



# Provider Insider

JULY 2023, VOLUME 15

## Provider Directory

Courtney Dunsmore, Provider Network Specialist

Southwest Michigan Behavioral Health (SWMBH) is committed to providing members with the most current information about its in-network providers and the array of services available. The Provider Directory is located on SWMBH website - <https://www.swmbh.org/providers/provider-directory/>.

If you are a provider in SWMBH's network and would like to update any information listed under your agency in this directory, please email [swmbhprovidernetwork@swmbh.org](mailto:swmbhprovidernetwork@swmbh.org) with the updates you wish to see in the directory and a Provider Network Specialist will be happy to assist in making those changes. SWMBH also encourages Provider feedback regarding any issues and/or concerns you may encounter while navigating the Provider Directory; feel free to send an email with feedback to the same email address listed above at any time. SWMBH appreciates your time and diligence to keeping the Region's Provider Directory up to date for the members we serve!

## MHA Membership



SWMBH has become a member of the Michigan Health and Hospital Association [www.mha.org](http://www.mha.org). The Michigan Health & Hospital Association (MHA) is the statewide leader representing all community hospitals in Michigan. Established in 1919, the MHA represents the interests of its member hospitals and health systems in both the legislative and regulatory arenas on key issues and supports their efforts to provide quality, cost-effective and accessible care.

Through this Membership SWMBH will become more involved in systemic healthcare issues and Policy both contributing to the knowledge of and learning from other Members. Our first active effort will be involvement in the Behavioral Health Integration Council.

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## Call Center Corner

Beth Guisinger, Director of Utilization Management

### Level of Care and Medical Necessity Criteria

Southwest Michigan Behavioral Health (SWMBH) is committed to ensuring each member receives the services best designed to meet their individual needs as determined through a standardized functional assessment tool. Any member requesting treatment services are screened for the most appropriate level of care based on their initial presented needs. Level of care placement tools currently used are the LOCUS (Level of Care Utilization System) for Behavioral Health, the ASAM-PPC (American Society for Addiction Medicine – Patient Placement Criteria) for Substance Use Disorders, and the SIS (Supports Intensity Scale) for members with Intellectual/ Developmental Disabilities. To ensure adequate and uniform benefits for members, SWMBH utilizes

Medicare and Medicaid medical necessity criteria to ensure service authorization requests are appropriate and based on the medical need determined by the level of care principles and ensure the intensity of services provided are consistent with the severity of illness.

The current medical necessity criteria being utilized through the Central Care Management and Outlier Management processes are MCG for behavioral health services and ASAM-PPC for substance use services. MCG and ASAM-PPC medical necessity criteria may be obtained by providers by request, if needed. To obtain the most current medical necessity criteria, **please contact the Utilization Management Provider line at (800) 676-0423. Press prompt 1 for Providers..**

## Welcome to Our New Medical Director

Leah Mitchell, Manager of UM and Call Center

We are very excited to announce that Dr. Perry Westerman joined our team in April 2023.

Dr. Westerman comes to us from the Department of Psychiatry at the Homer Stryker M.D. School of Medicine. Per Dr. Westerman:

“I have considered Southwest Michigan my home since 1972 when my family came to Kalamazoo so that my father could work at UpJohn. I have been married 38 years to my wife Jennifer and we have two daughters and two grandchildren. I have been a practicing physician for 38 years (if you include residency or otherwise 33 years).

I am excited to be able to work with SWMBH and hope that I can help the vision of quality services for all who are under our care.”



## A Health Equity Lens

David Misiuk, Health Equity Project Coordinator

Southwest Michigan Behavioral Health (SWMBH) has a new opportunity to focus on achieving greater behavioral health equity in the region. Health equity refers to people having access to what they need to live healthy lives. Groups that have been most excluded from accessing care, or who experienced multiple forms of discrimination, are also likely to have greater needs for resources, and may have less capacity to seek out and secure resources. Thus, SWMBH over the subsequent months will be aligning efforts in the region to address three common themes surrounding equity: Stigma, Barriers, and Education.

