

Celebrating Our Recovery

What a fun-filled year it has been for many of us that are practicing recovery. Whether you are recovering from a Mental Health or Substance Use Disorder, or you are trying to achieve some other health goal, the journey has been one of accepting, rejecting, learning and relearning new ideas that have been long lost to many of us. Oftentimes recovery doesn't come without a price. It takes dedication, perseverance, and hard work to live a sustained life towards recovery. This is why September is **National Recovery Month** in conjunction with **The Voices for Recovery** where we celebrate the whole person. Any milestone you have achieved during the year was cause for celebration. Did you give up smoking? Were you practicing abstinence in a treatment facility? Did you improve physical health indicators in any area of your life? Recovery Month was full of people from all walks of life, embracing and supporting each other's recovery. To witness recovery support organizations come together to share ideas and resources with our most precious commodity was truly an eye opening experience. Come along with me as I take you on a ride to some of the counties we visited last year.

My first stop was my hometown where we visited the **Kalamazoo Psychiatric Hospital** during their annual KPH Summerfest. I was able to see many friends, previous co-workers and peers that supported me in my early beginnings. It was a delight to feel like I was home again. During the fair,

residents were able to participate in fun activities like the dunk tank that turned out to be the main attraction for many KPH residents. There was an ice cream station and a DJ with music that engaged residents for a full day of participation. I witnessed residents having fun and being cared for in a new way which made the experience all the more worthwhile.

My second stop was at **Bronson Park** along with **Gryphon Place** and their many contributors to jump start their **National Suicide Prevention Week** with a walk that brought together many stakeholders, community advocates and our very own Major Bobby Hopewell. One participant shared her personal experience with a poem of what it felt like to live each moment hanging on by a thread. What a moving experience for everyone that has ever wondered, "Why or what happened to make someone want to end it all?"

After walking I decided that Bronson Park had many attractions so I decided to stay awhile. **Recovery Institute of Southwest Michigan** celebrated their 2nd annual Recovery Fair with many recovery support coordinators. There were 34 organizational booths along with 14 talent booths where peers were able to sell their art as a part of their own self-determination and ongoing commitment towards health and wellness. **Kalamazoo Community Mental Health & Substance Abuse Services** offered mental health screenings for adults and hosted the

Traveling Art Show. **Fresh Food is Fun** and the **Fresh Food Fairy** provided the bike blender- an interactive fitness smoothie program. At the Recovery and Wellness Fair recovery support organizations joined together to share space and provide information and resources to make navigation easy for persons living in the community. What a way to get the word out that "Recovery is happening in Kalamazoo."

Berrien County kicked off their event with **Sacred Heart** at their Wellness and Recovery event sponsored by **Benton Harbor Library** for residents in and outside of treatment. I was able to engage with people who struggled, or knew someone that struggled with substances. Their stories were often sad; however we left feeling a sense of hope that was available as we connected to one another. We realized what others had found, we could also attain and make possible that which is recovery.

Our recovery journey didn't end there as we traveled to **Calhoun County** where recovery was alive and happening at the **First Congregational Church**, a faith-based organization in collaboration with the **Substance Abuse Council** and **SHARE Center**. They kicked off their celebration by providing information and an inspirational day to community members lending and supporting one another's recovery journey by walking a mile. It was a chance to share stories of what recovery means to many that

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SWMBH Newsletter

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Did You Know?

Many people worry about their privacy rights.

- *You have a right to know how and when your private information is shared.*

SMWBH and its coordinating agencies are bound by confidentiality and governed by laws that affect how we handle your protected health information. These laws and other requirements include but are not limited to:

- *Michigan Mental Health Code for Mental Health*
- *Rule 42 of the Central Federal Register for Substance Abuse 42CFR*
- *Health Insurance Portability and Accountability Act (HIPPA)*

As a consumer you have a right to a copy of your health records.

You also have a right to how your protected information will be shared with others under the Health Insurance Portability and Accountability Act (HIPPA).

You have a right to receive a notice that will tell you how information about you may be shared or disclosed.

You have a right to file a complaint with your local Recipient Rights Office where you receive services.

If you have questions regarding Privacy or Compliance issues you may also contact SWMBH's Program Integrity Office at (800) 783-0914.



Bradley Casemore, Executive Officer

Happy New Year to all. I hope you had a happy, healthy holiday season with your loved ones. As we enter into 2017, we have a few updates for you.

- The SWMBH Regional planning documents are under finalization. These documents support staff and committee alignment to Board directives and goals. They can be found at www.swmbh.org.
- Planning continues to be a challenge given significant uncertainties in federal policies related to Medicaid, the Medicaid expansion known as Healthy Michigan Plan and changes to Medicare impacting the Medicare-Medicaid Demonstration known as MI Health Link.
- The Michigan Legislature and the Executive Branch continues to wrestle with evolution of the public behavioral health system. Some have called for an end to the PIHPs in favor of soon placing all behavioral health service management under the Medicaid Health Plans. Some have suggested development of one or more Medicaid full service physical health & behavioral health plans, sponsored and governed by the PIHP/CMHSP system, with the Plan Board inclusive of persons served, family members, and advocates. Please see related information at <http://www.michigan.gov/mdhhs>, and at www.swmbh.org. What do you think? Please e-mail me with your thoughts and views at brad.casemore@swmbh.org. In addition, consider expressing your views to your State Representative and State Senator, go to <http://www.legislature.mi.gov>
- We continue to seek persons served for active participation in SWMBH Regional Committees and initiatives. If you are interested, please contact Customer Services at (800) 890-3712
- Our recently SWMBH and CMHSP developed regional Population Health and Integrated Care Plan is being actively put in place. Examples include: Recovery Coaches in hospital emergency departments, additional Registered Nurse staff, and improved healthcare data analysis – all intended to improve individual health status.
- 2017 will bring a Managed Behavioral Health Organization accreditation review from the National Commission on Quality Assurance (NCQA) to SWMBH.

