

HOME AND COMMUNITY BASED SERVICES UPDATE

SUMMER 2018

In 2014, the Centers for Medicare and Medicaid Services (CMS) published a new set of rules for the delivery of Home and Community Based Services (HCBS) through the Medicaid waiver programs. These rules aim to improve the experience of individuals in these programs by enhancing access to the community, promoting the delivery of services in more integrated settings, ensuring that customer voice and choice is honored and expanding the use of person-centered planning.

In response to the new rules, the Michigan Department of Health and Human Services (MDHHS) developed a statewide transition plan to bring the waiver programs into compliance with the new regulations. The MDHHS has a webpage that is rich with resources for both families and providers and it is located here:

http://www.michigan.gov/mdhhs/0,5885,7-339-71547_2943-334724--,00.html

As a region, Southwest Michigan Behavioral Health (SWMBH) has made great progress on bringing our providers into compliance with the HCBS Final Rule. We are currently in the first phase of the project, which includes individuals who are on the Habilitation Supports Waiver. We are currently 87% compliant as a region with this phase of the project. This means that we have approved and reviewed evidence for 277 corrective action plans! There are still some providers and Community Mental Health Service Providers that still need to provide additional evidence and we are working hard in partnership with them to finish that work before the next phase.

We will be doing some site reviews with providers this summer as it relates to this group of surveys. Our strategy as a region has been to do much of this work via desk audit. The purpose of the site reviews will be to confirm our desk audit reviews and review homes that may have special modifications due to individual needs.

The next phase of the project is to start remediation efforts for those who were surveyed last fall. The providers and individuals who were surveyed included the following services: supported employment, community living supports and skill building. Just like the first round, providers will receive letters of non-compliance from Southwest Michigan Behavioral health. They will have 30 days to complete a corrective action plan, and then another 90 days to provide evidence that their corrective action plan has been implemented. At this time, we do not have a timeline for when the letters will be going out, but we do forecast that it will be soon.

We know that this project has required a lot of extra work for both our providers and our Community Mental Health Service Providers. We here at SMWBH are very grateful for all the time and energy that has been put into the project thus far and we look forward to working through the next phase.

SWMBH Newsletter Table of Contents

Home and Community Based Services Update	1
Advance Directives.....	2
Healthy Kids Dental.....	2
NAMI Honors, Above and Beyond Award, and Hometown Hero Award.....	3
SWMBH Staff News.....	4
Customer Advisory Committee....	5
Interprofessional Peer Education and Evidence for Recovery (I-PEER).....	5
Recovery Self-Assessment	6
Road to Recovery.....	7
Diabetic Risk.....	7
Emergency Services	8
Customer Services Departments	9
Schedule and Rosters.....	10
My Strength.....	10
Veteran Crisis Line Fact Sheet	14
Community Events	15

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ADVANCE DIRECTIVES

Did you know you have a right to express how, what and who you want to assign to be your personal advocate if you become unable to make decisions for yourself? A patient advocate is someone you trust to know what to do in the event you become incapacitated.

Did you know the person whom you select will be your advocate for the duration you deem appropriate? You must put in writing of any changes to your mental health advance directive if you decide to change agents or revoke designation.

Did you know an advance directive is a legal document of your wishes in the event you become unable to communicate or make decisions for yourself?

Did you know Michigan Law protects and requires healthcare professions to respect the wishes of persons who have completed an advance directive and hold them responsible for making sure your wishes are honored to the best of their ability? Unless you are jailed, have been involuntarily committed, or the request you have made goes against state and federal law.

Did you know that if your advance directive is not followed you have the right to file a complaint with the Department of Health and Human Services concerning your rights violation?

If you feel your mental or medical health advance directive was not followed or carried out as written, you can call the Michigan Protection Agency at 1-800-288-5923. For more information on how to complete an Advance Directive contact your local Community Mental Health Provider or you can call Southwest Michigan Behavioral Health to speak with a Customer Service Representative at 1-800-890-3712.

Beginning October 1, 2018, Blue Cross Blue Shield of Michigan and Delta Dental of Michigan will be providing dental coverage statewide to youth under the age of 21 who qualify for Medicaid.



