





## AGENCIES WORKING TOGETHER TO FIGHT OPIOID ABUSE

Southwest Michigan Behavioral Health working in conjunction with other area agencies holds first Train the Trainer session with Kalamazoo County Sheriff's Department

In ongoing efforts to help local Law Enforcement agencies better respond to Opioid Overdose Incidents in the community, Southwest Michigan Behavioral Health (SWMBH) launched a Narcan/Naloxone opioid overdose prevention Train-the-Trainer component in partnership with the Kalamazoo County Sheriff's Office, the Red Project of Grand Rapids, and the Families Against Narcotics (FAN) chapter of Southwest Michigan.

In Dec. 2015 Southwest Michigan Behavioral Health (SWMBH) began an opioid overdose prevention program for Law Enforcement agencies in eight Counties (Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph and Van Buren) in the southwest Michigan region. This training was designed to help law enforcement personnel better recognize and respond to opioid overdose situations in the area. In addition to the training of officers, SWMBH also provided the Naloxone/Narcan medication within a rescue kit to the participating

law enforcement agencies. Since the inception of the program, Law Enforcement agencies in the area have reported back 47 overdose reversals/rescues using the skills training and the Narcan/Naloxone kits provided by SWMBH through their block grant contract with the Michigan Department of Health and Human Services.

In order to expand the program and to allow the participating Law Enforcement agencies to respond quickly and more effectively to their Narcan training needs (including the training of new officers), SWMBH developed, in partnership with the Red Project, Families Against Narcotics (FAN) chapter of Southwest Michigan and the Kalamazoo County Sheriff's office, a training curriculum to allow designated officers to become in-house trainers for their own agencies. The first Train-the-Trainer session was held in Kalamazoo and provided training to five (5) deputies of the Sheriff's department, who will in turn become the designated

Narcan/Naloxone opioid OD Prevention trainers of their own units.

Currently 47 local law enforcement agencies in the SWMBH region, and all posts of the Michigan State Police's 5th district, participate in the Narcan/Naloxone opioid OD Prevention program started by SWMBH. SWMBH remains committed to work with law enforcement agencies in the area to address the opioid crisis within our communities. SWMBH will offer the new Train-the-Trainer curriculum to all participating agencies. Law enforcement agencies in the region that are interested in joining the SWMBH program will also have the opportunity to be trained in both the opioid overdose training and the train-the-trainer curriculum.

*For more information on the SWMBH Narcan/Naloxone opioid overdose prevention Program for Law Enforcement agencies, please contact Achilles Malta (Achilles.Malta@swmbh.org)*

# SWMBH Newsletter

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# MICHIGAN'S PUBLIC MENTAL HEALTH SYSTEM

## DID YOU KNOW?



**1997** Since then, Michigan has remained the only state in the nation that provides publicly managed care for all four major populations; adults with mental illness, children and adolescents with emotional disturbances, persons with intellectual/developmental disabilities, and those with substance use disorders **[saving the state more than \$1 billion!]**



**94%** The medical loss ratio (i.e. the percentage of dollars spent on actual care) of Michigan's public PIHP system has a statewide average spent on administrative costs of 6%.



**One in five** people in the United States are impacted by a mental illness.



**2 million people** statewide are impacted by one of the 300,000 people served by Michigan's public community mental health system when you include family, friends, neighbors, and co-workers.



Michigan's public community mental health system is a **\$3 billion industry** in our state **employing more than 50,000 people**.



**750+** Michigan's CMH system is leading the way with more than 750 on-the-ground healthcare integration initiatives across the state - co-location, electronic health records, and partnerships.



**91 percent** of the CMH budget is from Medicaid and Healthy MI plan. State General dollars that serve people without insurance makes up only 4% of the total budget.



**83 counties** in Michigan are covered by the 46 CMHs & 10 PIHPs.



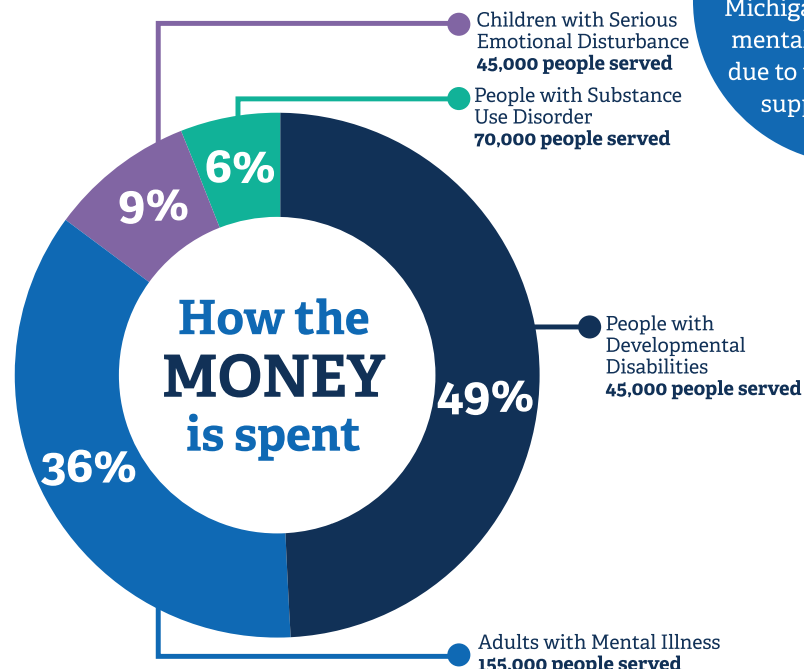
**24 hours a day** / 7 days a week, mental health professionals provide services for people with mental illness, intellectual / developmental disabilities, and substance use disorders regardless of ability to pay. As outlined in Michigan's Mental Health Code, Public Act 258 of 1974, Michigan's public mental health system serves as the local public safety net for the state's most vulnerable citizens.

