

FROM THE SWMBH CEO BRADLEY CASEMORE

As we close out 2021 and begin 2022, we wanted to share a few of the projects and tasks we've been focused on here at SWMBH in the last year. Some of our areas of focus are provided to us by the Department of Health and Human Services (DHHS) contract to help support services and programs for our members. Some of our areas of focus come from feedback and input from our members and their advocates. In the end, our sole and main purpose is to better serve the members of our region in the most cost efficient and member friendly way we can. Please see below for some of the highlights of what we have been up to this year.

- SWMBH Successfully achieved National Committee for Quality Assurance (NCQA), Managed Behavioral Health Organization (MBHO) Reaccreditation for the SWMBH Medicare Business Line, which is good until June 25, 2022. Only (2) Prepaid Inpatient Health Plans (PIHP's) in Michigan currently hold NCQA accreditation.
- There was a 43.9 % reduction in Emergency Room (ER) claims and 73.3% reduction in inpatient episodes, for the six months prior to Integrated Co-occurring Treatment (ICT) involvement versus six months post ICT involvement. Overall, there were less ER claims this year than in years prior (65.1% decrease). It is speculated that this could have been affected by COVID and that people were less likely to use the ER until they were severely ill.
- SWMBH Substance Use Disorder Team Trained community members in overdose education and naloxone distribution (2,694 kits distributed). This resulted in over 120 overdose reversals that were reported by community members and law enforcement agencies.
- SWMBH achieved 100% compliance on the 2020-2021 Performance Bonus Incentive Programs State Sponsored Metrics. This translates into \$2,894,028.48 in Regional Bonus earnings.
- SWMBH has provided nearly 5 million in Provider Network Stability Payments.
- Provided clinical training at 9 events, training 334 attendees on the following topics: Ethical Considerations for Coaches, Medical Necessity Guidelines for Applied Behavior Analysis, LGBTQ+ Diversity, Clinical Supervision, and Charting the Life Course tools for Person-Centered Planning.

[CLICK HERE FOR THE FULL LIST OF 2021 SWMBH SUCCESSES AND ACCOMPLISHMENTS](#)

DID YOU KNOW?

Did you know that we have new information pages on our website?

In the Member's section of the website, we work to get you up-to-date information on the programs, providers, and services available to you in our region and how to access them.

We have information available on:

- Certified Community Behavioral Health Clinics (CCBHC) (<https://www.swmbh.org/certified-community-behavioral-health-clinic-services/>) services
- Opioid Health Homes (OHH) (<https://www.swmbh.org/members/opioid-health-home>)
- Autism Services (<https://www.swmbh.org/autism-services/>)
- Problem Gambling Prevention (<https://www.swmbh.org/members/gambling/>)

Check out the Member's section of our website to learn about these programs and services. Each has its own web page dedicated to sharing information including: where these programs are offered, who is eligible, and how to access the programs and services.

SWMBH Newsletter

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INCREASE IN SOCIAL SECURITY

CMS has “released the 2022 Medicare Parts A and B premiums, deductibles, and coinsurance amounts, and the 2022 Part D income-related monthly adjustment amounts. Most people with Medicare will see a 5.9 percent cost-of-living adjustment (COLA) in their 2022 Social Security benefits—the largest COLA in 30 years. This significant COLA increase will more than cover the increase in the Medicare Part B monthly premium.

Medicare Part B: The increase in the standard monthly premium—from \$148.50 in 2021 to \$170.10 in 2022—is based in part on the statutory requirement to prepare for expenses, such as spending trends driven by COVID-19, and prior Congressional action in the Continuing Appropriations Act, 2021 that limited the 2021 Medicare Part B monthly premium increase during the COVID-19 pandemic. It also reflects the need to maintain a contingency reserve for unanticipated increases in health care spending, particularly certain drug costs. By law, the Medicare Part B monthly premium must equal 25 percent of the estimated total Part B costs for enrollees age 65 and over. CMS has a responsibility to establish an annual Part B premium that will adequately fund projected Medicare spending and maintain an adequate reserve in case actual costs are higher than estimated. The annual deductible for Medicare Part B beneficiaries grows with the Part B financing and is increasing from \$203 in 2021 to \$233 in 2022.” A fact sheet on the 2022 Medicare Parts A & B premiums and deductibles, and the Part D income-related monthly adjustment amounts is available at

<https://www.cms.gov/newsroom/fact-sheets/2022-medicare-parts-b-premiums-and-deductibles2022-medicare-part-d-income-related-monthly-adjustment>.