The Healthy Kids Dental program is a dental benefit specifically for youth under the age of 21 who qualify for Medicaid. The Healthy Kids Dental benefit covers services such as X-rays, cleanings, fillings, extractions, sealants, and more at no cost to families.

Additional information for beneficiaries, providers, and other stakeholders will continue to be made available as the October 1, 2018 implementation date approaches.

CONGRATULATIONS

2018 NAMI MICHIGAN HONORS AWARD RECIPIENTS!

Thank you NAMI for your continued work on reducing stigma associated with mental health. Each year the National Alliance for Mental Illness-NAMI hosts the Black Tie Gala Awards ceremony to celebrate the achievement of champions dedicated to improving the lives of adults, children and families living with Mental Illness. Southwest Michigan Behavioral Health would like to congratulate...

ADMINISTRATOR OF THE YEAR

Jeff Patton
Kalamazoo Community Mental Health
and Substance Abuse Services

VOLUNTEER OF THE YEAR

Gini Haffner
NAMI Calhoun County

NAMI Affiliate of the Year

Virginia Haffner, Calhoun County
&
Frank Mumford, Kalamazoo, MI

Legislative/Public Policy

Judge Michael Jaconette
Calhoun County Probate Court

ABOVE AND BEYOND AWARD



Southwest Michigan Behavioral Health (SWMBH) has been selected to receive a 2018 Above and Beyond Award from the Michigan Committee for Employer Support of the Guard and Reserve (ESGR). The ESGR is tasked with the mission of gaining and maintaining employer support for those who serve in the National Guard and Reserve. The Above and Beyond Award is given to those employers who provide a level of support “above and beyond” that required by law to their Guard and Reserve employees.

SWMBH was nominated for this award by Georgie (Braithwaite) Juday, it’s (now former) Veteran Navigator who serves as a 2nd LT in the Michigan National Guard. “We are both honored and humbled that Georgie would nominate SWMBH for this award,” said Bradley Casemore, SWMBH CEO. “We believe that supporting our nation’s active and reserve service men and women is important to maintaining SWMBH as a top employer. I want to personally thank Georgie for this nomination and for her exemplary work on behalf of veterans in our region. We will miss her as an employee, but wish her utmost success in her new full time position in service to our country in the Michigan National Guard.”

HOMETOWN HERO AWARD

Southwest Michigan Behavioral Health (SWMBH) has been selected to receive a 2018 Hometown Hero Award from the Michigan Public Health Week Partnership in celebration of National Public Health Week. The Michigan Public Health Week Partnership is comprised of 10 public entities in the State of Michigan, just a few of which include the Michigan Department of Health and Human Services, Michigan Public Health Association, Michigan Public Health Institute as well as many state university public health departments.

This award recognizes individuals and organizations across the state working to improve the health of their local communities. SWMBH was nominated for the award in recognition of their Naloxone/Narcan training and distribution opioid overdose prevention program that since 2016 has trained law enforcement and community members on the administration of Naloxone/Narcan. Over 1482 free kits have been distributed to law enforcement in their eight county region and training has occurred for 59 participating Law Enforcement/Fire Fighting agencies and 2,052 community members. At the time of the nomination the program had reversed 202 known overdoses.

SWMBH STAFF NEWS

Southwest Michigan Behavioral Health strives to be a leader in hiring competent and compassionate workers to meet the needs of communities served. Please help us by welcoming our newest employees to join our SWMBH team.



Brandi Morehouse
Care Manager Specialist II



Missy Taylor
Care Management Specialist II



Mike Hoss
Veteran Navigator



Southwest Michigan Behavioral Health and providers joined together in a one day conference at the Fetzer Center. Pictured from left to right are Beth, Kimberly, Ashley, Brittany, Courtney and Cathy. Thank you to the many staff that made this event a success.

SOUTHWEST MICHIGAN BEHAVIORAL HEALTH

CUSTOMER ADVISORY COMMITTEE

Southwest Michigan Behavioral Health (SWMBH) has established a Customer Advisory Committee to assure that customers are able to provide input for SWMBH. Customers are briefed and provide advice on items that may directly or indirectly affect the quality of the behavioral health services and supports provided within the SWMBH region of Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph, and Van Buren Counties.

