

WELLNESS AND RECOVERY FESTIVAL 2022

National Recovery Month started in 1989 as a national observance held in September to promote recovery. There are many events throughout the month of September that support recovery. Southwest Michigan Behavioral Health was present again this year at the 8th Annual Wellness and Recovery Festival that was held at Mayor's Riverfront Park on Saturday September 10th in Kalamazoo County.

This year's festival focused on bringing people together from all over the county to celebrate freedom from addiction and showcasing local resources, businesses, and organizations that provide support to the recovery community.

SWMBH was there for the duration of the festival with its own booth, banners, and treats to welcome participants and share the message of hope for recovery. Achilles Malta and Anastasia Miliadi were happy and proud to represent SWMBH and participate in the festivities that included, excellent food, live music, and a DJ. Amongst the great performances of the day, SWMBH's own Vincent Miller entertained the crowd with his gift of singing and playing the guitar. A performance by WMU cheerleaders closed the festival with wonderful choreography to the song "Can't stop the feeling", capturing the positive energy of the day.



COMMUNITY EVENTS

- St. Joseph County Project Connect and VA Stand Down, October 7, 2022, Centreville
- Project Connect 2022 — Kalamazoo County event, Wednesday, October 12, 2022, 12:00 pm – 3:00 pm, Kalamazoo County Expo Center
- Van Buren County VA Stand Down, October 14, 2022, Decatur
- African American Mental Health Symposium (AAMHS) Friday, October 14, 2022, 8:30 am – 4:00 pm, Western Michigan University College of Health and Human Services building, Kalamazoo
- Calhoun County VA Stand Down, October 21, 2022, Battle Creek

SWMBH Newsletter

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IMPORTANT CHANGES COMING TO MICHIGAN MEDICAID OR CHIP PROGRAM ELIGIBILITY

Do you or a family member currently have health coverage through Medicaid or the Children's Health Insurance Program (CHIP)? If so, you may soon need to take steps to find out if you can continue your coverage.



Soon, states will resume Medicaid and CHIP eligibility reviews. This means some people with Medicaid or CHIP could be disenrolled from those programs. However, they may be eligible to buy a health plan through the Health Insurance Marketplace®, and get help paying for it.

Here are some things you can do to prepare.

Make sure your address is up to date

Make sure your state has your current mailing address, phone number, email, or other contact information. This way, they will be able to contact you about your Medicaid or CHIP coverage.

Check your mail

Your state will mail you a letter about your Medicaid or CHIP coverage. This letter will also let you know if you need to complete a renewal form to see if you still qualify for Medicaid or CHIP. If you get a renewal form, fill it out and return it to your state right away. This may help you avoid a gap in your coverage.

What if you don't qualify for Medicaid or CHIP?

If you or a family member no longer qualify for Medicaid or CHIP, you may be able to buy a health plan through the Health Insurance Marketplace®. Marketplace plans are:

- Affordable. 4 out of 5 enrollees can find plans that cost less than \$10 a month.
- Comprehensive. Most plans cover things like prescription drugs, doctor visits, urgent care, hospital visits, and more.

Visit [HealthCare.gov](https://www.healthcare.gov) to find Marketplace plans and see if you might save on premiums. When you apply, don't forget to include current information about your household, income, and your state's recent decision about your Medicaid or CHIP coverage.

Get more information

Contact your state Medicaid office or visit [Medicaid.gov](https://www.Medicaid.gov) for more information about Medicaid or CHIP renewal.

Call the Marketplace Call Center at 1-800-318-318-2596 to get details about Marketplace coverage.

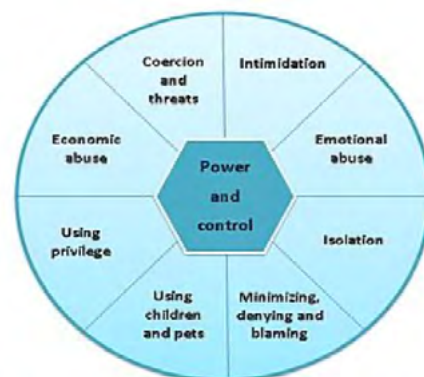
OVERCOMING THE STIGMA OF DOMESTIC VIOLENCE & SEEKING TREATMENT FOR MENTAL HEALTH

October is National Domestic Violence Awareness Month; every year in October we can shed light on a subject where, historically, victims have felt pressured to remain silent due to the fear and social stigma that domestic violence carries.

