



## Help for you on the phone or in-person

- Reduce unnecessary trauma to the children and families involved
- Eliminate long stays in an emergency department and prevent unnecessary hospitalizations
- Help a child resolve crisis in the home
- Provide a team of care providers working for children and families
- Connect people to resources to help them get back to their regular level of functioning
- Help individuals stay connected to their ongoing services

The **Grand Traverse Mental Health Crisis and Access Center** is bringing crisis and outpatient mental health services under one roof in a physically, psychologically, and emotionally safe environment that promotes healing and growth for patients of any age. Located on the Munson Campus at 410 Brook Street in Traverse City, the Center may be reached at 231-213-1050.

## Whom to Contact

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

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

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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

### 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 June 2025



## F.A.S.T Services



### mobile mental health crisis response in time of need



**1-833-295-0616**

8AM-5PM, MONDAY-FRIDAY

711 TTY

Serving families with children age 0 through 20 in crisis in Crawford, Grand Traverse, Leelanau, Missaukee, Roscommon, and Wexford Counties

[northernlakescmh.org/FAST](http://northernlakescmh.org/FAST)



## 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 is a crisis – and 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.



## What are mobile mental health crisis services?

Mobile mental health services are short-term, on the phone or face-to-face services intended to restore a child's and/or family's functioning level to where it was before the crisis.

Mobile mental health crisis response offers children and families an opportunity to de-escalate a situation or problem in the least restrictive setting, while also developing strategies to address any future safety concerns.

## What to do in a crisis

In a mental health/behavioral health crisis, it is not always necessary to go to the Emergency Department.

**If the situation is potentially life-threatening, get immediate help by calling 911.**

If the situation is NOT life threatening, you can receive crisis services from the FAST during business hours, without prior authorization for payment. (If you have insurance, this may be billed. However, there will be no out-of-pocket costs to you.)

## What happens when a team is dispatched

To best assist your child and family in this situation, the FAST Team will provide phone support to you, or a team of two will come to you where the crisis is occurring – your house or some other community location.

The team will provide one or more of these:

- Face-to-face supportive listening
- Crisis assessment

- Development of a crisis treatment plan
- Stabilization services to help the person return to stable living
- Skills training to minimize future crises
- Connection to ongoing support services and/or other community resources
- Coordination with current providers.

## A word about safety

Sometimes mental health crises place the safety of the person, crisis responders, or others in jeopardy. An appropriate response will address the physical safety of those involved as well as their psychological safety. 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.**

### CALL US IF:

- An individual is experiencing out of control behaviors that place him/herself at risk of harming self or others.
- An individual is expressing thoughts of suicide.
- An individual is experiencing severe stress that is resulting in a significant decline in daily and/or family functioning.
- You just don't know what else to do.

### CALL 911 IF:

- An individual has attempted or is in immediate risk of attempting or completing suicide.
- An individual is in immediate risk for aggression, violence or has committed a crime.
- An individual is in need of medical attention.