

CLEAN SLATE PROGRAM

In accordance with the Clean Slate legislation enacted in 2020, the Michigan State Police are launching a new automatic expungement (removal from record) program. This program will search the state's Criminal Historical Record database system daily for eligible convictions to automatically expunge (remove). It is anticipated that over 1 million residents will receive automatic expungements on this, the first day of the program's rollout, and 400,000 residents are expected to end the day completely conviction free.

Attorney General Dana Nessel released a video today which outlines more information on the program.

"My department has been travelling the state for years, hosting expungement fairs to help eligible residents clear their records in the hopes of improving employment and housing eligibility, as well as significantly reducing the chances of that resident winding up back in the court system. Today, that process becomes a whole lot easier," Nessel said. "I am grateful to our partners in law enforcement and the legislature who have worked diligently alongside us to make expungements more accessible to the Michigan public. These efforts will undoubtedly lead to a stronger state."

Eligible residents may have up to four misdemeanors punishable by 93 days or more automatically expunged once 7 years have elapsed since the date of the imposition of a sentence. There is no limit on the number of misdemeanors punishable by less than 93 days that may be automatically expunged following the same waiting period. For felonies, up to two convictions may be automatically expunged following 10 years after either the date of the imposition of the sentence, or the completion of any term of imprisonment with Michigan Department of Corrections – whichever occurs later.

There are several additional requirements for a conviction to be eligible for automatic expungement, including the requirement that the resident not have any criminal charges pending against them. The Michigan State Police will pass on information about any convictions which have been automatically expunged to the court system on a daily basis.

Residents who believe they qualify for automatic expungement can check the Internet Criminal History Access Tool (IChat) webpage to view their public record. There is a \$10 fee to do so; residents will need to use a valid debit or credit card.

Those residents with convictions which do not qualify for automatic expungement may still be able to go through the traditional expungement application process, provided that the requirements for that process are met. The Department of Attorney General will continue to travel the state hosting expungement fairs to assist those residents applying for expungement by traditional means.

For more information about expungement in the state of Michigan, visit the Department of Attorney General expungement webpage.



RECOVERY IS HAPPENING IN KALAMAZOO

SAVE THE DATE

September 16, 2023

Bronson Park
Downtown Kalamazoo

Celebrating Mental Health and Freedom from Addiction

9th ANNUAL WELLNESS & RECOVERY FESTIVAL

Find us on Facebook
<https://www.facebook.com/KalamazooRecoveryFair>
Sponsorship & Booth Registration
<https://www.recoverymi.org/wellness-and-recovery-fair-1>

Logos: ASK FAMILY SERVICES, COPE network, INTEGRATED SERVICES of Kalamazoo, Recovery Institute of Southwest Michigan, Southwest Michigan LAWYERS, HOPE Helping Other People Excel, NATIONAL RECOVERY MONTH, V Vending Ventures LLC

SWMBH Newsletter

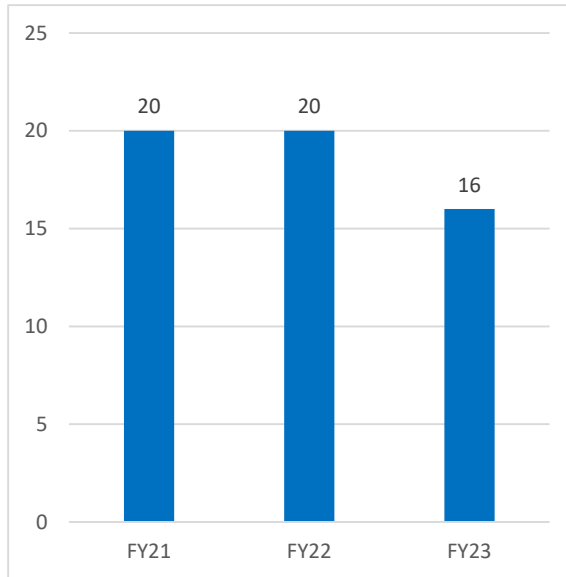
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REGIONAL GRIEVANCE AND APPEAL DATA REVIEW

Southwest Michigan Behavioral Health (SWMBH) and our partner Community Mental Health agencies take your feedback seriously. When you have concerns about your providers or services, you can report these to the Customer Service staff as grievances or appeals. Across our 8 counties, we review our data quarterly to look for trends and patterns related to your concerns and care needs.

