

SWMBH Call Center News

Beth Guisinger, LPC, CAADC, Manager of UM & Call Center



With everything happening in the world, the change being made for staff to work from home was a heavy lift for the Call Center and Utilization Management department. It required new headsets for all Call Center staff, in addition to ensuring that everyone had access to the internet and that calls were routed to SWMBH cell phones.

The shift to ensure staff were successfully working from home was tedious and stressful at times; however, it was accomplished in a timely manner with help from ProtoCall, the answering service SWMBH contracts with for certain phone lines after hours.

With the assistance of Aunalytics (SWMBH's IT Support) VOIP staff (special shout out to Jon Dixon and Chad Varney), this mission was completed with the help and teamwork of the entire lower level staff. One

by one, computers had to be updated via remote connection from Aunalytics, who made changes to the call center system to enable the use of phones through the Cisco Finesse program. This did not come without its own unique set of issues that did not get resolved until after 8 pm on Tuesday evening (March 17th).

First thing Wednesday, after each staff had the updates installed, co-workers called phone queues and assisted in the training of other staff regarding how to use their "soft" phones via the computer, make conference calls, and not lose customers in the process. They did this with patience and a wonderful sense of humor. Staff were dismissed from the office two at a time. They helped each other disconnect electronics, load up monitors and work supplies (provider phone lists, ASAM and DSM-V manuals, department process guides, and hundreds of post-it notes) and transition home. After each member was up and functioning remotely, the next two staff members were dismissed from the office. Everyone in the

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SWMBH Call Center News

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department was moved out of the office by 5 pm.

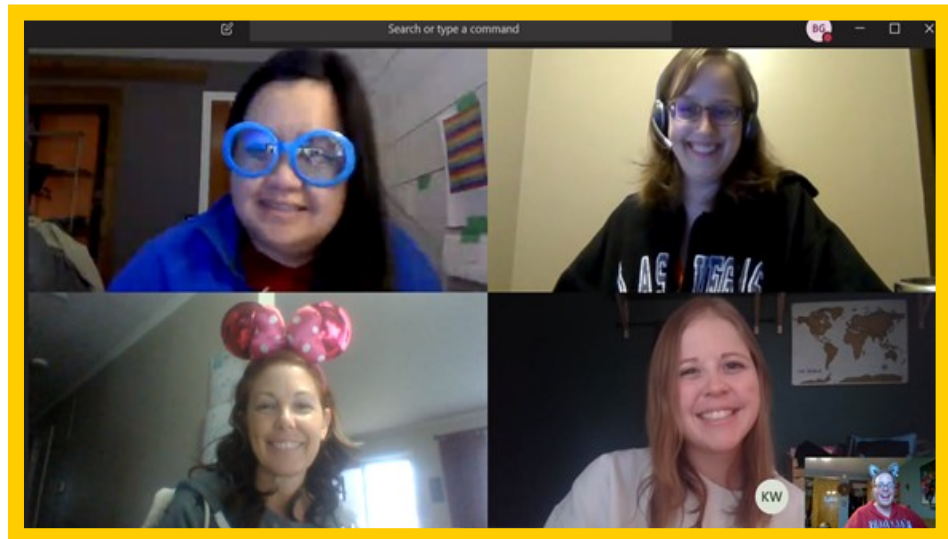
Wednesday and Thursday were mostly spent taking calls and troubleshooting technology issues that began to surface. By Friday, the majority of these were resolved and everything was business as usual – well, as usual as it can be with everyone working from their homes.

Overall, the transition to working from home was extremely successful.

Each staff member has cell phone numbers for any consultations that need to take place. The department will not be going back to their old desk phones when they return to the office. It is now set up to work remotely if anything like this were to ever happen again.

Changes to the normal Call Center process include the following:

- The SUD line is now being transferred to ProtoCall at 5 p.m. instead of 8 p.m.
- The MI Health Link customer lines are forwarded to a SWMBH on-call staff member beginning at 5 p.m.
- Any after-hours SUD detox pre-authorizations are temporarily suspended due to the additional health screenings being completed by detox and residential providers and to discourage unnecessary trips to emergency rooms for medical clearance required prior to admissions.
- Per 42 CFR part 2, valid release of information (ROI) forms are still required to share any protected health information related to substance use treatment. Due



SWMBH Call Center staff settling into their new home office environments.

to some issues receiving these because of telehealth services being provided, call center staff are encouraging higher level of care requests to be made as a conference call.

