

FROM THE DESK OF EXECUTIVE DIRECTOR, BRAD CASEMORE

Welcome to 2019!

Happy New Year to all. I hope you and yours had a good holiday season and have a happy, healthy 2019.

We got some good work done in 2018

- Achieved (Full) National Committee for Quality Assurance (NCQA), Managed Behavioral Health Organization (MBHO) Accreditation for the SWMBH Medicare Business Line. SWMBH is the first PIHP in Michigan to achieve the level of (Full-3year) NCQA accreditation on March 2, 2018.
- Successful Completion of the 2018 Health Service Advisory Group (HSAG) – Performance Measure Validation Audit; with 37/37 or 100% of total elements evaluated, receiving a designation score of “Met”, “Reportable” or “Accepted”.
- 89% of standards evaluated during the (HSAG) External Quality Review received full compliance. SWMBH achieved the 2nd highest score of (10) PIHPs in Michigan.
- Handled 14,360 incoming SUD calls
- Handled 7235 incoming MHL calls
- Increase in community education and overdose reversals associated with Narcan resulting in 177 overdose reversals (136 law enforcement and 41 community based)
- Trained 1982 community members in naloxone (1463 kits distributed)
- Partnered with 55 law enforcement agencies and 9 fire department agencies distributing 1517 naloxone kits region wide.
- Implementation of a Regional Report Users Workgroup to help SWMBH and CMHSP team members learn how to access and use available reports.
- Met 100% of MI Health Link contractual obligations and access/call measures.
- Provided clinical training at 32 events, training 1845 people on the following topics: trauma, motivational interviewing, dialectal behavioral therapy, cognitive behavioral therapy, and SUD treatment and prevention.
- SWMBH has filled 99.9% (690) of Habilitation Service Waiver (HSW) slots provided by the State from October 1, 2017 through September 30,, 2018.
- 100% of HCBS Corrective Action Plans have been requested and approved by SWMBH.
- First region in the state to complete corrective action process for 318 people for the phase one of Home and Community Based remediation (Habilitation Supports Waiver.)
- SWMBH took lead on development and distribution of the 2017 – 2018 Performance Bonus Incentive Payment (PBIP) report and received full bonus potential (\$1.5 million) from MDHHS.
- Visited ED's on 30 separate occasions to provide education and coordination.

I want to thank you all for your help in getting things done, especially our Consumer Advisory Council members;

Raymond D. (Cass)
Jennifer L. (Kalamazoo)
Mary B. (St. Joseph)
Malaya B. (Van Buren)

Junelle H. (Kalamazoo)
DeVonna A. (St. Joseph)
Nora H. (Barry)
Regina M. (Branch)

Lindsay W. (Cass)
Pamela L. (Berrien)
Robert B. (Berrien)



SWMBH Newsletter

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Health and Human Services

What is a “Grievance”?

You have the right to say that you are unhappy with your services, agency or the staff who provide your services by filing a “grievance”. A grievance can be filed either verbally over the phone or in writing. You may file a grievance with your Customer Service Representative at any time. We want to know if you are having problems so that we can ensure that you will get the best care possible. Your Customer Services Representative will make sure the right people are aware of your grievance and make changes and/or fix the problem if they are able to. You should receive written notification of the outcome of your grievance within 90 days of filing. If you are receiving substance use services please file your grievance with Southwest Michigan Behavioral Health (SWMBH) at 1-800-870-3712.

What is a local “Appeal”?

You have the right to appeal changes to your services that you disagree with. A local Appeal is a process that you can go through if you have received as adverse benefit determination denying your request for services, or reducing, suspending, or terminating services you have been receiving. You have appeal rights if you file a grievance and do not receive a response in 90 days. You may also receive a notice if you do not receive a decision on a request for services within 14 days or if services if services authorized in your person-centered plan are not started within 14 days. An Appeal may be filed verbally over the phone or in writing and must be filed within 60 days of the advance benefit determination. After filing an appeal, a decision will be made within 30 days. You may ask for an “expedited appeal” if taking the time for a standard appeal would seriously jeopardize your ability to attain, maintain, or regain maximum function. If accepted as an expedited appeal, your caser would be resolved within 72 hours.

