

NLCMHA Crisis Welcoming Center

• On Hall Street | Traverse City •

The Vision

The NLCMHA Crisis Welcoming Center: A new point of access in the crisis continuum of care, welcoming people of all ages from across six counties, regardless of insurance or ability to pay.

NLCMHA Mission

To improve the overall health, wellness, and quality of life of our individuals, families, and communities that we serve.

The Crisis Continuum of Care

Upstream

NLCMHA Crisis Call/ Access

- 24/7 Crisis Call Center staffed by licensed mental health professional: 833-295-0616
- Warm Help Line staffed by licensed mental health professional for anyone in need, available M-F, 8:00A-5:00P: 800-492-5742

NLCMHA Mobile Crisis Teams

- Meet adults and children where they are to stabilize the crisis and prevent need for higher level of care
- Work with law enforcement on crisis intervention training (CIT), mental health first aid training, justice diversion services, connection technology

NLCMHA Crisis Welcoming Center

- Walk in center to stabilize the crisis and prevent need for higher level of care
- Staffed by 7 mental health professionals and 6 peers
- Serves as the foundation for full service Crisis Stabilization Unit

(FUTURE) Crisis Stabilization Unit

- Future goal of the region built upon the foundation of NLCMHA's Crisis Welcoming Center
- Community based crisis stabilization unit where observation may occur up to 72 hours
- Provides psychiatry and ability to treat minor ailments and injuries

(FUTURE) Crisis Residential Unit

- Future goal of the region is to build on to Crisis Stabilization Unit to provide 7 adult beds and 5 youth beds for short-term Crisis Residential services

Munson's Emergency Department

- Staffed with Crisis Response teams
- Supported by NLCMHA mobile crisis teams as requested

Psychiatric Hospital (Inpatient)

- Munson Medical Center currently has an inpatient psychiatric unit for adult inpatient care
- Future goal of the region is have additional beds at McLaren Cheboygan Campus for adult and pediatric psychiatric inpatient care

Downstream

NLCMHA Crisis Welcoming Center Guiding Principles

Recovery is a guiding principle and operational framework of the NLCMHA system of care and the NLCMHA Crisis Welcoming Center including providing opportunities for people served to learn about mental health crises, substance use, identity, values, choices, and recovery planning – inclusive of all aspects of life.