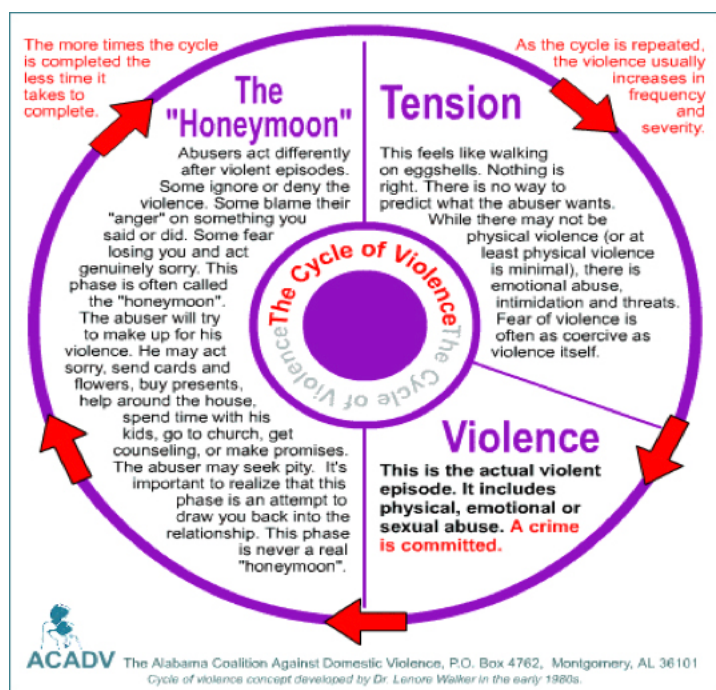
Domestic Violence is defined by a pattern of power and control displayed by a victim's partner or family member who has inflicted physical, psychological/emotional, sexual, and/or economic abuse on their victims. The abusers exhibit behaviors to maintain that power and control. It is important to understand that this pattern can make it extremely challenging for a victim to leave their abuser.

There are three stages of domestic violence.

1. Tension Building Stage
2. Violent Episode or Explosion Stage
3. The "Honeymoon" Stage



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Stage 1: Tension Building

In the Tension Building stage, the abuser angers easily, is on edge, and tension builds. The victim may feel as though they are "walking on eggshells" during this period.

Stage 2: Violent Episode or Explosion

During the 2nd Stage, the abuser may become physically violent, explosive, and has become enraged or "out of control". In turn the victim may fear for their life, fight back, become submissive, or attempt to get away and seek help.

Stage 3: The "Honeymoon"

The final stage is known as the "honeymoon stage," during this period the abuser attempts to reconcile their behavior. They might appear to be remorseful and shower the victim with gifts and false promises that it will not happen again. They might also be inclined to act as though nothing had happened or place blame on the victim. The victim in this case

feels relieved that the incident is over and might make excuses for the behavior of the abuser or believe that the abuser will change. This could also cause the victim to become withdrawn or deny that it happened.

Due to the continuous cycle of these stages, the abuser can maintain power and control. This is one reason victims feel as though they are unable to leave. It can be difficult as an outsider to understand unless they themselves have been a survivor of domestic violence too.

Aside from feeling trapped in the vicious cycle of abuse, there are several other reasons a victim may choose to stay. There are countless barriers victims must overcome and the thought of leaving seems impossible, with the cultural or social stigma being among one of the most significant reasons.

Reasons why a victim of Domestic Violence might not seek assistance.

- Fear of unfair judgement or embarrassment
- Fear of different treatment, personally or professionally
- May experience pushback and negativity from others for leaving due to Religion or culture
- Endangerment, too risky for the victim and the victim's children to escape
- Retaliation from the abuser
- Isolation from family & friends, abuser may have "burned bridges" between the victim and family
- Fear that friends, family members, and others who know the abuser, will not believe the victim
- Lack of financial resources, including loss of income, insurance coverage, possessions, vehicle, etc.
- Low self-confidence, may feel like they do not deserve a better life
- Drugs or alcohol, may have developed a substance use disorder as a coping mechanism
- The system has failed them in the past
- Still loves abuser or remains hopeful that the abuser will change
- Unable to reach out or seek assistance or is unaware of resources available to assist Domestic Violence victims



Even once a victim has broken free from their abuser, there remains a challenging road ahead of them. The trauma that one has endured can have a long-lasting impact on one's health and can develop into different forms of mental health issues and/or substance abuse issues.

Mental Health issues that have a direct impact on victims of Domestic Violence.

- PTSD
- Depression
- Anxiety
- Substance Use Disorder
- Suicidality

It is essential to have education available so victims can learn how to seek assistance and treatment. Therapy, peer support, or even just contacting a help line, can have a positive impact and assist with recovery. This may decrease the chances of a victim returning to their abuser. Reaching out to a domestic violence hotline or advocacy group is a great start. They can provide guidance on resources that can help with food, shelter, healthcare, transportation, legal help, and much more. Attending therapy is a way to process emotions, learn how to set healthy boundaries, and teach coping skills and strategies. Just having someone to feel safe with and talk to is huge in overcoming trauma.