What is a “Medicaid Fair Hearing”?

You may file a request for a Medicaid Fair Hearing only after receiving notice that the CMH/PIHP has completed a local appeal and is upholding the adverse benefit determination. Medicaid Fair Hearings include having your case heard and reviewed by an Administrative Law Judge. You must ask for a Medicaid Fair Hearing within 120 days from the date of the written Appeal Resolution. Request for Medicaid Fair Hearing must be submitted in writing to the Michigan Administrative Hearing System. Call your local Customer Service Representative if you have questions about this process, if you need a copy of the form to file for a Medicaid Fair Hearing, or if you would like help filing the request for a Hearing.

You may refer to Southwest Michigan Behavioral Health Customer Handbook for additional details on Grievance and Appeals. Of you would like another copy of the handbook, contact your local Customer Service Representative or call SWMBH Member Services at 1-800-890-3712. Southwest Michigan Behavioral Health and it’s CMH partners provide reasonable assistance including review of your file, assistance with filing out forms, and providing interpreter services/toll free numbers that have TTY/TTD and interpreter capability.

DO THE RIGHT THING FOR THE RIGHT REASON

“Do the right thing for the right reason-every day” was the buzz word around the office during this photo op. Pictured above (from left to right) Chief Compliance Officer Mila Todd, Compliance Specialist Brittany Ball, Compliance Specialist Alison Strasser, SWMBH Chief Executive Officer Brad Casemore, Compliance Specialist Petra Morey and Compliance Specialist Courtney Juarez. SWMBH’s Compliance team keeps the public’s trust by monitoring for fraud, waste, and abuse of public funds, and ensuring SWMBH employees are following all federal and state laws that protect your health information. If you have any questions about how your health information is shared or would like to file a report, you can contact your local CMH or call SWMBH’s Compliance Hotline at 1-800-783-0914.



COMMUNITY GIVING

Southwest Michigan Behavioral Health is committed to serving communities in need. Last month’s charitable contribution donations were awarded to the Invisible Need Project at Western Michigan University and Charitable Union a non-profit organization in Battle Creek, MI. Employees gathered clothing items, laundry soap, toiletries, non-perishable food items, pots, pans and other household items to assist families and students across the region.

CMH NEWS

Barry County - Positive Directions, a clubhouse that assists people with developmental disabilities recently received a grant from the Barry Community Foundation to begin the “Ice Cream Cart Project”. Participants will travel throughout the Hasting community and surrounding area selling frozen ice cream products. The Ice Cream Carts is an initiative of Barry County Community Mental Health Authority where staff will assist members of Positive Directions with on-the-job training and skill building opportunities for greater inclusion to get members more actively involved in community.

Berrien County in Joseph MI - Dozens of volunteers and supporters gathered together for the ribbon-cutting at Carol’s Hope. The newly designed facility is modeled after the Home of New Vision. Carol’s Hope is the third engagement center in Michigan. Located at 4032 M-139 in the True Value Hardware shopping plaza in Royalton Township. The center is named for Carol Stockman who helped found Voice.Change.Hope after the accidental overdose death of her 23-year-old grandson. Carol’s Hope will be staffed by Community Healing Centers which operates treatment programs around the state. Peer coaches will be available to talk with people and offer their experience, strength and hope. For further information about how to become involved with your recovery contact Carol’s Hope at (269) 556-1526 or visit www.communitycenter.org. or email info@chcmi.org.

SWMBH STAFF NEWS

The 2018 Michigan Medical Group Management Association's (MiMGMA) Fall Conference held September 13th and 14th at Park Place Hotel in beautiful downtown Traverse City was the setting for the presentation of the 2018 MiMGMA Administrator of the Year Award!