- When customers are referred to detox/residential care, Call Center staff are requesting release of information forms for both the detox/residential provider and the provider who completed the initial assessment via telehealth. This will help providers complete BH TEDS Admissions, attach assessments and treatment plans, and request authorizations.

On behalf of the entire department, we thank you for your patience and understanding with staff during this time. We are all in uncharted territory and are continuing to figure things out as we go. Please do not hesitate to contact staff on the regular phone numbers, as those have not changed. We appreciate your continued dedication and service to your clients at this difficult time. Your dedication to the people of this region is an amazing thing that you should all be commended for.

My Strength

Brian Walters, Clinical Operations Specialist

Southwest Michigan Behavioral Health partners with myStrength.com to promote positive mental wellness. MyStrength arose from a deep passion to help those challenged with behavioral health conditions. We've seen people close to us struggle with depression, anxiety, or overuse of drugs and alcohol and experienced first-hand the disabling impact.

Knowing that there must be a way to overcome these obstacles, myStrength set out to help those we love... and the more than 50 million others who are working through behavioral health disorders. The vision for myStrength, The health club for your mind™, was born with the realization that the Internet and mobile applications provide a perfect way to help those in need. Done right, digital resources that complement other forms of care, such as medication and working with a behavioral health professional, could give users support that is affordable, accessible, and devoid of the negative image that behavioral healthcare sometimes carries.

With the COVID-19 virus spreading around the world for the past few months, Public officials have asked for people to make some big changes in everyday life in order to contain the spread of the virus. Through this stressful time, myStrength offers tips and activities as a way for individuals to cope with all the unexpected changes. These resources on the Coronavirus include:

- COVID-19 and Mental Wellness
- Managing Time at Home with the Kids
- Staying Connected While Social Distancing
- Changing Plans and Handling Disappointment
- Keeping your Relationship Strong During COVID-19
- Parenting in Challenging Times
- Inner Calm in Turbulent Times
- Use Grounding to Pause and Find Your Way Forward
- Breathing to Calm Yourself
- Processing Emotions About COVID-19
- Tools and Resources about COVID-19
- Keeping Perspective in a Crisis
- Coping Skills During COVID-19
- Managing Overwhelming Thoughts About COVID-19
- COVID-19 and Mental Wellness
- A Simple Way to Practice Mindfulness

All a client needs to do is log into myStrength and check out the new "COVID-19 resources." It's easy! Sign up in just three easy steps applying the Codes below based on the service area and/or program.

Sign---up Process

1. Go to www.mystrength.com, and click the Sign-up button.
2. When asked for an Access Code, enter the appropriate code (see Provider Newsletter this edition, [page 4](#)).
3. Complete the sign---up process with a brief Wellness Assessment and personal profile.



My Strength Access Codes

My Strength Service Area	Access Code
General Community Members or Staff Friends & Family	SWMcommunity
SWMBH Call Center and any ancillary SUD providers	SWMBH
Barry County Community Mental Health Authority	SWMBarry
Berrien CMH , DBA Riverwood Center	SWMBerrien
Branch CMH , DBA Pines Behavioral Health Network	SWMBbranch
Calhoun CMH , DBA Summit Pointe	SWMCalhoun
Cass CMH , DBA Woodlands Behavioral Healthcare Network	SWMCass
Kalamazoo CMH , DBA Integrated Services of Kalamazoo	SWMKalamazoo
St. Joseph CMH , DBA CMH and SA Services of St. Joseph County	SWMStJoe
Van Buren Community Mental Health Authority	SWMVanBuren

Bradley Casemore, CEO of SWMBH, Appointed to the Mental Health Diversion Council by Governor Gretchen Whitmer

Mary Ann Bush, Project Coordinator – Sr. Operations Specialist

Governor Gretchen Whitmer announced on Friday, February 7, 2020, the following appointment to the Mental Health Diversion Council.