Regardless what 2017 and beyond brings, we will continue to place persons served first and foremost.

What is SUD Prevention?

“INTERVENTIONS THAT OCCUR PRIOR TO THE ONSET OF A DISORDER AND ARE INTENDED TO PREVENT OR REDUCE RISK FOR THE DISORDER.”*

*NATIONAL RESEARCH COUNCIL & INSTITUTE OF MEDICINE (NRCIM).

SWMBH has a varied network of SUD Prevention Service Providers which are present in each of the eight counties of our region. Our network of providers comprises not only agencies and Prevention programs directly funded by SWMBH but, also a large number of highly organized and engaged volunteer partners that come together for the purpose of planning and implementing meaningful initiatives designed to address specific substance use and abuse problems identified in each of the counties we serve.

These groups of community partners and volunteers are called Prevention Coalitions or Task Forces. Our region has been very fortunate to have 9 of these groups. They meet on a regular basis (at least once per month), and represent multiple community sectors from each of the eight counties in our region.

Through the services provided by our funded Prevention Agencies and the work organized and implemented by the Community coalitions, SWMBH is able to effectively reach people of all ages in communities across our region. Prevention does that through a variety of strategies such as education programs, awareness campaigns, local media, social media, group mobilization efforts and other initiatives designed to protect the community.

As we close the FY 2016, I would

like to acknowledge the effort and dedication of the SUD Prevention Providers and the hundreds of community partners that in the course of this year were instrumental in designing and implementing actions that contributed to make their communities better and healthier. A great example of that, is the program for year-round collection of unused and expired drugs that these partnerships were able to create in each of our counties. Altogether, our region has 52+ collection boxes of medications. In 2016, we collected an all-time high amount of 14,000 lbs. of used/expired medications.

Knowing that household availability of addictive medications is one of the contributing factors for the prescription medications epidemic that has caused so much suffering and devastation in our country and throughout our region, removing 14,000+ lbs. of medications from households and keeping them from being stolen and misused, represents a significant accomplishment to prevent incidents that could have had catastrophic results.

Another great accomplishment of the year is the fact that SWMBH started a Naloxone program. Naloxone or Narcan (brand name) is the medication used to reverse an opioid overdose. In late 2015, the SWMBH SUD Unit started working with law enforcement agencies across the region to create

a program that would equip law enforcement officers in our counties with knowledge (training) and Naloxone kits that could be used in case they needed to respond to opioid overdose emergencies.

To date, we have helped train a total of 37 law enforcement and Fire Emergency agencies across the region and have provided them with a total of 1,100+ Naloxone kits. This effort has resulted, in the past 9 months (Jan thru Sep), in 31 overdose reversals (# of case reported to us) through the utilization of the kits we provided and the officers we trained. 31 lives that were potentially saved, 31 families that were spared the suffering of having to deal with a tragic outcome.

These and other actions demonstrate the type of impact that prevention can have in our communities. And prevention efforts can be carried on, only through community partnerships.

To the many prevention partners in communities across our region, our most sincere thank you and the promise that SWMBH is committed to supporting the work you so selflessly and competently do to make our communities better.

Sincerely,

Achilles Malta

SWMBH SUD Prevention
Coordinator

Home and Community Based Services (HCBS) Rule Update December 2016

In January of 2014, the Center for Medicare and Medicaid Services (CMS) announced the

HCBS Settings Final Rule. The rules require that:

- Individuals receiving services shall be fully integrated into the greater community. Individuals with disabilities can take part in the community similar to others in the community, and interact with people who do not have disabilities.
- Customers have autonomy and independence in making life choices. Individuals are able to make personal decisions about their own life. Individuals can choose where they live, who they live with, and who provides their services. Additionally customers can furnish and decorate their rooms as desired and have guests over as they choose.
- Each person has the right to dignity, privacy, freedom from restraint, and respect. Examples of this include being able to have control over choices related to privacy such as locks on doors, having personal care support provided in a private space away from others, and having a private space to store personal belongings.
- Offer opportunities for competitive employment. This means that customers are engaged in opportunities to prepare for and find jobs in the community. Jobs have to provide fair wages and provide work settings where there are other individuals who do not have disabilities.