Mr. Brian Walters was announced as the 2018 MiMGMA Administrator of the Year Award recipient. This award recognizes a medical group practice administrator affiliated with MiMGMA who has exhibited exceptional leadership/management proficiency and enhanced the effectiveness in the delivery of health care in their practice and community through their ongoing commitment to the business of healthcare.



SWMBH seeks to stay on the cutting edge as a Managed Behavioral Health Organization and seeks to hire competent and qualified employees. Please help us by welcoming our newest employees to Southwest Michigan Behavioral Health.

Jeremy Franklin, Clinical Quality Specialist

Christopher Harrity, Clinical Data Analyst

Alona Wood, QAPI Specialist

Michelle Heffner, Substance Abuse Treatment Specialist

Sarah Ameter, Manager of Customer Service

Bridgette Mulvaney, Care Management Specialist

Sarah Green, Integrative Healthcare Specialist

Beth Guisinger, UM Call Center Manager

Kyle Infante, Software Engineer

SOUTHWEST MICHIGAN BEHAVIORAL HEALTH

CUSTOMER ADVISORY COMMITTEE

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

Committee members are responsible for, but not limited to:

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

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

A CALL TO ACTION

Southwest Michigan Behavioral Health is accepting membership applications for the 2019 fiscal year. SWMBH is currently looking for primary members and secondary family members who have received publicly funded services. If you have Medicaid, Healthy Michigan, MI Health Link and would like to learn more about how to become involved in committee work contact SWMBH. For more details about how to apply contact Customer Services at 1-800-890-3712. The following committees are currently accepting membership applications.

Compliance Committee: The Corporate Compliance Committee reviews reports and make recommendations made by the Chief Compliance Officer regarding compliance activities. This includes data regarding compliance generated through audits, monitoring, and individual.

Customer Service Committee: The Customer Service Committee ensures that customers are promoted and provided according to Michigan Department of Health and Human Services contract requirement throughout Southwest Michigan Behavioral service network and providers.

Customer Advisory Committee: Southwest Michigan Behavioral Health Customer Advisory Committee assures customers and members have a way to provide feedback and input regarding decisions and services directly or indirectly impacting them in the region.

Finance Committee: The Finance Committee is responsible for providing periodic financial information and statements to the State of Michigan, SWMBH Board of Directors and other leadership teams.

IT Committee: The IT Data Management & System Security Committee secures and protects electronic data that Southwest Michigan Behavioral Health creates, stores and transmits.

Provider Network Committee: The committee will advise, guide and assist the PIHP in its development of network management practices, so the PIHP can develop, maintain and monitor a network of appropriate providers to provide adequate access and service delivery of all services within the PIHP's and provider networks. The committee also helps with communicating when changes happen at the regional level effecting the provider network and Community Mental Health Service Providers.

The Regional Clinical Practices Committee: Is charged with making recommendations to ensure the excellence of behavioral healthcare services in the SWMBH region. The committee identifies service gaps and training needs, tracks customer outcomes, makes recommendations for best practices, and promotes recovery and self-determination.

The Regional Utilization Management Committee: Is charged with ensuring equal access to behavioral healthcare services across the SWMBH region, monitoring service use and eligibility for services, and implementing assessments and screenings to assist with identifying individuals' needs.

Quality Assurance/Performance Improvement Committee: The primary task of the Quality Management Committee is to review, monitor and make recommendations related to areas such as policy, tool development, performance improvement projects and review activities with the Quality Assurance Program Integrity Program/Plan.

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

What is the RSA-r Survey?

- The RSA-r (Recovery Self-Assessment-revised) Survey was given to SWMBH's Medicaid & Block Grant SUD customers to answer about the services they receive from their current provider.
- The survey was administered through their provider 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
 - o Involvement
 - o Diversity of Treatment
 - o Choice
 - o 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.