Stigma is harmful to mental, physical, and social health because it creates shame, fear, and silence which can stop individuals from seeking help and getting treatment. Stigma can surround individuals from unserved communities who are experiencing symptoms of a mental illness and work simultaneously to create shame around seeking professional help. This shame can be exacerbated by the cultural norms that shape perceptions around mental illness and addiction. Individuals can experience self-stigma, stigma from their families and friends, and even stigma from the system of treatment providers that prevent them from seeking out treatment when their symptoms first present. SWMBH's aim is to launch educational anti stigma campaigns that disseminate information through resource flyers, media

announcements, and other audio or visual aids that can help dispel myths about mental illness and addiction.

Barriers to accessing behavioral healthcare can take shape in a variety of levels. Systematic and “red tape” processes can lead to individuals



not knowing or not understanding where and how to access the care they need. Likewise, personal barriers such as insurance coverage and transportation can create complexities for those with appointments already planned. Thus, SWMBH has created a health equity focus group in the region to assist in identifying major barriers and how tackle these joint concerns.

Authentic community engagement and improvement means including community member voices when making decisions about improving the health of the community. Thus, we are partnering with Michigan Public Health Institute (MPHI) to aid in community input and to draw conclusions on future education efforts. Education opportunities encompass community partner workshops, material dissemination, and healthcare provider trainings. We look forward to promoting and offering opportunities that encompass a health equity lens.

## New SWMBH Staff



**David Misiuk**  
Health Equity  
Project Coordinator



**Tiffany Jackson**  
Financial Analyst



**Gina Adams**  
Clinical Quality  
Specialist



**Alexander Wideman**  
Public Health Intern

## Recent Events

### At 4/15/23 NAMI-MI Awards Gala at The Henry Hotel Dearborn

Below, Brad Casemore with Representative Julie Rogers. To the right is Brad Casemore and Daniel Jones, Executive Director Haven of Rest Battle Creek. Along with a group photo, bottom-right.



### Murder Mystery Event

Shown here (left to right) are Tracy Quintanilla, Bradley Casemore, actor Aaron Egan (as Leon Besson) and Jen Strebs at the April 2 Murder Mystery *Phoenix Protocol* at The English Inn [www.englishinn.com](http://www.englishinn.com) in Eaton Rapids. In recognition of SWMBH's 10<sup>th</sup> Anniversary the agency raffled to staff attendance at the dinner and overnight lodging. SWMBH is fortunate to have committed and talented staff and we are happy to acknowledge and reward them. More raffles and recognition events are planned throughout 2023.



## Opioid Settlements and SWMBH Region

Brad Casemore, CEO

Distribution of opioid settlement funds to the state and to participating municipalities has begun <https://www.michigan.gov/ag/initiatives/opioids>. Funds will be received over the next 18 years. As the state designated *Community Mental Health Entity* SWMBH has statutory roles and authorities for substance use disorder prevention and treatment policy, planning, programs, and performance proof across the 8 county region.

While each municipality has wide latitude for use of opioid settlement funds within approved uses SWMBH offers them planning support, local data and analytic support, and synchronization with current and planned SWMBH efforts.



executive order 2022-12 added ten public officials representing each of the PIHP regions. His concurrent service on both will facilitate coordination and collaboration across the two groups complementing his service on the Mental Health Diversion Council <https://www.michigan.gov/mdhhs/keep-mi-healthy/mentalhealth/mhdc>.

At the state level SWMBH CEO Bradley Casemore is a Commissioner on the Opioid Advisory Commission created in 2022 by statute <https://council.legislature.mi.gov/Council/OAC>. The Commission is charged with advising the legislature and executive branch on deployment of opioid settlement funds and published their first annual report in March 2023. In addition Bradley was recently appointed by Governor Whitmer to the Opioids Task Force <https://www.michigan.gov/opioids/crisis-response> which predates the Commission and was an executive branch leadership body until September 2002 when

For more information contact Bradley at [brad.casemore@swmbh.org](mailto:brad.casemore@swmbh.org) or Joel Smith Director Substance Use Disorder Services at [joel.smith@swmbh.org](mailto:joel.smith@swmbh.org).