Bradley P. Casemore, of Battle Creek, is the chief executive officer of Southwest Michigan Behavioral Health. He holds a Master of Health Services Administration and a Master of Social Work from the University of Michigan. Mr. Casemore is appointed to represent adult service agencies and/or providers from a local community mental health service program (CMHSP), for a term commencing February 7, 2020 and expiring January 30, 2024.

He succeeds Ross Buitendorp whose term expired January 30, 2020.

The Mental Health Diversion Council is an advisory body to the Governor

within the Department of Health and Human Services charged to advise and assist in the implantation of a diversion action plan and provide recommendations for statutory, contractual or procedural changes to improve diversion from prisons and jails.



Online Gambling Prevention

Justin Rolin, Gambling Disorder Prevention Specialist

During this time of social distancing due to the COVID-19 pandemic, it is important to remember the isolation our community members are experiencing. This sense of isolation can lead many to seek different forms of entertainment and connectedness, and many may explore the various forms of online gaming and gambling. Although these forms of entertainment can have minimal negative effects for some individuals, for others, participating in these activities increases the likelihood of developing a more significant disorder.

For those who already have a gambling disorder, these times may be especially distressing. All tribal and commercial casinos in Michigan have temporarily suspended operations to slow the spread of COVID-19, and this leaves the problem gambler with very few options. Problem gamblers typically have their preferred game of choice; however, the current conditions may force many to seek alternative forms of gambling on-line.

The features and mechanics associated with many on-line, console, and social games make youth, and anyone participating in these forms of gaming, susceptible to developing a gambling disorder. These games are intentionally designed to keep the player engaged and uses variable ratio enforcement principles, random reward mechanisms, and audio/visual cues similar to slot machines. According to Keith Whyte, the president of the National Council on Problem Gambling, "These features are well known to trigger urges to play along with increased excitement and faster play. For some users this is a pathway to problem gambling."

It is also important to remember the comorbidity involved with a gambling disorder. The National Comorbidity Survey Replication study conducted by Harvard Medical School found, "More than 95% of people with gambling



disorder have at least one other mental health disorder (anxiety, depression, etc.)", and "Two-thirds of people with gambling disorder have three or more mental health disorders." In addition, individuals with a gambling disorder have twice the rate of suicide of any other addictive disorder. This data, coupled with the likelihood of increased feelings of isolation and loss of connectedness during the pandemic, reinforces the potential devastating implications of gambling disorder and the importance of screening and referral to appropriate treatment.

As part of the Michigan Gambling Disorder Prevention Project, Southwest Michigan Behavioral Health (SWMBH) strives to support our providers by offering access to free problem gambling/gaming trainings for their clinicians and prevention specialists. In this time of uncertainty, SWMBH recognizes the importance of raising our collective awareness about this issue so that those suffering from this "hidden addiction" can receive the services they need. The Michigan Problem Gambling Helpline (1-800-270-7117) is operational 24 hours a day and offers guidance, support, and relief to anyone needing help with a gambling disorder. For more information contact SWMBH's Problem Gambling Prevention Coordinator, Justin W. Rolin, at (269)488-8922 or justin.rolin@swmbh.org.

Kalamazoo Health Connections

Ana Diaz, LMSW, CAADC, Integrated Healthcare Specialist/Care Coordinator

Southwest Michigan Behavioral Health (SWMBH), in partnership with Integrated Services of Kalamazoo (ISK) was awarded a grant in October 2019 from the Michigan Health Endowment Fund. It supports a two-year pilot project aimed at aiding older adults (ages 55+) in Kalamazoo County who have Medicaid (but are not enrolled in a Medicaid Health Plan) and have a mental illness and one or more chronic medical conditions. Our goal is to help participants coordinate services. Participants in Kalamazoo Health Connections will work with our Community Health Worker and Social Work Care Coordinator. They will also be offered an iPhone and will be encouraged to use technology to help learn more about medical and mental health needs. We also have a nurse on our team to help guide care and answer medical related questions .

