



NLCMHA Crisis Welcoming Center

• On Hall Street | Traverse City •

The Vision: 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.

WHEN IN DOUBT, CALL US!

24/7 Crisis: 833-295-0616

Warm Help Line: 800-492-5742

Customer Service: 800-337-8598

Frequently Asked Questions

- **Who can come to the NLCMHA Crisis Welcoming Center? What are the admission criteria?** Crisis services are self-defined. That means that YOU determine if it is a crisis. If you feel like it is a crisis, it is a crisis! Crisis services are available to any person experiencing a crisis. If an adult is involuntarily petitioned to get services, they may be taken to the emergency department.
- **Will I need to call ahead of time?** No, the NLCMHA Crisis Welcoming Center is a WALK-IN CENTER, which eventually will be open 24/7 when fully staffed.
- **Can a crisis be prevented?** If you feel you are struggling but not in crisis, please call our Warm Help Line during the day if possible to ask questions, seek assistance, and hopefully get help before the situation becomes a crisis. We will do our best to help you prevent a crisis. The Warm Help Line is 800-492-5742 and is available Monday through Friday, 8:00 AM - 5:00 PM.
- **Will I be able to see a psychiatrist here?** No. The NLCMHA Crisis Welcoming Center will be staffed by licensed mental health professionals and peers. You could be referred to a psychiatric hospital, or receive a referral for psychiatric services after the crisis is stabilized at the NLCMHA Crisis Welcoming Center. It is a future goal of the region to have on-site psychiatry in a Crisis Stabilization Unit.
- **What are the potential outcomes of my visit?** We will talk with you to assess your individual needs and symptoms causing distress. Based on your situation, an appropriate level of care will be determined and we will help resolve the immediate crisis. If mental health services at NLCMHA are indicated, you will be referred or linked with services before you leave the Center. Short-term after-care will be available, including phone calls and follow-up appointments, 1-3 days after you leave the center and for up to 90 days.
- **My family member is intoxicated. Can I come to the NLCMHA Crisis Welcoming Center?** The NLCMHA Crisis Welcoming Center is not a detox facility. Detox is a medical condition which the NLCMHA Crisis Welcoming Center is not able to treat. The NLCMHA Crisis Welcoming Center provides services for people with co-occurring mental illness and substance use concerns. If you or your loved one need detoxing services, please connect with Addiction Treatment Services at 800-622-4810 or the Northern Michigan Regional Entity at 800-834-3393.
- **What if the person in crisis is violent?** If a person is violent in police custody, they may be taken to the emergency department. If a person becomes violent at the NLCMHA Crisis Welcoming Center, law enforcement may be called to assist in getting the person to the appropriate level of care.
- **Can I get services if I have been arrested?** Law enforcement is aware of the NLCMHA Crisis Welcoming Center and can use the service in lieu of detention if allowable by the magistrate or prosecuting attorney.
- **Can I get medications refilled here?** No. This facility is staffed by licensed mental health professionals and peers. A referral for further services can be made after the crisis is stabilized.
- **What about costs?** The NLCMHA Crisis Welcoming Center will serve anyone in crisis regardless of insurance and will bill insurance if you have it.
- **Can I bring my minor child?** Yes!
- **Is the facility locked?** No.