

MAY IS MENTAL HEALTH MONTH

May is a National Mental Health Awareness Month observed from May 1st through May 31st. Join your local community mental health agency or begin a campaign of your own about raising awareness and fighting stigma related to mental health.

Living Well with Serious Mental Illness

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

What are Serious Mental Illnesses?

Mental illnesses are disorders that affect a person's thinking, mood, and/or behavior. They can range from mild to severe. According to the National Institute on Mental Health, nearly one-in-five adults live with a mental illness.

A mental illness that interferes with a person's life and ability to function is called a serious mental illness (SMI). With the right treatment, people with SMI can live valuable and enjoyable lives.

There are many kinds of serious mental illnesses. Common ones include:

- **Bipolar disorder** is a brain disorder that causes intense shifts in mood, energy, and activity levels. People have manic episodes in which they feel extremely happy or elated and energized. Usually, they also have depressive episodes in which they feel deeply sad and have low energy.
- **Major depressive disorder** (MDD) is one of the most common mental disorders. Symptoms vary from person to person, but may include sadness, hopelessness, anxiety, distrust, irritability, lack of self-worth, and tiredness. These symptoms interfere with a person's ability to work, sleep, eat, and enjoy their life.
- **Schizophrenia** is a chronic and severe mental disorder that causes people to interpret reality differently. People may have hallucinations, delusions, extremely disordered thinking, and a reduced ability to function in their daily life.

Despite common misperceptions, having a serious mental illness is not a choice, a weakness, or a character flaw. It is not something that just "passes" or can be "snapped out of" with willpower. Many factors can increase someone's risk for mental illness including, family history, brain chemistry, and major life events such as trauma or death of a loved one.

If you, or someone you know is experiencing a mental health crisis or a substance use disorder, help is available regardless of insurance. During the month of May we celebrate and honor those who live with mental health challenges and want to offer resources which you can find throughout this newsletter.



SWMBH Newsletter

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Branch County Project Connect The Coalition Against Domestic and Sexual Violence 2022

As part of the Branch County Project Connect, the Coalition Against Domestic and Sexual Violence held a community event. The event was on 4/30/22 in downtown Coldwater. The event was to raise awareness about issues related to domestic and sexual abuse. It focused on the resources, agencies, and services offered in the community that lessen community needs in key areas such as primary healthcare, behavioral healthcare, poverty, homelessness, etc.

To kick off the event, County Commissioner, Randal Hazelbaker, read an official County Declaration. It declared the day as the Domestic and Sexual Violence Awareness day. One of the main parts of the event is the traditional “Walk A Mile In Their Shoes”. The walk allows members to parade around the downtown area in high-heels and carrying signs with statements. It is intended to raise community awareness about domestic violence.

SWMBH was represented at the event with Pines Behavioral Health staff and other members of the Substance Abuse Prevention Taskforce/Coalition. Achilles represented SWMBH. He joined the Walk A Mile parade in bright pink high heels. He did his very best to maintain his balance and not fall from his cool high heels during the walk.



Center for Medicaid Announcement

The Center for Medicaid announced it will change the Michigan State Plan and extend 12 months to post-partum coverage to mothers who were eligible and enrolled in Medicaid during their pregnancy effective April 1, 2022. If you have any question regarding the change contact the Center for Medicaid & Medicare Services at (800) 633-4227 or visit <https://www.cms.gov>.

Southwest Michigan Behavioral Health to Withdraw from MI Health Link Demonstration Effective December 31, 2022

Southwest Michigan Behavioral Health (SWMBH) will withdraw from the federal program known as *MI Health Link* (MHL) as of December 31, 2022.

The MI Health Link (MHL) program was created “to test ways to improve care for dually eligible beneficiaries and reduce program costs by lining up financing and coordinating care across Medicare and Medicaid.” Dually eligible members mean people who have Medicare and Medicaid as their insurance.

