

## To Access Crisis Services

Call anytime  
24 Hours a Day  
7 Days a Week

**1-833-295-0616**  
TTY 711



*Prior authorization is  
not required for crisis  
services*

*In a crisis involving children ages  
0 through 20, ask for FAST.*



## 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

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](http://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](http://www.nmre.org)) and receives its principal funding from the Michigan Department of Health and Human Services.

This information was reviewed by consumers.

Rev March 2019



## Crisis Mental Health Services

**1-833-295-0616**

TTY 711



[www.northernlakescmh.org/crisis](http://www.northernlakescmh.org/crisis)



## What is a mental health crisis?

---

**A mental health crisis is self-defined.  
No one is denied access to crisis services.**

---

Certainly when a person is at risk of harming him or herself or others, this indicates the need for a crisis response.

Beyond this, it is not uncommon for the crisis event to include feelings of intense personal distress, disruptions in daily living, and/or catastrophic life events.

Not all crises involve harm to self or others.

## Crisis Services Guidelines and Expectations

You have the right to receive crisis services at any time, 24 hours a day, and seven days a week, without prior authorization for payment of care.

If you have a mental health crisis, you should seek help right away. If the situation is potentially life-threatening, get immediate help by calling 911.

If you are having a mental health crisis, at any time during the day or night call:

**1-833-295-0616  
TTY 711**

NLCMHA recognizes the need to provide a large array of crisis services in a variety of settings including office buildings, hospitals, schools, jails, and community settings. NLCMHA will meet the person where they are when providing crisis services, including the home and community environment(s).

Sometimes mental health crises place the safety of the person, the crisis responders, or others in jeopardy. An appropriate response will not only address the physical safety of those involved but also their psychological safety. NLCMHA staff will consider the risks and benefits of every interaction during the crisis service intervention contact.

A meaningful response will be conducted in the least restrictive environment, using the least restrictive interventions for the individual and situation, and will include access to timely supports and services.

The person/family will be actively involved and the strengths and capabilities of the person/family will be used in resolving the crisis. It is important to remember that the crisis events are temporary and do not define a person's broader life journey.

NLCMHA staff will look at the person's larger journey to recovery and resilience when considering interventions to preserve dignity, strengthen families, foster a sense of hope, and promote self-care.