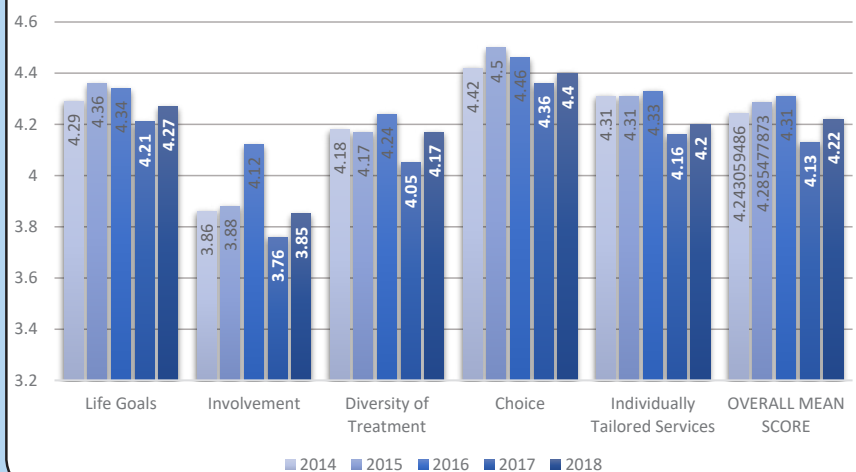
Results:

The 2018 RSA-r survey administration period was from: 9/24/2018 to 11/2/2018.

For the 2018 process; SWMBH received 1087 total surveys back, which was a decrease from the 2017 response of 1140 total surveys returned. 21 different provider organizations participated in the 2018 survey process, which was five more than the 2017 participation (16 provider organizations participated in 2017).

SWMBH's analysis of the overall mean score, represented a +0.09 increase in comparison to 2017 scores.

RSA-r Score Comparison by Year



Why did scores improve?

- Communication about the survey (QAPI department notifying several different regional committees of importance of survey participation, follow-up, etc.) as well as the distribution of surveys occurring before the 2018 Holiday season resulted in increased participation.

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 lower scores.
- SWMBH analyzes the results by category and by provider in order to be able 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.

IN THE ZONE

Brain Health

Marijuana use directly affects the brain — specifically the parts of the brain responsible for memory, learning, attention, decision making, coordination, emotions, and reaction time.

Heavy users of marijuana can have short-term problems with attention, memory, and learning, which can affect relationships and mood.

Marijuana also affects brain development. When marijuana users begin using as teenagers, the drug may reduce attention, memory, and learning functions and affect how the brain builds connections between the areas necessary for these functions.

Marijuana's effects on these abilities may last a long time or even be permanent. This means that someone who uses marijuana may not do as well in school and may have trouble remembering things.

The impact depends on many factors and is different for each person. It also depends on the amount of tetrahydrocannabinol (THC) in marijuana (i.e., marijuana potency or strength), how often it is used, the age of first use, and whether other substances (e.g., tobacco and alcohol) are used at the same time.

Developing brains, like those in babies, children, and teenagers are especially susceptible to the hurtful effects of marijuana. Although scientists are still learning about these effects of marijuana on the developing brain, studies show that marijuana use by mothers during pregnancy may be linked to problems with attention, memory, problem-solving skills, and behavior problems in their children.

COMMUNITY EVENTS

MDHHS Offers Continuing Educational trainings for all Certified Peer Supports and Peer Recovery Coaches. For more information on trainings in your area of expertise. Contact Rebecca Billips at (517) 335-2279 or send an email to MSHHS-PeerSupport@michigan.gov. or Contact the Community Mental Health Authority in your county.

Annual Walk A Mile Rally May 9, 2019 1:30 p.m.-3:00 p.m. at State Capitol Building in Lansing MI.