# 107

Michigan is 1 of 12 states in 2012 that had more opioid prescriptions per 100 people ( Michigan had 107 prescriptions per 100 people). The opioid epidemic has been called the worst drug crisis in American history.

# 10,000

Number of people in Michigan who lost their mental health services due to the drop in state support for CMH



# "Hope as an Initiative"

What keeps us alive, what allows us to endure?

I think it is hope, hope for tomorrow, hope for better days, and hope for the future  
-Meister Eckhart. Version by Kimberly Whittaker

In times of uncertainty what does it mean to live with hope? Life pressures and demands can sometime weaken us where we lose sight of our daily emotions and we experience numbness. Sometimes we can be wandering blindly without much hope for the future of what our lives will be like. We often ask ourselves, "Will things ever get better. Will my life ever change?" Or the old time favorite "This is just the way things are". Having a pessimistic attitude is dangerous to the stability our mental health. May is not only National Mental Health month but a time to rejuvenate and recommit to optimizing for better health both physically, mentally and spiritually by taking back control of our emotional health which begins with a faint spark of hope. There is no magic formula to develop, or special ritual one must learn to practice. Hope is something we live with. Hope for tomorrow, hope for better days and hope for the future.

Many people wonder what hope looks like and how we can instill it in others. The answer to these questions most often lives within the individual. Hope then must be an internal endeavor in which we all must learn to activate. Hope inspires growth and change makes recovery possible. If you

listen closely you can find it deep within the bowels of your existence, it is there calling on you. This optimism is the reward of taking the lead and challenging yourself to think, act and feel in a different way than previously when you lost sight of who you were. Hopelessness is not an end result but a vision of the way we see ourselves and view our experiences. We all experience moments of sadness and feel unable to cope when presented with new information that we are not sure how to handle. Take courage and know that you are not alone in feeling this way. Hope then is inspired through action.

There are many ways an individual can begin a pathway out of despair that can possibly lead to brighter days. For instance staying involved and aware of your feelings from moment to moment, talking to others is another way of getting outside of yourself when you are unsure and in need of encouragement. When we were hopeless we believed there was no hope for us. Now full of energy and insight, we want to inspire others. Get up, get out and start enjoying all that life has to offer. You can begin by attending a support group in your area where people share common stories of

success and triumphs. Joining a book club, or other special interest group can also expose you to people that share some of your interest, or you can start focusing your attention on how you would imagine your life could be. For some people it can be a daily challenge to learn not to be limited by our thoughts. Catch it, check it and change it is the mantra for many persons now living in long-term recovery. Thoughts that once kept us trapped, and fearful of what the future might hold, now give us a renewed sense of hope.

Remember there is unlimited growth once we begin to challenge old beliefs. Hope is not considered a new concept however a new way of being. We learn to live on purpose because we've been given another chance. It is that quintessential spirit that nudges us and propels us forward on life's journey gently reminding us of our potential for greatness. This is exciting in and of itself as we travel through some of life's most challenging moments. Hope then is essential to personal growth and restoration. Life changing events can happen to any one of us and each day we are given another opportunity to experience hope. My hope is for you to live well.



## CMH Corner

Woodlands Behavioral Healthcare Network's counseling partnership with Southwestern Michigan College merited an Excellence in Impact Award from the United Way of Southwest Michigan. The staff of Woodlands (Kathy Emans, CEO; Bob Wagel, Board Chair; Tonya Cosey, LMSW; and Misty Collette, Recovery Coach) accepted the award of behalf of the Cassopolis- based agency.

As reported by the United Way, Recipients must be engaged with United Way and working toward our goals in education, income, health and basic needs. They have to show measureable impact, demonstrate collaboration and make a long-term commitment to doing good work. This organization is often found at the intersection of innovation and collaboration. Their work in the mental health and substance abuse

area is difficult, especially in a small rural county where needs often outpace resources available, which many times forces them to get creative.

In addition to consistently delivering solid outcomes across their current list of services, last year Woodlands formed a new relationship with Southwestern Michigan College. This partnership focused on providing mental health assessment, referral and treatment to students who otherwise might have dropped out of school because of undiagnosed or untreated issues.

In the first four months of this pilot project, the program impacted student retention rates by almost 25%. This unusual tactic could have been a risky move, but clearly, it's paying off.

Dowagiac News, Wednesday, March 21, 2017



*Chief Executive Officer Jeff Patton a nominee at the Gala NAMI Awards in Novi, Michigan was paid a special tribute by Senator Margaret O'Brien for showing an exemplary leadership role at Kalamazoo Community Mental Health & Substance Abuse Services. Jeff has proven he is dedicated to improving services for people who are affected by mental illness and developmental disabilities. Jeff's innovative ideas and collaborative efforts have created many initiatives, opportunities and partnerships in the behavioral health sect. The night was filled with many attendees and honorees representing the State of Michigan. A special thanks to Governor Rick Snyder, Lieutenant Governor Brian Calley, State Rep. Jon Hoadley, State Rep. David Maturen, State Rep. Beth Griffin, and State Rep. Brandi Iden for this special tribute. Let us congratulate them all for showing their continued commitment towards improving lives and protecting our most vulnerable populations served.*

# STATE OF MICHIGAN



## SPECIAL TRIBUTE

### Jeff Patton

*"The difference between something good and something great is attention to detail." -Charles R. Swindoll*

Let it be known, That it is with great appreciation for his commitment to Kalamazoo County that we honor Jeff Patton on the occasion of his nomination for the 2017 National Alliance on Mental Illness Honors.