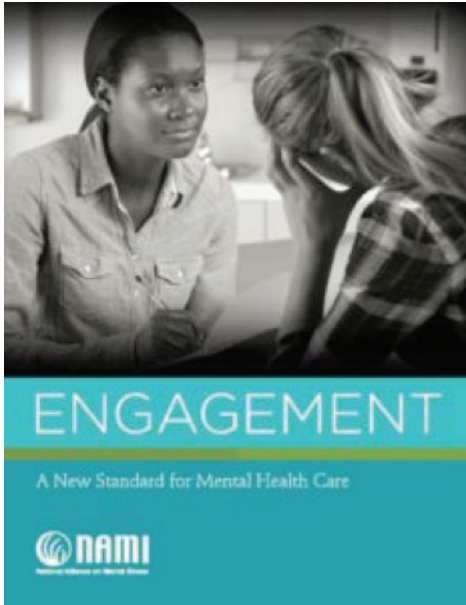
In order to come into compliance with these rules, the State of Michigan has been engaging in a survey process to find out where changes to services may need to be made. Surveys have been sent to service providers as well as customers to find out if they have the freedom, independence, dignity, community integration, respect and choice that they deserve under these important rules. Habilitation Supports Waiver recipients have been the first group of individuals to be surveyed. Other recipients of Community Living Supports, Skill Building and Supported Employment Services will be surveyed in 2017 and later. Your feedback on these surveys is very important; please be sure to respond to the survey if you are asked.

It is critical for settings to come into

compliance with these new rules if they have not already. Southwest Michigan Behavioral Health (SWMBH) and the Community Mental Health Service Providers (CMHSPs) in our region will be working alongside of residential and non-residential settings that need assistance with integrating the new rules. There is still time left to work through this process as the State of Michigan has until March of 2019 to comply with these new standards, though some may require substantial changes for some providers.

All of these new standards, when properly implemented, will contribute to high quality services and more opportunities for individuals with disabilities to fully engage in community life.

NAMI



NAMI is excited to announce the release of its report “Engagement” A new standard for Mental Health Care. As an organization of individuals with mental illness conditions and their families, NAMI knows that the U.S. system of mental health care is failing to engage many people who seek help. Visit www.nami.org/engagement to read the full report

* The listening sessions were set up by NAMI to try to understand why many people who seek mental health care drop out. NAMI reports that 70% that drop out do so after their first or second visit.

* This report about Engagement represents a major paradigm shift. “If we want to improve the lives of individuals with mental health conditions and their families, we must shift to a culture that embraces engagement as a new standard of care.”

* Engagement is not a “covert adherence strategy,” but a genuine compassionate, capable concern for the whole person. If we want to see true change, the mental health system needs to promote more effective engagement.

* Engagement is a broader concept than compliance. It involves the participation of people who both deliver and seek services. With effective engagement, NAMI reports that the likelihood of ongoing participation in services and supports increases. When care is respectful, compassionate, and centered on an individual’s life goals, the likelihood of recovery is sharply increased.”

Southwest Michigan BEHAVIORAL HEALTH

To improve the quality of services, SWMBH wants to coordinate your care with the medical provider(s) who care for your physical health. If you are also receiving substance abuse services, your mental health care should be coordinated with those services. Being able to coordinate your care with all of the providers involved in treating you improves your chances for recovery, relief of symptoms, and improved functioning. Therefore, you are encouraged to sign a “Release of Information” so that information can be shared. If you do not have a medical doctor and need one, contact the Customer Services staff of your local CMHSP and the staff can assist you in getting a medical provider.

Typically, we will contact your medical doctors when you start services, are hospitalized for a psychiatric emergency, have a change in medications we prescribe, or have a change in the services we are providing to you.

Family members have the right to provide information to SWMBH and/or your local CMHSP about you. However, without a Release of Information signed by you/your guardian, the SWMBH network may not give information about you to a family member. For minor children under the age of 18 years, parents/guardians are provided information about their child and must sign a Release of Information before information can be shared with others.

If you feel your confidentiality rights have been violated, you can call the Recipient Rights Office where you receive services.

Excellence Through Integrity

Southwest Michigan Behavioral Health celebrated Corporate Compliance Week November 6-12, 2016. SWMBH staff participated in a variety of daily events designed by the Program Integrity and Compliance Department (pictured below) to increase and reinforce staff awareness of compliance issues and how to handle them. Staff participated in annual in-person compliance education and training, and the week culminated with a staff luncheon and the announcement of this year's winning Compliance slogan, "Excellence Through Integrity." The new slogan will take the place of last year's winning slogan: "See Something Wrong? Do Something Right!" and will hang outside of the Program Integrity and Compliance offices until next year's festivities.

Remember, Compliance is EVERYONE'S responsibility! If you have a Compliance concern, call the Compliance Hotline at 1-800-783-0914.



From left to right: Chaka Darden, Mila Todd (Chief Compliance Officer) Bradley Casemore (SWMBH Executive Officer), Petra Morey, Courtney Juarez and Ruth Barrett

Daily Maintenance for Healthy Living

Maintenance involves being able to successfully avoid any temptations to return to a bad habit. The goal of the maintenance stage of recovery is to maintain the new status quo. People in this stage tend to remind themselves of how much progress they have made.

People in the maintenance stage constantly reformulate the rules of their lives and are acquiring new skills to deal with life and avoid relapse. They are able to anticipate the situations in which a relapse could occur and prepare coping strategies in advance.