### Hold The Date for 8<sup>th</sup> Annual Health Policy Forum

SWMBH's annual health policy forum will be held Friday October 6 8:30 am – 2:30 pm at Four Points by Sheraton 3600 Old Cork St. Kalamazoo. Presenters and Panelists are being confirmed and will be announced soon.

## Jonathan Gardner Moves On



Shown here are Bradley Casemore CEO and Jonathan Gardner Director Quality Assurance and Performance Improvement. After 8 ½ years with SWMBH as Director Jonathan accepted a position with Aetna, a multi-product national Health Plan owned by CVS. Jonathan contributed greatly to SWMBH successes in proofs of performance, quality assurance sophistication, NCQA Managed Behavioral Health Organization Accreditation and more. Our entire region is grateful and wishes Jonathan the best.

## Provider Website Update

Alison Strasser, Compliance Specialist III

SWMBH has added a new section on the Provider page of the website for SWMBH-created memos. Moving forward, when SWMBH sends out guidance/requirement memos to regional compliance and provider network committees, we will also upload the memos to the website.

Please share the link below with your full provider network, there are currently three memos from FY23 available.

<https://www.swmbh.org/providers/provider-documents-from-swmbh/>

SWMBH Policies	Provider Forms and Documents	Provider Manual	Provider Memos	Provider Training Materials	SUD Providers
Opioid Health Home	Certified Community Behavioral Health Clinic (CCBHC)	MI Health Link Extrication			

### Provider Memos

Provider Memos (3 documents)

	Rendering Provider Qualifications Memo February 2023	111.38 KB	DOWNLOAD
	UPDATED 5.9.23 MDHHS Telehealth Policy Post-PHE	201.00 KB	DOWNLOAD
	EVV & Service Documentation Requirements Memo	145.11 KB	DOWNLOAD

## SWMBH Annual Quality Assurance and Performance Improvement Plan and Evaluation Reports

Marissa Miller, Quality Assurance Specialist

The Michigan Department of Health and Human Services (MDHHS) requires that each specialty Prepaid Inpatient Health Plan (PIHP) has a documented Quality Assurance and Performance Improvement Program Plan (QAPIP) that meets the required federal regulations: the specified Balanced Budget Act of 1997 as amended standards, 42 CFR § 438, and requirements outlined in the PIHP contract(s), specifically attachment P.6.7.1.1. and schedule 'E' of the PIHP reporting requirements.

As part of Southwest Michigan Behavioral Health's (SWMBH) benefit management organization responsibilities, the SWMBH QAPI Department conducts an annual QAPIP Evaluation to evaluate whether all contractual and regulatory standards required of the Regional Entity, including the PIHP responsibilities, were met and to determine where improvement efforts should be focused over the following fiscal year.

This annual evaluation includes the following components:

- ⇒ Improvement initiatives undertaken by SWMBH from October 2021 through September 2022 for Medicaid Services and Consumers.
- ⇒ Resources utilized by the SWMBH QAPI department
- ⇒ The goal, responsible department, monitoring frequency and status of each identified Quality Plan/Evaluation objective.

The Activities/Programs and Metric Analysis included in the 2023 QAPI Work Plan can be found on the next page.

The formulation of the QAPIP goals and objectives includes incorporating numerous federal, state, and accreditation principles. This includes Health Service Advisory Group (HSAG) standards, National Committee for Quality Assurance (NCQA) standards, MDHHS contract requirements, and other Center for Medicaid Services (CMS) and best practice standards. Additionally, more information related to the QAPIP standards can be found in SWMBH policies and procedures and other departmental plans. SWMBH's QAPIP is designed to promote high quality customer service and outcomes by systematically monitoring key performance indicators integrated with system-wide approaches to continuous quality improvement efforts.

The authority of the SWMBH QAPI Department and the Quality Management Committee (QMC) is granted by SWMBH's Executive Officer (EO) and the Board of Directors. SWMBH's Board retains the ultimate responsibility for the quality of the business lines and services assigned to the regional entity, and they review and approve the SWMBH QAPIP Evaluation and QAPIP Plan on an annual basis.