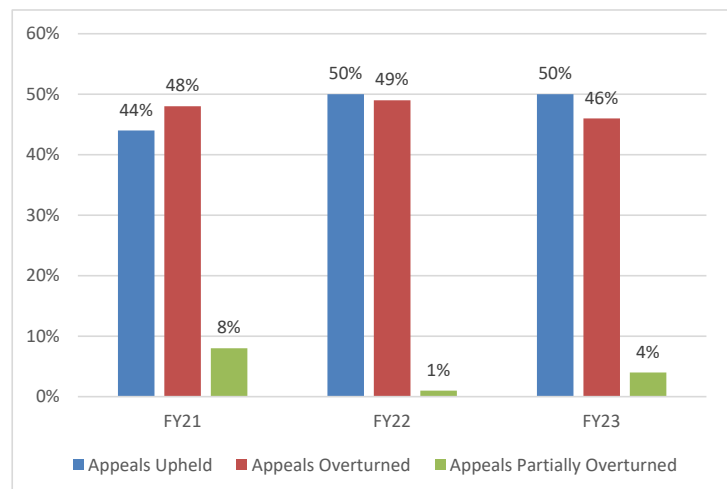
Grievances Average # of Days for Resolution



For data reported from October 2022-March 2023 (Fiscal Year Quarters 1-2), we have had a total of 83 Grievances (complaints) reported to customer service staff. Most of these complaints were related to contacts with providers/staff or concerns with accessing services. All complaints since October 2022 have all been finished within 90 calendar days. The average number of days to resolve the complaints is 16 days so far, this fiscal year which is lower than last year.

Since October 2022, our 8 counties have finished a total of 46 appeals. Of the appeals in Fiscal Year (FY) 2023, we overturned 46% of the original service actions taken. We upheld/agreed with the original decision for 50% of the appeals. In FY23, we partially overturned or found other agreements for 4% of the appeals. So far this year, all but 1 appeal were resolved within 30 calendar days.

Appeal Decisions by Fiscal Year (FY)



If you have questions or wish to learn more about our Grievance and Appeal processes and data review, please call SWMBH Customer Service at 1-800-890-3712. If needed, we can also link you to your local community mental health customer service department.

NOW OPEN!!!

***On Monday, July 10, Integrated Services of Kalamazoo
opened the doors to its new Behavioral Health Urgent Care & Access Center
at 440 W. Kalamazoo Ave., Kalamazoo, MI., 49007.***

The 24-hour center provides both same-day access and urgent care treatment for mental health and substance use disorders. It is Kalamazoo County's first behavioral health urgent care and access center, and one of very few across the state of Michigan. The 7,900 sq. ft. building houses nine treatment rooms, offices, waiting rooms, a conference room, reception area, lobby, and a security office. A police/ambulance entrance allows the center to serve as an alternative to a hospital emergency department (ED) for people experiencing behavioral health crises. An estimated 68% of crisis calls could be resolved without using an ED, according to ISK, and the center is expected to take some pressure off local hospitals.

As of July 10, the center will be open Monday through Friday from 8 a.m. to 8 p.m. Starting Monday, July 24, it will be open 24 hours a day, seven days a week.

ISK's Same-Day Access Center, where adults, youth and families, can seek non-urgent walk-in behavioral health services, also will be located at the new site at 440 W. Kalamazoo Ave. starting July 10. Same-Day Access was formerly housed at 615 E. Crosstown Parkway Kalamazoo, MI 49001. The Behavioral Health Urgent Care & Access Center is located near areas with a high concentration of individuals receiving behavioral health services, including those experiencing homelessness. It's easily walkable from nearby shelters and the city's downtown area.

ISK officials hope that by offering quick access to mental health professionals, an alternative to EDs, and the opportunity to be connected with other services, the new Behavioral Health Urgent Care and Access Center will result in better outcomes for people in crisis. The Urgent Care Center is open to anyone struggling with an urgent behavioral health issue. It serves people of all ages and incomes, with or without insurance coverage. Anyone in crisis may walk in or call 269-373-6000. The center is not a medical healthcare facility, ISK officials emphasize. People needing medical intervention for something like an overdose, detox, withdrawal symptoms, stroke, chest pain, cuts/bleeding, etc., should call 911 or go to the nearest emergency room.