2019 NAMI State Conference May 20th, 21st, 22nd 2019. Grand Traverse Resort & Spa. 1000 Grand Traverse Village Blvd, Acme, MI 49610

5th Annual Michigan Peer Conference Theme is “People, Purpose and Passion: Celebrating Success” will be held at the Lansing Center, May 29, 30, and 31st in Lansing, MI

KCMHSAS 2019 Mental Health Celebration Breakfast Friday June 7, 2019 at Radisson Hotel, 100 W. Michigan, Kalamazoo, MI 49007. Event is free and open to the public.

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.

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.

You can walk-in to any CMH office during business hours and ask for assistance with an emergency.



**Southwest Michigan Behavioral Health (SWMBH)
Member Services Specialist**

5250 Lovers Lane, Suite 200

Portage, MI 49002

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

Agency Phone: (800) 676-0423

TTY: 71 1(MRC)

Fax: (269) 441-1234

Email: info@swmbh.org

Customer Service Hours

M – F 8:00 a.m. - 5:00 p.m.

Excluding Legal Holidays

CUSTOMER SERVICES DEPARTMENTS

<p>Barry County Community Mental Health Authority Mental Health and Substance Abuse Services Customer Service 500 Barfield Drive Hastings, MI 49058 Agency Phone: (269) 948-8041 or (800) 873-0511 TTY: 711 (MRC) Fax: (269) 948-9319 Email: lybennett@bccmha.org Customer Service Hours M - F 8:00 a.m. - 5:00 p.m. Excluding Legal Holidays</p>	<p>Berrien Mental Health Authority Sharon D. Machage, Customer Service Representative 1485 M-139 Benton Harbor, MI 49023 Customer Service Toll-Free: (866) 729-8716 Agency Phone: (269) 925-0585 or (800) 336-0341 TTY: 711 (MRC) Fax: (269) 927-1326 Email: sdm@riverwoodcenter.org Customer Service Hours M - F 8:30 a.m. - 5:00 p.m. Excluding Legal Holidays</p>
<p>Pines Behavioral Health (Branch County) Kammy Ladd, Customer Service Representative 200 Vista Drive Coldwater, MI 49036 Customer Service Toll-Free: (866) 877-4636 Agency Phone: (517) 278-8404 or (800) 725-7534 TTY: 711 (MRC) Fax: (517) 278-2129 Email: kladd@pinesbhs.org Customer Service Hours M - F 9:00 a.m. - 5:00 p.m. Excluding Legal Holidays</p>	<p>Summit Pointe (Calhoun County CMH) Dawn Nichols, Customer Service Representative 140 W. Michigan Avenue Battle Creek, MI 49017 Customer Service Toll-Free: (877) 275-5887 Agency Phone: 269-966-1460 or (800) 632-5449 TTY: 711 (MRC) Fax: (269) 966-2844 Email: customerservice@summitpointe.org Customer Service Hours M - F 8:00 a.m. - 5:00 p.m. Excluding Legal Holidays</p>
<p>Woodlands BHN (Cass County CMH) Mary Munson, Customer Service Representative 960 M-60 East Cassopolis, MI 49031 Customer Service Toll-Free: (800) 323-0335 Agency Phone: 269-445-2451 or (800) 323-0335 TTY: 711 (MRC) Fax: (269) 445-3216 Email: marym@woodlandsbhn.org Customer Service Hours M - F 8:30 a.m. - 5:00 p.m. Excluding Legal Holidays</p>	<p>Kalamazoo Community Mental Health/SA Services Teresa Lewis, Customer Services Manager 2030 Portage Road Kalamazoo, MI 49001 Customer Service Toll-Free: (877) 553-7160 Agency Phone: (269) 373-6000 Or (888) 373-6200 TTY: 711 (MRC) Fax: (269) 364-6992 Email: tlewis@kazooocmh.org Customer Service Hours M - F 8:00 a.m. - 5:00 p.m. Excluding Legal Holidays</p>
<p>Community Mental Health & Substance Abuse Services of St. Joseph County Jessica Singer, Customer Services Coordinator 677 East Main Street, Suite A Centreville, MI 49032 Customer Services Toll-Free: (855) 203-1730 Agency Phone: (269) 467-1000 or (800) 622-3967 TTY: 711 (MRC) Fax: (269) 467-3072 Email: jsinger@stjoecmh.org Customer Service Hours M - F 8:00 a.m. - 5:00 p.m. Excluding Legal Holidays Email: mheffner@stjoecmh.org Customer Service Hours M - F 8:00 a.m. - 5:00 p.m.</p>	<p>Van Buren Community Mental Health Authority Sandy Thompson, Customer Service Representative 801 Hazen Street, Suite C P.O. Box 249 Paw Paw, MI 49079 Agency Phone: (269) 657-5574 or (800) 922-1418 711 MRC Fax: (269) 657-3474 Email: sthompson@vbcmh.com Customer Service Hours M - F 8:30 a.m. - 5:00 p.m. Excluding Legal Holidays</p>