Jeff Patton is a man of passion and dedication. A graduate of Western Michigan University, Jeff brings deep knowledge and experience to any position he holds. Over the last 35 years, Jeff has been an integral member of the Michigan Department of Health and Human Services, acting as the director of multiple departments, hospitals and programs and as the Deputy Director of Mental Health and Substance Abuse Services. As Executive Director of the Family Health Center, Inc. in Kalamazoo, Jeff worked to establish the first and largest State Medicaid Capitated Clinic Plan, aiming to give our community access to quality healthcare services. During his career with the Kalamazoo Community Mental Health and Substance Abuse Services (KCMHSAS), Jeff organized numerous community programs to highlight the importance of mental illness including the Respecting Differences Program, an event designed to heighten awareness for diversity issues in the workplace, as well as the KCMHSAS Annual Mental Health Breakfast which honors individuals that the organization serves while also promoting mental health awareness. Most recently, at the invitation of the Secretary of U.S. Health and Human Services, Jeff is serving a 4 year term on the Substance Abuse and Mental Health Services Administration's (SAMHSA) Center for Mental Health Services (CMS) National Advisory Council, and we are grateful for his continued service to our county, state and country.


Jeff has built his career on advocating for those who are the most vulnerable in our community. Therefore, it is no surprise that he has been the recipient of many local and state-wide honors. Jeff received the Regional Health Administrator's Award from the U.S. Department of Health and Human Services-Public Health Services Division for his involvement in the development of Occupational Medicine programs and Occupational Medicine training for federally funded Community Health Centers. During his 8 years of service with the Michigan Department of Community Health Advisory Council of Mental Illness (ACMI), Jeff was selected by his peers to serve as Chairman for two years. In 2003, Jeff was appointed by Governor Granholm to the Michigan Mental Health Commission where he and his colleagues re-evaluated the state's publicly-funded mental health system and provided the state administration recommendations for improvements. Jeff was named Champion of Behavioral Healthcare by the Vendome Group in 2011 and was later chosen as "A Friend to Mental Health" by the Community Network Services' Board of Directors in Oakland County.


Above all else, Jeff cherishes his wife, Margaret, and their many years together. In his free time, Jeff also serves as the Chairman of the Board of Directors of Kalamazoo Valley Community College and has been a member of that body for the last 30 years.


In Special Tribute, Therefore we present this special recognition to Jeff Patton for his nomination for the 2017 National Alliance on Mental Illness Honors Award and for his longstanding commitment to serving those with mental illness in Kalamazoo County and in the State of Michigan.

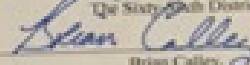
  
Jon Hoodley, State Representative  
The Sixty-First District

  
David C. Matheson, State Representative  
The Sixty-Third District

  
Margaret O'Brien, State Senator  
The Twentieth District

  
Brian Allen, State Representative  
The Sixty-First District

  
Bob Carlson, State Representative  
The Sixty-Third District

  
Brian Calley,  
Lieutenant Governor

  
Rick Snyder,  
Governor

The Ninety-Ninth Legislature at Lansing on February 23, 2017

# 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. Sharon is a member of the Customer Advisory Committee at SWMBH and has graciously agreed to share her story and early beginnings.*

When I sat on the Venture Customer Advisory Committee I was a Greenhorn. Everything went right over my head. As the years progressed I developed a passion for learning that justice belongs to all people no matter what their disabilities are. Today I am a strong advocate for myself and have learned to make a difference not only in my life but the lives of others who often struggle to get their needs met. I was very honored and proud when asked to join SWBMH. Not only was I being asked to offer my feedback but I could continue to grow and learn by being involved on important issues that affect many people receiving behavioral

health services. I now realize there are some things I can do. I can speak out and be an advocate for those who have yet to learn to advocate for themselves. I can still work on changing the way people are perceived with mental health challenges. Change can happen on many levels when you stay informed and ready to learn. I've learned a lot while sitting on the Customer Advisory Committee for instance the latest improvements to Section 298 and the Affinity workgroups to halt the privatization of public health funds. I have also gained many new friends which has been great for my own mental health.





# Quality Assurance Performance Improvement and Utilization Management 2016 Program Evaluation

*Evaluation Period: October 1, 2015- September 30, 2016*

The Michigan Department of Health and Human Services (MDHHS) requires that Southwest Michigan Behavioral Health have a documented Quality Assessment and Performance Improvement Program (QAPI). As part of Southwest Michigan Behavioral Health's (SWMBH) benefit management organization responsibilities, the SWMBH QAPI Department conducts an annual QAPI Evaluation to assure it is meeting all contractual and regulatory standards required of the Regional Entity, including its PIHP responsibilities.



## Evaluation of Performance



- ✓ Successful management of the HSAG Compliance Audit, Performance Improvement Projects (PIPs), Michigan Department of Health and Human Services and Performance Measure Validation Audits.
- ✓ Successful management and completion of MI Health Link audits and reviews.
- ✓ Successful submission of data elements: Jail Diversion, Behavioral Treatment Review Committee (BTRC) Minutes, MMBPIS, and Critical Incidents to MDHHS.
- ✓ Successful completion of all established targets identified in: 2016 Board Ends Metrics.
- ✓ Successful completion of all QAPI and UM Department goals.
- ✓ Successful completion of MI Health Link contract reporting requirements with Integrated Care Organizations (ICOs).
- ✓ Successful completion of all established Quality Management Committee goals.
- ✓ Successful completion of inter-rater reliability testing to ensure uniformity of benefits and consistency is being measured.

