

APRIL IS AUTISM AWARENESS MONTH

Did you know being a part of a community is especially important for the livelihood and independence of individuals with Autism?

Autism spectrum disorder (ASD) is a developmental disability caused by differences in the brain. Some people with ASD have a known difference, such as a genetic condition. Other causes are not yet known. Scientists believe there are multiple causes of ASD that act together to change the most common ways people develop. We still have much to learn about these causes and how they impact people with ASD.

People with ASD may behave, communicate, interact, and learn in ways that are different from most other people. There is often nothing about how they look that sets them apart from other people. The abilities of people with ASD can vary significantly. For example, some people with ASD may have advanced conversation skills whereas others may be nonverbal. Some people with ASD need a lot of help in their daily lives; others can work and live with little to no support.

ASD begins before the age of 3 years and can last throughout a person's life, although symptoms may improve over time. Some children show ASD symptoms within the first 12 months of life. In others, symptoms may not show up until 24 months of age or later. Some children with ASD gain new skills and meet developmental milestones until around 18 to 24 months of age, and then they stop gaining new skills or lose the skills they once had.

As children with ASD become adolescents and young adults, they may have difficulties developing and maintaining friendships, communicating with peers and adults, or understanding what behaviors are expected in school or on the job. They may come to the attention of healthcare providers because they also have conditions such as anxiety, depression, or attention-deficit/hyperactivity disorder, which occur more often in people with ASD than in people without ASD.

People with Autism Spectrum Disorder often have problems with social communication and interaction, and repetitive behaviors or interests. People with ASD may also have different ways of learning, moving, or paying attention. These characteristics can make life very challenging. It is important to note that some people without ASD might also have some of these symptoms.

Common Signs and Symptoms of Autism Spectrum Disorder

- Avoids or does not keep eye contact
- Does not show facial expressions like happy, sad, angry, or surprised by nine months
- Delayed language skills
- Delayed movement skills
- Delayed cognitive skills
- Excessive anxiety, stress, and worry

Types of Treatment

Current treatments for autism spectrum disorder (ASD) seek to reduce symptoms that interfere with daily functioning and quality of life.¹ ASD affects each person differently, meaning that people with ASD have unique strengths and challenges and different treatment needs.¹ Therefore, treatment plans usually involve multiple professionals and are catered toward the individual.

These treatments generally can be broken down into the following categories, although some treatments involve more than one approach:

- Behavioral
- Developmental
- Educational
- Social-Relational
- Pharmacological
- Psychological
- Complementary and Alternative

For more information on autism or where to find help. You can call your nearest local community mental health provider. For more information about this article, you can follow the link provided in this article at <https://www.cdc.gov/ncbddd/autism/facts.html>.

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

Southwest Michigan Behavioral Health Integrated Care

Integrated care is a person-centered approach to coordinated care that addresses all aspects of a person’s health. Care coordination initiatives are designed to enhance the quality and coordination of healthcare services. Such initiatives recognize the importance of delivering comprehensive and integrated care and include a variety of strategies to address the complex care needs of the population served while striving to achieve positive health outcomes and cost-effective care.

SWMBH has a robust Integrated Care department aimed at improving the health of members served. Our supports range from member outreach to providing education and awareness to providers and community stakeholders in efforts of improving equitable access to behavioral services. Below you find a summary of the unique positions which comprise the SWMBH Integrated Care Team:

- **Behavioral Health & Integrated Care Manager** – Provides oversight to care coordination activities throughout the region. Fosters joint care agreements with managed care entities and bridges stakeholder partnership with community mental health providers.
- **Integrated Healthcare Specialist** – Staffed by a Registered Nurse, this position works closely with the Medicaid Health Plans (MHPs) in our region. This position performs risk stratifications to identify shared enrollees with complex needs who frequently utilize emergency room and inpatient care. Care management support is given to identified members who are tracked jointly with the MHPs through monthly Integrated Care Team meetings. Joint care plans are created addressing a member’s social determinant of health factors and providing plan-to-plan coordination of services.
- **Health Equity Project Coordinator** – The health equity project is aimed at reducing racial disparities which exist in access and engagement of behavioral health treatment. The project includes an anti-stigma media campaign and training resources to bring awareness and education to service providers.
- **Level of Care Transition Navigators** – Transition Navigators are staffed to support members not previously engaged with CMHSPs or other behavioral health providers identified in the Follow-up After Hospitalization (FUH) metric. Through care coordination and outreach efforts, Transition Navigators monitor engagement in aftercare following psychiatric admissions and/or SUD residential treatment.
- **Priority Population Transition Navigator** – Provider care coordination to members qualifying as priority population substance users (pregnant, injecting, parents at risk of losing custody, MDOC involved). Outreach efforts encourage members to engage in substance use treatment from point of initial request/referral.