They remain aware that what they are striving for is personally worthwhile and meaningful. They are patient with themselves and recognize that it often takes a while to let go of old behavior patterns and practice new ones until they are second nature to them. Even though they may have thoughts of returning to their old bad habits, they resist the temptation and stay on track.

As you progress through your own stages of change, it can be helpful to re-evaluate your progress in moving up and down through these stages.

Even in the course of one day, you may go through several different stages of change.

And remember: it is normal and natural to regress; to attain one stage only to fall back to a previous stage is common. This is just a normal part of making changes in your behavior.

CMH Corner

Barry Community Mental Health Authority celebrates ground breaking for new facility

Hastings, Michigan, (5/18/2016) – Barry County Community Mental Health Authority (BCCMHA) held a ground breaking ceremony on Friday, May 20th as it kicked off construction for its new behavioral health and substance use disorder treatment facility. BCCMHA provides mental health and substance use disorder services to Barry County residents in an accessible and affordable manner to those that meet service admission criteria. Services offered include outpatient therapy, psychiatric, case management; community living supports, home based, senior services, peer support services, crisis intervention, autism services, and substance abuse treatment and prevention. BCCMHA strives to ensure a “no wrong door” policy for those that wish access to treatment. In addition, crisis staff are available if needed twenty-four hours per day.

The facility, which is being built to provide more space and better accessibility for growing service demand, is being built by Frederick Construction from Vicksburg, Michigan based on a design provided by Schley Architects from Kalamazoo, Michigan. Frederick Construction submitted the lowest, qualified bid at \$3,061,000. Construction of the facility is intended to be completed by February 1, 2017. Funding for the project is being provided through

USDA Rural Development.

Jan McLean, Executive Director, stated, “This is an exciting time for our agency. We continue to be extremely thankful for the funding and support that the USDA has provided. We look forward to the benefits that this new clinic will provide. I also want to thank staff and our community for the wonderful support of this project. We look forward to seeing all of you at our open house in 2017.”

Questions about the project should be directed to Jan McLean at 269-948-8041 or jmclean@bccmha.org



Celebrating Our Recovery (continued)

struggle with positive daily living activities and finding constructive outlets for continued growth.

Don't get exhausted now, but just down the street and around the corner, we were amazed by the outpouring of services that were rendered at the 2nd annual **Project Connect and Veterans Stand Down** sponsored by the **Calhoun County Homeless Coalition** at Full Blast in conjunction with the **Department of Veterans Affairs, The Haven, Safe Place, Summit Pointe** and host of other community booths. It was truly a day of giving of valuable

resources and attending to families and to the men and women who have proudly served our country. During the event vendors administered flu shots, dental visits, teeth cleanings, there was a barber giving haircuts onsite and other commodities were distributed like socks, gloves, hats, perishable and non-perishable food items. You could see and feel what we do does have an impact if only for that moment in time. Finally, John Bizon the 62nd District State Rep. was in attendance supporting the efforts of individuals being served.

Thanks to all of our PHPs, CMHSPs, local community agencies and faith-based organizations for making recovery possible and easy to navigate. We hope to see you at the next upcoming community sponsored event happening in your county. For more information about how you can become involved in your community and strengthen community ties, please contact SWMBH Customer Service at (800) 890-3712

Kimberly Whittaker is currently employed as a Customer Support Specialist in the Customer Service Department at SWMBH

CAC Spotlight

Southwest Michigan Behavioral Health has established a Customer Advisory Committee to ensure customers have a way to provide feedback and input regarding decisions that impact them and the region. Customers are briefed and advised on items that may directly or indirectly affect the quality of the behavioral health services and supports provided within the SWMBH region. Mary is a member of the Customer Advisory Committee at SWMBH and has graciously agreed to share a short excerpt from another source.

In the last month two of my friends took their own lives. This was written by my nephew Adam after the death of Robin Williams: I was deeply moved by the suicide of Robin Williams. Not because he was a celebrity or because I was even much of a fan. I am saddened because as a society we believe depression is a dirty word that those of us that have it should suffer through silently. When dealing with someone who is depressed we often try to apply logic to an illogical situation. It is frustrating and hard to understand if you have never been there. It is easy to assume that it is just a phase, situational, or psychosomatic. Snap out of it and buck up are the terms the depressed often hear. Which is about as easy to do as it is for the cancer patient to will themselves into remission. Let me assure you it is real and the scariest to be while you are consumed by it. It will make the strongest amongst us shudder in its seemingly infinite darkness. A local trip to Wal-Mart can feel like Everest. So while some say that suicide is cowardly and thoughtless, to the afflicted it seems to be the only escape from unfathomable pain. That is not to say that they do

not share responsibility for their actions because they most certainly do. We fail them when we discount what to them is 100 percent real. We are afraid to push or intrude when the signs are clear. We fail to fund mental health research at the magnitude it deserves. It is the #2 killer among our youth. There are commercials every night soliciting your hard earned dollars for juvenile cancer and none for depression and suicide. We lose more of our youth to their own hand than leukemia. Buck up snap out of it. Throw a pill at it and pray for the best. If you are sick. Do not be silent. Shout it from the rooftops if you must. If you suspect someone is struggling. Push, intrude, annoy and harass until they get help. We all have our own path and our own private struggles but this disease is different. Do not discount and trivialize their issue. It can kill swiftly. There are no tests, x rays, or scans to diagnosis. It takes a family and a community together to watch and listen for those around us who are just barely treading water in a hurricane of mental anguish. We need to offer hope because it can and does get better. For that is what depression is a disease that attacks hope.