GET INVOLVED!

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

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 medical necessity criteria, etc..

IN THE ZONE

Southwest Michigan Behavioral Health (SWMBH) launched its Opioid Health Home Program on October 1st, 2020 in Kalamazoo and Calhoun counties. Opioid Health Home is an initiative by MDHHS to provide intensive care management and care coordination services for Medicaid beneficiaries with an opioid use disorder (OUD).

Opioid Health Home (OHH) is a model of care that coordinates physical health, behavioral health, substance use disorder, and social service needs. Customers continue to participate in individual or group therapy and/or Medication Assisted Treatment and receive OHH services in addition to these services. OHH services are considered additional services to standard substance use disorder treatment to better integrate care for customers.

Currently, OHH services are being provided at Victory Clinical Services in Kalamazoo, Victory Clinical Services in Battle Creek, and Summit Pointe. Eligible customers must have active Medicaid or Healthy Michigan Plan, reside in Kalamazoo or Calhoun counties, and be diagnosed with an opioid use disorder.

OHH providers have an integrated team that works with their OHH customers to create a personalized care plan based on their identified needs related to their recovery.

Opioid Health Home's goal is to help bridge the gap between services so that they can focus on their overall health and wellness while they work to obtain and maintain recovery. Some examples of things the OHH team can help with are:

- coordinating care with other service providers (primary care physicians, specialists, social services, etc.)
- assisting in making appointments and arranging transportation
- encouraging preventative care such as yearly dental and vision exams, wellness visits, etc.
- coordinating through transitions of care (being discharged from residential services, hospitalizations, jail, etc.)
- helping build a sober support network
- helping work through barriers to adherence to treatment (issues with transportation, reminder calls about appointments, etc.)
- referrals to social supports (housing, employment, education, etc.)
- assisting customers in obtaining resources including disability, food stamps, unemployment, etc.

To learn more about Opioid Health Home, visit MDHHS's website at: michigan.gov/OHH or SWMBH's website at: <https://www.swmbh.org/members/opioid-health-home>. To see if you are eligible for services, contact SWMBH at 800-781-0353.

COMPLEX CASE MANAGEMENT – MI HEALTH LINK

Did you know there is support available to you if you have many physical and behavioral health needs? Southwest Michigan Behavioral Health offers Complex Case Management. This is a program that lasts a few months. You will work one-on-one with a specialist. You will identify any barriers, discuss your needs and create goals together.

To get this service, you should have a behavioral health diagnosis and other complex issues such as:

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

If you are interested in learning more, please call 1-800-676-0423 and select option 7.

COMMUNITY EVENTS & TRAININGS 2022

***Peer Trainings are made available through MDHHS Office of Peer Support by contacting Taylor Peele at PeeleT@michigan.gov or contact your local CMH provider.**

Peer Support Specialist dates for training are as follow: March 7, 2022 and May 2-6, 2022. For more information contact your local Community Mental Health Service Provider. All meetings will take place via ZOOM. Contact by email: MDHHS-PeerSupport@Michigan.gov or by phone at (517) 335-2279

Certified Peer Recovery Coach dates for trainings are as follow: All meeting will take place via ZOOM. Contact by email: MDHHS-PeerSupport@Michigan.gov or by phone at (517) 335-2279



EXPANDING SERVICES AT ISK

Integrated Services of Kalamazoo (ISK) is now a Certified Community Behavioral Health Clinic through the Michigan Department of Health and Human Services. A CCBHC is a clinic with the goal of joining health care services for mental health, substance use disorder and physical health care needs. This designation has allowed ISK to expand capacity and increase staffing to meet the needs in the community.