The funds from the grant will help SWMBH and ISK work together to align:

- assessments
- care planning
- healthcare data analytics
- personalized interventions, and
- objective evaluation into one central location for project participants.

The goal of this unique and important partnership is to improve management of behavioral and physical health disorders, reduce avoidable health services, reduce healthcare expenses, enhance Participant functioning, provide symptom reduction and improve the overall quality of life. This partnership will target chronic medical conditions including Type 2 Diabetes, COPD, Heart Disease and Stroke, and/or Chronic pain. However, participation will not be solely limited

to these chronic conditions. Any individual with a mental illness and chronic condition can be accepted into the program.

The Michigan Health Endowment Fund works to improve the health and wellness of Michigan residents and reduce the cost of healthcare, with a special focus on children and seniors. You can find more information about the Health Fund at mihealthfund.org. For more information about the grant awarded to SWMBH through the Michigan Health Endowment Fund grant please contact Ana Diaz, Care Coordinator at (269) 488-6595.



The criteria for enrollment includes, but is not limited to:

- 55 years of age
- Resident in Kalamazoo County, Michigan
- Currently enrolled in Medicaid fee for service
- At least 1 behavioral health diagnosis and at least 1 chronic medical condition

This program will:

- Help participants understand their physical and behavioral health needs
- Identify and develop goals to address those needs
- Identify barriers and offer solutions to help achieve goals
- Locate other community resources available to help meet needs
- Offer a free iPhone
- Encourage technology use to meet self-management goals (partnering with MyStrength and Relias)

We are now accepting Referrals. Call or email for more information.

Phone: 1-855-488-6699

Email: healthconnections@swmbh.org

Kalamazoo Health Connections



What We Do

Participants work with a Community Health Worker and an MSW Care Coordinator who provide person-centered support. We assist participants with managing their own healthcare needs and with identifying resources and supports. Usually people receive support from Kalamazoo Health Connections team for three to five months. Technology is used to track success, learn about health and wellness, and more.

How We Help

- Understand physical and behavioral health needs
- Develop self-management plans
- Achieve person centered goals
- Link individuals to community resources
- Care Management
- iPhone applications for health goals*

*** Smartphones provided free of charge to participants**

You might be eligible for this program if:

- You are 55 years old or older
- You are a resident of Kalamazoo County, MI
- You are currently enrolled in Medicaid, but not enrolled in a Medicaid Health Plan



Kalamazoo Health Connections

healthconnections@swmbh.org

1-855-488-6699

Now accepting referrals.

Call or email for more information.



ABA Provider Audit Update 2020

Jeremy Franklin, Clinical Quality Specialist



In 2019, Southwest Michigan Behavioral Health (SWMBH) underwent a site review and case file audit by the State of Michigan focused on Applied Behavioral Analysis (ABA) services provided within the region. The review process involved reviewing clinical files, policies and procedures, as well as staffing credentials and service ratios. The review presented SWMBH with findings that showed areas where service documentation and provision could be better focused to best support the goals and needs that families bring to ABA service providers. A few of these areas included more documentation of individualized risks, better tracking of service provision ratios to allow for corrections/makeups, and clearer linking of ABA goals to the behavioral goals desired by the families.

As a result of the findings, SWMBH will be improving our region's ABA reviews both in terms of process and depth of review conducted for our individual ABA providers during this year's audit. To that end the Clinical Quality Department developed a new and more detailed clinical review tool for use during client case file reviews. This tool was developed after reviewing the recommendations laid out in the Michigan Department of Health and Human Services (MDHHS) audit results and recommendation guidelines

published by MDHHS regarding ABA services. The tool provides a solid framework that will be utilized to improve service delivery and clinical quality of provider services across the region.

Additionally, beginning in February 2020, Jeremy Franklin, LPC, and Heidi Limburg, LMSW, CAADC conducted the ABA provider reviews for this year. The new Clinical Quality tool assisted in detecting areas for the providers where improvement could be done in a way that had not been possible using previous iterations of audit tools, and feedback from the providers was positive!