SWMBH Integrated Care Team welcomes any opportunity to partner, through shared values and vision, to identify targeted interventions and create more resilient communities for enrollees. Concerted care management support can help educate and activate enrollees, natural supports, and providers to better understand and manage all facets of an enrollee’s health and wellbeing.

Please contact us at carecoordination@swmbh.org or call 1-800-676-0423 and press 7 for the Integrated Health Team.

SWMBH Annual Quality Assurance and Performance Improvement Program Plan and Evaluation

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 (QAPIP) that meets the required federal regulations: the Medicaid Managed Care rules, 42 CFR § 438, and requirements outlined in the PIHP contract.

As part of Southwest Michigan Behavioral Health’s (SWMBH) benefit management organization responsibilities, the SWMBH Quality Management 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 parts:

- ❖ Improvement initiatives undertaken by SWMBH from October 2022 through September 2023 for Medicaid Services and Members.
- ❖ The goals, responsible departments, monitoring frequency, and status of each identified Quality Plan SMART goal.

The following categories are included in the QAPIP Work Plans with SMART goals.

Michigan Mission Based Performance Indicators (MMBPIS)	Performance Improvement Projects (PIPs)
Critical Incident, Sentinel Event, and Risk Event Tracking/Reporting	Behavior Treatment Monitoring
Member Experience Satisfaction Surveys	Verification of Medicaid Services
Provider Network Adequacy	Administrative and Delegated Function Site Reviews
Credentialing and Re-Credentialing	Clinical Services
Long-Term Supports and Services (LTSS)	Utilization Management
Customer Services	Certified Community Behavioral Health Clinics (CCBHC)
External Quality Monitoring and Audits	Cultural Competency

The formulation of the QAPIP Plan SMART goals includes incorporating numerous federal and state requirements. These include MDHHS contract requirements, Health Service Advisory Group (HSAG) standards, and other Center for Medicare and Medicaid Services (CMS) and best practice standards. More information related to the QAPIP standards can be found in SWMBH policies, procedures, and Department plans. SWMBH’s QAPIP is designed to promote high quality member service and outcomes by systematically monitoring key performance indicators integrated with system-wide approaches to continuous quality improvement efforts.

The authority of the SWMBH QM 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 SWMBH’s QAPIP Evaluation and approve the QAPIP Plan on an annual basis.

- ❖ The full FY24 Quality Assurance and Performance Improvement Program Plan and full FY23 Quality Assurance and Performance Improvement Program Evaluation reports 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.

Changes to 42 CFR Part 2 Final Rule

On February 8, 2024, The U.S. Department of Health and Human Services, through its Office for Civil Rights (OCR) and the Substance Abuse and Mental Health Services Administration (SAMHSA), finalized modifications to the Confidentiality of Substance Use Disorder (SUD) Patient Records regulations at 42 CFR part 2 (“Part 2”), which protect the privacy of patients’ SUD treatment records. Specifically, the final rule increases coordination among providers treating patients for substance use disorders. It also strengthens confidentiality protections through civil enforcement and enhances integration of behavioral health information with other medical records to improve patient health outcomes.

The final rule includes the following modifications to Part 2:

- Allows use and disclosure of Part 2 records based on a single patient consent given once for all future uses and disclosures for treatment, payment, and health care operations.
- Allows redisclosure of Part 2 records by HIPAA covered entities and business associates in accordance with the HIPAA Privacy Rule, with certain exceptions.
- Provides new rights for patients under Part 2 to obtain an accounting of disclosures and to request restrictions on certain disclosures, as also granted by the HIPAA Privacy Rule.
- Expands exclusions on the use and disclosure of Part 2 records in civil, criminal, administrative, and legislative proceedings.
- Provides HHS enforcement authority, including the potential imposition of civil money penalties for violations of Part 2.
- Outlines new breach notification requirements applying to Part 2 records.

What does this mean for you? It means that you will possibly need to sign less releases to get your care and treatment coordinated with other providers as well as payors. It lines up more with mental health protections, making it easier for all your services to be coordinated. You can now ask for a list for any time your information was released as well as what was released. You can also restrict what you want released. If these rules aren’t followed, providers could be fined money. The hope is that substance use services can be more easily coordinated while still maintaining privacy for you.