Committee members are responsible for, but not limited to:

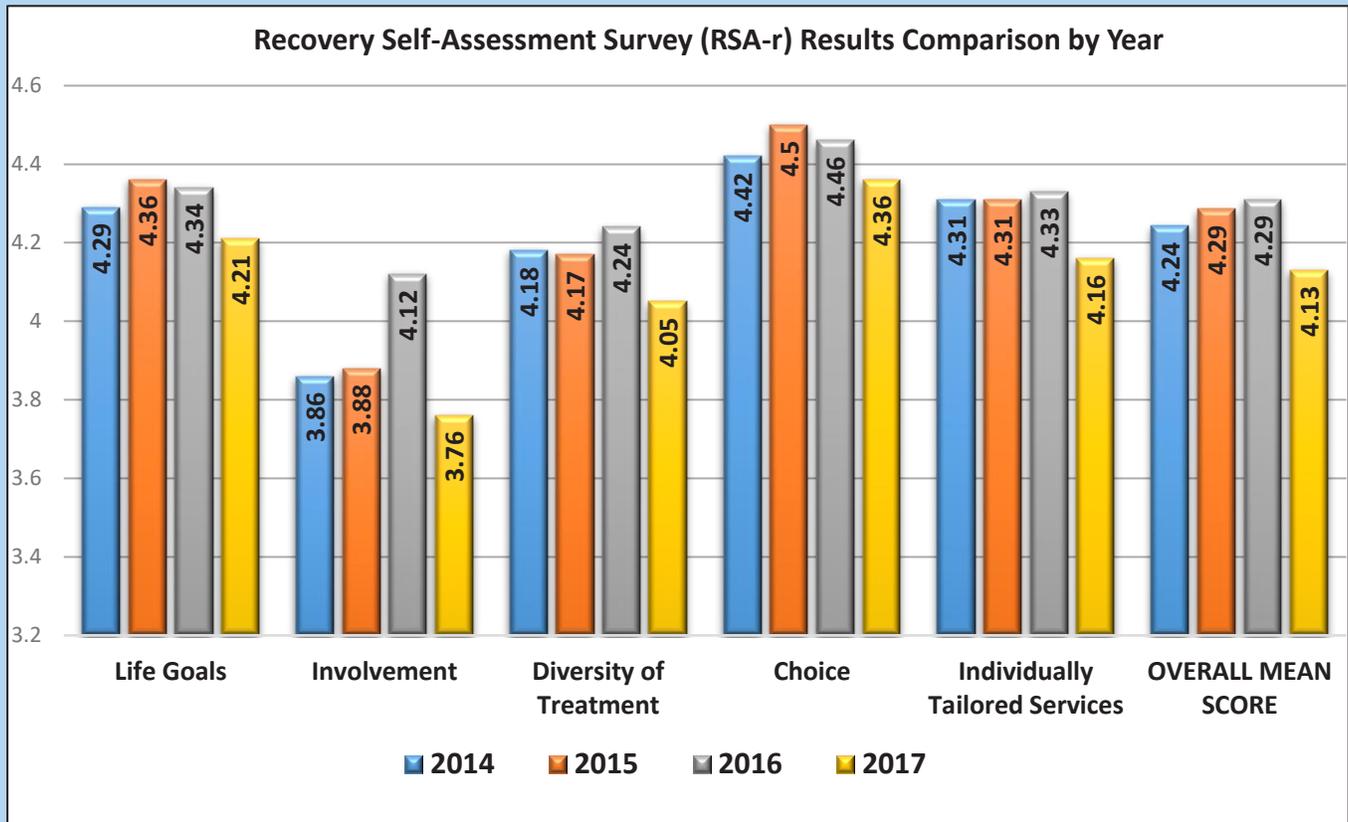
- A. Reviewing and providing feedback on documents as prepared for distribution throughout the SWMBH network such as the Customer Handbook and other informational materials
- B. Reviewing questions asked in questionnaires, surveys, and the like, in which customers will be asked to participate
- C. Reviewing Satisfaction Survey results and regional plans for change
- D. Reviewing results of the Performance Improvement Projects and regional plans for change
- E. Reviewing results of Michigan Department of Health and Human Services (MDHHS) and Health Services Advisory Group (HSAG) reviews and regional plans for change
- F. Review of any other state or federal documents as requested by SWMBH for feedback

If you currently have Medicaid, Healthy Michigan, or MI Health Link as your form of insurance, are a primary or secondary customer (advocate) of Mental Health/ Intellectual and Developmental Disability or Substance Use Disorder services, and would be interested in learning more about the SWMBH Customer Advisory Committee please contact your local Customer Service Department (contact information included in this newsletter) or SWMBH Customer Service Department at **1-800-890-3712**.