In order to accommodate this growth, we have been doing some major shuffling of offices and buildings in order to accommodate all the programs and staff at Integrated Services of Kalamazoo (ISK) and to provide ease of access for the people we serve. Below are some highlights:

ISK administration including Human Resources, Quality and Contracts, Medical Records and Recipient Rights is now located at 610 S. Burdick Street. Also, at this location are limited clinical services consisting of Case Management, Intensive Crisis Stabilization, Opioid Overdose Response Program, Whole Health Initiative, Supported Employment, Care Coordination and Community Health Workers. 610 S. Burdick Street is on the corner of Burdick and Walnut.

All Outpatient Therapy services including some evidence-based practices – Dialectical Behavioral Therapy, Integrated Dual Diagnosis Treatment, Navigate, and our Adult and Youth outpatient therapists are located at 2030 Portage St. on the corner of Portage and Alcott.

Psychiatric services, Assertive Community Treatment and Same-Day Access are located at 615 Crosstown Parkway.

ISK Mental Health Corrections Services, ISK Training Department, Mobile Integrated Behavioral Health Team and the Nutritionist have joined the Youth and Family and Services for Intellectual/Developmental Disability Services at 418 W. Kalamazoo Avenue located on the corner of Kalamazoo Ave. and Park Street.

HEALTHIER YOU IN THE NEW YEAR

Staying healthy is a central goal in many people's lives. During the challenges of the winter months and ongoing pandemic it is important to foster good health measures and body-mind awareness.

Health advice is everywhere, but much of it focuses only on the body. But your body and mind work together and so should physical and mental health advice. If mental or physical health swing out of balance, an individual will suffer. Understanding how our bodies and minds work together or against each other strengthens your ability to make positive choices for your health and those who you care about.

Mental health is the well-being of an individual on emotional, social and psychological levels. Mental health status affects the way someone acts, processes emotions and makes decisions. A person in good mental health can

- maintain healthy relationships
- express and balance emotions
- manage change well

A couple of things that trigger an uptick in depression and grief are cloudy winter days and the stress of holidays. Adding to these circumstances are the stressors posed to individuals and families struggling with the exhaustion of how long we have been dealing with the COVID-19 pandemic, and its negative impact on our lives.

These are some of the signs that someone's mental health is shifting:

- Changes in sleeping and eating patterns
- Withdrawal from friends, family and activities
- Loss of energy
- Increasing irritability and mood swings
- Loss of performance at school or work

These are some of the most common illnesses that the above signs could point toward:

- Depression
- Anxiety
- Mood swings
- Impulse Control Disorder

*See your doctor if you believe you may have the above signs or illnesses.

How Mental and Physical Health Are Related

- Being mentally healthy has positive effects on physical health.
- Poor mental health is a risk factor for chronic physical conditions.
- People with chronic physical conditions are at risk of developing poor mental health.

Start with Self-Care

Self-care is any action you take to preserve or improve your mental and physical health overall. Self-care activities do two things

1. Set healthy boundaries
2. Develop the ability to cope with life's ups and downs

Here are tips to get you started.

- Stay active, even if it is doing small things each day.
- Eat a balanced diet and get enough sleep (7-9 hours).
- Keep a schedule and try to get fresh air every day.
- Try to find a small pleasure for yourself within each day.
- Avoid using too much alcohol and avoid drugs.
- Avoid negative self-talk – focus on positive emotions.
- Create a buddy system to have someone you can call when you feel down.
- Set boundaries on how you want to spend your time in a way that works for you. Be respectful of others who may want things from you but remember to take care of yourself.

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- Set boundaries on how you want to spend your time in a way that works for you. Be respectful of others who may want things from you but remember to take care of yourself.
- Seek professional help if you need it – don't be embarrassed to ask for help.