The audit season continued into March and was expected to be completed by the end of April 2020, however, due to the COVID-19 situation, all ABA audit processes have been placed on hold. The providers in our region have been notified and it is the hope of SWMBH to resume this process once normal business operations and community capabilities have returned.

During this time, Jeremy Franklin, LPC of the Clinical Quality Department, is focusing on providing support for Community Mental Health Service Provider (CMHSP) and ABA providers within the region in order to assist with the circumstances related to COVID-19. He is also available to assist with obtaining answers and guidance from MDHHS and providing any information possible to the individual agencies.



Interprofessional Peer Education

By Dr. Jennifer Harrison, Associate Professor at Western Michigan University School of Social Work

There are lots of folks in southwest Michigan and beyond who don't have reasonable access to primary or behavioral health care services when they need them," said Dr. Jennifer Harrison, Associate Professor at Western Michigan University School of Social Work.

In 2017, Harrison and colleague, Associate Professor of Occupational Therapy, Dr. Ann Chapleau, were awarded a 4-year, \$1.8 million federal grant to create the Interprofessional Peer Education and Evidence for Recovery program (I-PEER) to bridge the geographic disparities in healthcare shortage areas in southwest Michigan.

The program offers \$10,000 stipends to social work and occupational therapy graduate students in community mental health field placements to incentivize them to start their careers in rural communities. The graduate students meet weekly alongside peer support partners for collaborative learning experiences while completing their final field placements. Their field supervisors and other community providers are also invited to participate in free trainings in evidence-based behavioral health practices with the goal to enhance the overall interprofessional behavioral health workforce.

In 2019, Chapleau, Harrison, and Associate Professor of Social Work, Dr. Bridget E. Weller, were awarded a second federal grant, this time focused on enhancing the workforce to respond to the opioid public health crisis. This program, the Michigan Youth Prevention and Recovery from Opioid Use Disorders (MY-PROUD), similarly provides trainings and engagement for graduate students in educational and healthcare field placements with high rates of opioid related overdose deaths. "MY-PROUD provides training on culturally- and linguistically-appropriate care, which are critical components in addressing disparities in access and clinical outcomes," said Dr. Weller.

The team also created a mobile app, Goal



Scaling Solutions, that will be useful for monitoring individualized goals in health, education, and organizations. Drs. Chapleau and Harrison have implemented Goal Scaling Solutions to measure personal and professional goal attainment, and knowledge translation following trainings.

"Goal Scaling is useful in measuring goals that matter to people, and in measuring incremental change over time, instead of merely success or failure," Dr. Chapleau adds.

"One of the areas that we're pretty focused on is being able to do outreach to people in remote and rural communities so that they don't always have to drive into somebody's office," said Dr. Harrison. "We hope to be able to contribute at least in a small way to fundamentally transforming the way behavioral health services are offered throughout southwest Michigan and to other rural and medically underserved communities." To learn more about I-PEER, MY-PROUD, and current research findings call (269) 387-3173 or contact Jennifer Harrison at jennifer.harrison@wmich.edu, Ann Chapleau at ann.chapleau@wmich.edu, or Bridget E. Weller at bridget.weller@wmich.edu.

New SWMBH Staff

Shelley Cizio, Compliance Specialist III

Hello, my name is Shelley Cizio. I have recently joined SWMBH as a Compliance Specialist III. I have 34 years working in the Mental Health field. I have a Bachelor's in Social work and spent my early career working with persons with Intellectual & Developmental Disabilities and Serious and Persistent Mental illness. I obtained my Master's in Health Care Administration and have since worked in administration in a PIHP and in two different CMHSPs in the SWMBH region. In my free time I enjoy my family, reading and decorating cupcakes!



Shelley Cizio



Jordan Huyser

Jordan Huyser, Compliance Specialist III

Hi! My name is Jordan and I am new with the compliance team at SWMBH. I am so very excited for this opportunity and can't wait until we are all in the office again. Some background on me, I have a Criminal Justice degree as well as a Social Psychology degree from Western Michigan University and Graduated in 2017. I am from a small town near Grand Rapids (Middleville) but bought my house in Kalamazoo about a year ago and am now a proud Kalamazoo resident. A couple fun facts about me – I am a triplet and remain super close with my brothers. I also am an avid hiker, specifically with my Border Collie, Hawk.