SWMBH offered to be an MHL Demonstration Region in 2013. Meridian Health Plan and Aetna Better Health were granted MHL Integrated Care Organization (ICO) contracts in 2014. SWMBH worked with them to start and run MHL in the SWMBH region. Meridian and Aetna contracted with SWMBH to handle the MHL Medicare mental health and substance abuse services benefits. Enrollments began in March 2015. MHL has been active since then.

SWMBH has and will continue to manage the Medicaid behavioral health benefits for the specialty populations. That includes persons with severe mental illness, serious emotional disturbance, autism spectrum disorders, intellectual and developmental disabilities, and substance use disorders.

There are many positive changes happening to improve the public behavioral health system. These changes swayed SWMBH's decision to leave the MHL program. These include but are not limited to:

- Opioid Health Homes
- Certified Community Behavioral Health Clinics
- Healthcare Information Exchange
- Expanded MDHHS and Health Services Advisory Group Surveys
- American Society of Addiction Medicine Continuum of Care Tool put into practice and review
- Electronic consent management creation and put into practice
- Provider Stability efforts
- Financial reporting requirement changes
- Making child and teenage behavioral health services better
- MICAL and national 988 crisis lines

SWMBH wants to make sure our specialty populations remain the priority through these changes. The work needed to manage MHL for fairly few enrollees has gone up a lot over the years. SWMBH recently stopped its National Committee for Quality Assurance (NCQA) Managed Behavioral Health Organization (MBHO) Accreditation renewal. SWMBH has been accredited since 2018. This accreditation applied only to the MHL service line. It was not required. It created direct expense and opportunity costs. It did not bring enough relief from audits as first hoped.

SWMBH, its Board and MHL Providers thank the Michigan Department of Health and Human Services, Meridian Health Plan and Aetna Better Health of Michigan for their partnership during the seven-year MHL Demonstration.

If you have questions or concerns regarding how the changes to MHL will affect you, please contact SWMBH Member Services at: 1.800.676.5814 or email: customerservice@swmbh.org.

Our priority is collaborating with MDHHS, Meridian, Aetna, MI Health Link Enrollees and MHL Providers for successful care transitions between now and December 31, 2022.

Recognizing When You Need Help with Your Mental Health

Think about your physical health. We all have days where we feel a bit sore, have a headache, or are extra tired. That does not necessarily mean you are sick when something changes or prevents you from functioning at your best.

Your mental health is very similar when you are not feeling your best. When you are struggling harder than you normally do, this may be a sign that something is not right. We often focus on the physical and we neglect to check our thoughts, feelings, and behaviors.

We must take the time to learn about ourselves. It is hard to know when your mental health is slipping if you are not in touch with yourself or paying attention to your own thoughts, feelings, and behaviors. Many people struggle to seek help for their mental health. A lot of people spend months and years before deciding to reach out for help. It is never too early to seek treatment.

Common Symptoms to be Aware of:

Isolation — You used to be really outgoing going, positive and maintained friendships with others but lately you want to spend most of your time alone.

Losing Interest — You are not as interested in things you used to be, like going out, hanging out or spending time with friends and family, going to work, or enjoying your hobbies.

Trouble focusing — You cannot concentrate enough to follow conversations with others

Short Temper — You are easily irritated and lashing out at the people you care about.

Learn About Mental Health Conditions

Sometimes mental health conditions can sneak up on you. Some people have mental health conditions, and do not realize it especially if this is always something you've always had to deal with. Life can be challenging but it does not have to be hard all the time. Seek help early.

If you are concerned about your mental health or just want to check in with yourself, take a screening at <http://mhascreening.org>.



Maintaining Good Health

Whether you know it or not, your mental health plays a big role in your overall health and well-being. When you have good mental health, you enjoy life. You enjoy the people around you. You feel good about yourself. We all face difficult situations in our lives. Creating positive habits is a great way to support your mental health. The following list can help improve your mental and physical health.

Sleep Habits

Sleep is essential to restoring human cells. The ability to metabolize and release hormones is essential for bodily function. Your health depends on how rested you are. The ability to concentrate and focus on task while learning and even make memories depends on the amount of time you spend sleeping. A good night's sleep is anywhere from 8-10 hours. The quality of your sleep matters as well.