Seek Treatment

In many cases, mental illness requires help from qualified experts. Counseling and dialectical behavioral therapy (DBT) teach individuals how to cope with mental illness that disrupts their everyday lives.

To learn about the community mental health services offered by Southwest Michigan Behavioral Health visit <https://www.swmbh.org/about/> or call 1-800-890-3712.

HEALTHIER YOU IN THE NEW YEAR

Southwest Michigan Behavioral Health offers myStrength®

Programs that can assist you with your health goals

MyStrength's website and mobile resources is confidential and offers personalized resources with proven tools and dedicated support for stress, depression, sleep and more!

To Sign-up!

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

Access Code linked to the county you reside in:

- | | |
|--------------|----------------|
| ○ SWMBarry | ○ SWMKalamazoo |
| ○ SWMBerrien | ○ SWMStJoe |
| ○ SWMBranch | ○ SWMVanBuren |
| ○ SWMCalhoun | ○ SWMBH |
| ○ SWMCass | |

New! Michigan Department of Health & Human Services (MDHHS) offers mental health resources to combat winter blues this holiday season. For a free, confidential conversation with a trained Stay Well crisis counselor, call 888-535-6136 and press "8" at the prompt. The phone line is open 24/7 for any Michigan resident.

Visit Michigan.gov/StayWell to locate the nearest community mental health services program office, register for a virtual support group or access helpful brochures and recorded webinars.

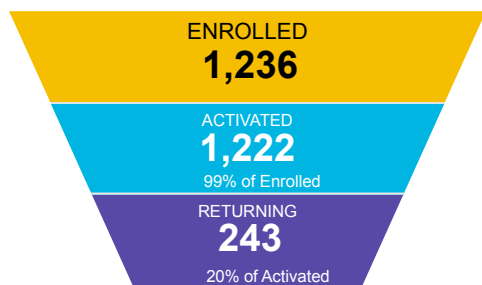
MY STRENGTH SCORECARD

myStrength Scorecard - Southwest Michigan Behavioral Health

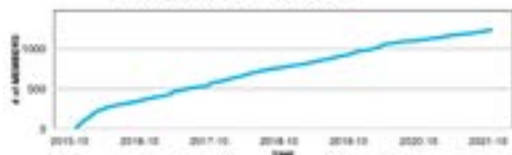
Data Thru: 2021-10-31

Program Launch: 2015-10-27

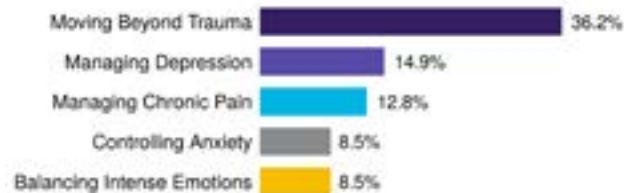
Members enrolled



Enrollment Trends



Top 5 Digital Recommendations



Program engagement

% of returning members using feature in the last 90 days



49 (20.2%)
Logged In

6 average logins per member



24 (9.9%)
Completed Activity

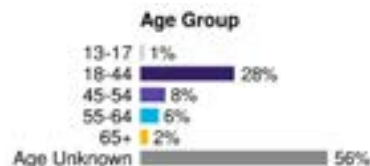
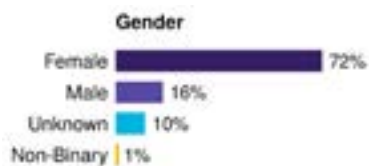
8 average activities completed per member



NA (NA%)
Used Engagement Guidance

NA average messages sent to guide per member

Member Demographics (% of enrolled)



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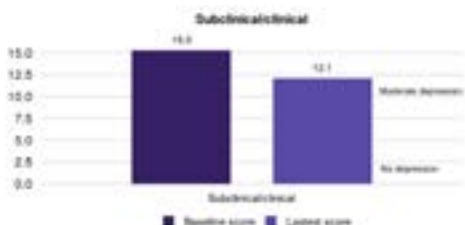
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Clinical Outcomes