SOUTHWEST MICHIGAN BEHAVIORAL HEALTH BOARD MEETINGS SCHEDULE

(JANUARY 2019-DECEMBER 2019)

January 11, 2019 – 9:30am to 11:30am	July 12, 2019 – 9:30am to 11:00am
March 8, 2019 – 9:30am to 11:30am	August 9, 2019 – 9:30am to 11:00am
April 12, 2019 – 9:30am to 11:00am	September 13, 2019 – 9:30am to 11:00am
May 2019 – Board Retreat (TBD)	October 11, 2019 – 9:30am to 11:00am
May 10, 201 – 9:30am to 11:00am	November 8, 2019 – 9:30am to 11:00am
June 14, 2019 – 9:30am to 11:00am	December 13, 2019 – 9:30am to 11:00am



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

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

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

SOUTHWEST MICHIGAN BEHAVIORAL HEALTH BOARD ROSTER

Barry County

Robert Nelson
Robert Becker (Alternate)

Calhoun County

Patrick Garrett
Kathy-Sue Vette (Alternate)

St. Joseph County

Timothy Carmichael
Cathi Abbs (Alternate)

Berrien County

Edward Meny - Vice Chair
Nancy Johnson (Alternate)

Cass County

Mary "May" Myers
Karen Lehman (Alternate)

Van Buren County

Susan Barnes - Secretary
Angie Dickerson (Alternate)

Branch County

Tom Schmelzer - Chair
Jon Houtz (Alternate)

Kalamazoo County

Moses Walker
Patricia Guenther (Alternate)

SWMBH SUDOPB MEMBER ROSTER AND MEETINGS SCHEDULE

Barry County

Ben Geiger
VACANT

Cass County

Tara Smith
Skip Dyes

January 21, 2019 - 4:00-5:30pm
March 18, 2019 - 4:00-5:30pm
May 20, 2019 - 4:00-5:30pm
July 15, 2019 - 4:00-5:30pm
September 16, 2019 - 3:00-5:30pm

Berrien County

Michael Majerek
Don Meeks

Kalamazoo County

Lisa White
Daniel Doehrman

Public Budget Hearing
November 18, 2019 - 4:00-5:30pm

Branch County

Randall Hazelbaker-Chair
VACANT

St. Joseph County

Allen Balog
VACANT

Calhoun County

Gary Tompkins
Kathy-Sue Dunn

Van Buren County

Richard Godfrey-Vice Chair
Paul Schincariol

Southwest Michigan Behavioral Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Southwest Michigan Behavioral Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Southwest Michigan Behavioral Health:

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

If you need these services, contact Member Services Specialist.

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

Member Services Specialist
5250 Lovers Lane, Suite 200
Portage, MI 49002
P: 800-890-3712
TTY: 711
F: 269-441-1234
info@swmbh.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, we are available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone.