Victims who have suffered in silence at the hands of a partner or family member need to know that they are not alone and are not to blame. Community awareness of how to seek help and treatment is available, so they can learn how to process, heal, and overcome the trauma. As a society we need to reduce the stigma and continue to promote awareness, by doing this we can decrease the reluctance victims may feel about reporting and seeking treatment. These survivors deserve a life where they feel safe, secure, and happy.

Resources for Domestic Violence in Southwest Michigan

Organization	Counties Served	Type	Services	24-Hour Crisis Line	Contact Number	Website
National Domestic Violence Hotline	ALL	Domestic Violence	Victim Services	Call - 1-800-799-SAFE (7233) Text - "START" to 88788		https://www.thehotline.org/
Michigan Advocacy Program	ALL	Domestic Violence, Elder Abuse	Legal Assistance, Personal Protection		734-665-6181	https://miadvocacy.org
Equality Michigan (Triangle Foundation)	ALL	Domestic Violence, Specified Crimes	Victim Services, Culturally Specific Services		313-537-7000	https://equalitymi.org/
Statewide Sexual Assault Hotline	ALL	Sexual Assault	victim services	Call - 855-VOICES4 (864-2374) Text - 866-238-1484		https://www.michigan.gov/voices4
S.A.F.E. Place	Barry, Calhoun, Eaton	Domestic Violence	Shelter/Housing , Victim Services	269-965-7233 or 888-664-9832	269-965-6093	http://safeplaceshelter.org/
Green Gables Haven	Barry	Domestic Violence	Shelter/Housing , Victim Services	269-945-4777 or 800-304-5448	269-804-6021	https://www.greengableshaven.org/
Safe Harbor Children's Advocacy Center	Barry, Allegan	Child Abuse	Children's Advocacy Center, Court Appointed Special Advocates, Victim services		269-673-3791	www.safeharbortcac.org
Branch County Coalition Against Domestic and Sexual Violence	Branch	Domestic Violence, Sexual Assault	Shelter/Housing , Victim Services, Resource Assistance	Call - 817-278-SAFE (7233) Text- 817-227-0320	817-278-SAFE (7233)	278safe.com
Branch-St. Joseph Area Agency on Aging (Branch-Hillsdale-St. Joseph Community Health Agency)	Branch, St. Joseph	Elder Abuse	Victim Services		817-278-2538 or 888-615-8009	http://www.bhsj.org/aaa
The Avenue Family Network, Cora Lamping Center	Berrien	Domestic Violence, Sexual Assault	Shelter/Housing , Victim Services, Basic Needs	269-925-9500	269-925-1726 or 888-237-1891	https://www.theavenue.ngo/our-programs/safe-shelter.html
Children's Advocacy Center of Southwest Michigan (Berrien County Council for Children)	Berrien	Child Abuse	Children's Advocacy Center, Victim services		269-856-9640	https://www.michiganccac.org/
Bronson Health Foundation, Sexual Assault Services	Calhoun, Cass, Eaton, Kalamazoo, St. Joseph, Van Buren	Sexual Assault, Child Abuse	Victim services, Children's Advocacy Center, SANE	888-383-2192	269-245-3925	www.sasoc.net
Domestic and Sexual Abuse Services	Cass, St. Joseph, Van Buren	Domestic Violence, Sexual Assault	Shelter/Housing , Victim Services	800-828-2023	269-279-5122	www.dasasmi.org
Community Healing Centers, Children's Advocacy Center of Kalamazoo	Kalamazoo	Child Abuse	Children's Advocacy Center, Victim services		269-343-1651	communityhealingcenter.org/childrens-advocacy-center
YWCA of Kalamazoo	Kalamazoo	Domestic violence, Sexual assault, Specified crime types	Shelter/housing , Victim Services	269-385-3587	269-345-5595	www.ywcakalamazoo.org
Domestic Violence Coalition, Inc.	Van Buren	Domestic Violence	Victim Services	269-655-9008 or 1-888-855-9008	269-655-9008 or 1-888-655-9008	http://www.domesticviolencecoalition.org/index.html



SWMBH CEO Bradley Casemore with Battle Creek Haven of Rest Executive Director Daniel Jones at their annual Roof Sit Fundraiser June 17, 2022, at Battle Creek Sunshine Toyota hosted by WRKR The Rocker. SWMBH proudly funds Haven of Rest Men's and Women's Recovery Programs with federal Block Grant and county PA2 funds.

SUBSTANCE USE TREATMENT OPTIONS AND RECOVERY

Understanding recovery and why it's important for the nation's health and well-being.