Depression outcomes

Clinical and subclinical population

Scored 5 or more in the PHQ-9 assessment



85.7%

Maintained or improved outcomes

NA%

Clinically Improved

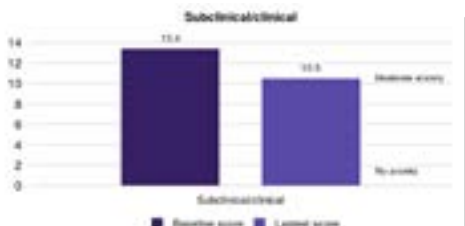
(Started with scores ≥ 15 and decreased their score by at least 5 points)

PHQ-9 is a validated depression screening tool. The total score is between 0 and 27 with higher scores meaning more symptoms. Metrics show % of members who have taken the PHQ-9 assessment at least twice – once at baseline and at least once more after baseline.

Anxiety outcomes

Clinical and subclinical population

Scored 5 or more in the GAD-7 assessment



71.4%

Maintained or improved outcomes

NA%

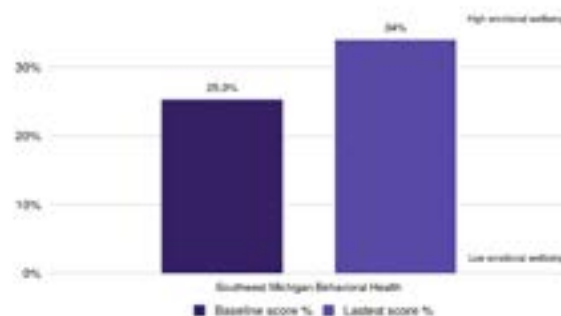
Clinically Improved

(Started with scores ≥ 10 and decreased their score by at least 5 points)

GAD-7 is a validated anxiety screening tool. The total score is between 0 and 21 with higher scores meaning more symptoms. Metrics show % of members who have taken the GAD-7 assessment at least twice – once at baseline and at least once more after baseline.

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Wellbeing outcomes



27.8%

Of members' wellbeing improved at least 10% (Clinical definition of improvement)

WHO-5 is a validated measure of general wellbeing (not a specific diagnosis or problem). Total score is between 0 to 25 with lower scores showing lower quality of life and higher scores showing higher quality of life. Raw score are multiplied by 4 to get a percentage score. Metrics show % of members who have taken the WHO-5 assessment at least twice – once at baseline and at least once more after baseline.

MY STRENGTH SCORECARD

myStrength Scorecard - Data definitions

Members enrolled

- **Enrolled:** Number of members who registered and successfully enrolled
- **Activated:** Number of members who completed the onboarding assessment
- **Returning:** Number of activated members who have logged into the myStrength Program at least once after onboarding assessment completion
- **Enrollment Trends:** Number of members who have enrolled (current enrolled) over time since the program launch date

Top 5 Digital Recommendations: Percent of returning population that were recommended “Just for you” content or digital courses and programs

Program engagement



Login: an instance of a member entering the myStrength mobile app or website in the last 90 days

- Average logins per member in the last 90 days, for members who logged in at least once in the last 90 days



Completed Activity: an activity where members click the “Finish” button after going through all the steps in the last 90 days

- Average activities completed per member in the last 90 days, for members who completed at least one activity in the last 90 days



Engagement Guidance: a member uses engagement guidance when they send a message to a guide in the last 90 days

- Average messages a member sent to a guide in the last 90 days, for members who sent at least one message to a guide in the last 90 days
- For clients that do not have Engagement Guidance turned on, N/A will show here



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WHAT IS THE RSA-R SURVEY?

- The RSA-r (Recovery Self-Assessment-revised) Survey was given to SWMBH’s Medicaid & Block Grant SUD consumers to answer about the services they receive from their current provider.
- The survey was administered through their provider via Survey Monkey or paper form and returned to the QAPI department at SWMBH.
- 33 questions, answers were based on scale of 1-5 (1=strongly disagree to 5=strongly agree)
- All questions related to following categories:
 - o Life Goals, Involvement, Diversity of Treatment, Choice, Individually Tailored Services

Why does SWMBH distribute the RSA-r Survey?

