

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

•
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.

April 2022



Under the Jacket:
Seeing the person inside,
not our perception



Who do you see?

a neighbor?
a parent?
a friend?
a coworker?
a voter?
a volunteer?
a home owner?
a person like myself?



www.northernlakescmh.org

What can we do?

- Be unbiased
- Don't assume/presume
- Accept others as they are
- See the person's strengths
- Focus on the person, not the disability or diagnosis
- Let people be all they can be
- Offer HOPE, faith, charity
- Recognize challenges with respect and exercise humility
- Eliminate barriers, help others find access
- Create opportunities for others to express their thoughts and feelings
- Build relationships, be accessible



Look Under the Jacket!

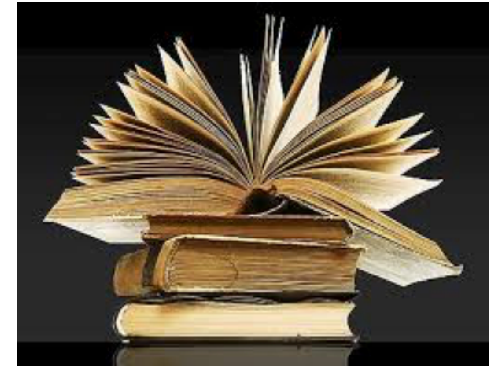
Some books have been well loved and read numerous times and others have been abused and tossed around to become torn and dirty, discarded in the trash bin.

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

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 diversity of people in our community and the people with whom Northern Lakes CMH Authority and its providers work.

Northern Lakes CMH Authority pledges to model to others how the people it serves should be treated: with mutual respect and value, as neighbors who belong and enrich our community with their uniqueness.



Creating a cultural shift to include all people and foster belonging

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

In an inclusive culture, we:

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