

GAMBLING IN MICHIGAN – BETTING ON YOUR FUTURE (CONT. ON PAGE 4)

RISK-FREE GAMBLING...FREE BETS FOR EVERYONE...BET \$1 and WIN \$100!!! Have you noticed the huge increase of gambling advertisements? You are seeing these ads because online betting became available on January 22nd in Michigan. Anyone with a cell phone, laptop, tablet, or any other internet accessible device now has a casino at their fingertips. The gambling industry is counting on these promotions to entice consumers, and it's working. Michiganders spent approximately \$145,000,000 during the first ten days of online gambling. It seems our state has an appetite for betting, but there are some things you should know before deciding to gamble.

Gambling is NOT a risk-free activity. The serious consequences of problem gambling are wide-ranging and affect individuals, families, and our communities. For some, casual gambling will progress into an uncontrollable urge to gamble more and more. This compulsive behavior, or gambling disorder, often leads to significant relationship problems, loss of employment, legal issues, financial ruin, and even death.

According to the National Council on Compulsive Gambling (NCPG), it is estimated that one in five people experiencing problems with gambling attempt suicide. This is about twice the rate of suicides as reported with other addictions. Also, a gambling disorder rarely stands alone, and research estimates that 75% of problem gamblers have a preexisting mental health or substance-related disorder prior to the onset of a gambling disorder. These facts highlight the importance for increased gambling disorder screenings in our region.

March was Problem Gambling Awareness Month (PGAM) in Michigan, and Southwest Michigan Behavioral Health (SWMBH) coordinated with local, state, and national organizations to initiate a month-long public awareness campaign to spread messages about problem gambling. We also organized efforts to increase screenings in our region during the week of National Problem Gambling Screening Day. These assessments are essential to identifying our community members who may be struggling with a gambling disorder. A simple way to know if gambling might be a problem is to honestly answer these three questions:

1. Have there ever been periods lasting 2 weeks or longer when you spent a lot of time thinking about your gambling experiences or planning out future gambling ventures or bets?
2. Have you ever tried to stop, control, or cut down your gambling?
3. Have you ever lied to family members, friends, or others about how much you gamble or how much money you lost on gambling?

A "yes" answer to any of the questions indicates problem gambling, and further assessment is needed. Additional screening and help are available 24/7 through the Michigan Problem Gambling Helpline at 1-800-270-7117. All calls are confidential, and family members of those with a gambling disorder can also find help.

SWMBH Newsletter

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Printed with funds received from the Michigan Department of Health and Human Services

DID YOU KNOW?

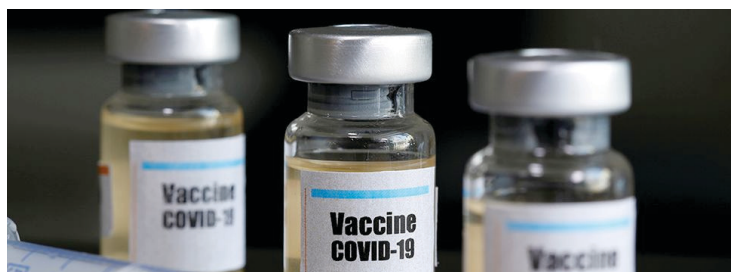
That you have the right to be treated with dignity and respect?
That you have the right to ask for a description of your provider compensation arrangements upon request?
If you have a hearing impairment or English is not your first language and you would like an interpreter, one will be provided to you at no cost?
If you need materials in a format other than English – such as Spanish or Braille – they are available to you upon request from your Customer Service Representative?
If you have special needs/cognitive or physical impairments CMH staff will provide you assistance with filling out and/or understanding paperwork. This includes filing appeals and grievances with the agency?
To get help fast and in a respectful way?
That you may use an advocate (people who will help you) whenever you feel you need one? This may include family members or a community agency.
To choose who will provide you service?
To be free from restraint or seclusion as coercion, discipline, provider convenience, or retaliation?
Minors 14 years old and older may request and receive mental health services up to 12 sessions or 4 months of service without parental consent?
To have a second opinion from a qualified health professional, within our provider network, or out of our provider network, at no cost to you?

If you have questions about the information provided here, please contact Southwest Michigan Behavioral Health's Customer Service Department or your local Community Mental Health Service Provider Customer Service department. Their contact information is provided in this newsletter.