INTERPROFESSIONAL PEER EDUCATION AND EVIDENCE FOR RECOVERY (I-PEER)

The **Interprofessional Peer Education and Evidence for Recovery (I-PEER)** program at Western Michigan University is a four-year, grant-funded initiative to enhance interdisciplinary education for social work and occupational therapy students and peer supports. The graduate students and peer supports participate in weekly training in evidence-based practices in behavioral health. The goal of the program is to enhance the workforce to serve rural and medically underserved communities through collective training in state psychiatric hospitals and community mental health providers in medically underserved and rural Southwest Michigan. For anyone interested in participating for the 2018-19 year, you can contact Dr. Harrison at jennifer.harrison@wmich.edu or Dr. Chapleau at ann.chapleau@wmich.edu.

RECOVERY SELF-ASSESSMENT – PERSON IN RECOVERY (RSA-R) SURVEY



Objective:

The Recovery Self-Assessment – Person in Recovery Survey, is a 36 question tool; designed to gauge the degree to which programs implement recovery oriented practices. It is a reflective tool designed to identify strengths and target areas of improvement, geared toward improving consumer outcomes and treatment modalities.

Results:

The 2017 RSA-r survey administration period was from: 11/20/2017 to 12/31/2017.

For the 2017 process; SWMBH received (1140) total surveys back, which was an improvement over the 2016 response of (515) total surveys returned. (16) Different provider organizations participated in the 2017 survey process, which was one less than the 2016 participation; (17) provider organizations participated. SWMBH's analysis of the overall mean score, represented a -0.18 decrease in comparison to 2016 scores. Consumers of substance abuse services complete the surveys, which were administered through their provider.

THE ROAD TO RECOVERY

Depression can creep up on a person in many subtle ways without you ever being aware of the mental and physical toll to your health. Usually people that are depressed deny their experiences and shrug them off as sadness over a particular life event. However, repeated disappointments and prolonged sadness over long extended periods of time can lead to clinical depression. Recent studies estimate that half of the adult population at any given time will have experienced some form of sadness or disappointment in their life that can be the cause of a chemical imbalance and if left untreated can turn into a full blown depressive episode. Whether it is fleeting, or long lasting over 6 months or longer, time will determine the treatment necessary to overcome this debilitating syndrome.

Depression can strike at any time in a person's life depending on his or her life experiences. It is one of the leading causes of suicide and can lead to an early death if left unchecked. Practicing early prevention is one way of addressing signs of depression. Some common early warning signs include

sadness, loss of enjoyment over regular activities, isolation, a change in eating patterns, weight loss, weight gain, alcohol consumption and drug use. Other common side effects include ruminating- thinking about something over and over again that appears to be out of your control. If you are experiencing bouts of sadness, help is available by talking to a trusted friend like a peer support. Sharing a problem with someone you can trust is only half the battle. Once you are willing to address what the problem is you can begin to feel better about the strides you are making to bring back your happiness.

Some people may need more specialized forms of treatment to overcome longer periods of depression which can include being placed on medication therapy to help smooth over the rough patches until you can regain some control over your thoughts. Not all individuals will require medication but many people do best with a combination of medication and therapy.

I've learned no one treatment is better than the other. If you have concerns about whether you are depressed talk with your doctor about the health risk associated with depression and the benefit you may receive from taking medications. Being engaged in treatment is a health benefit you receive when you are fully participating in your own treatment outcomes. The biggest thing we can do is stay aware of our thoughts when they seem to be moving downward, reach out for help and stay involved. Gaining the help of a peer support can provide guidance, encouragement and strength. In this respect, we are on the road to recovery together.