Recovery is defined as a process of change where individuals improve their health and wellness, live self-directed lives, and strive to reach their full potential. People can sustain recovery from substance misuse and/or mental illness. With the nation experiencing increases in substance use disorders and mental illnesses, the Substance Abuse and Mental Health Services Administration (SAMHSA) is taking an integrative approach to the crisis by accelerating and expanding access to prevention, treatment, and recovery support services.

According to SAMHSA's 2020 National Survey on Drug Use and Health, 40.3 million people aged 12 or older had a substance use disorder, and 14.2 million adults aged 18 or older had serious mental illness in the past year. The overdose crisis continues to damage individuals, families, and communities across the nation. According to the Centers for Disease Control and Prevention, there were over 107,000 provisional drug overdose deaths in the United States for the year ending in February 2022.

To address this crisis, SAMHSA is highlighting the importance of recovery support and the recovery guiding principles, while promoting recovery resources including:

SAMHSA's National Helpline—A free, confidential, 24/7, 365-day-a-year treatment referral and information service (in English and Spanish) for individuals and families facing mental and/or substance misuse disorders

The new **988 Suicide & Crisis Lifeline** (formerly known as the National Suicide Prevention Lifeline)—A national network of local crisis centers that provide free and confidential emotional support to people in suicidal or substance use crisis, or emotional distress 24 hours a day, 7 days a week across the United States

The **SAMHSA Online Treatment Locator**—A confidential and anonymous source of information for persons seeking treatment facilities in the United States or U.S. territories for substance misuse/addiction and/or mental health illness.

SAMHSA is also focused on the nation's youth, who are increasingly at risk. Recent data show that American youth aged 0–24 years old accounted for 6,000 overdose deaths in 2020, a 66% increase from 2019. Among adults ages 18 or older in 2020, 21% (or 52.9 million people) had any mental illness (AMI) in the past year. The percentage of past-year AMI is highest among young adults (ages 18 to 25); 10.2 million people or 30% of individuals in this age group had AMI.

SAMHSA is proud to celebrate Recovery Month and provide the resources individuals need to begin and stay on their unique recovery journeys.



ABOUT SAMHSA

SAMHSA is the agency within the U.S. Department of Health and Human Services that leads public health efforts to advance the behavioral health of the nation. One of SAMHSA's most important missions is reducing the impact of substance use and mental illness on America's communities.

Follow SAMHSA on social media:

[@facebook.com/samhsa](https://www.facebook.com/samhsa)

[@twitter.com/samhsagov](https://twitter.com/samhsagov)

[@youtube.com/samhsa](https://www.youtube.com/samhsa)

[@instagram.com/samhsagov](https://www.instagram.com/samhsagov)

www.samhsa.gov/blog

NATIONAL MATERNAL MENTAL HEALTH HOTLINE



The new National Maternal Mental Health Hotline provides 24/7, free, confidential support, resources and referrals to any pregnant and postpartum mothers facing mental health challenges and their loved ones. The service is available via phone and text in English or Spanish. Call or text, 1-833-9-HELP4MOMS (1-833-943-5746) to connect with counselors at the National Maternal Mental Health Hotline. Pregnancy and a new baby can bring a range of emotions. In fact, many women feel overwhelmed, sad, or anxious at different times during their pregnancy and even after the baby is born. For many women, these feelings go away on their own. But for some women, these emotions are more serious and may stay for months. The National Maternal Mental Health Hotline's counselors provide real-time emotional support, encouragement, information, and referrals. Pregnant and postpartum women can get the help and resources they need when they need it. Are you a new parent and feeling sad, worried, overwhelmed, or concerned that you aren't good enough? You aren't alone. You aren't to blame. With help, you can feel better. Call or text, 1-833-9-HELP4MOMS (1-833-943-5746) to connect with counselors at the National Maternal Mental Health Hotline. Learn more at www.MCHB.HRSA.gov/national-maternal-mental-healthhotline.

SUBSTANCE USE: NOTICE OF CONFIDENTIALITY AND PRIVACY PRACTICES

Southwest Michigan Behavioral Health (SWMBH) is committed to protecting your health information. We are required by law to keep your information as private as possible. For Substance Use services, there are strict limits on: what information we can share, who we can share information with, and when that information can be shared.

- You should be offered a copy of our Substance Use Confidentiality and Privacy Practices when you start substance use services at a contracted provider.
 - You can find our Notice of Confidentiality and Privacy Practices for Substance Use Services on our website under Member Documents & Resources: Member Documents (<https://www.swmbh.org/members/member-documents-from-swmbh/>).
 - If you would like a copy of this document mailed to you, please call Customer Service at 1-800-890-3712.
- You have specific rights related to your privacy. You can speak with our SWMBH Privacy Officer at 1-800-783-0914 if you feel your privacy rights have been violated. You also have the option to file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights. No one can retaliate against you for filing a complaint.



