

Under The Jacket
is an agency effort to improve
the relations with those we
serve at the agency, with
our providers and in the
community.

The goal is to look inside and
see what is there.



**MISSION of
Under the Jacket:**

**To create a culture
of mutual respect and value
for all.**

Whom to Contact

If an individual is at immediate risk
of seriously harming themselves or
someone else call 911

•
For crisis call 1-833-295-0616 (TTY 711)

•
To access services call
(231) 922-4850 or 1-800-492-5742 or
one of the four offices listed below

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To access Substance Use Disorders
Services call NMRE 1-800-834-3393

•
**For Customer Services
call 1-800-337-8598**

OFFICE HOURS MONDAY-FRIDAY 8 AM-5 PM

ADMINISTRATIVE OFFICE

105 Hall Street, Suite A
Traverse City, MI 49684
(231) 922-4850

2715 South Townline Road
Houghton Lake, MI 48629
(989) 366-8550

527 Cobb Street
Cadillac, MI 49601
(231) 775-3463

204 Meadows Drive
Grayling, MI 49738
(989) 348-8522

northernlakescmh.org

If you speak a language other than English, language
assistance services, free of charge, are available to
you. Call Customer Services 1-800-337-8598 (TTY 711).

Northern Lakes Community Mental Health Authority
(NLCMHA) complies with applicable Federal civil
rights laws and does not discriminate on the basis
of race, color, national origin, age, disability, or sex.
NLCMHA is a member of Northern Michigan Regional
Entity (www.nmre.org) and receives its principal
funding from the Michigan Department of Health and
Human Services.

This information was reviewed by consumers.

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Under the Jacket: Seeing the person inside



Who do you see?

a neighbor?
a parent?
a friend?
a coworker?
a voter?
a volunteer?
a home owner?



www.northernlakescmh.org

What can we do?

- Focus on the person's strengths
- Model person-first language and assist others in doing this
- Encourage people to be all they can be
- Offer HOPE
- Recognize challenges with respect
- Eliminate barriers
- Create opportunities
- Build relationships



Look Under the Jacket!

Some books have been well loved and read numerous times and others have been abused and tossed around to become torn and dirty, discarded in the trash bin.

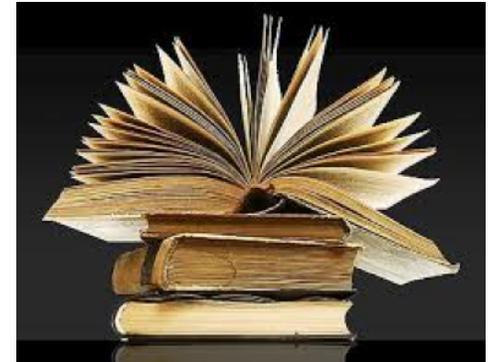
Yet inside these books are talent, knowledge, love, hope, and life itself – waiting to be revealed!

A person can be like a book – old and weathered, crisp and new, stained and torn, inspiring, intriguing, and many other things to the reader, and what is under the jacket can be a surprise.

You do not know the jewels that are hidden under the jacket until you open the book and begin to read.

The same is true for people of the community and the people with whom Northern Lakes CMH Authority and its providers work.

Northern Lakes CMH Authority pledges to model to the community how the people it serves and those in the community need to be addressed: with mutual respect and value, as neighbors who belong in the community.



Creating a cultural shift

Stereotypes, prejudgments, labels, and categories are disrespectful to all, especially to those we serve and their families.

In a culture of acceptance we:

- Value
- Respect
- Welcome and
- Partner with those we serve, their families and the community at large.