- The survey was 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.
- This survey assists with satisfying requirements documented in SWMBH’s Quality Assurance and Performance Improvement Plan.

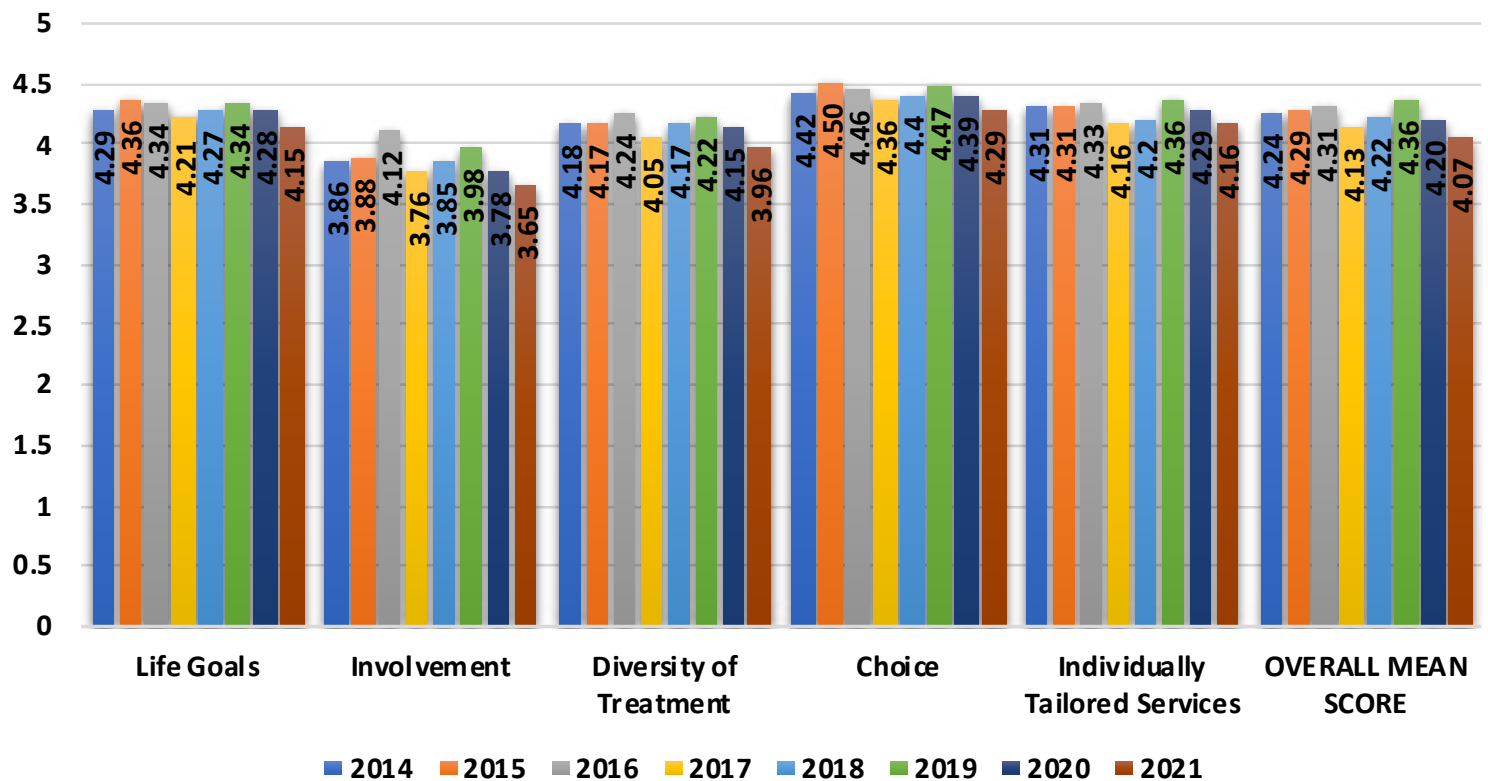
Results:

The 2021 RSA-r survey administration period was from: 10/7/2021 to 11/19/2021.