SWMBH Events

Barry County Community Mental

Health offers ongoing parenting workshops every Wednesdays at 5:30 p.m.-6:30 p.m. located at 915 W. Green St, Hastings, MI. 49058. For more information contact (269) 945-6188 or (269) 945-6313

Family Support Center will be offering a Family Workshop Series in Middleville the 2nd Monday in January, February, March, and April starting from 5:30 p.m.-7:30. (Free dinner and childcare included)

1st Baptist Church located at 5215 N M37, Middleville starting January 9, February 13, March 13, and April 10, 2017.

Hastings Baptist Church located at 309 E. Woodlawn, Hastings beginning Monday January 23rd, February 27, March 27 and April 24 from 5:30 p.m.-7:30 p.m. Every 4th Monday

Berrien County Riverwood Center will be offering 6 free Mental Health First Aid Training courses January through March, 2017. Trainings are available for youth and adults and will run every month.

Training series begins January 27, 2017 8:30 a.m.-5 p.m. For more information on learning how to assist someone in a crises situation visit www.riverwoodcenter.org or send an email to MHFA@riverwoodcenter.org.

Faces and Voices of Recovery will offer a free training to all recovery coaches who are interested in learning to use language that is conducive to recovery. What we do and say can have an impact on individuals being served as well as our families. Learn how to share your recovery journey through best practice for communication. Please join us on January 17, 2017 at the SHARE Center at 120 Grove Street.



Battle Creek, MI. 49037. (6 MCBAP Continuing Education hours allowed)

Kalamazoo Community Mental Health & Substance Abuse Services will host their Children's Mental Health Carnival at the Kalamazoo County Fair Grounds, Kalamazoo, MI. Thursday May 11, 2017 at 4:00 p.m.

KCMHSAS Annual Mental Health Celebration and Breakfast at the Radisson Hotel, 100 W. Michigan, Kalamazoo, MI. 49007 on May 17, 2017 at 9:30 a.m.

MDHHS 2017 Peer Conference May 31st, June 1st, and 2nd Lansing MI.

NAMI offers on-going Family Support groups on the 2nd Tuesday of every month located at 418 W. Kalamazoo Ave. 49007 from 6:30 p.m.-8:00 p.m.

Victory Baptist Church located at 308 Milham Ave. Portage, MI 49024. The 4th Monday of the month from 6:30 p.m. - 8 p.m. For more information contact Mike Kenney at (269) 806-0275 or visit www.namikzoo.org to learn more about how you can become involved.

Recovery Institute of Southwest

Michigan is a peer-run facility of men and women embracing recovery options to fit the needs of individuals seeking recovery. For more information on how to become involved with learning, please call (269) 343-6725 or join us at 1020 South Westnedge, Kalamazoo 49008. Monday through Friday. 8:00 a.m. - 4:30 p.m.

St Joe Community Mental Health offers Family Support Groups for Grandparents and other kinships the 3rd Thursday of every month starting January 19th 2017, February 16th, and March 16th at the United Methodist Church of Centreville located at 305 E. Main St. Centreville, MI 49032. For more information about how you can get involved, please contact Clark Fries (269) 467-1001 ext. 400

Walk a Mile join us at the Capital Building on May 10, 2017 in Lansing, MI for food and fun activities to get the word out about reducing stigma in the mental health system and across the state.

Press Release

FOR IMMEDIATE RELEASE: December 14, 2016

CONTACT: Jennifer Eisner, (517) 241-2112

Workgroup releases interim report on Section 298 Initiative
Report open for comment, public forum to be held in January

LANSING, Mich. – The Michigan Department of Health and Human Services (MDHHS) today released the draft interim report for the Section 298 Initiative for public review. The Section 298 Initiative is a statewide effort to improve the coordination of physical health services and behavioral health services. The draft interim report contains a series of policy recommendations for the Michigan Legislature.

The interim report reflects the discussions and recommendations of the 298 Facilitation Workgroup. MDHHS convened the 298 Facilitation Workgroup to assist with the development of the recommendations. The workgroup convened 44 Affinity Group meetings to gather input from more than 1,076 Michiganders, including 767 consumers and family members, 249 providers, 48 payers and 12 tribal health organizations.

MDHHS and the 298 Facilitation Workgroup will create a final report for the Legislature, which will include the policy recommendations from the interim report and additional recommendations on integration models and benchmarks for implementation. Public review of the draft interim report will last from December 14, 2016 to January 4, 2017. MDHHS has established several opportunities to gather comments on the draft interim report, including:

A short online survey to gather feedback on the draft interim report. The survey can be accessed through this [web link](#).

Written comments on the draft interim report are also being accepted. Comments can be sent via email to MDHHS-298@michigan.gov or by mail to the Section 298 Initiative, with the Policy, Planning, and Legislative Services Administration, South Grand Building, 5th Floor, 333 South Grand Avenue, Lansing, Michigan 48933.

