

## 2021 CMHAM Filonow Award

Jonathan Gardner has won the 2021 Community Mental Health Association of Michigan (CMHAM) **Filonow Award** which was presented to him on December 2, 2021 live at the CMHAM Conference in Grand Rapids. The Nick Filonow Award of Excellence recognizes eligible individuals, committees or groups that have made a significant contribution or effort to improve the public mental health community-based system at a local or state-wide level through finance, technology, or quality efforts.



Jonathan has made significant, positive impacts in healthcare for individuals, families, and communities throughout his career, not just at SWMBH. Congratulations Jonathan!



### Get Involved!

Governor Whitmer makes appointments to hundreds of Boards and Commissions representing Public Policy efforts across a broad spectrum. Please see this URL Link [https://www.michigan.gov/whitmer/0,9309,7-387-90501\\_90626---,00.html](https://www.michigan.gov/whitmer/0,9309,7-387-90501_90626---,00.html) for a list of the Boards and commissions she makes appointments to. Each has a further link to an explanation of the purpose and objectives of each Board or Commission. This URL link will take you to the Application for all Groups <https://somgovweb.state.mi.us/GovernorsBoard/Instructions.aspx>

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## Call Center Corner

Beth Guisinger, Manager of Utilization Management & Call Center

Happy New Year! At the end of the first quarter of FY22, the Call Center has been off to a rocking start with 4433 incoming calls from October 1<sup>st</sup> – December 31<sup>st</sup>. With additional time over the holidays to rest and recuperate, the call center staff are ready to take on 2022. January is historically one of our busiest times of the year and staff are ready to speak with individuals in need of behavioral health and substance abuse treatment services and get them referred to providers who can best meet their needs.

With January comes multiple requests for detoxification and residential substance abuse treatment and 2022 is not any different. The only difference is we are dealing with again this year is the inevitable COVID positive cases that occur in these types of settings. Our contracted residential providers all have different safety protocols and processes in place; however, when outbreaks arise, it may cause issues with referrals, admissions, transportation, etc. It has truly taken a village to adjust and get things back on track. Please help us relay the message to the individuals in our region that all of our providers are doing their best and are simply working to keep everyone safe. **You are all doing amazing work that is vital and important. Please know how much we value and appreciate you!**

Does the PIHP authorization request process have you down? UM is here to help! The call center at SWMBH knows a thing or two about staff turnover, process, and policy changes, much like our direct providers. If there are questions regarding the authorization request process, or staff need clarification on what clinical documentation needs to be attached to Streamline SmartCare files, please reach out to Beth Guisinger at [beth.guisinger@swmbh.org](mailto:beth.guisinger@swmbh.org) to arrange a training opportunity for your staff. We work better when we work together. If you need to speak with a SWMBH staff regarding authorizations, please contact us at **800-676-0423, press 1 for Providers, and then 2 for All Other Authorization Requests.**



## Complex Case Management - MI Health Link

Ashambi Guy, Douglas Stewart and Keri DeLancey, Integrated HealthCare

Did you know there is support available to members if they have many physical health, behavioral health or social determinant of health needs? Southwest Michigan Behavioral Health offers Complex Case Management. This is a program that lasts a few months. Members and their Integrated Healthcare Specialist will work one-on-one. They will identify any barriers to health success, discuss the member's needs and create goals together. This program is intended to help connect members with needed resources and services and help members utilize services at a level that matches their individual needs.

To refer a member for this service, they should have a behavioral health diagnosis and other complex issues such as:

- Behavioral health inpatient admits
- Frequently use the emergency room
- Physical health problems
- Substance use disorder and seeking treatment
- A recent substance use disorder residential treatment admission
- Other medical issues
- Other resource needs such as housing, caregiver support and transportation needs

If you are interested in learning more or have a referral, please call 1-800-676-0423 and select option 7. Ask for Integrated Healthcare Specialist, Ashambi Guy.