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, D.C., 20201
1-800-368-1019, 1-800-537-7697 (TDD).
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

You have the right to get this information in a different format, such as audio, Braille, or large font due to special needs or in your language at no additional cost.

"ATENCIÓN: Si habla **español**, hay servicios gratuitos de asistencia con el idioma para usted. Llame al 1-800-890-3712 (TTY: 711)".

"انتبه: إن كنت تتحدث العربية، فتوجد خدمات مساعدة لغوية، مجانية، ومتاحة لك. اتصل بـ 1-800-890-3712 (رسالة مبرقة: 711)."

"ACHTUNG: Sollten Sie **deutsch** sprechen, steht Ihnen ein Sprachenhilfe-Service kostenlos zur Verfügung. Sie können uns unter folgender Telefonnummer erreichen: +1-800-890-3712 (TTY: 711)."

"请注意: 如果您说中文, 您可以利用我们免费提供的语言帮助服务。详情请致电 1-800-890-3712 (TTY: 711) 。"

"OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-890-3712 (TTY- 711)."

"UWAGA: Jeśli mówi Pan/Pani **po polsku**, oferujemy bezpłatną pomoc językową. Proszę zadzwonić pod numer 1-800-890-3712 (TTY/tel. dla niesłyszących: 711)."

"VINI RE: Në qoftë se flisni **shqip**, keni në dispozicion shërbim falas për t'ju ndihmuar me gjuhën. Telefononi 1-800-890-3712 (TTY-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)».

SWMBH PROVIDER SPOTLIGHT



Southwest Michigan Behavioral Health has established a platform where Peer Recovery Coaches from the eight region Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph and Van Buren to share their recovery journey. Ray Ervin is currently employed at Riverwood Center as a Recovery Coach in the Access Department.

One of the many opportunities I receive from being a Recovery Coach is the benefit of assisting others to find their own path. I chose this field after many years of working in manufacturing and several surgeries. I would have never thought I would be employed in social service working with people straight off the streets. I had stayed away from the helping profession because of stories you hear from people and the burnout rate that is often associated with human services. I also knew firsthand the challenges of helping someone struggling day in and day out trying find the hope of recovery and wondered how I could be an effective helper. It is a rewarding thing to see someone who was struggling get a glimpse of what life can be without the use of substances and move forward on their journey. It is also a sad thing to witness someone in the middle of receiving supports suddenly die. The God of my understanding had put up roadblocks and signs for me to explore a career in becoming a social service worker. Now here I am enjoying the role of Recovery Coach while helping others giving them the hope that they too can recover.

My role as a Recovery Coach and journey helps the other person sitting on the other side of the desk. I grew up in a dysfunctional family which became a social norm for me because that is the only thing I knew. You have nothing to base your ideologies on except what you're surrounded with daily. I mention this because children that grow up in addictive households do not know the difference. Usually the child's whole life is surrounded by turmoil, violence and possibly the death of someone. For me, life seemed normal until I realized that most people don't move in and out of a place month to month, have weekly contact with police, or watch their parents constantly fight. Growing up as a young adult I found out there is more to life than drinking every weekend. It was during that time I found an island through a friend's mother who took me in as one of her own children. There I was able to complete school and enter the Armed Forces where I excelled despite my upbringing. After serving in the U.S. Army I had a hard time adjusting to civilian life and eventually was incarcerated for selling illegal substances. For me that turned out to be a blessing in disguise. This is where my recovery journey begins in 1989; after I realized I never wanted to be in jail again. My recovery journey has its ups and downs but with the guidance of a loving higher power and other people in recovery I have managed to stay substance free for one more day.

Ray Ervin
Recovery Coach at Riverwood

VETERAN NAVIGATOR

Did you know that the VA will assist in paying for home health care workers, assisted living or nursing home for both the veteran and the veteran's spouse? This benefit applies to combat ERA veterans and has some stipulations for qualification. This and many other benefits are some of the things that the Veteran Navigator can assist veterans with.