A NEW, EASIER-TO-REMEMBER VETERANS CRISIS LINE NUMBER

If you are a Veteran having thoughts of suicide or are concerned about someone who does, reach out 24/7 to crisis support through the new Veterans Crisis Line (VCL) number: Dial 988, then Press 1. This shorter, three-digit number provides an easier-to-remember way to access the VCL. We are working to make sure all Veterans and their supporters know about the new number. Below are answers to some questions you might have about this change.

WHY DID THE VCL GET A NEW NUMBER?

The change is a result of the National Suicide Hotline Designation Act. The law authorized 988 as the new three-digit number for the National Suicide Prevention Lifeline (Lifeline). Under the law, all telephone service providers in the U.S. had to activate the number by July 16, 2022. Because VA administers the VCL through the Lifeline's national network, the service was affected by this transition.

WHAT DOES THE NEW NUMBER MEAN FOR ME?

Since 2007, the VCL has supported millions of Veterans in crisis. This new, shorter number increases ease of access and clarity in times of crisis for both Veterans and supporters.

Like the current number, to reach the VCL, Veterans will press 1 after dialing to connect with VCL responders. Though the number is new, the Veterans Crisis Line dedicated service is still the same. And, you do not have to be enrolled in VA benefits or health care to connect.

IS THE OLD VCL PHONE NUMBER GOING AWAY?

No. Veterans will still be able to call 1-800-273-8255 and Press 1 to connect with responders. The VCL will also still be available by chat (VeteransCrisisLine.net/Chat) and text (838255).

WHAT HAPPENS IF I'M OVERSEAS?

The VCL's 800 number is a continental United States (CONUS)-based toll-free number that remains active. Some international calls may incur a charge, depending on the caller's location and network provider.

Veterans overseas may contact the VCL through chat at VeteransCrisisLine.net/Chat. If you prefer a phone call, you can request this within the chat venue. A responder will call you at the number you provide at no charge.

Be prepared and save the new number in your phone: Dial 988, then Press 1. Remember, you are not alone. Day or night, the Veterans Crisis Line is here for you.

Did you serve? Do you have questions or need assistance regarding your military service or family members?

SWMBH's Veteran Navigator is Toni Kennedy!

She is here to help Veterans and their families connect with resources. If you or your family need assistance or simply need more information, call **269-967-9187**.

MEET THE SOUTHWEST MICHIGAN BEHAVIORAL HEALTH VETERAN NAVIGATOR



Toni Kennedy is the SWMBH regional Veteran Navigator. She served in the US Army & US Army Reserve. Toni can assist Veterans and /or family members who need resources or have questions regarding VA benefits. Toni can help navigate potential resources such as linking to VA benefits, accessing services in the community, and assisting with paperwork. She is an advocate for Veterans and their families in their communities. She works directly with county, state, and federal VA agencies. Her contact information is:

Toni Kennedy, Veteran Navigator SWMBH

antonia.kennedy@swmbh.org | Cell: 269-967-9187

EMERGENCY SERVICES

If you are experiencing a life-threatening or medical emergency, unable to transport yourself to an emergency room, or if you are experiencing a life-threatening or medical emergency after hours, always call 9-1-1 right away.

A “mental health emergency” is when a person is experiencing symptoms and behaviors

- that can reasonably be expected in the near future to lead him/her to harm self or another;
- his/her inability to meet his/her basic needs he/she is at risk of harm;
- the person’s judgment is so impaired that he/she is unable to understand the need for treatment and that his/her condition is expected to result in harm to him/herself or another individual in the near future

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

If you have a mental health emergency, you should seek help right away. You can call the emergency number for your CMH office, you can go to any hospital that offers emergency care, or you can call 911.

Emergency Assistance is available 24 hours a day, 7 days a week from CMH:

Barry County	269-948-8041 or 1-800-873-0511	Cass County	269-445-2451 or 1-800-323-0335
Berrien County	269-925-0585 or 1-800-336-0341	Kalamazoo County	269-373-6000 or 1-888-373-6200
Branch County	517-279-1193 or 1-888-725-7534	St Joseph County	269-467-1000 or 1-800-622-3967
Calhoun County	269-966-1460 or 1-800-632-5449	Van Buren County	269-657-5574 or 1-800-922-1418

You can walk-in to any CMH office during business hours and ask for assistance with an emergency.