SWMBH Trainings

Brian Walters, Clinical Operations Specialist

We want to assure our community and give everyone peace of mind that we are doing everything we can to make SWMBH Trainings safe now and in the future. Trainings offered by SWMBH up through April 2020 have been cancelled and we continue to monitor the situation on scheduled trainings in the months beyond.

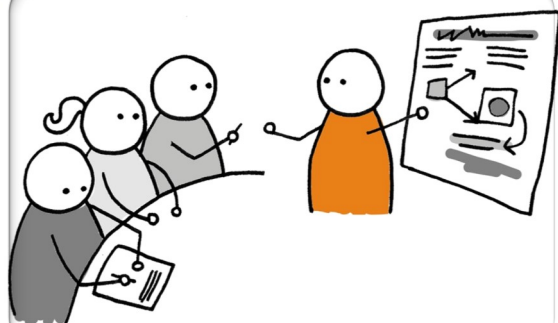
In the event a training is cancelled, email notifications will be sent out to those who have registered. Notification will go out as soon as the decision has been made. Because we

recognize the value these trainings offer, all attempts will be made to reschedule if the option exists.

These are overwhelming times to be sure, but we are all in this collectively. We are so proud to be part of an integrated healthcare system that gives each other hope, raises people up, and improves people's lives during these uncertain times.

In the midst of everything, thank you, as always for your support.

- Your SWMBH Training Team.



Dr Joneigh Khaldun's Visit To SWMBH



On Friday, February 7, 2020, Dr Joneigh Khaldun, Michigan's Chief Medical Executive and Chief Deputy Director for Health, took a tour of Southwest Michigan Behavioral Health (SWMBH). According to her bio on [Michigan.gov](https://www.michigan.gov), Dr. Khaldun provides medical guidance for the State of Michigan and oversees the Population Health, Medical Services, Aging and Adult Services, and Behavioral Health and Developmental Disabilities administrations. Dr. Khaldun previously was the director and health officer for the Detroit Health Department, and has served on several national and local boards and committees, including the Centers for Disease Control and Prevention Health Disparities Advisory Committee.

2020 Mental Health Month Toolkit

Danielle Fritze, Mental Health America

With May just around the corner, Mental Health America (MHA) is proud to announce that our highly anticipated May is Mental Health Month toolkit is **FINALLY HERE!**

Since 1949, Mental Health America and our affiliates across the country have led the observance of May is Mental Health Month by reaching millions of people through the media, local events and screenings.

We welcome other organizations to join us in spreading the word that mental health is something everyone should care about by using the May is Mental Health Month toolkit materials and conducting awareness activities.

While 1 in 5 people will experience a mental illness during their lifetime, everyone faces challenges in life that can impact their mental health.

In 2020, our theme of Tools 2 Thrive will provide practical tools that everyone can use to improve their mental health and increase resiliency regardless of the situations they are dealing with.

We always intended to focus MHA's



Mental Health Month toolkit this year on resiliency, offering tools to thrive at any time. We now believe that these tools even those that we all may have to adapt for the short term because of social distancing will be more useful than ever.

Our toolkit includes sample materials for communications and social media as well as printable handouts on the following topics:

- * Owning Your Feelings
- * Finding the Positive
- * Eliminating Toxic Influences
- * Creating Healthy Routines
- * Supporting Others
- * Connecting with Others

*Additionally, the toolkit includes a new infographic about mental health and COVID-19.

To access the 2020 Mental Health Toolkit, go to <https://mhanational.org/mental-health-month>, or click [here](#).

Coronavirus Warning for Compliance and HIPAA Privacy Officers

By [Richard Kusserow](#); published on the [Strategic Management Services, LLC](#) web site.

Article submitted by Natalie Spivak, Chief Information Officer

Cyber-criminals are engaging in Coronavirus scams, including impersonating research or government authorities, and offering attachments of medical records or reports.