Issues the Urgent Care Center Can Address:

- **Psychiatric crises**
- **Intrusive or disturbing thoughts**
 - **Suicidal thoughts**
- **Thinking of harming yourself or others**
 - **Significant depression**
 - **Significant anxiety**
- **Panic attacks, severe emotional distress**
- **Command hallucinations (feeling directed to do things by an unseen entity)**
 - **Acute grief reactions**
- **Trouble managing daily activities due to mental health or substance use**

Services Offered:

- **Crisis stabilization**
 - **Assessment**
- **Referrals to providers for treatment**
 - **Safety planning**
- **Connections to community resources**
 - **Compassionate listening**

ONE MEMBER'S OPINION

The views and thoughts expressed in this article are solely one member's perspective and are not intended to be endorsed by Southwest Michigan Behavioral Health.

Written by Veronica B. (SWMBH Customer Advisory Committee Member)



Never have we had such unprecedented times; we must remember that we were all victims of trauma during this time. Human beings are not made to function 6 feet apart with our mouths covered. What does success look like for someone with mental health concerns and/ or coexisting substance abuse? When a person is treated badly at their worst moment humanity suffers.

Personally, I felt isolated, depressed basically like a prisoner in my own home. I in fact have overcome many things in my past such as early childhood trauma, parents' divorce, domestic violence by stepfather, mother's untreated mental health and alcoholism. I am highly educated, highly involved in my community, situationally homeless because of a house fire and a survivor of a very violent attack by my former boyfriend. Who got 10 months while he retaliated when I tried to leave when a woman is most likely to be murdered and I dealt with this stigma for over two years. I developed PTSD because of this trauma.

1. An individual needs to be understood that it is ok to admit you are struggling with mental health and not fear losing their job. They need to be recognized as an illness not a maladaptive behavior and treated as such with Compassion and empathy the ability to make decisions for themselves.
2. Courts to recognize the impact of Covid has exasperated mental health illness and substance abuse issues but the court needs to step up and seek treatment before incarceration for nonviolent people suffering with mental health and or substance abuse disorder and to recognize the greater harm a person would endure being placed in a lockdown facility when they are fragile already and seek alternative approach that would call for them, to collaborate with mental health professionals, education training for them on mental health conditions and actively involve other stakeholders. These unprecedented times call to action thinking outside of the box. Alternatives to incarceration such as Mental Health Courts, Drug Courts, Rehab programs focused on keeping families intact and based on evidence and researched practices while accountability and transparency for the effectiveness of the programs and the persons in charge of running the programs. When looking for treatment faith-based programs should also be considered, people need Hope!!!

The current criminal justice system has disproportionately affected the lives of poor people, people experiencing mental health and physical medical issues. Let's never forget the greatest country on earth will stay that way when those struggling, who considered, least among us are treated with fairness, dignity, and a seat as a stakeholder too.

CUSTOMER SATISFACTION SURVEY RESULTS

What is the RSA-r Survey?

- The RSA-r (Recovery Self-Assessment-revised) Survey was given to SWMBH's Medicaid & Block Grant consumers to answer about the substance use (SUD) services they receive from their current provider.
- The survey was administered through their provider electronically via Survey Monkey or via paper form and returned to SWMBH's QAPI department. Survey posters were given to providers to hang in waiting areas and included a QR code for instant mobile access to the electronic version this year.
- The survey consisted of 32 questions and answers were based on scale of 1-5 (1=strongly disagree to 5=strongly agree).
- All questions related to following sub-categories:
- Life Goals, Involvement, Diversity of Treatment, Choice, Individually Tailored Services