Healthy Nutrition

We have all heard about the 5 food groups. And the importance of maintaining a healthy diet that is rich in fruits and vegetables. The quality of foods you eat can impact your overall health both physically and mentally. Your gut is often called your second brain. It signals when you are hungry, thirsty or in danger.

Quality foods like Omega-3 fatty acids are important for brain health and reduce heart disease. These include fish, flaxseed, and nuts.

Vitamin B helps to regulate brain chemicals, immune function and amino acids to help build protein.

Vitamin D is important for brain function, including mood and critical thinking. Check with your doctor if you feel tired all the time. They may be able to supplement your diet.

Staying Active

Exercise is important to staying healthy and can prevent physical and mental health symptoms from worsening. Exercise can reduce stress, build self-esteem, and improve brain function by releasing hormones. To learn more about how to stay healthy visit us at Mental Health America at <http://mhanational.org/coping-toolbox>.

Walk-A-Mile Rally

Mark your calendar!!! We are heading to the State Capital this year on September 15, 2022. Meet us on the Capital Lawn to advocate for continued funding for mental health and behavioral health services.

The Walk-A-Mile rally is to increase public awareness and put an end to stigma related to mental illness, and developmental disabilities.



Southwest Michigan Behavioral Health Customer Advisory Committee

Southwest Michigan Behavioral Health (SWMBH) has formed a Customer Advisory Committee. The goal of the committee is to make certain that customers can give input to SWMBH. Members give advice on items which directly or indirectly impacts the quality of the behavioral health services and supports offered within the SWMBH region. The region is made up of Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph, and Van Buren Counties. Committee members are responsible for:

- 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.

Learn QPR : Save a Life.

Suicide Prevention takes a Community

QUESTION, PERSUADE, REFER

Three simple steps anyone can learn to help save a life

SUICIDE PREVENTION COALITION OF CALHOUN COUNTY

The graphic features a purple background with white and teal text. A circular logo for the Suicide Prevention Coalition of Calhoun County is in the top right corner. The main text is arranged in a large, bold, sans-serif font.

Suicide Prevention: The Suicide Prevention Coalition of Calhoun County is offering a Virtual Lunch & Learn QPR Suicide Prevention Skills Gatekeeper Training the 3rd Thursdays of each month from 12 pm – 1 pm. This training is free and open to the public. Register at <http://spccc.eventbrite.com>.

Success Story Riverwood-Berrien County

Featuring: Katlyn & Kaylee

Katlyn and Kaylee (twins) are both diagnosed with Intellectual Disability- Severe, Medical Conditions: Microcephaly, Cerebral palsy, Constipation, occasional Menstrual Cramping/ Discomfort. Both reside with their father and have additional family supports. Both girls communicate via facial expressions, grunting, yelling, and laughter and mobilize via wheelchairs/crawling. Due to their physical functioning, medical professionals informed their father both Katlyn and Kaylee would unlikely be able to walk and reach developmental milestones. With father's perseverance and willingness to accept services/supports in his home both Katlyn and Kaylee have surpassed medical predictions.

Current in-home services: Self Determination CLS, Riverwood Case Management, Riverwood Occupational Therapy (OT), Armstrong Nutrition/Dietician, and daily family support.

When this case manager first met Katlyn and Kaylee, both required physical assistance in completing all tasks. At the time, they received approximately 25 hours per week CLS to assist with tasks. Both wore/wear diapers/ depends, required total assistance with bathing, and unable to feed themselves. Their muscle tone was poor, resulting in challenges with holding silverware. They were able to stand 10-15 seconds with physical support. They were attending Berrien

RESA Blossomland Learning Center where they later earned a Certificate of Completion. While in the school setting, they were utilizing communication devices and a specialized walker to navigate in the school setting only.

As providers and family continued to plan for Katlyn and Kaylee's long-term futures additional projects were completed in the home. Approximately 3 years ago, a "home modification" was completed on their home ramp and bathroom to better meet Katlyn and Kaylee's needs safely. This modification has greatly improved their functioning and quality of life. In addition, father installed a handrail in their home's hallway for the girls to gain strength and practice walking.