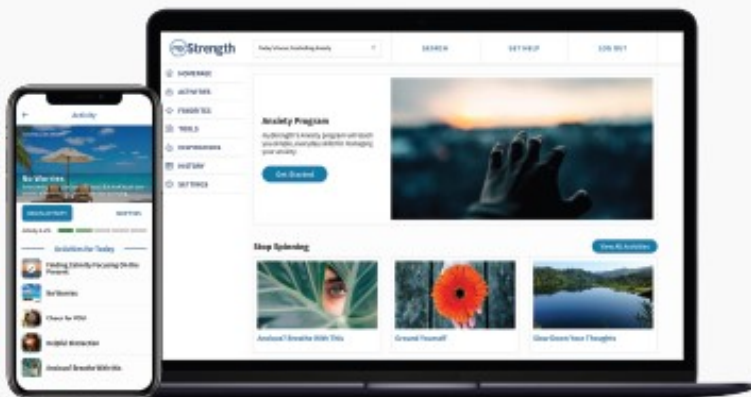
# MyStrength

Brian Walters, Clinical Operations Specialist

## PERSONAL SUPPORT FOR YOU

### Recharge, Refresh and Improve Your Mood with myStrength

Now you can use myStrength's web and mobile tools to support your goals and well-being. Learning to use myStrength's tools can help you overcome the challenges you face and stay mentally strong. And it's all safe, secure and personalized – just for you.



*What myStrength  
users are saying:*

*"It's nice to have self-guided help that is so accessible."*

*"myStrength gives me back some of the 'light' I had lost."*

#### SIGN UP TODAY

1. Visit [www.mystrength.com](http://www.mystrength.com) and click on "Sign Up."
2. Enter the **Access Code** marked below.
3. Complete the myStrength sign-up process and personal profile.

- |                                     |                                       |                                      |
|-------------------------------------|---------------------------------------|--------------------------------------|
| <input type="checkbox"/> SWMBarry   | <input type="checkbox"/> SWMCalhoun   | <input type="checkbox"/> SWMStJoe    |
| <input type="checkbox"/> SWMBerrien | <input type="checkbox"/> SWMCass      | <input type="checkbox"/> SWMVanBuren |
| <input type="checkbox"/> SWMBranch  | <input type="checkbox"/> SWMKalamazoo | <input type="checkbox"/> SWMBH       |

Go Mobile! Download the myStrength mobile app, log in, and get started today.



**myStrength**

is presented by



# Inclusion In Your Practice

Ashambi Guy, Douglas Stewart and Keri DeLancey, Integrated HealthCare

Healthcare is far from a one-size-fits-all approach to mental health and wellbeing. Effective diversity, equity, and inclusion efforts, in your practice, will help your organization improve communication, increase patient satisfaction, and ultimately deliver higher-quality care.

Why is Inclusion important?

- Gives people a sense of belonging
- Allows everyone to feel that they are being seen and respected
- Better outcomes for people served

Steps to be more inclusive

- Incorporate Cultural Sensitivity Training for all staff members
- Use marketing material that honors diversity
- Prioritize candidates that are bilingual when hiring
- Include culturally diverse magazines and artwork in waiting areas
- Utilize interpreter services when needed
- Understand health disparities that exist for populations served

How to measure progress

- Use patient and employee surveys to evaluate program success

- Add evaluation of Cultural Competency to annual employee reviews
- Engage cultural leaders in your area to evaluate your service environment

It is commonly thought that treating everyone the same is the best way in which to make people feel included, however, cultural competency is the ability to recognize the differences in people and to understand and be respectful of those distinctions. Keeping that in mind, inclusion is then the practice of providing equal access to services and resources for people of all ethnic and minority groups which should be the goal of your practice.

If you are interested in SWMBH trainings on this or other topics please email [TrainingInfo@swmbh.org](mailto:TrainingInfo@swmbh.org) and request to be added to the trainings email list.