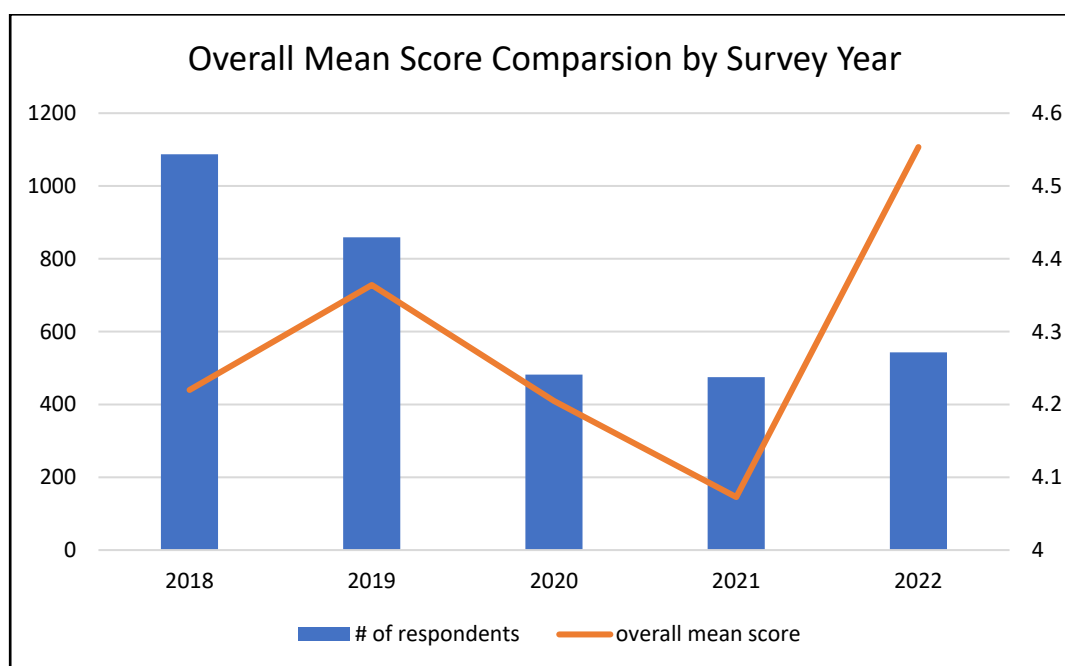
Why does SWMBH distribute the RSA-r Survey?

- The survey is 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.

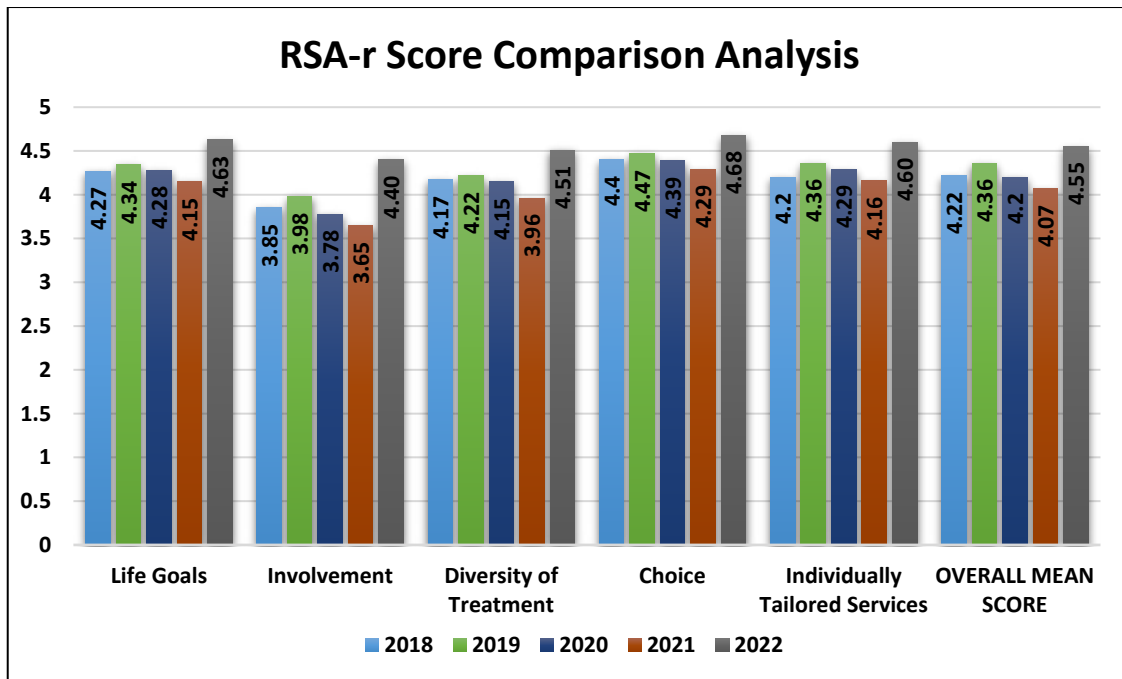
Results:

The 2022 RSA-r survey administration period was from: 10/7/2022 to 11/18/2022.

In 2022, SWMBH received a total of 543 completed surveys which was a 15% increase from 2021 but still significantly less than pre-pandemic participation. The number of participating provider organizations continued to decline in 2022 (down to 13 providers from 16 in 2021). SWMBH's analysis of the overall mean score represented a .48 increase in comparison to 2021 scores and an increase in all five sub-categories. The category, Involvement, had the most significant change in results in 2022 with a 17% increase.



....article continued on next page



What did we find out?