SOUTHWEST MICHIGAN BEHAVIORAL HEALTH CUSTOMER ADVISORY COMMITTEE

Southwest Michigan Behavioral Health (SWMBH) has formed a Customer Advisory Committee. The idea of the committee is to make certain that customers can give input to SWMBH. Members give advice on items which directly or indirectly affect the quality of the behavioral health services and supports offered within the SWMBH region. The region is made up of Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph, and Van Buren Counties. Committee members are responsible for but not limited to:

- Reviewing and giving feedback on documents as prepared for use all over the SWMBH network such as Customer Handbook and other informational materials.
- Reviewing questions asked in questionnaires, surveys, and the like, in which customers will be asked to take part.
- Reviewing Satisfaction Survey results and regional plans for change.
- Reviewing results of the Performance Improvement Projects and regional plans for change.
- Reviewing results of Michigan Department of Community Health (MDCH) and Health Services Advisory Group (HSAG) reviews and regional plans for change.
- Review of any other state or federal documents as requested by SWMBH for feedback.

If you currently have Medicaid or Healthy Michigan as your insurance, are a primary or secondary customer (advocate) of Mental Health/Developmentally Disabled or Substance Use Disorder services and would be interested in learning more about the SWMBH Customer Advisory Committee please contact your local Customer Service Department (contact information included in this newsletter) or SWMBH Customer Service Department at **1-800-890-3712** or customerservice@swmbh.org.



Based on the recommendation of several House colleagues and through her independent judgement Michigan House Representative Lasinski (D-52 and House Democratic Leader) has appointed Bradley P. Casemore, MHSA, LMSW, FACHE to the ***Opioid Advisory Commission*** created by Public Act 84 of 2022. The Commission is made up of twelve appointed Commissioners and is charged with a variety of roles including but not limited to review of local, state, and federal initiatives related to education, prevention, treatment, and services for individuals and families affected by substance use disorders and co-occurring mental health disorders; and to recommend funding for tasks, activities, projects, and initiatives that would support the objectives of the Commission.

Mr. Casemore is Chief Executive Officer of Southwest Michigan Behavioral Health a Regional Entity created through the Michigan Mental Health Code as well as a state designated Community Mental Health Entity and a Prepaid Inpatient Health Plan managing \$340 million in behavioral health services for Medicaid eligible in an eight-county region. He said “I am grateful and honored to be appointed by Representative Lasinski. She and other stakeholders can count on my devoted and diligent service on the Commission, improving planning, policy and programs for persons suffering from behavioral health disorders.”



SOUTHWEST MICHIGAN BEHAVIORAL HEALTH CUSTOMER SERVICE OFFICES

Customer Services is a department made up of staff that are available to answer your questions, talk about your concerns, and make sure that you are receiving the services and supports that you need.

Local Community Mental Health Customer Service offices are available to you to address all grievances, appeals and other issues you may have with your local Community Mental Health or service provider. We have included a list of Customer Service representatives as well as their contact information and hours of operation. Please contact them if you have any questions or issues.

For Substance Use Disorder customers the Customer Service Department is centrally located within Southwest Michigan Behavioral Health. If you wish to file a grievance, appeal or have issues with the services/supports provided to you, please feel free to contact the Customer Services Department at Southwest Michigan Behavioral Health at the information provided below. You may also wish to talk with your Substance Use Disorder service provider to address any issues you may encounter.

Southwest Michigan Behavioral Health (SWMBH)
Member Services Specialist
5250 Lovers Lane, Suite 200
Portage, MI 49002
Customer Services Toll-Free: (800) 890-3712
Agency Phone: (800) 676-0423

TTY: 711 (MRC)
Fax: (269) 441-1234
Email: customerservice@swmbh.org
Customer Service Hours
M – F 8:00 a.m. - 5:00 p.m.
Excluding Legal Holidays

CUSTOMER SERVICE OFFICES

Our goal is to ensure your service needs are met through dignity, respect, and medically necessary services.