- ⇒ The full 2023 Quality Assurance and Performance Improvement Plan and full 2022 Quality Assurance and Performance Improvement Evaluation Report can be accessed for review on SWMBH's website by clicking this link: <https://www.swmbh.org/members/quality-surveys/>. The documents will also be provided upon request.



## SWMBH Annual Quality Assurance and Performance Improvement Plan and Evaluation Reports Continued

Marissa Miller, Quality Assurance Specialist

Activities/Programs Covered in 2023 Work Plan Include (18 categories)	
Annual Department and Regional Committee Goals and Objectives	Consumer, Provider Experience Surveys and other annual survey analysis
Oversight of External Audits/Reviews (MDHHS, HSAG, NCQA, ICOs)	Specialty Population Monitoring and Metrics Long Term Support Services (LTSS) and Waiver related services/programs (HSW-CWP-SEDW)
Michigan Mission Based Performance Indicators (MMBPIS)	Customer Grievances and Appeals Tracking and Monitoring
Critical Incident, Sentinel Event and Risk Event Tracking/Reporting	Access to Care Timeliness Tracking/Monitoring -Urgent – Preservice – Routine – Nonurgent – Retro/Postservice
Utilization Management and Customer Services	Certified Community Behavioral Health Clinic Quality Bonus Payment Measures and Reporting
Behavior Treatment Review Data Monitoring	Performance Improvement Projects (PIPs)
2022 Board Ends Metrics and Key Performance Metric Analysis and Reporting	Communication of Data and Outcomes to Internal and External Stakeholders
Verification of Medicaid Services Analysis	Provider Network/Administrative and Delegated Function Site Reviews
Credentialing and Re-Credentialing	Clinical Practice Guidelines

## Crain’s Notable Leader Nomination

See to the left the May 22, 2023 edition of *Crain’s Detroit Business*. Varnum Law the SWMBH full service law firm nominated SWMBH’s CEO, Brad Casemore as a *Notable Leader in Behavioral Health*. Brad is grateful to Sarah Wixson at Varnum Law, humbled, and proud to be associated with SWMBH.

### 2023 CRAIN’S **NOTABLE LEADERS** IN BEHAVIORAL HEALTH

#### **Brad Casemore**

CEO  
Southwest Michigan Behavioral Health

Under Brad Casemore’s leadership, Southwest Michigan Behavioral Health dramatically increased Medicaid enrollee customer satisfaction and employee engagement scores and became the first community mental health entity of its kind to achieve Managed Behavioral Healthcare Organization Accreditation status from the National Committee



on Quality Assurance.

Casemore oversees a \$335 million budget and 65 team members who serve over 205,000 members. He is a member of Michigan’s Mental Health Diversion Council and holds a leadership role on the Michigan Opioid Advisory Commission. In 2022, Casemore was a panelist for the House Democrats’ Mental Health Listening Tour. “In addition to administering one of Michigan’s highest achieving behavioral health entities, Brad has been a tireless leader in shaping public policy for all community mental health organizations across Michigan, as well as the development of regional and statewide performance improvement initiatives,” said Varnum LLP Partner Sarah Wixson.