- This year resulted in the highest overall mean score since SWMBH started implementing the survey in 2014. One provider's participation accounted for approximately 40% of the total survey responses. However, increases were seen in all five subcategories as well as the overall mean even with this provider's respondents removed from the aggregate survey data. Global pandemic restrictions lifted, and the offering of more in-person and routine service practices may have attributed to the universal increases in results, but especially with the Involvement category. Some providers expressed concern with low staffing levels and the ability to implement the survey process electronically which likely attributed to a significant increase in the use of paper survey forms as only 7% used Survey Monkey. This caused more manual calculation of survey results, however, SWMBH will continue to offer multiple implementation methods to ensure the highest yield.
- 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. Participating providers are asked to internally review their results, choose a category, and create actionable items to elicit improvement.
- SWMBH looks to continuously improve the survey distribution process (making sure instructions to consumers are clear, informing providers on process, etc.) to receive the most accurate results.

THE SUBSTANCE USE DISORDER OVERSIGHT POLICY BOARD

In addition to the Board of Directors that were highlighted in our last Member newsletter, SWMBH is required to also have the Substance Use Disorder Oversight Policy Board (SUDOPB). This Board has up to two appointees by each County Commission. Members are often County Commissioners, but they do not need to be. Their statutory authority is for the PA 2 funds often also referred to as liquor tax funds. These funds are collected from packaged liquor sales at point of purchase then forwarded to the counties. Counties are then obligated to forward 50% of these funds to SWMBH for use in the county of origination of the tax revenue. We are fortunate to have experienced, motivated Board members focused on the needs of persons served and their county citizens. We are taking this opportunity to recognize and thank them.

WALK A MILE IN MY SHOES RALLY

Wednesday, September 13, 2023

Capitol Building Lansing, Michigan



Join us in celebrating the 2023
Walk a Mile in My Shoes Rally
at the state Capitol in Lansing, as we educate the
public about behavioral health issues and intellectual
and developmental disabilities.



(517) 374-6848

www.cmham.org

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PRIDE WEEK



Southwest Michigan Behavioral Health (SWMBH) made its first appearance at the 2023 Kalamazoo Pride Festival at Arcadia Park. Families and supporters of the LGBTQA+ community gathered with vendors from surrounding counties to provide supports and resources to the community. SWMBH was able to provide supports and services for behavioral health and Veteran Navigator programs. To learn more about how SWMBH can support you and your needs, visit swmbh.org. If you know someone who is struggling with a behavioral health issue and in need of assistance, call our Customer Service Department directly at (800) 890-3712. Clinicians are available Monday through Friday 8:00am-5:00pm.