COVID VACCINATIONS

The Michigan Department of Health and Human Services announced Michiganders with disabilities 16-64 years will be given priority as the next group of citizens to receive the COVID vaccination beginning March 22, 2021. If you have an Autism Spectrum Disorder, ADHA, Cerebral Palsy, or Down Syndrome you are eligible for the COVID vaccination. To find the nearest location where vaccinations are being administered contact your local Community Health Department.

As of April 5, 2021, the vaccine will be made available to all individuals who wish to have one. Please contact SWMBH Customer Service at 1.800.890.3712 if you have questions.



ABOUT SWMBH

Southwest Michigan Behavioral Health is committed to providing behavioral health and substance use services in compliance with all federal rules through Michigan Department of Health and Human Services. SWMBH does not use financial incentives to encourage barriers to care and services and/or decisions that result in underutilization. SWMBH does not reward practitioners, or other individuals conducting utilization review for issuing denials of coverage or service. All utilization management decision-making is based only on the presence of coverage and suitability of care and service. Clinical decisions are based on the clinical features of the individual case and the medical necessity criteria.

Contact from members after normal business hours are returned on the next business day and contact received after midnight Monday-Friday with the exception of holidays are responded to the same business day. Typical hours of operation for member services are from 8:00 a.m. – 8:00 p.m. Monday through Friday.

SWMBH also provides members with a quarterly newsletter no less than three times a year if they have received services within the last 90 days. To obtain a copy of the Customer Communicator Newsletter by mail call us at 1-800-890-3712 or to view our electronic version you can visit our website at <https://swmbh.org>.

How to reach us:

Customer Service: 1-800-890-3712

MI Health Link Member Services: 1-800-676-5814

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

MI Health Link 24 Hour Access/Crisis: 1-800-675-7148

SWMBH Substance Use Disorder Access Line: 1-800-781-0353

TTY: 711 (MRC)

Compliance Hot Line: 1-800-783-0914

5250 Lovers Lane, Suite 200, Portage MI 49002

www.swmbh.org

www.swmbh-ccm@swmbh.org



Check out the **SWMBH Provider Manual** and **Provider Directory**, on our SWMBH website: 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.

(CONT.) GAMBLING IN MICHIGAN – BETTING ON YOUR FUTURE

Here at SWMBH, we strive to create, “An optimal quality of life in the community for everyone.” So, if you choose to gamble, there are some things you can do to reduce the chances of developing a gambling disorder. Implementing these strategies can help you keep gambling a fun, exciting, and manageable form of entertainment.

1. Expect to lose.
2. Avoid gambling when angry, lonely, stressed, depressed, or upset.
3. Don't “chase” your losses by making bigger bets to win back the money you have lost.
4. Don't think of gambling as a way to make money, but rather as an enjoyable form of entertainment performed in moderation.
5. Set money and time limits for gambling and stick to them.
6. Don't use your credit cards or borrow money to gamble.
7. Don't gamble under the influence of drugs or alcohol.
8. Take regular breaks from gambling and engage in other enjoyable forms of entertainment.
9. Create balance in your life.
10. Educate yourself about problem gambling.

I hope you find this article helpful to making an informed decision before betting on your future. For more information, go to www.winthemback.org or visit our Facebook page at <https://www.facebook.com/SWMBH>. Thank you for your time and attention to this serious issue, and I hope we all have a great summer. I BET we do...see what I did there?

Justin W. Rolin, LLMSW

COMMUNITY HAPPENINGS

Southwest Michigan Behavioral Health has the distinct ability to offer comprehensive trainings for providers in the SWMBH region: Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joe and Van Buren counties. Trainings are offered to help providers stay abreast of the latest evidence-based practices in their field, as well the opportunity to keep their clinical skills sharp and up to date.

*****Due to COVID Restrictions All SWMBH trainings will take place remotely*****

***May 11 & 12, 2021 8:30 a.m.-12:30 pm Race & Cultural Competency/Sensitivity Health Equity & Disparity.**

Registration is required.

July 28, 2021 9:00 am- 4:00pm 12th Annual Anti-Stigma Event Day will be virtual. This is a Free event.

To register online go to https://cmham.ungerboeck.com/prod/emc00/PublicSignIn.aspx?&SessionID=falfcpej0fa4ejlfam&Lang=*.

PRESS RELEASE
MDHHS ANNOUNCES NEW CRISIS LINE LAUNCHING APRIL 2021
VENDOR AND PILOT REGIONS SELECTED

The Michigan Department of Health and Human Services (MDHHS) has selected a staffing vendor and initial pilot program regions for the Michigan Crisis and Access Line (MiCAL) that will be available for anyone in the state who needs behavioral health or crisis response services.