A public forum to gather comments will also be held on January 3, 2017 from 2 to 4 p.m. The forum will be held at the Lansing Community College West Campus, located at 5708 Cornerstone Drive in Lansing. Individuals can RSVP to attend the public forum by using this [web link](#).

MDHHS and the 298 Facilitation Workgroup will use the comments from the public review process to refine and improve the policy recommendations in the interim report. MDHHS will submit the revised interim report to the legislature by January 15, 2017.

For more information about the draft interim report or the Section 298 Initiative, visit www.michigan.gov/stakeholder298 or send an email to MDHHS-298@michigan.gov.

Customer Services Department

<p>Barry County Community Mental Health Authority Mental Health and Substance Abuse Services Shelly Martin, Customer Services Representative 915 W. Green Street, Suite 201 Hastings, MI 49058 Agency Phone: (269) 948-8041 or (800) 873-0511 TTY: 711 (MRC) Fax: (269) 948-9319 Email: mimartin@bccmh.org Customer Service Hours M - F 8:00 a.m. - 4:30 p.m.</p>	<p>Berrien Mental Health Authority Melissa Ludwig, Customer Service Representative 1485 M-139 P.O. Box 547 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: mjl@riverwoodcenter.org Customer Service Hours M - F 8:30 a.m. - 5:00 p.m.</p>
<p>Pines Behavioral Health (Branch County) Shirley Nystrom, Customer Service Representative 200 Orleans Boulevard Coldwater, MI 49036 Customer Service Toll-Free: (866) 877-4636 Agency Phone: (517) 279-8404 or (800) 725-7534 TTY: 711 (MRC) Fax: (517) 279-8172 Email: snystrom@pinesbhs.org Customer Service Hours M - F 9:00 a.m. - 5:00 p.m.</p>	<p>Summit Pointe (Calhoun County CMH) Michele Pascoe, 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: mlp@summitpointe.org Customer Service Hours M - F 8:00 a.m. - 5:00 p.m.</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.</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@kazoocmh.org Customer Service Hours M - F 8:00 a.m. - 5:00 p.m.</p>
<p>Community Mental Health & Substance Abuse Services of St. Joseph County Michelle Heffner, 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: 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 TTY: 711 (MRC) Fax: (269) 657-3474 Email: sthompson@vbcmh.com Customer Service Hours M - F 8:30 a.m. - 5:00 p.m.</p>

Southwest Michigan Behavioral Health
Member Triage and Engagement Specialist
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 Portage, MI 49002
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 TTY: 711 (MRC)
 Fax: (269) 883-6670
 Email: Ashley.esterline@swmbh.org
 www.swmbh.org
Customer Service Hours
 M - F 8:00 a.m. - 5:00 p.m.

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 condition is under control, 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.

Please note: If you utilize a hospital emergency room, there may be health-care services provided to you as part of the hospital treatment that you receive. Depending on your insurance status, you may receive a bill and may be responsible for paying the charges for some other medical services provided by the hospital. These services may not be part of the SWMBH emergency services you receive. Customer Services can answer questions about such bills.



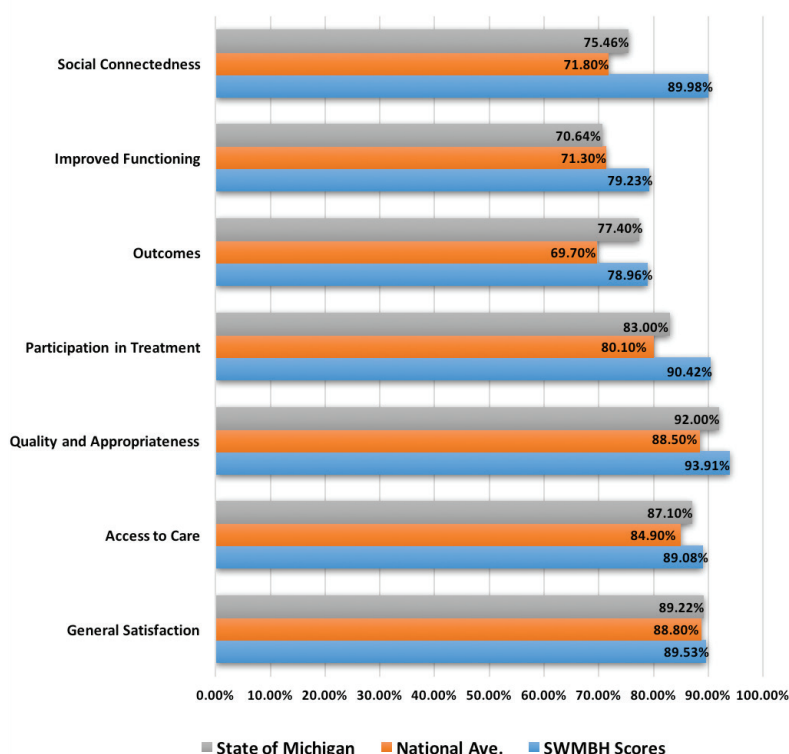
SWMBH 2016 CONSUMER SATISFACTION SURVEYS