In 2021, SWMBH received 477 total surveys back, which was a decrease from the 2020 response of 482 total surveys returned. 16 different provider organizations participated in the 2021 survey process, which was two less than the 2020 participation (18 provider organizations participated in 2020).

SWMBH’s analysis of the overall mean score represented a -.13 decline in comparison to 2020 scores. This is not a statistically significant decline in overall or specific category scores.

RSA-r 2020-2014 Score Comparison Analysis



WHAT IS THE RSA-R SURVEY?

What did we find out?

- The effects of the global pandemic continue and attributed to similar survey participation as 2020. Some providers expressed concern with low staffing levels and the ability to implement the survey process electronically. Client quarantine brought more telehealth services and attributed to less opportunity for community involvement. Many category scores were affected with Diversity of Treatment decreasing the most compared to 2020. The use of Survey Monkey allowed for clients to leave comments with each question so additional valuable feedback was captured again this survey process.

What does SWMBH do with the results?

- SWMBH benchmarks the results against similar organizations and past performances to determine how to maintain high scores and improve on items with lower scores
- SWMBH analyzes the results by category and by provider to identify potential areas for improvement.
- SWMBH looks to continuously improve the survey distribution process (making sure instructions to consumers are clear, informing providers on process, etc.) in order to receive the most accurate results.

2022 – 2023 SWMBH Board End Metrics

Fiscal and Calendar Year Metrics

The Southwest Michigan Behavioral Health Board Ends Metrics are a set of (15-17) Key Performance Metrics that are formulated and approved by the Board of Directors on an annual basis. Each of the Board Ends Metrics have benchmark targets that SWMBH must achieve to be considered ‘Successfully Met’. The metrics are largely driven by contractual obligations, annual audits, annual surveys, accreditations and other internal/external strategic objectives. The Board Ends Metrics have benchmark targets that SWMBH must achieve to be considered ‘Successfully Met’. The metrics are largely driven by contractual obligations, annual audits, annual surveys, accreditations and other internal/external strategic objectives. The Board Ends Metrics are comprised of 5 strategic imperative categories, that are reviewed by the Board annually:

Quality of Life

Exceptional Care

Improved Health

Mission and Value Driven

Quality and Efficiency

Strategic Imperative Category: Quality of Life

PERFORMANCE METRIC DESCRIPTION

1. Achieve 95% of Veteran's Metric Performance-Based Incentive Program monetary award based on MDHHS specifications.

PERFORMANCE METRIC DESCRIPTION

2. Achieve 95% of Increased Data Sharing Performance Bonus Incentive Program (PBIP) monetary award based on MDHHS specifications.

PERFORMANCE METRIC DESCRIPTION

3. SWMBH will submit a qualitative narrative report to MDHHS receiving no less than 90% of possible points; by November 15, 2022, summarizing prior FY efforts, activities, and achievement of the PIHP and CMHSPs, specific to the following areas:

1. Comprehensive Care
2. Patient-Centered Medical Homes
3. Coordination of Care
4. Accessibility to Services
5. Quality and Safety

PERFORMANCE METRIC DESCRIPTION

4. Achieve 95% of possible points on collaboration between entities for the ongoing coordination and integration of services for shared MHL consumers.

PERFORMANCE METRIC DESCRIPTION

5. Achieve Compliance on Follow-up After Hospitalization for Mental Illness within 30 days (FUH) for beneficiaries six year of age and older and show a reduction in disparity with one minority group.

Strategic Imperative Category: Exceptional Care

Persons and families served are highly satisfied with the services they receive.