MiCAL will be staffed 24 hours a day, seven days a week and will provide Michiganders with crisis services and non-crisis “warm line” services, informational resources, and facilitated coordination with local systems of care such as Community Mental Health Services Programs, Prepaid Inpatient Health Plans, and other applicable entities. In addition, MiCAL will integrate with treatment registries including psychiatric beds, substance use disorder services, and crisis residential services.

The target implementation for MiCAL is late April 2021 in two pilot regions. MDHHS estimates the pilot will last four months after which MiCAL will be successively rolled out to the entire state. The two pilot regions are the Upper Peninsula led by NorthCare Network and Oakland County led by Oakland Community Health Network. “These pilot sites provide geographic and demographic diversity with unique needs that will ultimately help MDHHS scale MiCAL to the entire state,” said All Jansen, senior deputy director, Behavioral Health and Developmental Disabilities Administration. “Utilizing the selected vendor’s knowledge, expertise, and core values of empowerment, collaboration, and diversity and inclusivity, MDHHS is thrilled for the critical crisis services and resource support they will provide to Michiganders via MiCAL.”

Through a request for proposal with the Michigan Department of Technology, Management & Budget, MDHHS has selected Common Ground as the MiCAL staffing vendor. Common Ground is a Michigan-based organization in Oakland County. Common Ground responds to crises 24-hours a day, 7 days per week, 365 days a year. Through phone, text, email, and in-person services, Common Ground cares for more than 80,000 people annually. As the MDHHS MiCAL staffing vendor, similar crisis support and services will be delivered to all Michiganders in need. For more information, please visit Michigan.gov/MiCAL.

COMMUNITY SUPPORT

Justice in Mental Health Organization Support Groups meet on Monday's 6pm-7pm & Thursday's 10am-11am. For additional support call. 1(888) 278-0296 Access Code: 1576434

Michigan Department of Health and Human Services (MDHHS) will offer Free virtual online trainings to eligible Certified Peer Specialist and Recovery Coach for continuing education and development. For more information contact the Taylor Peele at 1-517-335-2279

MDHHS Peer Support Warmlines are available for referral, one on one per counseling to share the hope of recovery. Help is available by calling 1 (888) 773-7753 between the hours of 10am.-2am. 7 days a week.

Recovery Institute of Southwest Michigan Warmlines are available between the hours of 8:00am-4:30pm. To learn about resources in the community or for one-on-one peer counseling for mental health and recovery. Call (269) 210-7209.

Amid the COVID-19 pandemic, stressful holiday season, and National Veterans and Military Families Month, T-Mobil announced it is making 988 emergency lifeline's mental health support services immediately available to customers for free. T-Mobile is the first major wireless carrier to enable this access for customers.

Customers can seek mental health counseling by dialing the new nationwide 988-emergency lifeline on the T-Mobile network. This will connect them directly—free-of-charge—to the National Suicide Prevention Lifeline to access approximately 180 crisis centers providing real-time, lifesaving mental health services from professionally trained counsellors.

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: info@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) 873-0511 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 Charity Burton, 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: charity.burton@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 (800) 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) Dawn Nichols, Customer Service Representative	140 W. Michigan Avenue, Battle Creek, MI 49017 Customer Service Toll-Free: (877) 275-5887 Agency Phone: 269-966-1460 or (800) 632-5449 TTY: 711 (MRC) Fax: (269) 966-2844 Email: dmn@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: annh@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 Jessica Singer, Customer Service Coordinator	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: jsinger@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)

GOVERNOR WHITMER PROCLAIMS MARCH AS BRAIN INJURY AWARENESS MONTH

Traumatic Brain Injury (TBI) and Acquired Brain Injury (ABI) are the leading causes of injury-related death and disability in the United States, and 155 people die every day on average. As a result, Gov. Gretchen Whitmer proclaimed March 2021 as “Brain Injury Awareness Month” to promote awareness of brain injuries.

Falls are the leading cause of TBI (40%) in the United States and cause more than half of all TBIs in children ages 0 to 14 years. Falls cause 81% of TBIs among adults aged 65 and older. Other leading and preventable causes of TBI include being struck by an object or person, motor vehicle crashes and substance abuse.

Prevention strategies reduce the risk for TBI and death and include: removing hazards in and around the home, using protective gear while playing sports, taking caution in bad weather, and driving unimpaired and without distractions.