Consumer feedback can provide an organization's decision makers and other stakeholders with insights for guiding quality improvement initiatives and strategic direction. SWMBH uses the nationally recognized Mental Health Statistics Improvement Program (MHSIP) questionnaire for Mentally Ill populations and Developmentally Disabled adults age 18 and over; and the companion Youth Satisfaction Survey for Families (YSS-F) questionnaire (used by 42 states and territories) for consumers between age 5 and 18 years of age. The purpose of the surveys is to collect consumer's views on services they received. The surveys were conducted by phone from October 26th through December 9th for consumers served within the region. A total of 1,354 adult consumers and 288 youth consumers completed the survey; for a total of 1,642 respondents. SWMBH takes the feedback they receive from the survey process very seriously. The annual consumer satisfaction survey analysis is completed by the regional Quality Management Committee, as they make recommendations for continuous improvement strategies. SWMBH uses the survey results to maximize the benefits of best practice programs and services, geared toward improving consumer outcomes.

Below you will find a comparison graph, in relation to how SWMBH consumer satisfaction survey scores compare to State and National results:

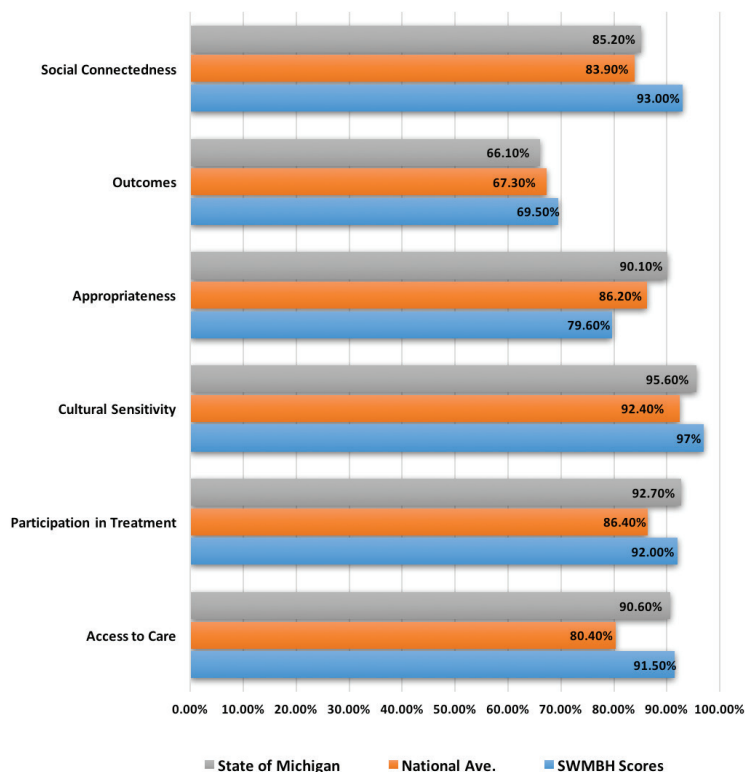
2016 Southwest Michigan Behavioral Health Consumer Satisfaction Survey Results

2016 ADULT CONSUMER SATISFACTION SURVEY SCORE COMPARISONS



*All comparable resources utilized the Mental Health Statistics Improvement Program Survey Tool (MHSIP).
*1354 Adult Surveys were completed during the 2016 survey process.

2016 YOUTH CONSUMER SATISFACTION SURVEY SCORE COMPARISON



The Gift of Time

During Christmas, Hanukkah, Kwanza and New Year's, many people find themselves strapped for cash. This can cause one to feel depressed and wondering how they are going to manage to pay bills, let alone buy gifts! The best way to help with the holidays is by volunteering your time. It has been proven that giving of your time or donating your time is a great way to help others and at the same time help yourself feel better. Those "good" endorphins kick in every time you get a "thank-you" or a smile from someone that you help out! Have you ever really thought about how donating your time could not only benefit others but help yourself as well?

Giving is good for our health. There has been a wide range of research that has linked different forms of generosity to better health, even among the sick and elderly. In his book *Why Good Things Happen to Good People*, by Stephen Post, a professor of preventative medicine at Stony Brook University, Post reports that giving to others has been shown to increase health benefits in people with chronic illness, including HIV and multiple sclerosis.

A 1999 study led by Doug Oman of the University of California, Berkeley, found that elderly people who volunteered for two or more organizations were 44 % less likely to die over a five-year period than were non-volunteers, even after controlling for their age, exercise habits, general health, and negative health habits like smoking. Stephanie Brown of the University of Michigan saw similar results in a study on elderly couples. She and her colleagues found that those individuals who provided practical help to friends, relatives, or neighbors, or gave emotional support to their spouses, had a lower risk of dying over a five-year period than those who didn't. Studies have shown that volunteering helps people who donate their time, feel more socially connected, thus warding off loneliness and depression.

Giving of your time is for people of all ages! Everyone will appreciate and benefit from the time you take to give of yourself. There are many ways to do this. Some common examples include: a soup kitchen, helping out at a church, or an animal



shelter. There are also more ingenious ways to give of your time. What about offering to help a friend, family member and/or neighbor to get their groceries (if they are homebound), or offer to babysit someone's kids so they can get some much needed respite? Why not send a letter to the military troops, or people you know who live too far away to visit, or make a phone call or send an email or text message? Who doesn't like to receive a letter or a card in the mail? When you are helping others, you will feel better about yourself. This allows you to keep the focus off of yourself and your problems – like not having enough money to buy everyone a gift on your list! Giving of your time is a "real gift!" Try making a "coupon of time" for someone. You may be on the receiving end someday!!