**Quality Management (QM) Committee & MI Health Link Committee:** Southwest Michigan Behavioral Health has established the QMC and MHL Committees to provide oversight and management of quality management functions, and providing an environment to learn and share quality management tools, programs, and outcomes. SWMBH values the input of all stakeholders in the improvement process and QMC is one method of participant communication, alignment, and advice. QMC allows regional input to be gathered regarding the development and management of processes and policies related to quality. QMC is responsible for developing Committee goals, maintaining contact with other committees, identifying people, organizations or departments that can further the aims of both the QAPI Department and the QMC. Cooperation with the QMC Program is required of all SWMBH staff, participants, customers and providers. QMC representatives are selected by their CMHSPs and required to communicate any information discussed during meetings, or included in meeting minutes back to their CMHSPs.

**Quality Management Committee Key Accomplishments:** The QMC met on a monthly basis during FY 2016. All meeting materials are accessible on the SWMBH portal before and after each meeting. The focus and oversight of QMC during this review period was on continued review of Quality activities including Board Ends Metrics and Performance Improvement Projects. In 2016 the SWMBH Regional Committee's contracted with HRM to improve Regional Committee structure, roles and effectiveness. Each

Regional Committee was tasked with establishing (3) annual goals and reporting on them. Some of the key performance metrics the QMC targeted are:

- ➔ Consumer Satisfaction Survey Analysis and Outcomes
- ➔ Reporting Phone System Data (call abandonment rate, call answer times and total call volume)
- ➔ Tracking and Reporting Critical Incidents (development of new tracking form and reporting process)
- ➔ Analysis and Improvement of MMBPIS Performance Indicators
- ➔ Provider Communications/Access Survey
- ➔ Grievance and Appeals data
- ➔ Analysis and Identification of high risk consumers
- ➔ Population Health Indicators, Analysis and Outcomes

### **MI Health Link Quality Committee Key Accomplishments:**

- Completed and Ongoing QI Activities that address quality and safety of clinical care and quality of service
- Trending of measures to assess performance in the quality and safety of clinical care and quality of service
- Analysis and evaluation of the overall effectiveness of QAPI program, including progress toward influencing network safe clinical practices
- Practitioner Involvement: Leadership Involvement
- Call Rates/Telephone Access
- Review and analysis of Critical Incidents
- Review and analysis of grievances, appeals and denials
- Patient Safety Analysis
- Communication on key findings from ICO/SWMBH audits and reviews
- Adherence and understanding of NCQA-MBHO accreditation standards and elements

### **Diabetes PIP Review**

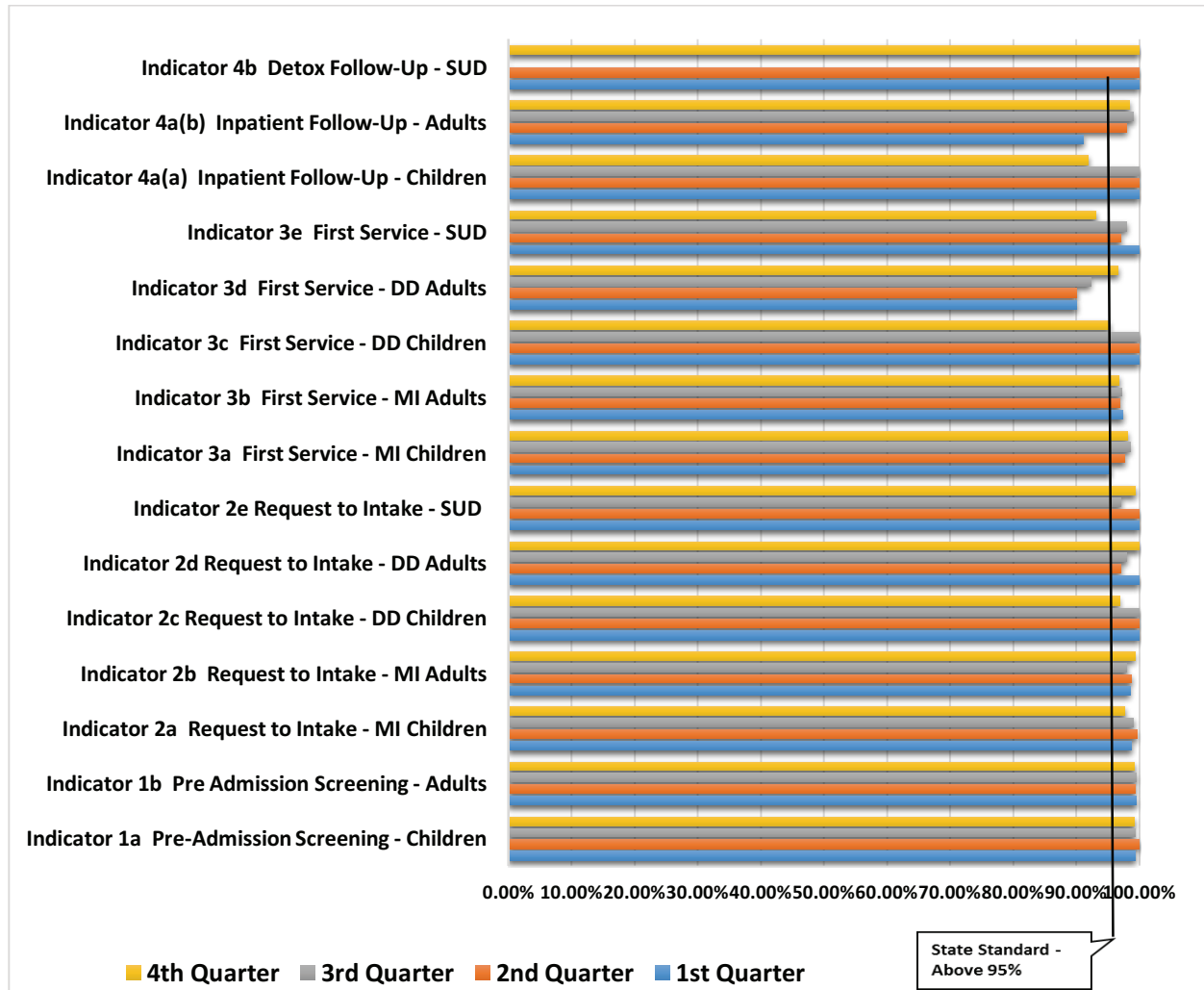
Focus of SWMBH' Diabetes Performance Improvement Project has been to improve the proportion of individuals who report having Diabetes and who demonstrate having been treated for the condition within the past 12 months (as evidenced by the consumer's Quality Improvement data).