PERFORMANCE METRIC DESCRIPTION

6. 2022 Customer Satisfaction Surveys collected by SWMBH are at or above the 2021 results for the following categories:
- A. Youth Satisfaction Survey (*Improved Functioning*)
 - B. Mental Health Statistics Improvement Program Survey (*Improved Outcomes*)

Strategic Imperative Category: Improved Health

Individual mental health, physical health, and functionality are measured and improved.

PERFORMANCE METRIC DESCRIPTION

7. SWMBH will achieve 225 enrollees for the Opioid Health Homes Program (OHH) during year 1 of implementation.

22-2023 BOARD ENDS METRICS – FINAL

Strategic Imperative Category: Mission and Value Driven

CMHSPs and SWMBH fulfill their agencies' missions and support the values of the public mental health system.

PERFORMANCE METRIC DESCRIPTION

8. 85% of Michigan Mission Based Performance Indicators achieve the State indicated benchmark for 4 consecutive quarters for FY 22.

PERFORMANCE METRIC DESCRIPTION

9. Regional Habilitation Supports Waiver slots are full at 98% throughout FY22.

Strategic Imperative Category: Quality and Efficiency

The SWMBH region is a learning region where quality and cost are measured, improved, and reported.

PERFORMANCE METRIC DESCRIPTION

10. 2022 Health Service Advisory Group (HSAG) External Quality Compliance Review. All standards and final corrective action plans evaluated will receive a score of 90% or designation that the standard has been "Met."

PERFORMANCE METRIC DESCRIPTION

11. 2022 HSAG Performance Measure Validation Audit Passed with (90% of Measures evaluated receiving a score of "Met")

PERFORMANCE METRIC DESCRIPTION

12. for *observation only*; track CCBHC Demonstration Year 1 *Quality Bonus Payment Metrics*, against the States indicated Benchmarks.

PERFORMANCE METRIC DESCRIPTION
13. SWMBH will meet or exceed the Behavioral Health Treatment Episode Data Set (BH TEDS) compliance benchmarks established by MDHHS for FY22.

PERFORMANCE METRIC DESCRIPTION
14. SWMBH will achieve 90% of the available CY21-22 monetary bonus award to achieve (<i>contractually specified</i>) quality withhold performance measures, agreed upon by the Integrated Care Organizations (ICO's).

PERFORMANCE METRIC DESCRIPTION
15. SWMBH will achieve Recertification of National Committee for Quality Assurance (NCQA) – Managed Behavioral Healthcare Organization Medicare Service Line.

PERFORMANCE METRIC DESCRIPTION
16. SWMBH will pursue and apply for a Substance Abuse and Mental Health Services Administration (SAMHSA) or other non DHHS Grant by 12/31/22 *Stretch Goal - Bonus Metric not to be counted in denominator*

[Please click this link for a complete and more detailed list of 2022-2023 SWMBH Board Ends Metrics](#)

22-2023 BOARD ENDS METRICS – FINAL



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

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, 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
info@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.

Serving Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph and Van Buren Counties

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 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 BOARD MEETINGS 2022

**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**

January 14, 2022 – 9:30am to 11:00am

(Four Points by Sheraton, 3600 E. Cork St. Kalamazoo, MI 49001)

February 11, 2022 – 9:30am to 11:00am

(Four Points by Sheraton, 3600 E. Cork St. Kalamazoo, MI 49001)

March 11, 2022 – 9:30am to 11:00am (

Four Points by Sheraton, 3600 E. Cork St. Kalamazoo, MI 49001)

*April 8, 2022 – 9:30am to 11:00am

*May 13, 2022 – 9:30am to 11:00am

*June 10, 2022 – 9:30am to 11:00am

*July 8, 2022 – 9:30am to 11:00am

*August 12, 2022 – 9:30am to 11:00am

*September 9, 2022 – 9:30am to 11:00am

*October 14, 2022 – 9:30am to 11:00am

*November 11, 2022 – 9:30am to 11:00am

*December 9, 2022 – 9:30 am to 11:00am

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

*Principal Office Located at 5250 Lover's Lane, Suite 200, Portage, MI, 49002

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.