Resources

<https://www.relias.com/blog/how-diversity-equity-inclusion-influence-healthcare>  
<http://www.cmhsrp.uic.edu/download/CulturalCompetencyTool.pdf>

HRSA Health Workforce Training Program Evaluation Toolkit - Cultural Sensitivity Training pdf. <https://bhw.hrsa.gov/sites/default/files/bureau-health-workforce/funding/hrsa-pcte-toolkit-full>

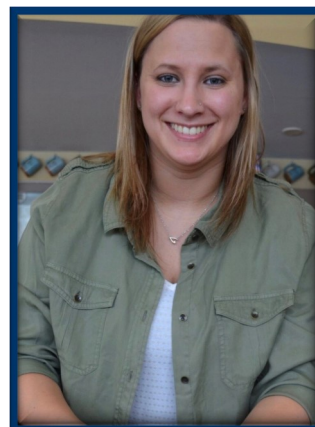
## New SWMBH Staff

**Not Pictured: Alena Lacey, Director of Clinical Quality**



**Renee Huff**  
Operations  
Specialist

**Angela Stapert**  
Care Management  
Specialist II





## We Want You!

Brad Casemore, CEO

### Regional Public Policy Legislative Education Committee Member Sought

SWMBH is seeking a provider member representative for its Regional Public Policy Legislative Education Committee, a group Chaired by SWMBH CEO Bradley Casemore which includes a CMH CEO, Consumer Advisory Council Member, a County Commissioner, and others. Among other things this group plans the Annual Health Public Policy Forum tentatively set for October 7, 2022. Note that 2022 is a big year for both federal and state elections impacting healthcare, behavioral health, and public health.

This Committee will:

a. institute a structure and content development process for the collection, storage, circulation, analysis, deliber-

ation, and position creation related to federal and state public policy;

b. establish a liaison and leverage with like-minded agencies and associations;

c. make assignments to varying SWMBH Regional Committees and willing individuals; and

d. take lead in preparation and logistics for individual, small group, and large group Public Policy activities and events with and for federal, state, and local elected and appointed officials and their staff; and

e. represent the region to federal, state, and local elected and appointed officials.



Guiding Principles include but are not limited to diligence, rapid pace, thoroughness, inclusiveness, shared decision-making, and execution.

Interested persons should contact Brad at [brad.casemore@swmbh.org](mailto:brad.casemore@swmbh.org).

## Trainings

Brian Walters, Clinical Operations Specialist

The last thing on your mind might be trainings, but education does not take a holiday. 2022 is here and it's never too early or too late to think about enhancing your knowledge base. There are some excellent opportunities available and many can be accomplished as time permits.

**ASAM Criteria** is a on-line, self-paced training available for those who work with SUD Customers. To register, please send an email to [traininginfo@swmbh.org](mailto:traininginfo@swmbh.org) and include in the subject line ASAM TRAINING. View the flyer on page 7.

**ASAM Continuum** is also an on-demand, self-paced educational training. ASAM CONTINUUM provides the entire treatment team with a computer-guided, standardized interview for assessing patients with substance use disorders and co-occurring conditions. Please review the attached ASAM Continuum Flyer for full details and links. View the flyer on page 8.

**Treatment Planning for Substance Use Disorders** is a great training tutorial and is perfect for all clinicians, case managers, peer support specialists, and recovery coaches. This training includes a *MUST HAVE* "Sample Treat-

ment Plans." <https://www.swmbh.org/wp-content/uploads/Tx-Planning-for-SUD-v5.1-1.pdf>. View the flyer on page 6.

For the ASAM Criteria, the ASAM Continuum, or the Treatment Planning for Substance Use Disorders, please contact Anastasia Miliadi, SUD Treatment Specialist, with any questions. [anastasia.miliadi@swmbh.org](mailto:anastasia.miliadi@swmbh.org)

**MyStrength** is a digital mental health tool available to support goals and well-being for you and the individuals' you serve. Did you know it offers digital courses on depression, anxiety, substance abuse, and sleep? Please check out the attached flyer on how to sign up today. View the flyer on page 3.