- For the Fiscal Year 2016 period, a total of 1615 individuals were classified as being At Risk (reported having a diabetic condition)
- Receiving Diabetic Care: During Fiscal Year 2016, a total of 1,373 individuals (of those classified as being 'At Risk') reported having been treated for diabetes within the prior 12 month period.
- Baseline Performance: 85.02% (1,373 individuals reported receiving diabetic care of 1,615 'At Risk' consumers demonstrating co-morbid mental health and diabetic conditions.

### **Project Results:**

- Project results demonstrate that the percentage of 'At Risk' individuals treated for diabetes within a 12-month period was both increased and statistically significant for the Fiscal Year 2015 time frame, relative to baseline. Moreover, the Fiscal Year 2016 results demonstrate that the level of performance improvement has been maintained throughout the course of project implementation.

## 2016 Michigan Mission Based Performance Indicator System Results (MMBPIS)



### Objective

State defined indicators that are aimed at measuring access, quality of service and provide benchmarks for the state of Michigan and all (10) PIHPs.

### Results

**62/68 Total Performance Indicators in 2016 met the State Standard of 95%**

- 1st Quarter = 15/17
- 2nd Quarter = 16/17
- 3rd Quarter = 16/17
- 4th Quarter = 15/17

# Autism Behavioral Health Services

As of March 27th, 2014, the Center for Disease Control and Prevention reported that in the United States 1 in 68 children (1 in 42 boys and 1 in 189 girls) are diagnosed with autism spectrum disorder (ASD). Here in Michigan, during the 2015-2016 school year, 18,746 students met eligibility as a student with ASD. In 2012, Lt. Governor Calley, a well-known champion for autism advocacy, led Michigan in becoming the 30th state to enact autism insurance reform, requiring insurance coverage for Applied Behavioral Analysis (ABA), speech and occupational therapy for children diagnosed with autism. In April 2013, the 1915i Waiver became effective, which targeted children between the ages of 18 months old to 5 years for early intervention treatment via ABA therapy. Most recently, the Autism EPSDT Benefit became effective January 1st, 2016 which expanded the original benefit to guarantee children up to the age of 21 intensive ABA treatment.

For a child to qualify for the benefit they must first reach out to their respective Community Mental Health Service Provider (CMHSP) for an intake assessment. Their Primary Care Provider (PCP) or Southwest Michigan Behavioral Health (SWMBH) may also link a family to a CMHSP for testing or assessment as well. The CMHSP

will utilize a brief screening tool, often times the SCQ or MCHAT, during this assessment, and, if needed, further testing will be completed. The child will participate in a comprehensive diagnostic assessment, which includes an ADOS-2, and comprehensive clinical interview, often an ADI-R. Other tests may be warranted, such as a cognitive test to rule out another other potential diagnoses. If a child is diagnosed with an ASD disorder, and has a positive ADOS-2 which indicates need, the child and their family will be referred for a behavioral assessment, which is completed by a Board Certified Behavioral Analyst (BCBA) or Board Certified assistant Behavioral Analyst (BCaBA) to develop a treatment plan.

My role as the Autism Coordinator at Southwest Michigan Behavioral Health is to enroll these children into the Autism EPSDT Benefit, monitor the quality of their treatment, act as a waiver expert/ liaison between the CMHSP/ Provider and MDHHS and coordinate trainings for our Clinicians. Every waiver case in our eight counties, currently at 249, crosses my desk for an initial approval/denial, annual re-evaluation determination and behavioral treatment plan review. To monitor a child's progress, we have developed a tool that collects encounter data in our

warehouse. It references it to what is approved by the state to ensure that a child is meeting their approved treatment amount. Michigan Department of Health and Human Services (MDHHS) requires that a child receives a +/- 25% variance of their approved hourly treatment a week. I attend quarterly meetings with MDHHS officials, including Autism Coordinators from the other 9 PIHPs, to review and discuss changes to the benefit and ways to improve it. This is in addition to fielding daily communications with CMHSPs and weekly discussions with MDHHS. Finally, to ensure that the children of our eight counties are getting the best possible care, I arrange a variety of ASD related workshops, trainings on various diagnostic instruments and trainings on new and current ABA treatments.