## Psych HRA Payments

Garyl Guidry, Chief Financial Officer

HRA Payments Hospital	Quarter				Grand Total
	FY22 Q3	FY22 Q4	FY23 Q1	FY23 Q2	
Lakeland Medical Center, St. Joseph	\$ 189,112	\$ 211,904	\$ 170,632	\$ 443,520	\$ 1,015,168
Borgess Medical Center	\$ 72,996	\$ 120,428	\$ 440,440	\$ 358,820	\$ 992,684
Pine Rest Christian Mental Health Services	\$ 210,364	\$ 116,116	\$ 247,632	\$ 129,668	\$ 703,780
Forest View Psychiatric Hospital	\$ 123,508	\$ 187,264	\$ 91,784	\$ 160,776	\$ 563,332
Bronson Battle Creek Hospital	\$ 217,448	\$ 60,368	\$ 161,084	\$ 92,400	\$ 531,300
Havenwyck Hospital	\$ 85,008	\$ 95,788	\$ 85,008	\$ 184,492	\$ 450,296
ProMedica Coldwater Regional Hospital	\$ 147,224	\$ 97,328	\$ 18,172		\$ 262,724
Cedar Creek	\$ 77,616	\$ 39,424	\$ 54,516	\$ 43,736	\$ 215,292
Oaklawn Hospital	\$ 64,680	\$ 32,032	\$ 58,212	\$ 40,040	\$ 194,964
Harbor Oaks Hospital - New Baltimore	\$ 43,428	\$ 37,576	\$ 36,960	\$ 70,532	\$ 188,496
StoneCrest Center	\$ 33,264	\$ 35,728	\$ 29,260	\$ 50,512	\$ 148,764
HealthSource Saginaw	\$ 16,324	\$ 16,632	\$ 10,472	\$ 4,312	\$ 47,740
Hillsdale Hospital	\$ 7,700	\$ 14,784	\$ 7,392	\$ 5,236	\$ 35,112
Henry Ford Kingswood Hospital	\$ 9,240		\$ 2,156		\$ 11,396
University of Michigan Health System	\$ 9,856				\$ 9,856
Henry Ford Allegiance Health		\$ 7,392	\$ 1,232		\$ 8,624
Mercy Health Muskegon	\$ 7,084				\$ 7,084
Holland Hospital	\$ 5,236				\$ 5,236
McLaren Flint	\$ 4,620				\$ 4,620
Mercy Health Saint Mary's	\$ 1,848		\$ 2,464		\$ 4,312
Hurley Medical Center	\$ 4,004				\$ 4,004
MidMichigan Medical Center - Alpena	\$ 2,772				\$ 2,772
Sparrow Hospital			\$ 2,156		\$ 2,156
Memorial Healthcare		\$ 1,540			\$ 1,540
McLaren Lapeer Region	\$ 1,232				\$ 1,232
<b>Grand Total</b>	<b>\$ 1,334,564</b>	<b>\$ 1,074,304</b>	<b>\$ 1,419,572</b>	<b>\$ 1,584,044</b>	<b>\$ 5,412,484</b>

Date prepared: 5/19/2023

The Hospital Rate Adjustment (HRA) is a payment made to hospitals for Medicaid eligible customers that have had an inpatient stay with a hospital. The HRA payment is an additional payment made to hospitals for inpatient stays. The hospital receives the HRA pay-



ment on top of the regular cost of the inpatient stay. The amount of the hospital rate adjustment payment (HRA) is \$308 per encounter. The chart provided shows the HRA payments made in the last four quarters to hospitals in SWMBH's eight county region.

## Upcoming Trainings

\*Coming soon Crisis training and Assist training September 2023.

### **Registration important notes and reminders:**

**When registering for in person trainings, this is what you will get back.** “Your registration is pending approval After the host reviews your registration details, you will receive an email about your registration status.” When you see this, you are registered.

**When registering for PESI (prerecorded) trainings, this is what you will get back:** “You have successfully registered. Please check the confirmation email sent to.....”

**The ASAM Modules I, II, & III** The ASAM Modules apply the science in the field of addiction medicine, is compliant with the DSM-5 and incorporates a user-friendly functionality. This training is conducted online and can be taken at a participant’s own pace. This training is recommended as a refresher every three years. This is different from the ASAM CONTINUUM offered by CMHA & MDHHA and is perfect for individuals who are not eligible for the ASAM CONTINUUM offered by CMHA & MDHHA. Email: [TrainingInfo@SWMBH.org](mailto:TrainingInfo@SWMBH.org) to receive the flyer with instructions.

**Charting the LifeCourse** with Sheldon Schwitek. One day training. **Offering two dates Tuesday July 25<sup>th</sup> 9am-4pm and September 19<sup>th</sup> 9am-4pm.** Charting the LifeCourse is a framework that was developed to help individuals and families of all abilities and at any age or stage of life develop a vision for a good life, think about what they need to know and do, identify how to find or develop supports, and discover what it takes to live the lives they want to live. This Training will be at the Fetzer Center, Western Michigan University, 2252 Business Court, Kalamazoo MI 49008.