Barry County Community Mental Health Authority Tina Williams, Customer Service Representative	500 Barfield Drive, Hastings, MI 49058 Agency Phone: (269) 948-8041 or (800) 266-4781 TTY: 711 (MRC) Fax: (269) 948-9319 Email: Tiwilliams@bccmha.org Customer Service Hours: M - F 8:00 a.m. - 5:00 p.m. (Excluding Legal Holidays)
Riverwood Center/Berrien Mental Health Authority Leanne Adams, Customer Service Representative	1485 M-139, Benton Harbor, MI 49023 Customer Service Toll-Free: (866) 729-8716 Agency Phone: (269) 925-0585 or (800) 336-0341 TTY: 711 (MRC) Fax: (269) 927-1326 Email: leanne.adams@riverwoodcenter.org Customer Service Hours: M - F 8:30 a.m. - 5:00 p.m. (Excluding Legal Holidays)
Pines Behavioral Health (Branch County) Kammy Ladd, Customer Service Representative	200 Vista Drive, Coldwater, MI 49036 Customer Service Toll-Free: (866) 877-4636 Agency Phone: (517) 278-2129 or (888) 725-7534 TTY: 711 (MRC) Fax: (517) 279-8172 Email: kladd@pinesbhs.org Customer Service Hours: M – F 9:00 a.m. - 5:00 p.m. (Excluding Legal Holidays)
Summit Pointe (Calhoun County) Amy Vincent, Customer Service Representative	175 College St., Battle Creek, MI 49037 Customer Service Toll-Free: (800) 632-5449 Agency Phone: 269-966-1460 TTY: 711 (MRC) Fax: (269) 966-2844 Email: AVincent@summitpointe.org Customer Service Hours: M – F 8:00 a.m. – 5:00 p.m. (Excluding Legal Holidays)
Woodlands Behavioral Healthcare Network (Cass County) Regina Wolverton, Customer Service Representative	960 M-60 East, Cassopolis, MI 49031 Customer Service Toll-Free: (800) 323-0335 Agency Phone: 269-445-2451 or (800) 323-0335 TTY: 711 (MRC) Fax: (269) 445-3216 Email: reginaw@woodlandsbhn.org Customer Service Hours: M - F 8:30 a.m. - 5:00 p.m. (Excluding Legal Holidays)
Integrated Services of Kalamazoo Teresa Lewis, Customer Service Manager	2030 Portage Road , Kalamazoo, MI 49001 Customer Service Toll-Free: (877) 553-7160 Agency Phone: (269) 373-6000 Or (888) 373-6200 TTY: 711 (MRC) Fax: (269) 364-6992 Email: tlewis@kazooocmh.org Customer Service Hours: M - F 8:00 a.m. - 5:00 p.m. (Excluding Legal Holidays)
Community Mental Health & Substance Abuse Services of St. Joseph County Jarrett Cupp, Chief Compliance Officer and Provider Network Management	677 East Main Street, Suite A, Centreville, MI 49032 Customer Services Toll-Free: (855) 203-1730 Agency Phone: (269) 467-1000 or (800) 622-3967 TTY: 711 (MRC) Fax: (269) 467-3072 Email: jcupp@stjoecmh.org Customer Service Hours: M - F 8:00 a.m. – 5:00 p.m. (Excluding Legal Holidays)
Van Buren Community Mental Health Authority Sandy Thompson, Customer Service Representative	801 Hazen Street, Suite C, P.O. Box 249, Paw Paw, MI 49079 Agency Phone: (269) 657-5574 or (800) 922-1418 TTY: 711 (MRC) Fax: (269) 657-3474 Email: sthompson@vbcmh.com Customer Service Hours: M - F 8:30 a.m. - 5:00 p.m. (Excluding Legal Holidays)



*Principal Office: 5250 Lovers Lane, Portage, MI 49002
Phone: 800-676-0423*

Southwest Michigan Behavioral Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Southwest Michigan Behavioral Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Southwest Michigan Behavioral Health:

- Provides **free** aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, Braille, other formats)
- Provides **free** language services to people whose primary language is not English or have limited English skills, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Customer Services.

If you believe that Southwest Michigan Behavioral Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Customer Services
5250 Lovers Lane, Suite 200
Portage, MI 49002
P: 800-890-3712 (TTY: 711)
F: 269-441-1234
info@swmbh.org

If you are an individual who is deaf or hard of hearing, you may contact the MI Relay Service at 711 to request their assistance in connecting you to Southwest Michigan Behavioral Health. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Customer Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You may also file a grievance electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, D.C., 20201
1-800-368-1019.

Serving Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph and Van Buren Counties

You have the right to get this information in a different format, such as audio, Braille, or large font due to special needs or in your language at no additional cost.

"ATENCIÓN: Si habla **español**, hay servicios gratuitos de asistencia con el idioma para usted. Llame al 1-800-890-3712 (TTY: 711)".

"انتبه: إن كنت تتحدث العربية، فتوجد خدمات مساعدة لغوية، مجانية، ومتاحة لك. اتصل بـ 1-800-890-3712 (رسالة مبرقة: 711)."

"ACHTUNG: Sollten Sie **deutsch** sprechen, steht Ihnen ein Sprachenhilfe-Service kostenlos zur Verfügung. Sie können uns unter folgender Telefonnummer erreichen: +1-800-890-3712 (TTY: 711)."

"请注意：如果您说中文，您可以利用我们免费提供的语言帮助服务。详情请致电 1-800-890-3712 (TTY: 711) 。"

"OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-890-3712 (TTY- 711)."

"UWAGA: Jeśli mówi Pan/Pani **po polsku**, oferujemy bezpłatną pomoc językową. Proszę zadzwonić pod numer 1-800-890-3712 (TTY/tel. dla niesłyszących: 711)."

"VINI RE: Në qoftë se flisni **shqip**, keni në dispozicion shërbim falas për t'ju ndihmuar me gjuhën. Telefononi 1-800-890-3712 (TTY-teletekst: 711)."