Southwest Michigan Behavioral Health Board Meetings Schedule

(January 2017--December 2017)

January 8, 2017 -- 9:30am to 11:00
February 12, 2017 -- 9:30am to 11:00
March 11, 2017 -- 9:30am to 11:00
April 8, 2017 -- 9:00am to 10:30am
May 2017 -- Board Retreat (TBD)
May 13, 2017 -- 9:00am to 10:30
June 10, 2017 -- 9:00am to 10:30

July 8, 2017 -- 9:00am to 10:30
August 12, 2017 -- 9:00am to 10:30
September 9, 2017 -- 9:00am to 10:30
October 14, 2017 -- 9:00am to 10:30
November 11, 2017 -- 9:00am to 10:30
December 9, 2017 -- 9:30am to 11:00



All scheduled meetings take place at the Principal Office, unless otherwise communicated. Board meetings are open to the public.

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

www.SWMBH.org

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

Kathy-Sue Dunn
Jim Blocker (Alternate)

St. Joseph County

Barbara Parker- Chair
Robin Baker (Alternate)

Berrien County

Edward Meny
Nancy Johnson (Alternate)

Cass County

Robert Wagel
Mary "Mae" Myers (Alternate)

Van Buren County

Susan Barnes - Secretary
Angie Dickerson (Alternate)

Branch County

Tom Schmelzer -- Vice-Chair
Robert Montgomery (Alternate)

Kalamazoo County

Moses Walker
Patricia Guenther (Alternate)

SWMBH SUD Staff and Support

Bradley P. Casemore, MHSA, LMSW, FACHE, Executive Officer
Brad.Casemore@swmbh.org
269-488-6956

Achilles Malta, BA, CPS, SUD, Prevention Specialist
Achilles.Malta@swmbh.org
269-488-6925

Joel Smith-, LMSW, Interim Manager SUD Services
Joel.Smith@swmbh.org
269-488-6958

Michelle Jorgboyan, Senior Operations Specialist
Michelle.Jorgboyan@swmbh.org
269-488-6453



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, 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 Ashley Esterline, Member Triage and Engagement 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:

Ashley Esterline, LLMSW
Member Triage and Engagement Specialist
5250 Lovers Lane, Suite 200
Portage, MI 49002
P: 800-890-3712
TTY: 711
F: 269-441-1234
Ashley.Esterline@swmbh.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Ashley Esterline 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 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, 1-800-537-7697 (TDD).
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

"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) 。"

"ATTENTION: Si vous parlez **français**, services d'assistance linguistique gratuits, sont à votre disposition. Appelez 1-800-890-3712 (TTY / télécopieur ATS: 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 করছিঃ আপনি যদি বাংলাভাষী হন এবং যদি আপনার ভাষাগত সাহায্যের প্রয়োজন হয়, তাহলে নথিরাচায় সাহায্য পতে ফোন করুনঃ ১-৮০০-৮৯০-৩৭১২ (TTY: 711) 1-800-890-3712 (TTY: 711)."

ご注意: 日本語で対応しているアシスタンスサービスを無料でご用意しております。

1-800-890-3712 (TTY: 711)へお電話下さい。

«ВНИМАНИЕ! Если вы говорите на **русском** языке, вам предоставляется бесплатное языковое обслуживание. Звоните по тел.: 1-800-890-3712 (телефон с текстовым выходом: 711)».

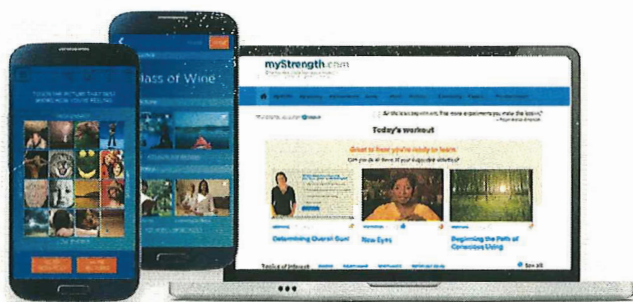
Personal Support for You!

Southwest Michigan Behavioral Health introduces **myStrength**

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

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

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



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

SIGN UP TODAY

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

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



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FPF-MPCI-SWMBH

What **myStrength** users are saying

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

I love how personal myStrength is for me.

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

The mood tracker is fantastic!

I love that myStrength is available 24 hours a day.

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

The 2016 MI Health Link Handbook is available. Contact Customer Services (800-676-5814) for your copy or download it directly at: www.SWMBH.org

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

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

Agency Phone:
(800) 676-0423
711 MRC

Fax:
(269) 883-6670

www.swmbh.org

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



Customer Service Offices

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

Local Community Mental Health Customer Service offices are available to you to address all grievances, appeals and other issues you may have with your local Community Mental Health or service provider. We have included a list of Customer Service representatives on page 13 as well as their contact information and hours of operation. Please contact them if you have any questions or issues.

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

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



5250 Lovers Lane, Ste. 200
Portage, MI 49002

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