Tuesday July 25<sup>th</sup> 9am-4pm

<https://us06web.zoom.us/meeting/register/tZctf-ypqDsuE9dOa862ThItNBANEQV6exYq>

September 19<sup>th</sup> 9am-4pm

<https://us06web.zoom.us/meeting/register/tZctc-Cpqz8tG9FwV5sh-UHplf83qSZHZOS>

**New Person Centered Thinking, Deepening our Practice** on Monday, August 1st from 9 am to 4 pm at Van Buren Conference Center 490 S Paw Paw St. Lawrence MI 49064. This workshop was originally conceived to assist professionals in developing their Person-Centered Facilitation skills. We now realize that this is also an opportunity to invite the people we are serving into the training and the conversations we are having. If you are attending this workshop, we encourage you to invite an individual or family member to attend. Registration is required. It is a perfect time to introduce other individuals to the process and possibilities of good Person Centered Practices.

<https://us06web.zoom.us/meeting/register/tZwucuisrD0rH9eMag0q2CitPKUuuLp7PLFh>

## Upcoming Trainings Continued

### **Mindfulness Training for Substance use & Behavioral Health**

with Randy Wolbert. August 8th, Tuesday & August 9th, Wednesday 9a-4. This workshop will explore the origins of mindfulness in psychotherapy, how to practice Zen meditation, the specific Zen related skills contained in DBT and developing and/or sustaining your own mindfulness practice. This Training will be at the Fetzer Center, Western Michigan University, 2252 Business Court, Kalamazoo MI 49008.

<https://us06web.zoom.us/meeting/register/tZwscu-vrTwwHtwVPreJrDdjvBEXghzUicfe>

**Human Trafficking** Thursday September 7<sup>th</sup> 9am-11am live virtual format. Human trafficking is a key issue of social, racial, and economic justice internationally and in the United States. Social workers are often well positioned to both intervene effectively in individual cases of human trafficking as well as to develop policies, which make human trafficking less possible in our communities.

<https://us06web.zoom.us/meeting/register/tZYvdOyvrjopHdcnnTDAJ07gzpTlRzw2mw8X>

**Deaf and Hard of Hearing Services** Monday September 18<sup>th</sup> 10am-2:30pm. This training will be at Fetzer Center Western Michigan University, 2252 Business Court, Kalamazoo MI 49008. This workshop will help you and your organization provide culturally and linguistically competent services to Deaf, Hard of Hearing, and Deafblind community.

<https://us06web.zoom.us/meeting/register/tZUsdOCvqDksGdJBNvaJNuLrpnqvxvruVN0Mm>

### **NEW Introduction to a Culture of Gentleness** with Sheldon Schwitek.

This training will introduce the philosophy of a Culture of Gentleness by providing individuals with a basic overview of what it is, and what it isn't. It will introduce participants to the Central Purpose and the Six Elements of a Culture of Gentleness, along with a review of the 4 Pillars and 4 Tools that Dr. John McGee utilized in Gentle Teaching.

September 14<sup>th</sup> Thursday 9a-4p Fetzer Center WMU campus

<https://us06web.zoom.us/meeting/register/tZAtceiurDwiGNVOeRGSGfzn5GVdYiOrbdI>

September 26<sup>th</sup> Tuesday 9a-4p Fetzer Center WMU campus

[https://us06web.zoom.us/meeting/register/tZwsc-GvpjgpHNHGhpwS\\_0ZZ6bKC139ZzLAm](https://us06web.zoom.us/meeting/register/tZwsc-GvpjgpHNHGhpwS_0ZZ6bKC139ZzLAm)

September 28<sup>th</sup> Thursday 9a-4p Van Buren Conference Center

<https://us06web.zoom.us/meeting/register/tZYofumrrD4tG9IzpeJQoInliUhf8KekoSM9>

# SOUTHWEST MICHIGAN BEHAVIORAL HEALTH

## Quality and Excellence through Partnerships

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Fax: 269-441-1234  
Direct Number: 269-488-8922



**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.



**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.