By: Kimberly Whittaker
Customer Support Specialist
Southwest Michigan Behavioral Health

DIABETIC RISK

Did you know diabetes is the 7th leading cause of death among Americans in the United States? If you are African-American, Hispanic/Latino American, or American Indian you could be at higher risk for developing diabetes. Talking with your doctor about your concerns can be helpful and preventative. Your doctor can order labs and have your blood glucose levels checked at your regularly scheduled appointments. If you suspect or experience any of the following symptoms you may want to seek the advice of a physician. Common symptoms include:

- Dry mouth
- Frequent urination,
- Numbness of the hands or feet
- Frequent thirst
- Frequent infection
- Dry Skin
- Sores that take longer to heal
- Feelings of exhaustion

Other common symptoms for Type I diabetics include nausea, vomiting and stomach pain. If you are experiencing any of these symptoms seek medical attention immediately by calling 911. For more information contact Customer Service at 1-800-890-3712 or talk to your primary care doctor.

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.

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: 71 1(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 SERVICES DEPARTMENTS

<p>Barry County Community Mental Health Authority Mental Health and Substance Abuse Services Lynn Bennett, Customer Services Representative 500 Barfield Drive Hastings, MI 49058 Agency Phone: (269) 948-8041 or (800) 873-0511 TTY: 711 (MRC) Fax: (269) 948-9319 Email: lybennett@bccmha.org Customer Service Hours M - F 8:00 a.m. - 5:00 p.m. Excluding Legal Holidays</p>	<p>Berrien Mental Health Authority Sharon D. Machage, 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: sdm@riverwoodcenter.org Customer Service Hours M - F 8:30 a.m. - 5:00 p.m. Excluding Legal Holidays</p>
<p>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) 278-8404 or (800) 725-7534 TTY: 711 (MRC) Fax: (517) 278-2129 Email: kladd@pinesbhs.org Customer Service Hours M - F 9:00 a.m. - 5:00 p.m. Excluding Legal Holidays</p>	<p>Summit Pointe (Calhoun County CMH) Amiee Brooks, 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: ajb@summitpointe.org Customer Service Hours M - F 8:00 a.m. - 5:00 p.m. Excluding Legal Holidays</p>
<p>Woodlands BHN (Cass County CMH) Mary Munson, 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: marym@woodlandsbhn.org Customer Service Hours M - F 8:30 a.m. - 5:00 p.m. Excluding Legal Holidays</p>	<p>Kalamazoo Community Mental Health/SA Services Teresa Lewis, Customer Services 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@kazooemh.org Customer Service Hours M - F 8:00 a.m. - 5:00 p.m. Excluding Legal Holidays</p>
<p>Community Mental Health & Substance Abuse Services of St. Joseph County Jessica Singer, Customer Services 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 Email: mheffner@stjoecmh.org Customer Service Hours M - F 8:00 a.m. - 5:00 p.m.</p>	<p>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 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</p>

SOUTHWEST MICHIGAN BEHAVIORAL HEALTH BOARD MEETINGS SCHEDULE

(JANUARY 2018-DECEMBER 2018)

January 12, 2018 – 9:30am to 11:00am	May 11, 2018 – Board Meeting* 9:30am to 11:00am	September 14, 2018 – Board Meeting and Budget Public Hearing** 9:30am to 11:00am
February 9, 2018 – 9:30am to 11:00am	June 8, 2018 – 9:30am to 11:00am	October 12, 2018 – 9:30am to 11:00am
March 9, 2018 – 9:30am to 11:00am	July 13, 2018 – 9:30am to 11:00am	November 9, 2018 – 9:30am to 11:00am
April 13, 2018 – 9:30am to 11:00am	August 10, 2018 – 9:30am to 11:00am	December 14, 2018 – 9:30am to 11:00am
May 11, 2018 – Board Retreat* 10:30am to 3:00pm		

All scheduled meetings take place at the Principal Office, unless otherwise communicated.