To ensure stability and appropriate informed decision-making father was granted Guardianship/ Payee responsibilities and paternal grandmother as stand-by guardian/ payee of both Katlyn and Kaylee.

After completion of school, both Katlyn and Kaylee began services with LADD Day Program and continued with Individual CLS in the home. Both Katlyn and Kaylee truly enjoyed the LADD Day Program and were able to experience many new meaningful community activities, such as baseball games, shopping, and movies with physical support. As Katlyn and Kaylee were excelling socially and enjoying their experiences with LADD Day Program, COVID-19 pandemic evolved. Sadly, resulting in the closing of the program in 2020. This forced Katlyn and Kaylee to remain home. Little did we know this would turn into a positive.

Over the last couple of years, both Katlyn and Kaylee have excelled in their functioning beyond belief. With creative thinking and compassionate care Katlyn and Kaylee are living, learning, and enjoying life. They have



received consistent 50+ hours (combined) of Self Determination CLS weekly, Dietary support, Occupational Therapy, Case Management, and on-going family support. With all these supports in place both Katlyn and Kaylee can: remain in their family home, feed themselves with specialized utensils and physical supports, feed themselves with finger foods, hold their cups to drink prescribed nutritional supplements. Their muscle tone has greatly improved where they are walking the handrail 3x's per day resulting in the ability to stand 3 ½ - 4 minutes. When navigating in their home they can ambulate by walking on their knees in an upright position and able to operate their manual wheelchairs with confidence. During grooming processes, both girls can stand at the bathroom sink while they are receiving assistance with teeth brushing. They thoroughly enjoy shower time with their walk-in shower and specialized changing table lift. They can hold the shower head and rinse their legs during the shower process. Both girls are engaging and will initiate interactions via facial expressions, grunting, laughing, handing/reaching for objects, and/or utilizing their individualized communication devices. Both girls have their own device and can successfully express when they are hungry, thirsty, want to read a book, play with toys, listen to music, and/or sleep. In addition, they can scroll through pictures on an iPad/notebook and point/identify to specific objects in the pictures when asked to.

In addition to all these supports and victories with Katlyn and Kaylee, their father has been able to remain employed at the local senior center and enjoy life to prevent caregiver burnout.

These successes are truly the result of consumers, families, and providers working together towards person centered planning with common goals and visions, while exhibiting compassionate care.

By Michelle Pleadwell, LBSW, MSW, QIDP
Riverwood Behavioral Specialist/IDD Case Manager

SWMBH Supports NAMI-MI

SWMBH regularly participates in and supports various activities of NAMI-MI. As the voice of Advocacy for persons with mental illness NAMI-MI does great work and is deserving of recognition and support. Most recently we sponsored the Annual NAMI-MI Honors Gala on April 9, 2022. From photo above our attendees were left to right Matt Todd, spouse of Mila Todd SWMBH Chief Compliance Officer and Director of Provider Network, Bradley Casemore CEO SWMBH and his spouse Cynthia, Alena Lacey SWMBH Director of Clinical Quality and her spouse Scott.



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.



COMMUNITY RESOURCES

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

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

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

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

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

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

SOUTHWEST MICHIGAN BEHAVIORAL HEALTH CUSTOMER SERVICE OFFICES

Customer Services is a department made up of staff that are available to answer your questions, talk about your concerns, and make sure that you are receiving the services and supports that you need.

Local Community Mental Health Customer Service offices are available to you to address all grievances, appeals and other issues you may have with your local Community Mental Health or service provider. We have included a list of Customer Service representatives as well as their contact information and hours of operation. Please contact them if you have any questions or issues.

For Substance Use Disorder customers the Customer Service Department is centrally located within Southwest Michigan Behavioral Health. If you wish to file a grievance, appeal or have issues with the services/supports provided to you, please feel free to contact the Customer Services Department at Southwest Michigan Behavioral Health at the information provided below. You may also wish to talk with your Substance Use Disorder service provider to address any issues you may encounter.