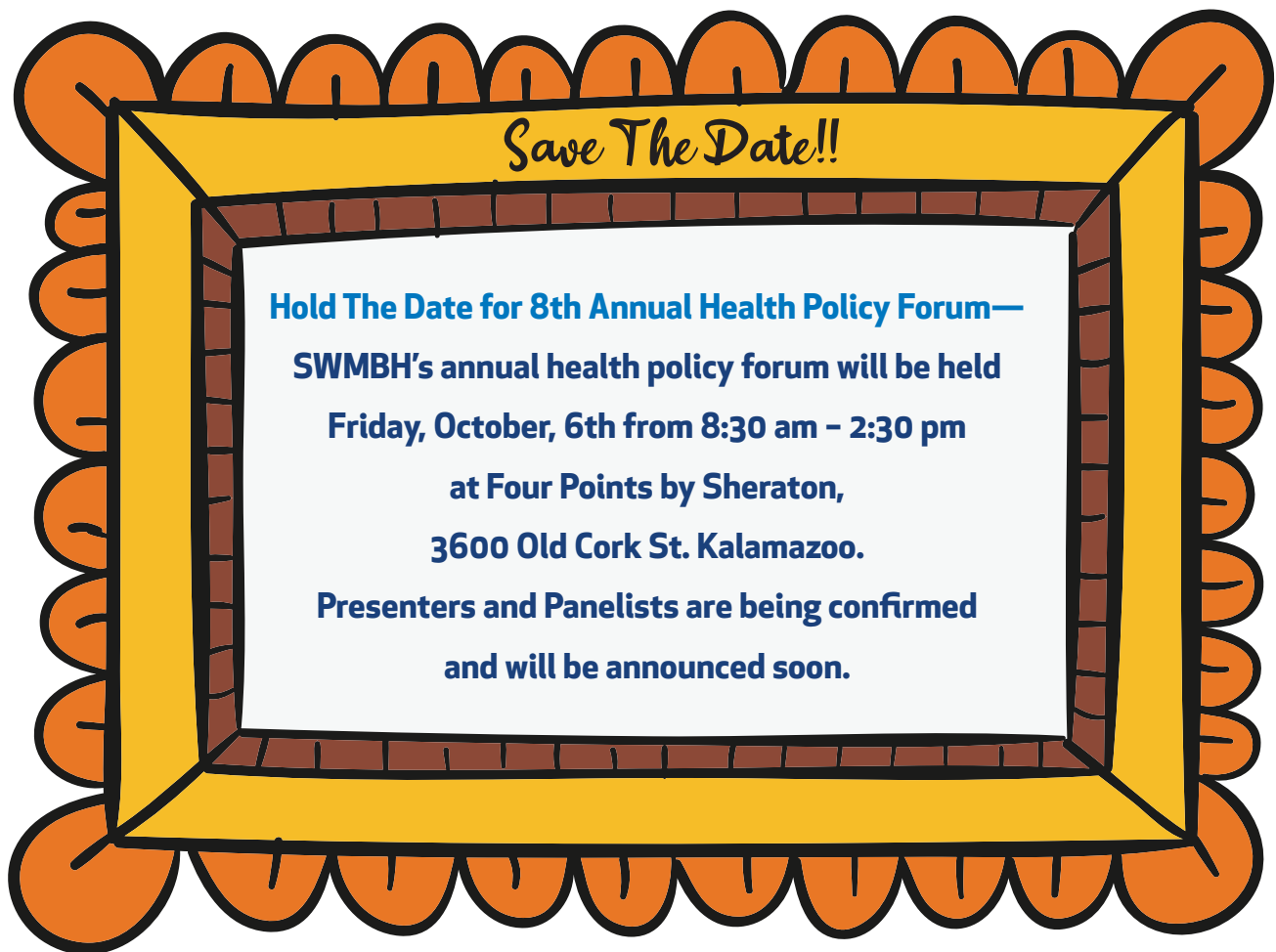
OPIOID SETTLEMENTS

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

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

At the state level SWMBH CEO Bradley Casemore is a Commissioner on the Opioid Advisory Commission created in 2022 by statute <https://council.legislature.mi.gov/Council/OAC>. The Commission is charged with advising the legislature and executive branch on deployment of opioid settlement funds and published their first annual report in March 2023. In addition Bradley was recently appointed by Governor Whitmer to the Opioids Task Force <https://www.michigan.gov/opioids/crisis-response> which predates the Commission and was an executive branch leadership body until September 2022 when executive order 2022-12 added ten public officials representing each of the PIHP regions. His concurrent service on both will facilitate coordination and collaboration across the two groups complementing his service on the Mental Health Diversion Council <https://www.michigan.gov/mdhhs/keep-mi-healthy/mentalhealth/mhdc>.

For more information contact Bradley at brad.casemore@swmbh.org or Joel Smith Director Substance Use Disorder Services at joel.smith@swmbh.org.



SWMBH – CUSTOMER ADVISORY COMMITTEE

Southwest Michigan Behavioral Health (SWMBH) has a Customer Advisory Committee. The idea of the committee is to make certain that customers can give input to SWMBH. Members give advice on items which directly or indirectly affect the quality of the behavioral health services and supports offered within the SWMBH region. The region is made up of Barry, Berrien, Branch, Cgalthoun, Cass, Kalamazoo, St. Joseph, and Van Buren Counties. Committee members are responsible for but not limited to:

- A. Reviewing and giving feedback on documents as prepared for use all over the SWMBH network such as Customer Handbook and other informational materials.
- B. Reviewing questions asked in questionnaires, surveys, and the like, in which customers will be asked to take part.
- 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 Community Health (MDCH) 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 or Healthy Michigan as your insurance, are a primary or secondary customer (advocate) of Mental Health/Developmentally Disabled 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 or customerservice@swmbh.org



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. Call us at 1-800-890-3712.

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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

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

**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 2023

August 11, 2023 – 9:30am to 11:30am

September 8, 2023 – 9:30am to 11:30am

October 13, 2023 – 9:30am to 11:30am

November 10, 2023 – 9:30am to 11:30am

December 8, 2023 – 9:30 am to 11:30am

All scheduled meetings take place at the Four Points by Sheraton, 3600 E. Cork St. Kalamazoo, MI 49001

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.