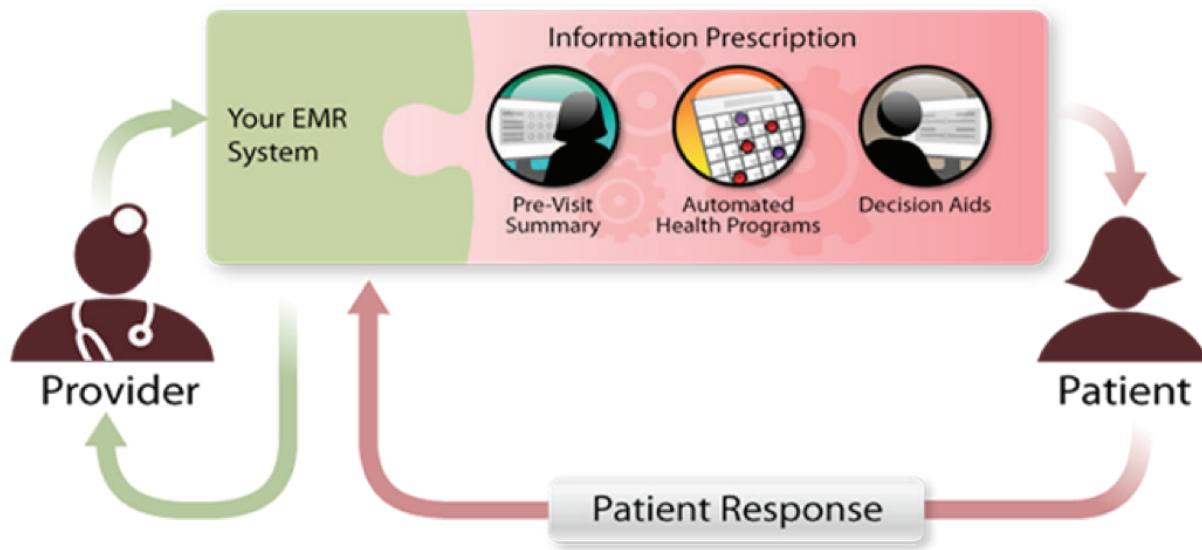
Since taking on the role of Autism Coordinator for Southwest Michigan Behavioral Health in early 2016, I have seen the benefit morph and change and enrollment increase rapidly. Moving forward, I will continue to focus on our client's care by looking for areas of improvement, strengthening our already strong clinicians and remaining open and available for any assistance that is needed.

*Jarrett Cupp, MA, LLPC  
Behavioral Health Services and  
Waiver Specialist*



# Getting the Patient's Voice into the Clinical Record

*Patient response is the documentation of the patient's preferences and responses to a physician's requests within the clinical record. By paying more attention to their voices, we can finally put our patients at the center of care.*



## Improve Quality with Insight to Patient Preferences and Values

The greatest untapped resource in health care is the patient. And the best way to engage patients in their care is to assure them that their voice will be heard in treatment and care plan decisions.

An engaged and activated patient can make the difference between health care success and failure:

Patients who are actively involved through patient response and information prescriptions will make better care plan decisions with their doctors and be more successful with self-management actions at home. Physicians who prescribe patients self-management and shared decision making tools can achieve better clinical outcomes, raise patient satisfaction, and increase practice efficiency.

## Transform the EMR into a Two-Way Information Exchange

Today, clinicians can only know the patient's full story through extended conversations that go beyond current workflow limits. Patient response will allow patients to report their experiences and preferences in a meaningful way within clinician work flows.

Patient response can be thought of like a medical test result that appears in the patient's record. The physician depends on that test report to help make a better diagnosis or treatment plan. With patient response, the "results" are the patient's replies to the physician's request, query, or information prescription of relevant health education—automatically visible and easily accessible to the clinician within the EMR.

Patient response can be accomplished by building on and enhancing the existing HL7 technology standards and interoperability framework of EMRs. With patient response:

- The doctor gets the important information he or she needs in less time.
- The patient gets the satisfaction of knowing his or her voice has been heard.
- The doctor and patient both enjoy the rewards of improved medical outcomes.

Visit our website at [www.healthwise.org](http://www.healthwise.org) to learn more about patient-provider relationship or if you are looking for answers to your own personal health. Visit us at [www.healthwise.org](http://www.healthwise.org).

# Upcoming Events



**Kalamazoo Community Mental Health** will offer Mental Health First Aid training to Adults to assist people in need of crises intervention. This 8 hour training will equip you to be a first responder and help understand the signs and symptoms when someone is experiencing a mental break or a substance use disorder. Mental Health First Aid is an 8 hour course designed to help you facilitate a crises plan with individuals in need. For more detail contact Shantel Winfield at [swinfield@kazooomh.org](mailto:swinfield@kazooomh.org) or by phone at (269) 364-3954. Cost of registration is \$30 per adult. Scholarships are available contact Julie Helmer by email at [jhelmer@kazooomh.org](mailto:jhelmer@kazooomh.org) or by phone at (269) 364-6950.

Two trainings are available for adults and youth. To learn more about how you can become a first responder contact Shantel Winfield.

## Training Dates are as follow:

Adult Training- May 1, 2017

8:15 a.m. - 4:30 p.m. Located at 418 W. Kalamazoo Conference Rm. A

Youth Training- June 23, 2017

8:15 a.m. - 4:40 p.m. Located at 418 W. Kalamazoo Ave. Conference Rm. A

Adult Training- October 3, 2017

8:15 a.m. - 4:30 p.m. Located at 418 W. Kalamazoo Ave. Conference Rm. A

**Berrien County Community Mental Health** will offer Mental Health First Aid training for interested adults for more information about how to register for trainings visit our website at [www.riverwoodcenter.org](http://www.riverwoodcenter.org) or email us at [MHFA@riverwoodcenter.org](mailto:MHFA@riverwoodcenter.org)

## Training dates are as follows:

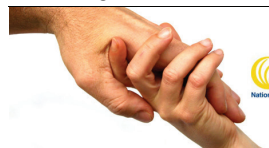
Adult Training- May 12, 2017 8:30 a.m.-5 p.m.