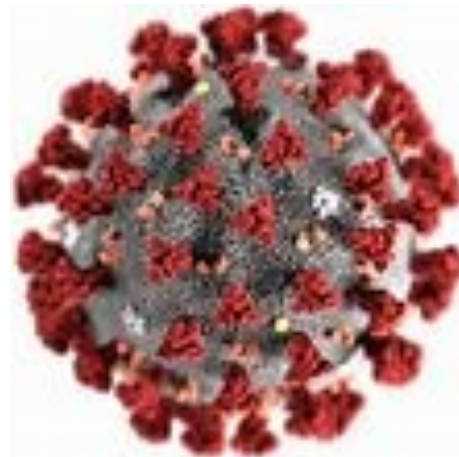
Experts monitoring cyber-criminal activity have reported that cyber-criminals are using the Coronavirus as another means to steal personal information or gain access to systems. It is proving to be a productive means for hacking into systems. Heighten interest, along with fears and concerns about the pandemic, have caused many to let their guards down and open attachments or give away information. Attackers feed off of the need for up-to-date information and possible cures for the virus.

Attackers may pretend to be a top medical research facility or government agency, such as the National Institutes of Health (NIH), Centers for Disease Control and Prevention (CDC), or World Health Organization (WHO). In some cases, attackers attach items identified as "test results" or "special alerts." The phony messages may include purported official letters or reports warning people about certain aspects of the threat. In other cases, hackers impersonate employers with information about their organization that are designed to get individuals to open messages and unleash malware. Often, messages contain what looks like the official logo of the government agency or company. In other cases, a message may look like

a reply or a warning. These emails may appear to be legitimate as the hackers forge official mailing addresses, phone numbers, and fax numbers of the organizations to which they claim to belong. All these phishing efforts are designed to steal identifiable information or provide means to access computer systems.

Tips for Compliance and HIPAA Privacy Officers

- Alert employees to beware of Coronavirus communications.
- Remind employees to not click on email links/attachments or respond to inquiries.
- Regularly test users to make sure they are on guard.
- Configure email servers to block zip or other files that are likely to be malicious.



SWMBH Narcan Program for First Responders Enters Its 5th Year

Achilles Malta, BA, CPS, SUD Prevention Specialist

As Southwest Michigan Behavioral Health's (SWMBH) Substance Use Disorder department, in partnership with COPE Network, prepares to launch the 2020 series of trainings for first responders in the SWMBH region focused on the Narcan Opioid Overdose Prevention and Rescue Protocol, it is hard to believe that SWMBH's program is now entering the fifth year of operations. Like any anniversary, it is meaningful to look back to where things started, and where we are today.

The SWMBH Narcan Program for First Responders in our eight-county region started in early 2016 as a program for Law enforcement agencies. It intended to provide law enforcement agencies with more tools to help communities in our region affected by the most devastating of the consequences from the opioid epidemic: Overdose and Death. The program started modestly with only a handful of Law enforcement agencies, mostly from Berrien County, willing to embark on this new effort. At that time, we met with representatives from each county in our area but, because of the newness of the program, the perceived liability, and the stigma attached to issues involving drug addiction, the program was not well received. The original recruitment effort yielded five or six agencies for our first training session, which was facilitated by the Red Project of Grand Rapids, MI.

As the opioid crisis continued to negatively affect our communities, the resistance from agencies in our area to carry Narcan began to lessen. Red



Project staff, the SWMBH Prevention Coordinator and Dr. Michael Liepman (and others) crisscrossed the region for the next 1 ½ years holding training sessions for Law enforcement workforces, following the AAA (Assess, Administer, Aftercare) protocol. The impact of the SWMBH Narcan program in our communities became more tangible as the agencies started reporting back the number of "saves" or "rescues" using kits and the training provided by SWMBH. The program grew and more agencies partnered with SWMBH. The number of participating agencies grew to 16. By the end of the first year SWMBH had partnered with agencies in 7 of the 8 SWMBH counties.