A fact sheet on the final rule may be found at: <https://www.hhs.gov/hipaa/for-professionals/regulatory-initiatives/fact-sheet-42-cfr-part-2-final-rule/index.html>

If you have further questions, please contact the SWMBH Compliance Department at 1.800.783.0914 or via email at swmbhcompliance@swmbh.org.

Community Events and Trainings

May 2, 2024, 9:00am-4pm-Introduction to a Culture of Gentleness. Location WMU Fetzer Center 2251 Business Ct, Kalamazoo, MI 49008. Registration is required. Meeting Registration - Zoom.

May 20-22, 2024-Michigan Peer Support Conference present “Peering into the Future” Location Suburban Collection Showplace 46100 Grand Rive, Novi, MI 48374. Registration is required.

May 21-23, 2024-NAMI of Michigan Conference presents “Family Matters” Location at the Sheraton 21111 Haggarty Rd, Novi, MI 48375. Registration is required.

June 6, 2024, 9:00am-4:00pm.-Introduction to Charting the Life Course. Location WMU Fetzer Center 2251 Business Ct, Kalamazoo, MI 49008. Registration is required. Meeting Registration - Zoom

July 9, 2024, 9:00am-4:00pm-Introduction to a Culture of Gentleness. Location Van Buren Conference Center 490 S. Paw Paw St. Lawrence, MI 49064. Registration is required. Meeting Registration - Zoom

July 25, 2024, 9:00am-4:30pm-Person Centered Thinking, Deepening our Practice. Location Western Michigan University Fetzer Center at 2251 Business Ct., Kalamazoo, MI 49008. Registration is required. Meeting Registration - Zoom

August 22, 2024, 9:00am-4:00pm-Introduction to a Culture of Gentleness. WMU Fetzer Center 2251 Business Ct, Kalamazoo, MI 498008. Registration is required. Meeting Registration - Zoom

September 5, 2024, 9:00 am-4:00 pm-Introduction to Charting the Life Course. Location Van Buren Conference Center 490 S. Paw Paw St., Lawrence, MI 49064. Registration is required. Meeting Registration - Zoom

How to Use Behavioral Health Treatment to Help Your Child



Who would benefit from the Behavioral Health Treatment to Help Your Child?

Children with any of the following behaviors may need behavioral health treatment if these behaviors impact their quality of life: those with developmental/cognitive delays, social skill difficulties, repetitive actions or behaviors, non-compliance, or who hurt themselves or others.

How can behavioral health treatment help?

Behavioral Health Specialists will watch your child play and attempt tasks to understand the reasons behind your child's behavior. They can then create a treatment plan to improve behavior and teach new skills. Providers will also spend time teaching you strategies to improve your child's behavior and abilities.

What can parents do to support behavioral treatment?

- Be specific about your child's challenging behaviors and when they occur. Write it down and share with your therapist or teacher.
- Participate in the therapy and practice the techniques to decrease challenging behaviors and promote positive behaviors.
- Teach others (family, friends, and professionals) to implement your child's behavior plan. Share what works.

How to help increase appropriate behavior:

- Reinforce good behavior with something your child likes, and they will more likely do that good behavior again!
- Tell your child what you want them to do clearly, in a way your child understands, and what reinforcer (reward) he/she will receive for doing what you ask.
- Break tasks down into small steps, or only ask your child to do part of a task (e.g. ask him/her to pick up one block, rather than all the blocks).

How to help decrease challenging behavior:

- Find ways to change the environment in which challenging behaviors usually take place (e.g. give scheduled breaks during difficult tasks).
- During challenging behaviors, you should remain calm and remind the child of what he/she can do instead of that behavior (for example, "You can use your words to ask for a break.").
- After the challenging behavior stops, provide immediate praise for any good behavior your child shows.

For more information on autism and where to find help. You can contact your local community health provider. To read the entire article or to download a copy. Visit <https://www.autismspeaks.org/tool-kit/atnair-p-introduction-behavioral-health-treatments>.

Disclaimer: The views expressed in this article are not those of Southwest Michigan Behavioral Health. However, are useful tips parents can use when communicating with your child.

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.

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

Southwest Michigan Behavioral Health (SWMBH)

Member Services Specialist

5250 Lovers Lane, Suite 200
Portage, MI 49002

Customer Services Toll-Free: (800) 890-3712

Agency Phone: (800) 676-0423

TTY: 711 (MRC)

Fax: (269) 441-1234

Email: customerservice@swmbh.org

Customer Service Hours

M – F 8:00 a.m. - 5:00 p.m.