The Principal Office is located at 5250 Lover’s Lane, Suite 200, Portage, MI, 49002

www.SWMBH.org

*Meeting/Retreat – Skywood Recovery Center, 10499 North 48th St., Augusta, MI 49012

**Board Meeting and Budget Public Hearing – Kalamazoo Valley Groves Center,
7107 Elm Valley Dr., Kalamazoo, MI 49009

All SWMBH Board Meetings are subject to the Open Meetings Act 1976 PA 267, MCL 15.261-15.275



SOUTHWEST MICHIGAN BEHAVIORAL HEALTH BOARD ROSTER

Barry County

Robert Nelson
Robert Becker (Alternate)

Calhoun County

Patrick Garrett
Kathy-Sue Vette (Alternate)

St. Joseph County

Anthony Heiser
Timothy Carmichael (Alternate)

Berrien County

Edward Meny - Vice Chair
Nancy Johnson (Alternate)

Cass County

Mary “May” Myers
Karen Lehman (Alternate)

Van Buren County

Susan Barnes - Secretary
Angie Dickerson (Alternate)

Branch County

Tom Schmelzer - Chair
Jon Houtz (Alternate)

Kalamazoo County

Moses Walker
Patricia Guenther (Alternate)

SWMBH SUDOPB MEMBER ROSTER AND MEETINGS SCHEDULE

Barry County

Ben Geiger
VACANT

Cass County

Tara Smith
Skip Dyes

September 17, 2018 3:00-5:30pm
Public Budget Hearing*

Berrien County

Michael Majerek
Debra Panozzo

Kalamazoo County

Lisa White
Daniel Doehrman

*Kalamazoo Valley Groves M-Tec
7107 Elm Valley Drive
Kalamazoo, MI 9003

Branch County

Randall Hazelbaker-Chair
VACANT

St. Joseph County

Allen Balog
VACANT

November 19, 2018 4:00-5:30pm

Calhoun County

Steve Frisbie
Kathy-Sue Dunn

Van Buren County

Richard Godfrey-Vice Chair
Paul Schincariol

All scheduled meetings take place at
the Principal Office, unless otherwise
communicated.

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 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-teletekst: 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 হন এবং যদি আপনার ভাষাগত সাহায্যের প্রয়োজন হয়, তাহলে নিখরচায় সাহায্য পতে 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)».

Personal Support for You!

Southwest Michigan Behavioral Health introduces **myStrength**

We all struggle with our moods at times. Anxious or depressive thoughts can weigh us down. Some of us may struggle with drugs or alcohol. Seeking help and focusing on your mental health is important.

Now you can use web and mobile tools to help you get better and stay mentally strong.

myStrength is confidential—just for you. It offers personalized resources to improve your mood. Learning to use myStrength’s tools can help overcome the challenges of drug and alcohol abuse.



myStrength's proven web and mobile resources can help strengthen your mind, body and spirit.

SIGN UP TODAY

1. Visit www.myStrength.com
2. On the myStrength.com home page, click on “Sign-up.”
3. Enter the appropriate **Access Code** from the list below.
4. Complete the myStrength sign-up process with a brief Wellness Assessment and personal profile.
5. **Go Mobile!** Using the access code below, get the myStrength app for iOS and Android devices at www.mystrength.com/mobile

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



The health club for your mind™

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“
What **myStrength**
users are saying
”

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

I love how personal myStrength is for me.

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

The mood tracker is fantastic!

I love that myStrength is available 24 hours a day.



U.S. Department of Veterans Affairs



Veterans Crisis Line **Fact Sheet**

Confidential crisis help for Veterans and their families

The Veterans Crisis Line is a toll-free, confidential resource that connects Veterans in crisis and their families and friends with qualified, caring U.S. Department of Veterans Affairs (VA) responders.

Veterans and their loved ones can call **1-800-273-8255 and Press 1**, chat online at **VeteransCrisisLine.net**, or send a text message to **838255** to receive free, confidential support 24 hours a day, 7 days a week, 365 days a year, even if they are not registered with VA or enrolled in VA health care.

The responders at the Veterans Crisis Line are specially trained and experienced in helping Veterans of all ages and circumstances — from Veterans coping with mental health issues that were never addressed to recent Veterans struggling with relationships or the transition back to civilian life. Veterans Crisis Line responders provide support when these and other issues — such as chronic pain, anxiety, depression, sleeplessness, anger, and even homelessness — reach a crisis point. Some of the responders are Veterans themselves and understand what Veterans and their families and friends have been through.