Adult Training- June 23, 2017 8:30 a.m.-5 p.m.

Adult Training- July 27, 2017 8:30 a.m.-5 p.m.

Adult Training- August 25, 2017 8:30 a.m.-5 p.m.

NAMI Michigan Annual Conference 2017



**NAMI Michigan**  
National Alliance on Mental Illness

*"Recovery is Possible"*

**NAMI MICHIGAN ANNUAL CONFERENCE**

**May 18 & 19, 2017**

**Livonia, Michigan**

**KALAMAZOO COMMUNITY  
Mental Health  
& Substance Abuse  
Services**

*You're invited!*  
**2017 Mental Health  
Celebration & Breakfast**  
**Wednesday, May 17 | 9 a.m.**

**FREE | Open to All**

Radisson Plaza Hotel  
100 W Michigan Ave.  
Kalamazoo, MI 49007

**RALLY**  
Mental Health  
Walk a Mile in My Shoes

**WALK-A-MILE IN MY SHOES**  
**INFORMATION PACKET**

Walk-a-Mile in My Shoes • Wednesday, May 10, 2017 • 1:30 - 3:00 pm

**2017 Peer Conference**

**PEERS**  
**The Key To**  
**Unlocking Hope**

**May 31, June 1 & 2, 2017**

**Location:**  
**Lansing Center**  
**333 E. Michigan Ave**  
**Lansing, MI 48933**

**12th Annual**  
**WRAPS**  
**Children's Mental Health**  
**Carnival**

**May 11, 2017**  
**4 pm-7 pm**  
**Kalamazoo County**  
**Expo Center**  
at the Kalamazoo County Fairgrounds  
2900 Lake St, Kalamazoo, MI 49048

All Ages are  
Welcome

Completely  
FREE!

To find out more about this event call (269) 553-1120 or visit [www.kazooomh.org](http://www.kazooomh.org)

# Customer Services Department

<p><b>Barry County Community Mental Health Authority</b>  <b>Mental Health and Substance Abuse Services</b>  <b>Deb Brice, Customer Services Representative</b>  500 Barfield Drive  Hasting MI. 49058  Agency Phone: (269) 948-8041 or (800) 873-0511  TTY: 711 (MRC)  Fax: (269) 948-9319  Email: <a href="mailto:debrice@bccmha.org">debrice@bccmha.org</a>  <b>Customer Service Hours</b>  M - F 8:00 a.m. - 4:30 p.m.</p>	<p><b>Berrien Mental Health Authority</b>  <b>Melissa Ludwig, Customer Service Representative</b>  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: <a href="mailto:mjl@riverwoodcenter.org">mjl@riverwoodcenter.org</a>  <b>Customer Service Hours</b>  M - F 8:30 a.m. - 5:00 p.m.</p>
<p><b>Pines Behavioral Health (Branch County)</b>  <b>Shirley Nystrom, Customer Service Representative</b>  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: <a href="mailto:snystrom@pinesbhs.org">snystrom@pinesbhs.org</a>  <b>Customer Service Hours</b>  M - F 9:00 a.m. - 5:00 p.m.</p>	<p><b>Summit Pointe (Calhoun County CMH)</b>  <b>Amiee Brooks, Customer Service Representative</b>  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: <a href="mailto:ajb@summitpointe.org">ajb@summitpointe.org</a>  <b>Customer Service Hours</b>  M - F 8:00 a.m. - 5:00 p.m.</p>
<p><b>Woodlands BHN (Cass County CMH)</b>  <b>Mary Munson, Customer Service Representative</b>  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: <a href="mailto:marym@woodlandsbhn.org">marym@woodlandsbhn.org</a>  <b>Customer Service Hours</b>  M - F 8:30 a.m. - 5:00 p.m.</p>	<p><b>Kalamazoo Community Mental Health/SA Services</b>  <b>Teresa Lewis, Customer Services Manager</b>  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: <a href="mailto:tlewis@kazoocmh.org">tlewis@kazoocmh.org</a>  <b>Customer Service Hours</b>  M - F 8:00 a.m. - 5:00 p.m.</p>
<p><b>Community Mental Health &amp; Substance Abuse Services of St. Joseph County</b>  <b>Michelle Heffner, Customer Services Coordinator</b>  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: <a href="mailto:mheffner@stjoecmh.org">mheffner@stjoecmh.org</a>  <b>Customer Service Hours</b>  M - F 8:00 a.m. - 5:00 p.m.</p>	<p><b>Van Buren Community Mental Health Authority</b>  <b>Sandy Thompson, Customer Service Representative</b>  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: <a href="mailto:sthompson@vbcmh.com">sthompson@vbcmh.com</a>  <b>Customer Service Hours</b>  M - F 8:30 a.m. - 5:00 p.m.</p>

**Southwest Michigan Behavioral Health**  
**Member Triage and Engagement 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) 883-6670  
Email: [Ashley.esterline@swmbh.org](mailto:Ashley.esterline@swmbh.org)  
[www.swmbh.org](http://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:**

<b>Barry County</b>	<b>269-948-8041 or 1-800-873-0511</b>
<b>Berrien County</b>	<b>269-925-0585 or 1-800-336-0341</b>
<b>Branch County</b>	<b>517-279-1193 or 1-888-725-7534</b>
<b>Calhoun County</b>	<b>269-966-1460 or 1-800-632-5449</b>
<b>Cass County</b>	<b>269-445-2451 or 1-800-323-0335</b>
<b>Kalamazoo County</b>	<b>269-373-6000 or 1-888-373-6200</b>
<b>St Joseph County</b>	<b>269-467-1000 or 1-800-622-3967</b>
<b>Van Buren County</b>	<b>269-657-5574 or 1-800-922-1418</b>

**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.





# MI Health Link Ombudsman Program (MHLO)

The MI Health Link Ombudsman program helps empower beneficiaries and support their engagement in resolving problems with their health care, behavioral health care, and long-term services and supports. MHLO will also investigate and work to resolve beneficiary problems with Plans, and identify trends and emerging issues with the MI Health Link Program.