**Community Mental Health Association of Michigan** also offers a host of conferences & trainings (These do have associated Fees). Please visit: <https://cmham.org/education-events/conferences-training/> Upcoming Conference & Trainings with CMHAM include: Motivational Interviewing, Ethics for Social Work, and Pain Management.

# Treatment Planning for Substance Use Disorders

## A PowerPoint Tutorial



### About this Training Tutorial

This training will provide the foundational knowledge on the essential components in a treatment plan for substance use disorders.

### This Course will Explain:

- Treatment Plans
- The Essential Components in a Treatment Plan
- Why Treatment Plans are important
- Developing a Treatment Plan
- Identify Problems (s) / Develop Problem Statements
- Goals
- Creating Objectives
- Target Dates
- SMART with Objectives
- Interventions
- Amount, Scope, and Duration
- Treatment Plan Updates/Progress Reviews

### WHO WILL BENEFIT?

This tutorial is great for all clinicians, case managers, peer support specialists, recovery coaches



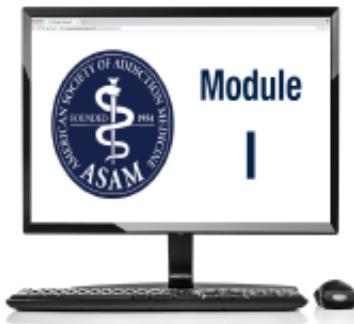
### Sample Treatment Plans Included!

### Resources :

- Contact Anastasia Miliadi, SUD Treatment Specialist with questions  
[anastasia.miliadi@swmbh.org](mailto:anastasia.miliadi@swmbh.org)
- Document available at: [PowerPoint Presentation \(swmbh.org\)](#)



# The ASAM Criteria



**ASAM Module I - Multidimensional  
Assessment**  
(Approximately 5 hours)



**ASAM Module II - From Assessment to  
Service Planning**  
(Approximately 5 hours)



**ASAM Module III - Introduction to  
the ASAM Criteria**  
(Approximately 2 hours)

The ASAM Criteria applies the newest science in the field of addiction medicine, is compliant with the DSM-5 and incorporates a user-friendly functionality.

New content includes emerging areas of focus, such as gambling and tobacco use disorders, as well as population-specific sections, including working with older adults, persons in safety-sensitive occupations and persons in criminal justice settings.

Every couple of years or every year it is recommended that an individual have some type of training on ASAM to refresh their skills.

This training is conducted online and can be taken at a participant's own pace. These trainings are approved for CEU's. Certificate is available once the training has been completed from The Change Companies.

## TARGET AUDIENCE

THIS TRAINING IS AVAILABLE TO PROVIDERS IN THE SWMBH NETWORK WHO WORK WITH SUD CUSTOMERS

ALL THREE E-TRAINING MODULES ARE APPROVED FOR A TOTAL OF 12 CEU'S AND INCLUDES NAADAC. THIS IS RECOGNIZED BY MCBAP

**NOTE: PRINT YOUR CERTIFICATE OF COMPLETION AT THE END OF EACH MODULE. SELECT FROM THE DROP DOWN LIST THE CERTIFYING BODY YOU WISH TO HAVE RECOGNIZED ON THE CERTIFICATE**



TO REGISTER, PLEASE SEND AN EMAIL TO:

[Traininginfo@SWMBH.ORG](mailto:Traininginfo@SWMBH.ORG)

SUBJECT LINE SHOULD READ: ASAM TRAINING

INCLUDE IN THE MESSAGE: FIRST AND LAST NAME & EMAIL OF PERSON BEING REGISTERED

It is important to note that a request for enrollment/registration needs to be from a Supervisor/Clinical Director.



# ASAM CONTINUUM™

ASAM CONTINUUM is a computerized clinical decision support system (CDSS). ASAM CONTINUUM provides the entire treatment team with a computer-guided, standardized interview for assessing patients with substance use disorders and co-occurring conditions. ASAM CONTINUUM aids clinicians in conducting a full biopsychosocial assessment that addresses all six dimensions of *The ASAM Criteria*. The decision engine uses research-quality questions (including tools such as the ASI (Addiction Severity Index), CIWA (Clinical Institute Withdrawal Assessment) and CINA (Clinical Institute Narcotic Assessment) instruments to generate a comprehensive patient report which includes a recommended level of care determination.