"ATTENZIONE: Si parla **italiano**, servizi gratuiti di assistenza linguistica, sono a vostra disposizione. Chiamare 1-800-890-3712 (TTY: 711)."

"TALA: Kung kayo ay nagsasalita ng **Tagalog**, ang serbisyo ng tulong sa wika (language assistance services), ay available upang magamit ninyo, nang walang bayad. Tumawag sa 1-800-890-3712 (TTY: 711)."

"**ध्यान दें:** यदि आप **हिन्दी** बोलते हैं, तो आपके लिए भाषा सहायता सेवाएँ मुफ्त में उपलब्ध हैं। 1-800-890-3712 (TTY: 711) पर कॉल करें।"

"주의: 귀하가 **한국어**를 할 경우, 한국어 언어 지원 서비스를 무료로 사용할 수 있습니다. 1-800-890-3712 (TTY 문자 전화기: 711)로 전화하십시오."

"LƯU Ý: Nếu quý vị nói **tiếng Việt**, các dịch vụ hỗ trợ ngôn ngữ được cung cấp cho quý vị miễn phí. Vui lòng gọi số 1-800-890-3712 (TTY: 711)."

"**আপনার দৃষ্টি আকর্ষণ করছি:** আপনি যদি বাংলাভাষী হন এবং যদি আপনার ভাষাগত সাহায্যের প্রয়োজন হয়, তাহলে নিখরচায় সাহায্য পেতে ফোন করুন: ১-৮০০-৮৯০-৩৭১২ (TTY: 711) 1-800-890-3712 (TTY: 711)."

ご注意：日本語で対応しているアシスタンスサービスを無料でご用意しております。

1-800-890-3712 (TTY: 711)へお電話下さい。

«ВНИМАНИЕ! Если вы говорите на **русском** языке, вам предоставляется бесплатное языковое обслуживание. Звоните по тел.: 1-800-890-3712 (телефон с текстовым выходом: 711)».

RESOURCES

Crisis/Suicide Hotlines: 1-800-SUICIDE (1-800-784-2433)

Suicide Prevention Hotline: 1-800-273-TALK (1-800-273-8255)

Suicide Prevention Hotline for Deaf or Hard of Hearing: 1-800-799-4TTY (1-800-799-4889)

Suicide Prevention Online Chat: www.gryphon.org/services/crisis-services/online-chat

Suicide Prevention Text Line: Text: "Hello" to 741-741

Human Services: (Crisis Situations, food, housing/rent help): **211**

Child Abuse and Neglect Parent Helpline: 1-855-942-4357

National Alliance on Mental Illness (NAMI): 1-800-950-6264 or www.nami.org

National Domestic Violence Hotline: 1-800-799-SAFE (1-800-799-7233), TTY: 1-800-787-3224, Spanish: 1-800-942-6908

National AIDS Hotline: 1-800-342-AIDS (1-800-342-2437)

Alcoholics Anonymous Hotline: 269-467-1107

MI Health Link Ombudsman: 1-888-746-6456

Veteran Crisis Line: 1-800-273-8255 press 1 Text: 838-255

The MI Health Link Handbook is available. Contact Customer Services (800-676-5814) for your copy or download it directly at: www.SWMBH.org

**Southwest Michigan
Behavioral Health
(SWMBH)**

**Member Services
Specialist**

**5250 Lovers Lane,
Suite 200**

Portage, MI 49002

**Customer Service
Toll-Free:**

(800) 890-3712

Agency Phone:

(800) 676-0423

TTY: 711 MRC

Fax:

(269) 441-1234

Email: info@swmbh.org

Customer Service Hours

M – F

8:00 a.m. – 5:00 p.m.

**Excluding Legal
Holidays**

SOUTHWEST MICHIGAN BEHAVIORAL HEALTH BOARD MEETINGS 2022

*October 14, 2022 – 9:30am to 11:00am

*November 11, 2022 – 9:30am to 11:00am

*December 9, 2022 – 9:30 am to 11:00am

All scheduled meetings take place at the Principal Office, unless otherwise communicated.*

*Principal Office Located at 5250 Lover's Lane, Suite 200, Portage, MI, 49002

All SWMBH Board Meetings are subject to the Open Meetings Act 1976 PA 267, MCL 15.261-15.275

SWMBH adheres to all applicable laws, rules, and regulations in the operation of its public meetings, including the Michigan Open Meetings Act, MCL 15.261 – 15.275

SWMBH does not limit or restrict the rights of the press or other news media. Discussions and deliberations at an open meeting must be able to be heard by the general public participating in the meeting. Board members must avoid using email, texting, instant messaging, and other forms of electronic communication to make a decision or deliberate toward a decision and must avoid "round-the-horn" decision-making in a manner not accessible to the public at an open meeting.