The navigator is not the only source for veterans but should be able to provide the direction to the person or agency that can help the veteran get their questions answered. We are blessed in Michigan to have many organizations that are in place to help veterans and families of veterans. Former President George H. W. Bush said in his inaugural address, "I have spoken of a thousand points of light, of all the community organizations that are spread like stars throughout the Nation, doing good..." The navigators are constantly collecting contact information on all the Veteran focused "points of light" that can be used to solve problems.

The Veteran Navigators are in contact with many service providers, government agencies, veteran organizations, and community partners that have additional resources and support that may be available to veterans in their area. The job of the veteran navigator is to be a conduit for resources and a support mechanism for the veterans and their families. This support is intended to increase the veteran's resources while improving their overall quality of life.

The Veteran Navigator position at the PIHP's can be a valuable source for reaching veterans or family members of veterans who are seeking behavioral health. As a navigator we are uniquely situated to address the veteran benefits questions that could provide a path to assisting the veteran or family member in their quest for improved health. It can also be helpful for a veteran to talk with another veteran like the navigator who understands military culture.

Some of the outcomes of the veteran navigator's work is to increase awareness of and access to publicly funded behavioral health care service providers in the local community. To increase communication, collaboration and coordination of services between the publicly funded behavioral health care system and Veterans Administration. And to reduce the stigma for veterans and military family members who are reaching out for help. It can be very difficult for a veteran to admit that they need assistance, that they or a family member have an addiction, or that they themselves cannot fix their own problems.

In the Army the soldiers have a creed that says the following:

"I am an American Soldier. I am a warrior and a member of a team. I serve the people of the United States and live the Army values. I will always place the mission first. I will never accept defeat. I will never quit. I will never leave a fallen comrade. I am disciplined, physically and mentally tough, trained and proficient in my warrior tasks and drills. I will always maintain my arms, my equipment and myself. I am an expert and I am a professional. I stand ready to deploy, engage, and destroy the enemies of the United States of America. I am a guardian of freedom and the American way of life. I am an American Soldier."

Once a person has lived these or other like-minded values in their branch of the military, it is difficult to admit to themselves or others that they have fallen short in their personal life. When a military member is actively serving, they are a member of a team and the people they most closely associate with is that team. After leaving the military the team is gone and the veteran is on their own and unless they know how to replace that team with a new support network. Without a support network they can easily be lost and not know who to trust or whom to reach out to. This is where the veteran navigator can step in and talk to the person, veteran to veteran.

Currently our nation is in its seventeenth year of constant military conflict. Thousands of service members have returned from combat deployments and need help in accessing their earned benefits. Most of these veterans are not in need of SUD treatment but for those that do, the process can be intimidating.

Feel free to contact me at, mike.hoss@SWMBH.org, or 269.488.6853. I stand ready to help any veteran or family member who is need of assistance.

RESOURCES

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

Suicide Prevention Hotline: 1-800-273-TALK (1-800-273-8255)

Suicide Prevention Hotline for Deaf or Hard of Hearing: 1-800-799-4TTY (1-800-799-4889)

Suicide Prevention Online Chat: www.gryphon.org/services/crisis-services/online-chat

Suicide Prevention Text Line: Text: "Hello" to 741-741

Human Services: (Crisis Situations, food, housing/rent help): **211**

Child Abuse and Neglect Parent Helpline: 1-855-942-4357

National Alliance on Mental Illness (NAMI): 1-800-950-6264 or www.nami.org

National Domestic Violence Hotline: 1-800-799-SAFE (1-800-799-7233), TTY: 1-800-787-3224,
Spanish: 1-800-942-6908

National AIDS Hotline: 1-800-342-AIDS (1-800-342-2437)

Alcoholics Anonymous Hotline: 269-467-1107

MI Health Link Ombudsman: 1-888-746-6456

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

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

**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**



Customer Service Offices

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

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

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

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



5250 Lovers Lane, Ste. 200
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