With ASAM CONTINUUM, clinicians can easily:

- Conduct a comprehensive biopsychosocial patient risk and needs assessment along all six ASAM Criteria Dimensions
- Determine the [ASAM Criteria Level of Care](#) recommendation, including continued stay and transfer recommendations
- Obtain ASI Severity Subscale Composite Scores: Medical, Alcohol, Drug, Psychological, Employment, Family/Social and Legal
- Complete CIWA and CINA assessments for withdrawal
- Speed up and successfully obtain managed care prior authorizations
- See the ROI: better for patients, better for providers

The on-demand product includes:

Self-Paced Module: Introduction to the ASAM Criteria and the ASAM CONTINUUM for Michigan Providers.

Recording of a live training that includes:

- Presentation: ASAM CONTINUUM Navigation and Best Practices
- Demo: Patient interview with the ASAM CONTINUUM
- General Information Section
- Medical Section
- Psychological Section
- Interview Completion Section

#### TARGET AUDIENCE

COUNSELORS, SOCIAL WORKERS,  
ADMINISTRATORS, AND OTHER  
CLINICAL STAFF WHO WORK  
WITH SUD CUSTOMERS

Registration steps:

1. If you are signing up for an ASAM course for the first time, you will have to create an account. To create an account, follow this link: <https://www.asam.org/login>. Make sure you scroll to the bottom of the page and review the instructions before you begin creating an account. If you run into any problems, please contact 301.656.3920 or [email@asam.org](mailto:email@asam.org). Please allow time for the customer service team to respond to your inquiry. The customer service team is not always able to respond immediately.
2. To register to the ASAM CONTINUUM course, please follow this link: <https://elearning.asam.org/products/asam-continuum-course-michigan-on-demand>. If you run into any problems, consult the FAQ page here: <https://elearning.asam.org/faqs> or contact 301.656.3920 or [education@asam.org](mailto:education@asam.org). Please allow time for the customer service team to respond to your inquiry. The customer service team is not always able to respond immediately.
3. After creating an account and registering to the course, go to the course page: <https://elearning.asam.org/products/asam-continuum-course-michigan-on-demand>
4. Click on the "contents" tab to complete the self-paced module and/or watch the recordings. Please make sure you complete the modules on a laptop or a desktop. If you are using a phone or a tablet, the system may not register your progress and your status will be marked as "incomplete".
5. Click on the "resources" tab to view slides and handouts.
6. A downloadable certificate of completion will become available after you complete module 1 and module 2. Please note that when completing the modules, you must complete all the sections, interactions and knowledge checks. If you miss something, the system will log your progress as "incomplete" and you may need to go back into the module and make sure you completed all the required activities.





## BUSINESS NAME

### Quality and Excellence through Partnerships

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

Main LinePhone: 555-555-5555  
Fax: 555-555-5555  
Email: someone@example.com



**WE'RE ON THE WEB!**

[WWW.SWMBH.ORG](http://WWW.SWMBH.ORG)

*Check out the SWMBH Provider Manual and Provider Directory, on our SWMBH website: [www.swmbh.org](http://www.swmbh.org). The website contains information about the SWMBH policies and procedures as well as helpful information on topics such as provider responsibilities, customer rights, utilization management and other helpful material.*

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.



**SWMBH is in search of Spanish-speaking MI Health Link clinicians.**

*Are you a MHL Provider who speaks Spanish?*

*Let us know!*



**Do you wish to stay up-to-date on SWMBH Trainings?** If YES, please submit your name and the organization you work for to [traininginfo@swmbh.org](mailto:traininginfo@swmbh.org) with a request to be added to the training email list. This will allow SWMBH to send to you information on all the latest and greatest training/webinar opportunities.