“Making sure your home is safe, your healthcare provider is aware of all of your medications, and having routine physicals are ways you can work to prevent falls which may lead to TBI,” said Dr. Joneigh Khaldun, chief medical executive and chief deputy for health at the Michigan Department of Health and Human Services (MDHHS).

“Prevention strategies, such as removing hazards in and around the home such as rugs and clutter in walkways, keeping sports safe by wearing protective gear including helmets, and always wearing a seatbelt while in a vehicle can also help reduce the risk.”

Observable signs of traumatic brain injury may include appearing dazed or stunned, forgetting an instruction, moving clumsily, answering questions slowly, losing consciousness, showing mood, behavior or personality changes and being unable to recall events prior to and/or after a hit or fall.

MDHHS continues to collect data and monitor incidents of traumatic and acquired brain injury with partners including the Brain Injury Association of Michigan to raise awareness to support people with brain injuries and their families, and to share information about injury prevention strategies.

For more information, visit the CDC website on Traumatic Brain Injury.

More information about sports concussions is available at Michigan.gov/sportsconcussion.

COMPARE HEALTH CARE PROVIDERS

Looking for a way to find and compare health care providers? Check out [Medicare.gov](https://www.Medicare.gov) to get helpful information about doctors, hospitals, and other health care services in your area, based on your individual needs.

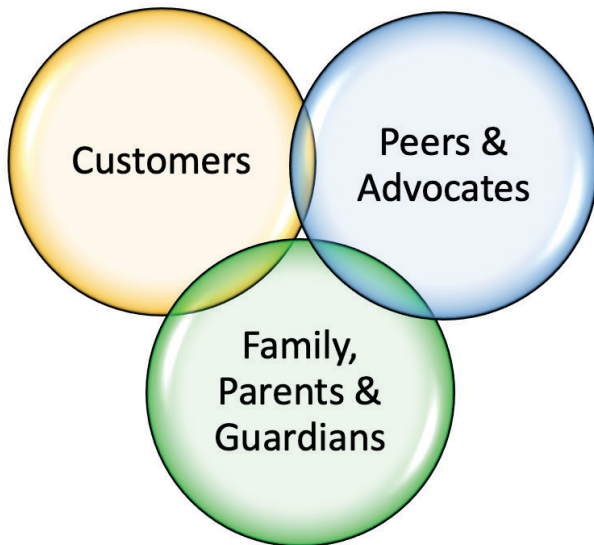
See contact information, directions, and quality ratings for:

- Doctors & other providers
- Hospitals
- Local nursing homes
- Hospice & home health agencies
- Dialysis facilities
- Inpatient rehabilitation centers & long-term care hospitals

Visit [Medicare.gov](https://www.Medicare.gov) today to find health care providers and services that are the best fit for you!



STAKEHOLDERS



What: We are looking for individuals who either receive services or are family members/advocates from the SWMBH regional counties to provide feedback/ input and/or participate with:

- regional or county-based projects and initiatives
- participate in regional and state events

We are looking for individuals to assist us with providing their opinion, experience, or time, sporadically as the need presents itself.

When: We would contact you for feedback and participation in various projects or events in the region as needed during the year. This could include:

- short to long term committee participation
- one-time or sporadic feedback/input

Where: Participation may be virtual or in-person depending on the type of project or event. This could include:

- telephonic contact
- electronic contact such as email or websites

If you would like to learn more about this opportunity or would like to become a member of this stakeholder group, please call our general Customer Service line at 1-800-890-3712.

CAC SPOTLIGHT

Southwest Michigan Behavioral Health (SWMBH) has established a Customer Advisory Committee to ensure customers have a way to provide feedback and input regarding decision/services impacting them or the region. Customers are briefed and advised on items that may directly or indirectly affect the quality of behavioral health services and supports provided within the SWMBH region. Sandy is the Chair Person and Mary is the Secretary of SWMBH's CAC and both members have graciously agreed to share their story.

Serving as a CAC member has been a rewarding experience. I've connected with other members. I've felt like I have a voice. It's great to share my thoughts and ideas. I receive a variety of perspectives from other members. To work as a group to look at the challenges the MH system faces and be a part of finding solutions is exciting. This also helps me feel like I have a purpose. Something that was lacking in my life for a long time. I feel more productive and worthwhile. I have more hope that things can and do change. I feel honored and privileged to be able to advocate for those unable to do so for themselves. I love being a CAC member!!!!

