mental health problems and reduce stress before it becomes severe.