Excluding Legal Holidays

Riverwood Center/Berrien Mental Health Authority

Leanne Adams,

Customer Service Representative

1485 M-139

Benton Harbor, MI 49023

Customer Service Toll-Free: (866) 729-8716

Agency Phone: (269) 925-0585 or (800) 336-0341

TTY: 711 (MRC)

Fax: (269) 927-1326

Email: leanne.adams@riverwoodcenter.org

Customer Service Hours

M - F 8:30 a.m. - 5:00 p.m.

Excluding Legal Holidays

Barry County Community Mental Health Authority

Tina Williams,

Customer Service Representative

500 Barfield Drive

Hastings, MI 49058

Agency Phone: (269) 948-8041 or (866) 266-4781

TTY: 711 (MRC)

Fax: (269) 948-9319

Email: tiwilliams@bccmha.org

Customer Service Hours

M - F 8:00 a.m. - 5:00 p.m.

Excluding Legal Holidays

Pines Behavioral Health (Branch County)

Kammy Ladd,

Customer Service Representative

200 Vista Drive

Coldwater, MI 49036

Customer Service Toll-Free: (866) 877-4636

Agency Phone: (517) 278-2129 or (888) 725-7534

TTY: 711 (MRC)

Fax: (517) 279-8172

Email: kladd@pinesbhs.org

Customer Service Hours

M – F 9:00 a.m. - 5:00 p.m.

Excluding Legal Holidays

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Summit Pointe (Calhoun County)

Amy Vincent,

Customer Service Representative

175 College St.

Battle Creek, MI 49037

Customer Service Toll-Free: (800) 632-5449

Agency Phone: 269-966-1460

TTY: 711 (MRC)

Fax: (269) 966-2844

Email: AVincent@summitpointe.org

Customer Service Hours

M – F 8:00 a.m. – 5:00 p.m.

Excluding Legal Holidays

**Woodlands Behavioral Healthcare Network
(Cass County)**

Regina Wolverton,

Customer Service Representative

960 M-60 East

Cassopolis, MI 49031

Customer Service Toll-Free: (800) 323-0335

Agency Phone: 269-445-2451 or (800) 323-0335

TTY: 711 (MRC)

Fax: (269) 445-3216

Email: reginaw@woodlandsbhn.org

Customer Service Hours

M - F 8:30 a.m. - 5:00 p.m.

Excluding Legal Holidays

Integrated Services of Kalamazoo

Teresa Lewis,

Customer Service Manager

2030 Portage Road

Kalamazoo, MI 49001

Customer Service Toll-Free: (877) 553-7160

Agency Phone: (269) 373-6000 Or (888) 373-6200

TTY: 711 (MRC)

Fax: (269) 364-6992

Email: custserv@iskzoo.org

Customer Service Hours

M - F 8:00 a.m. - 5:00 p.m.

Excluding Legal Holidays

Pivotal (St. Joseph County)

Michelle Crittenden,

Customer Service Representative

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: mcrittenden@pivotalstjoe.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

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?

SWMBH does not use financial incentives to encourage barriers to care and services and/or decisions the 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 existence of coverage and appropriateness of care and service. Clinical decisions are based on the clinical features of the individual case and the medical necessity criteria.

If you have questions about the information provided here, please contact Customer Service Department 1 (800) 890-3712 at Southwest Michigan Behavioral Health, or your local Community Mental Health Service Customer Service department. Their contact information is provided in this newsletter.



SWMBH CEO Reappointed to the Michigan Mental Health Diversion Council

SWMBH CEO Bradley Casemore was recently reappointed to the Michigan Mental Health Diversion Council for a term expiring 1/30/28. 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 implementation of a diversion action plan and provide recommendations for statutory, contractual, or procedural changes to improve diversion from jail to more effective approaches for persons with mental health issues including but not limited to mental health courts.

This appointment is not subject to the advice and consent of the Senate.

EMERGENCY SERVICES

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

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

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

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

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

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

Barry County	269-948-8041 or 1-800-873-0511
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.

Post-Stabilization Services

After you receive emergency mental health care and your immediate needs are met, you may receive ongoing mental health services to make sure your condition continues to stabilize and improve. Examples of post-stabilization services are crisis residential, case management, outpatient therapy, and/or medication reviews. Prior to the end of your emergency-level care, your local CMH will help you to coordinate your post-stabilization services.