Call 1-888-746-6456 or 1-888-746-MHLO Monday through Friday 8 a.m. to 5 p.m.

TTY 711 MRC 24 hours a day/7 days a week

Email [Help@mhlo.org](mailto:Help@mhlo.org)

Website [http://www.michigan.gov/mdhhs/0,5885,7-339-71551\\_2945\\_64077---,00.html](http://www.michigan.gov/mdhhs/0,5885,7-339-71551_2945_64077---,00.html).



Kairos Dwelling, located at 2945 Gull Road in Kalamazoo, is dedicated to providing compassionate care to individuals and families that are terminally ill at no expense to the family and funded primarily through the generous donations of community members and businesses. Southwest Michigan Behavioral Health was pleased to donate a check from our “Jeans day” collected each Friday to bring hope to families across Michigan. Pictured left to right Cathy of Kairos Dwelling and Ruth of Southwest Michigan Behavioral Health.

# 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.

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

[www.SWMBH.org](http://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

Vacant  
Vacant (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 -- Chair  
Vacant (Alternate)

### Kalamazoo County

Moses Walker  
Patricia Guenther (Alternate)

## SWMBH SUD Staff and Support

### **Bradley P. Casemore, Executive Officer**

[Brad.Casemore@swmbh.org](mailto:Brad.Casemore@swmbh.org)  
269-488-6956

### **Joel Smith, Interim SUD Services Manager**

[Joel.Smith@swmbh.org](mailto:Joel.Smith@swmbh.org)  
269-488-6958

### **Achilles Malta, SUD Prevention Specialist**

[Achilles.Malta@swmbh.org](mailto:Achilles.Malta@swmbh.org)  
269-488-6925

### **Michelle Jorgboyan, Senior Operations Specialist**

[Michelle.Jorgboyan@swmbh.org](mailto:Michelle.Jorgboyan@swmbh.org)  
269-488-6453

## SWMBH SUDOPB Member Roster

### Barry County

Ben Geiger  
VACANT

### Cass County

Tara Smith  
Robert Wagel-Vice Chair

### Berrien County

Michael Majerek  
Debra Panozzo

### Kalamazoo County

VACANT  
VACANT

### Branch County

Randall Hazelbaker-Chair  
VACANT

### St. Joseph County

Kathy Pangle  
Allen Balog

### Calhoun County

Steve Frisbie  
Kathy-Sue Dunn

### Van Buren County

Richard Godfrey  
Paul Schincariol



*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) 。"

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

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

"VINI RE: Në qoftë se flisni **shqip**, keni në dispozicion shërbim falas për t'ju ndihmuar me gjuhën. Telefononi 1-800-890-3712 (TTY-teletekst: 711)."

"ATTENZIONE: Si parla **italiano**, servizi gratuiti di assistenza linguistica, sono a vostra disposizione. Chiamare 1-800-890-3712 (TTY: 711)."

"TALA: Kung kayo ay nagsasalita ng **Tagalog**, ang serbisyo ng tulong sa wika (language assistance services), ay available upang magamit ninyo, nang walang bayad. Tumawag sa 1-800-890-3712 (TTY: 711)."

"ध्यान दें: यदि आप **हिन्दी** बोलते हैं, तो आपके लिए भाषा सहायता सेवाएँ मुफ्त में उपलब्ध हैं। 1-800-890-3712 (TTY: 711) पर कॉल करें।"

"주의: 귀하가 **한국어**를 할 경우, 한국어 언어 지원 서비스를 무료로 사용할 수 있습니다. 1-800-890-3712 (TTY 문자 전화기: 711)로 전화하십시오."

"LƯU Ý: Nếu quý vị nói **tiếng Việt**, các dịch vụ hỗ trợ ngôn ngữ được cung cấp cho quý vị miễn phí. Vui lòng gọi số 1-800-890-3712 (TTY: 711)."

"আপনার দৃষ্টি আকর্ষণ করছিঃ আপনি যদি বাংলাভাষী হ'ন এবং যদি আপনার ভাষাগত সাহায্যের প্রয়োজন হয়, তাহলে নিখরচায় 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)».



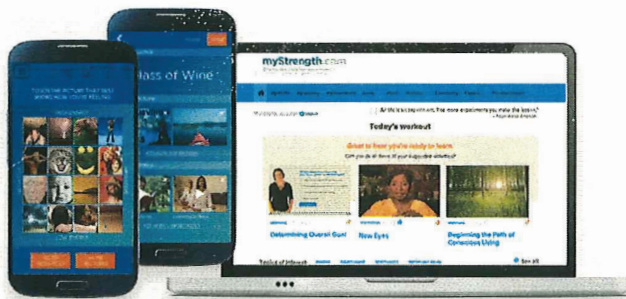
# Personal Support for You!

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](http://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](http://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       |



PINES BEHAVIORAL HEALTH  
"Life should be enjoyed - not endured"



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FPF-MPCL-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](http://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](http://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](http://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](http://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

PRSRT STD  
US Postage  
PAID  
Grand Rapids, MI  
Permit No 232