



Whole-Person Care.  
Whole-Family Support.

## WHAT IS ICCW?

ICCW (Intensive Crisis Stabilization and Community Wraparound) is a service that provides personalized, team-based support for youth and families facing complex mental health or behavioral challenges. It brings together Pivotal professionals, family members, and community resources to create a coordinated plan that meets the family's unique needs—at home, in school, and in the community.

ICCW brings everyone together to work toward shared goals, while helping build advocacy skills and confidently navigate complex systems.



Pivotal is proud to be St. Joseph County's premier Certified Community Behavioral Health Clinic (CCBHC). As a CCBHC, we provide an excellent system of care by focusing on wellness, hope, and recovery.

## Ready to Get Started?

### Main Office

677 E. Main Street  
Centreville, MI 49032

### Three Rivers Office

1020 Millard Street  
Three Rivers, MI 49093

### Sturgis Office

1555 E. Chicago Rd., Suite A  
Sturgis, MI 49091

**Direct Phone:** 269-467-1000

**Customer Service:** 1-855-203-1730

**Crisis Line 24/7:** 1-800-622-3967

**Fax:** 269-467-3075

**TTY:** Michigan Relay Service at 7-1-1

**Life-threatening Emergency:** 911

**Suicide and Crisis Lifeline 24/7:** 988

**ATENCIÓN:** Si habla español, hay servicios gratuitos de asistencia con el idioma para usted. Llame al 1-855-203-1730 (TTY: 7-1-1)



PivotalStJoe.org



We are accredited by Commission of Accreditation of Rehabilitation Facilities.



SUPPORTING FAMILIES.  
STRENGTHENING FUTURES.

**Intensive Care  
Coordination  
with**

**WRAPAROUND**

Aligning and  
coordinating services  
to support youth and  
their families.

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## ELIGIBILITY

Youth (typically ages 0–21) who are experiencing serious emotional, behavioral, or mental health challenges and are involved in—or at risk of involvement in—multiple systems (such as mental health, child welfare, juvenile justice, school challenges, or special education) are eligible for support.

ICCW is often for families who need intensive, coordinated support to help stabilize crises and create a long-term plan for success at home, in school, and in the community.



**"Together, we create a path to hope, healing, and success—without judgment."**

## REAL SUPPORT FOR REAL-LIFE STRUGGLES

If your child or teen is experiencing two or more challenges at home, in school, or in the community, ICCW may be the support you need. These challenges may include physical or verbal aggression, self-injury, poor decision-making, impulsiveness, criminal behavior, social difficulties, substance use or suspected use, running away, inappropriate or sexualized behavior, suicidal thoughts, or being at risk of academic failure or placement in a restricted setting outside the home.

ICCW offers compassionate, team-based support designed to meet your family's unique needs—working together to build a plan for stability, growth, and a brighter future.

### **Grounded in Your Voice, Guided by Your Goals**

ICCW is built around your family's strengths, needs, and values. You lead the way—with your voice, your choices, and your goals.

Our team-based model lets you choose the people who support your journey, while collaboration ensures everyone works together to help you succeed. ICCW is about persistence—working through setbacks and staying committed to reaching outcomes that matter to you. With support from trusted individuals and community resources,

## ICCW Meetings

ICCW meetings are scheduled at times and places that work best for you and your family.



## REFERRAL PROCESS

Referrals for services can be made by any child-serving agency, professional, or the youth's family. To begin, connect with your current service provider and let them know you're interested in ICCW. If you're not currently working with a provider, you can call our Pivotal office at 269-467-1000 to start the referral process and explore available support.