Since its launch in 2007, the Veterans Crisis Line has answered more than 3 million calls and initiated the dispatch of emergency services to callers in crisis nearly 78,000 times. The Veterans Crisis Line anonymous online chat service, added in 2009, has engaged in nearly 363,000 chats. In November 2011, the Veterans Crisis Line introduced a text-messaging service to provide another way for Veterans to connect with confidential, round-the-clock support, and since then has responded to more than 81,000 texts.

In 2011, the National Veterans Suicide Prevention Hotline was renamed the Veterans Crisis Line to encourage Veterans and their families and friends, who may be the first to realize a Veteran is in emotional distress, to reach out for support when issues reach a crisis point, even if it is not a suicidal crisis.

VA is working to make sure that all Veterans and their loved ones are aware of the Veterans Crisis Line. To reach as many Veterans as possible, VA is coordinating with communities and partner groups nationwide, including community-based organizations, Veterans Service Organizations, and local health care providers, to let Veterans and their loved ones know that support is available whenever, if ever, they need it.

Whether you're a Veteran or a friend or family member concerned about one, confidential assistance is only a call, click, or text away.

For more information about the Veterans Crisis Line, visit VeteransCrisisLine.net
For more information about VA's mental health resources, visit www.mentalhealth.va.gov

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• • • • • Confidential crisis chat at **VeteransCrisisLine.net** or text to **838255** • • • • •



COMMUNITY EVENTS

Branch County Fair August 5th-11th 8:00 a.m. -10:00 p.m. at 262 S. Sprague St. Coldwater.

Kalamazoo County Veteran and Family Expo August 11th 12:00 p.m.-3:00 p.m. at Salvation Army 1700 S. Burdick St. Kalamazoo.

Van Buren Back-to-School Bonanza August 13th 4:00 p.m.-6:00 p.m. at Van Buren ISD Technology 250 South Street, Lawrence.

Recovery Coach “Unity in Purpose” Conference August 15th from 8:00 p.m.-5:00 p.m. at the Fetzer Center at 2551 Business Court, Kalamazoo. Registration is required at reister@recoverymi.org.

NAMI Family-to-Family for 2018, beginning August 21st to November 6. Tuesdays from 6:00-8:30pm at KCMHSAS's 418 W. Kalamazoo Ave. For more information contact Deb at dschauer@kazoocmh.org.

***KCMHSAS present BeStigmaFree and Look Beyond will host the Art Hop Show** September 7th 2018, 5:00 p.m.-8 p.m. at the Epic Center 319 S. Kalamazoo Mall.

One Mile Recovery Walk September 8th, Registration begins at 10:00 a.m. at First Congregational Church 145 Capital Ave NE, Battle Creek.

Berrien County Veteran Stand Down September 14th, 233 Michigan Street, 9:00 a.m.-1:00 pm Benton Harbor.

St. Joseph County Fair September 16th-22nd, Begins at 8:30 a.m. at 316 E. Charlotte St. Centreville.

Kalamazoo 4th Annual Wellness & Recovery Fair, September 20th, begins at 11:00 a.m.-3:00 p.m. at Bronson Park located Downtown Kalamazoo.

Gryphon Place Suicide Walk Saturday September 29th, 9:00 a.m.-11:00 a.m. at Bronson Park Downtown, Kalamazoo.

KCMHSAS will be offering a Free Workshop October 5th, 8:15 a.m.-11:59 a.m. on Adult Mental Health First Aid location 418 W. Kalamazoo Ave, Kalamazoo, to register contact jhelmer@kazoocmh.org.

Kalamazoo Project Connect Thursday October 11th, 2018 12:00 p.m.-4:00 p.m. at 2900 Lake St. Kalamazoo.

Van Buren Project Connect & Veteran Stand Down October 12th, 15 South Maple St. Hartford.

Calhoun County Project Connect & Veteran Stand Down October 19th, 9:00 a.m.-1: p.m. at 35 Hamblin Ave. Battle Creek.



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 2018 MI Health Link Handbook is available. Contact Customer Services (800-676-5814) for your copy or download it directly at: www.SWMBH.org

Member Triage and
Engagement Specialists
5250 Lovers Lane, Suite 200
Portage, MI 49002

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

Agency Phone:
(800) 676-0423
711 MRC

Fax:
(269) 883-6670

www.swmbh.org

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



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 on page 13 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. 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.