RESOURCES

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

Suicide & Crisis Lifeline: 988 (Call or text)

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

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



May is Mental Health Month

May is mental health month. One in 5 people will experience a mental health condition in any given year, and everyone faces challenges in life that can impact their mental health. About half of Americans will meet the criteria for a diagnosable mental health condition sometime in their lives, with symptoms starting by age 14 for most people. It is never too soon to seek treatment for your mental health. Getting help early saves lives.

What are Serious Mental Illnesses?

Mental illnesses are disorders that affect a person's thinking, mood, and behavior and can range from mild to severe. Mental illness can interfere with a person's life and ability to function. Serious Mental Illness or (SMI) is treatable.

There are many kinds of serious mental illnesses. Common ones include, but are limited to, Anxiety, Bi-Polar Disorder, Major Depressive Disorder and Schizophrenia. Having a serious mental illness is not a character flaw or a weakness. Mental illness can show up in variety of ways. Early warning signs can be an indicator that you may need to seek help.

Early warning signs can look different from person to person. There can be signs to look for; changes in your sleep patterns, constant fear or worry, withdrawal from activities or friends that once brought you pleasure, and extreme mood changes. Understanding these symptoms and how they may impact your mental health is your first step in recognizing that you may need help.

With early and consistent treatment, people with serious mental illnesses can manage their symptoms, overcome challenges, and lead meaningful, productive lives.

There are many things you can do to positively impact your mental health. When it comes to mental health, small actions can equal big impact. Talking about mental health helps promote acceptance and encourages people to seek help.

Self-care is important for your mental health. Despite stressors, there are many things that you can do to maintain positive mental health, including self-care. When you take care of yourself, your emotional, mental and physical health improves; you become more resilient and can find ways to manage stress in a healthy and positive way.

Let's support each other and make it okay to reach out and seek help whenever we need it. Whether we share resources, encourage others to seek help or simply are there for someone when they need us, we instill hope and can help others to reach out when they need it most.

If you are worried about your mental health or are worried about someone you know, there are resources and people out there who are willing to help, no matter what your situation is. You can call or text 988 or chat at 988lifeline.org or you can also reach the Crisis Text Line by texting HELLO to 741741. You can contact your local community mental health provider, the number is provided in this newsletter, or contact Southwest Michigan Behavioral Health at 1(800) 890-3712.

For more information and to learn about other resources visit:

<https://www.samhsa.gov/mental-health-awareness-month/toolkit>.



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

Southwest Michigan Behavioral Health complies with applicable Federal and State civil rights laws and does not discriminate on the basis of race, national origin, color, sex, disability, religion, age, height, weight, familial status, partisan considerations, or genetic information. Sex-based discrimination includes, but is not limited to, discrimination based on sexual orientation, gender identify, gender expression, sex characteristics, and pregnancy. Southwest Michigan Behavioral Health does not exclude people or treat them differently because of any of these categories.

Southwest Michigan Behavioral Health:

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

If you need these services, contact Customer Services.

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

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

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

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

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

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

Southwest Michigan
Behavioral Health
(SWMBH)
Member Services
Specialist

5250 Lovers Lane,
Suite 200
Portage, MI 49002

Customer Service
Toll-Free:
(800) 890-3712

Agency Phone:
(800) 676-0423
TTY: 711 MRC

Fax:
(269) 441-1234

Email: info@swmbh.org

Customer Service Hours
M – F
8:00 a.m. – 5:00 p.m.
Excluding Legal
Holidays

SOUTHWEST MICHIGAN BEHAVIORAL HEALTH BOARD MEETINGS 2024

Air Zoo Aerospace & Science Museum
6151 Portage Rd, Portage, MI 49002

April 12, 2024 – 9:30am to 11:30am

*May 10, 2024 – 9:30am to 10:30am at Bay Pointe Inn

*May 10, 2024 – 10:30 to 3:00pm Board Planning Session at Bay Pointe Inn

June 14, 2024 – 9:30am to 11:30am

July 12, 2024 – 9:30am to 11:30am

August 9, 2024 – 9:30am to 11:30am

September 13, 2024 – 9:30am to 11:30am

October 11, 2024 – 9:30am to 11:30am

November 8, 2024 – 9:30am to 11:30am

December 13, 2024 – 9:30 am to 11:30am

*Bay Pointe, 11456 Marsh Rd, Shelbyville, MI 49344

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.

PROVIDER DIRECTORY

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 to you. For a list of in-network providers and resources by county visit swmbh.org/providers/provider-directory.