Southwest Michigan Behavioral Health (SWMBH)
Member Services Specialist
5250 Lovers Lane, Suite 200
Portage, MI 49002
Customer Services Toll-Free: (800) 890-3712
Agency Phone: (800) 676-0423

TTY: 711 (MRC)
Fax: (269) 441-1234
Email: customerservice@swmbh.org
Customer Service Hours
M – F 8:00 a.m. - 5:00 p.m.
Excluding Legal Holidays

CUSTOMER SERVICE OFFICES

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

Barry County Community Mental Health Authority Tina Williams, Customer Service Representative	500 Barfield Drive, Hastings, MI 49058 Agency Phone: (269) 948-8041 or (800) 266-4781 TTY: 711 (MRC) Fax: (269) 948-9319 Email: Tiwilliams@bccmha.org Customer Service Hours: M - F 8:00 a.m. - 5:00 p.m. (Excluding Legal Holidays)
Riverwood Center/Berrien Mental Health Authority Leanne Adams, Customer Service Representative	1485 M-139, Benton Harbor, MI 49023 Customer Service Toll-Free: (866) 729-8716 Agency Phone: (269) 925-0585 or (800) 336-0341 TTY: 711 (MRC) Fax: (269) 927-1326 Email: leanne.adams@riverwoodcenter.org Customer Service Hours: M - F 8:30 a.m. - 5:00 p.m. (Excluding Legal Holidays)
Pines Behavioral Health (Branch County) Kammy Ladd, Customer Service Representative	200 Vista Drive, Coldwater, MI 49036 Customer Service Toll-Free: (866) 877-4636 Agency Phone: (517) 278-2129 or (888) 725-7534 TTY: 711 (MRC) Fax: (517) 279-8172 Email: kladd@pinesbhs.org Customer Service Hours: M – F 9:00 a.m. - 5:00 p.m. (Excluding Legal Holidays)
Summit Pointe (Calhoun County) Amy Vincent, Customer Service Representative	175 College St., Battle Creek, MI 49037 Customer Service Toll-Free: (800) 632-5449 Agency Phone: 269-966-1460 TTY: 711 (MRC) Fax: (269) 966-2844 Email: AVincent@summitpointe.org Customer Service Hours: M – F 8:00 a.m. – 5:00 p.m. (Excluding Legal Holidays)
Woodlands Behavioral Healthcare Network (Cass County) Regina Wolverton, Customer Service Representative	960 M-60 East, Cassopolis, MI 49031 Customer Service Toll-Free: (800) 323-0335 Agency Phone: 269-445-2451 or (800) 323-0335 TTY: 711 (MRC) Fax: (269) 445-3216 Email: reginaw@woodlandsbhn.org Customer Service Hours: M - F 8:30 a.m. - 5:00 p.m. (Excluding Legal Holidays)
Integrated Services of Kalamazoo Teresa Lewis, Customer Service Manager	2030 Portage Road , Kalamazoo, MI 49001 Customer Service Toll-Free: (877) 553-7160 Agency Phone: (269) 373-6000 Or (888) 373-6200 TTY: 711 (MRC) Fax: (269) 364-6992 Email: tlewis@kazoocmh.org Customer Service Hours: M - F 8:00 a.m. - 5:00 p.m. (Excluding Legal Holidays)
Community Mental Health & Substance Abuse Services of St. Joseph County Jarrett Cupp, Chief Compliance Officer and Provider Network Management	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: jcupp@stjoecmh.org Customer Service Hours: M - F 8:00 a.m. – 5:00 p.m. (Excluding Legal Holidays)
Van Buren Community Mental Health Authority Sandy Thompson, Customer Service Representative	801 Hazen Street, Suite C, P.O. Box 249, Paw Paw, MI 49079 Agency Phone: (269) 657-5574 or (800) 922-1418 TTY: 711 (MRC) Fax: (269) 657-3474 Email: sthompson@vbcmh.com Customer Service Hours: M - F 8:30 a.m. - 5:00 p.m. (Excluding Legal Holidays)



*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)." (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 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**

*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,

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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.