Over the past three years, SWMBH was awarded two federal grants which expanded SWMBH's Narcan program. These grants allowed SWMBH to expand the number of participating Law enforcement agencies and allowed for the program to expand to Fire Departments in smaller communities (typically departments comprised of volunteer fire

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fighters without extensive medical training and not carrying Narcan).

SWMBH revised its training model to accommodate the increased demand for training and Narcan supplies. A new training model was developed where SWMBH partnered with COPE Network to provide training to designated staff from agencies who would in turn become certified trainers in their own workplace. The Train-the-Trainer (T-t-T) curriculum approach was implemented, which provided faster, more efficient training to as many first responders as possible.

The T-t-T curriculum was originally developed by the Red Project and was modified to incorporate two components to address stigma issues associated with drug addiction:

- 1) Neuroscience (How addiction “alters” the functioning order of the brain), and
- 2) ACEs (Adverse Childhood Experiences): the relationship between trauma and drug addiction.

The 2020 Train-the-Trainer curriculum has

been modified drastically to become more interactive and meaningful for first responders. One deputy chief partnered with SWMBH on the revisions and helped make it more relevant to participants. Prior to the COVID-19 pandemic, there were 13 training sessions scheduled throughout the region starting in early April. As soon as restrictions for public gatherings are lifted, SWMBH will resume Train-the-Trainer sessions to ensure the First Responders in our Region can continue the critical needs of the ongoing opioid epidemic.

This year, SWMBH is entering its fifth year of providing the Narcan Program for First Responders. SWMBH has now partnered with 64 Law enforcement agencies and 25 fire departments throughout the 8 county region. We have 131 certified trainers who can provide training to their respective law enforcement or fire department staff. Over 2,000 Narcan rescue kits have been provided to first responder agencies since the inception of the program. Most importantly, there have been over 350 rescues (saved lives) reported to SWMBH by first responder agencies.

The past four years have allowed SWMBH to develop stronger partnerships with first responder agencies. These partnerships have resulted in saving hundreds of lives. SWMBH looks forward to continuing these partnerships and remains focused on assisting individuals on their path to recovery from substance use disorders.



TRAINING

SOUTHWEST MICHIGAN BEHAVIORAL HEALTH

Quality and Excellence through Partnerships

Southwest Michigan Behavioral Health
5250 Lovers Lane, Suite 200
Portage, MI 49002

Main Line: 800-676-0423
Fax: 269-441-1234
Direct Number: 269-488-8922



WE'RE ON THE WEB!

WWW.SWMBH.ORG

Southwest Michigan Behavioral Health (SWMBH) is the Prepaid Inpatient Health Plan (PIHP) for eight Michigan counties, and is in partnership with the Community Mental Health (CMH) agencies of these counties. SWMBH, in partnership with the CMH's and local providers, provides mental health services to adults with severe and persistent mental illness, children with severe emotional disturbance, individuals with developmental disabilities, and individuals with substance use disorders. As the manager of services, SWMBH will make sure that services are provided to you based on your needs and goals and are within the guidelines set by the state of Michigan. SWMBH Strives to ensure that you and your family members are treated with dignity and respect.

Jeans Day

Erin Peruchietti, Operations Specialist

Every Friday at SWMBH (except for SWMBH Board meeting days) is Jeans Day, in which staff are allowed to wear jeans in exchange for donating \$1 to charity. SWMBH staff select a new charity twice a year to be the Jeans Day beneficiary. Every 6 months, all donations are counted and SWMBH contacts the charity to find out where the money can be sent.

SWMBH is currently collecting donations for Ministry with Community (MWC). MWC strives to empower people to make positive life changes by providing several services to people in need. These services include meal services, core services such as laundry, showers, phone access, intensive services with a social worker to help them with

things like obtaining a birth certificate or ID, intervention for domestic violence, help with housing and food, and even tax preparation, and lastly, they connect people with other organizations and resources they can utilize in their community.

Given the recent COVID-19 changes and the fact that SWMBH staff is currently working from home, Jeans Day is temporarily not able to collect money on Fridays. Plans are in place to resume this program once staff are working in the office again. In the meantime, if you would like to contribute to Ministry With Community, you can do so through their website: <https://ministrywithcommunity.org/makeadonation>.