Sandy B. -Cass

A New Journey

Being a member of the SWMBH Customer Advisory Committee is a refreshing journey. In the beginning I was afraid of meeting new people. However, once I meet other CAC members it was like walking into a new world. I received a warm greeting and smiles from everyone. Not to mention I had to remember many new names. The group of people from the surrounding counties come together for monthly meetings, we work together to try to influence changes in our local counties where we live.

In my experience many friendships are established. We share our collective ideas and learn many new skills by attending educational trainings and conferences. We discuss what is happening in programs like the clubhouse, where people spend part of their day learning new skills through on-the-job training. Sometimes we take on initiatives and reach out to our legislators and vote and other times we invite speakers to come share their programs to members like Recovery Institute, and various organizations which are committed to assisting people with mental illness and substance related disorders.

Mary B. -Three Rivers

If you or someone you know is interested in learning more about how to become a member of the Customer Advisory Committee or have questions about other standing committees at Southwest Michigan Behavioral Health contact Customer Service at 1-800-890-3712.

SOUTHWEST MICHIGAN BEHAVIORAL HEALTH BOARD MEETINGS

For calendar year 2021 Board meetings will be held remotely due to MDHHS Executive Orders on inside gatherings requirements.

- Members of the public may attend electronically by <https://global.gotomeeting.com/join/515345453> or by dialing 1-571-317-3116 access code: 515 345 453.
- Members of the public may contact members of the Board to provide input or ask questions on any business that will come before the Board by contacting Michelle Jacobs at michelle.jacobs@swmbh.org prior to the meeting, or by commenting during the Board meeting Public Comment section as identified by the Board Chairman.
- Members of the public with disabilities who require special accommodations should contact Anne Wickham at anne.wickham@swmbh.org well before the meeting occurs.
- Members of the public are not required register or otherwise provide their name or other information as a condition of participation, other than mechanisms to permit participation in the public comment period.
- Members of the public are to be excluded from participation in a properly convened and held closed session of the Board.

June 11, 2021 -- 9:30am to 11:00am

July 9, 2021 -- 9:30am to 11:00am

August 13, 2021 – 9:30am to 11:00am

September 10, 2021 – 9:30am to 11:00am

October 8, 2021 – 9:30am to 11:00am

November 12, 2021 – 9:30am to 11:00am

December 10, 2021 – 9:30 am to 11:00am

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.

Board approved 12/11/20

TATTOOS

Mental illness comes in many forms, including depression, anxiety, bipolar disorder, eating disorders, and substance abuse to name a few. Unfortunately, many people with mental illness face a negative social stigma, despite the illness being out of their control.

The semicolon and green ribbon have become the main symbols in today's fight to break down the walls and stigmas surrounding mental health disorders and illnesses. If you see someone rocking these tattoos or symbols, here's what it means:

A semicolon tattoo, usually worn on the wrist, represents someone who could have ended their life, but chose not to. It symbolizes the wearer's fight against suicide, depression, and other mental health issues, and affirms their determination to continue living even in the face of adversity. A semicolon tattoo means "my story is not over yet."



The green ribbon is the international symbol for mental health awareness. It signifies: "I Care. I'm open to talking to you about mental health. You are not alone." This symbol has a powerful resonance for someone experiencing mental health issues.

Of course, there are other tattoos that provide strength and help a person cope. When anxiety strikes, mantras can be extremely helpful in calming the physical symptoms of anxiety, keeping the mind focused in the present and challenging distorted thinking. Tattoos that include a single, perfect word, quote or message like 'breathe' and 'inhale, exhale' can prompt mindful breathing when bodies become overwhelmed, and powerful words like 'courage', 'fearless', and 'warrior' can remind a person they are stronger than they think during challenging times.

Regardless of the design of a tattoo it is best to ask, "What does this tattoo possibly mean to this person?" and "What is the tattoo saying?" It can open a window into a person's soul.

Tattoos have always been a great way to share experiences and feelings and to reinforce a person's beliefs. Mental health tattoos act as positive affirmations and are a personal reminder to keep going. The journey of healing is hard, but mental health tattoos can help make it a bit easier, by providing a reminder, to not give up. At the end of the day, that is what ultimately matters.

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, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Member Services Specialist.

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:

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

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, we are 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 electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone.

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, D.C., 20201
1-800-368-1019, 1-800-537-7697 (TDD).
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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-teletext: 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 হ'ন 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 2021 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**



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

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