

SPECIAL TRIBUTE AWARDED TO SWMBH

The Southwest Michigan Behavioral Health (SWMBH) board and management along with our community mental health organizations celebrated the tenth anniversary of the founding of SWMBH. Representative Julie Rogers, Chair of Michigan House Health Policy Committee, presented a Tribute from the Legislature and Governor to the SWMBH Board at their September Board meeting. The Board and Bradley, in turn expressed gratitude and respect for SWMBH, regional CMHs, management and staff and to the Providers in the SWMBH Network for their decade of working to improving lives in the Southwest Michigan region.



Pictured left to right:

Ed Meny (SWMBH Board Chair), Representative Julie Rogers, Bradley Casemore (SWMBH CEO)

SWMBH Newsletter

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Michigan Attorney General, State Police and Superintendent Remind Parents, Students of OK2SAY



As schools embark on a new academic year, Michigan Attorney General Dana Nessel, State Superintendent Dr. Michael F. Rice, and Michigan State Police (MSP) Director Col. Joe Gasper are teaming up to remind parents and students alike that Michigan's student safety program, OK2SAY, is a valuable resource to help keep students safe.

"OK2SAY gives students the ability to report concerns directly, confidentially and with the understanding that caring adults will be involved and provide help," said Nessel. "OK2SAY gives students a voice to break the code of silence by equipping authorities with the information needed to respond to threats and avert tragedy."

OK2SAY, which is [housed within the MSP Office of School Safety](#) allows students to confidentially report tips on potential harm or criminal activities directed at students, school employees, or schools in this state.

"The Michigan State Police continues to be proud of the positive impact this program is having in improving safety within our schools and in supporting students," said Gasper. "OK2SAY is a much-needed safety net that allows students and staff to reach out confidentially to get help and prevent tragedies."

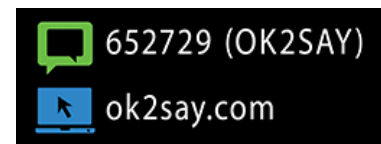
OK2SAY has received nearly 40,342 tips since the program was launched in 2014. Tips are categorized into 30 types, the top five of which are: suicide threats, bullying, drugs, "other" (e.g., anxiety, stress, depression, and harassment) and threats.

How to Submit a Tip

If you receive a threat or know of a threat of violence against your community, please contact your local law enforcement or call 9-1-1. Non-emergency tips can be submitted the following ways:

- Call: 8-555-OK2SAY, (855-565-2729)
- Text: 652729 (OK2SAY)
- [Email: OK2SAY](#)
- Visit: [OK2SAY website](#)

- OK2SAY Mobile App: Available for download for Apple, Google, and Android mobile devices.





This year we're raising awareness on Intimate Partner Violence. Did you know 1-3 women and 1-4 men will experience some form of physical violence and the risk of an assault weapon being used increases. Prevention is key to promoting healthy, respectful, nonviolent relationships.

- **Physical violence** is when a person hurts or tries to hurt a partner by hitting, kicking, or using another type of physical force.
- **Sexual violence** is forcing or attempting to force a partner to take part in a sex act, sexual touching, or a non-physical sexual event (e.g., sexting) when the partner does not or cannot consent.
- **Stalking** is a pattern of repeated, unwanted attention and contact by a partner that causes fear or concern for one's own safety or the safety of someone close to the victim.
- **Psychological aggression** is the use of verbal and non-verbal communication with the intent to harm a partner mentally or emotionally and/or to exert control over a partner.

People with disabilities are particularly vulnerable to sexual and intimate partner violence. The Center for Disease and Control estimates women who have a disability are 41% more likely to experience some form of intimate partner violence, while men with a disability are 26% more likely to experience violence. These figures likely underestimate the true burden of violence which exclude adults living in institutions such as prisons, group homes, and nursing homes.

Intimate Partner Violence is connected to other forms of violence and is related to serious health issues and economic consequences. However, intimate partner violence and other forms of violence can be prevented.

***If you suspect you are in danger and in need of assistance you can call the
National Domestic Violence Hotline at 1 (800) 799-7233.***

For a list of resources in your area contact your local community health agency.

October is Domestic Violence Awareness Month

The Impact on Mental Health

Domestic violence is a serious problem in the United States, affecting nearly 10 million people each year. It is estimated that one in four women and one in nine men are victims of domestic violence. Domestic and family violence encompasses child abuse, intimate partner violence and elder abuse.

The effects of domestic violence have far-reaching impact, not only for the victim, but also for their family, friends or other loved ones who may be exposed or aware of the abuse. Abuse can affect the way we feel about ourselves, the way we take care for ourselves, and how we interact with others. Beyond that, domestic violence can also have a profound impact on our mental health and sometimes lead to serious and/or chronic mental health conditions.

The relationship between domestic violence and mental health is closely intertwined – cyclical, even. You see, persons with an existing mental health disorder are far more likely to find themselves the victim of domestic abuse than those without. In turn, domestic violence victims without a prior mental health condition have a high risk for developing one.

Domestic Violence Risk for Persons with An Existing Mental Health Condition

People with a mental health disorder have a much higher risk of becoming victims of domestic violence compared to the general population. Research suggests...

- 30-60% of women with a chronic mental illness have experienced domestic violence.
- Women with an existing depressive disorder are 2.5 times more likely to be domestically abused, over women with no mental health condition.
- This figure increases to 3.5 times more likely for women with an existing anxiety disorder.
- And, up to 7 times more likely for women with post-traumatic stress disorder (PTSD)
- Increased risk is also associated with women with eating disorders, obsessive-compulsive disorder (OCD), schizophrenia, bipolar disorder, and other mental health problems.

There is also an increased risk for men with a chronic mental health condition to become victims of domestic violence, over men without. However, studies and statistics for men, on this matter, are limited and much harder to find. Their risk is believed to be comparable to that of women with mental health conditions.

What we do know though, is it is not common for men to withstand repeated domestic abuse.

How Domestic Violence Can Affect Mental Health

Domestic violence is a terribly sad and emotional reality in many homes across America - and the world. Understandably, victims often feel an array of overwhelming emotions, even after being freed from the abusive home or relationship. It is important for victims to find emotional support to help them enact healthy ways of processing and healing from their trauma.

Individuals who have endured physical or mental abuse are at high risk for the development of mental health conditions, such as post-traumatic stress disorder (PTSD), depression, anxiety, substance abuse, and suicidal thoughts.

Psychological effects of domestic violence:

- On average, more than half of the women seen in mental health settings are or have been abused by an intimate partner.
- Common diagnoses among these women include post-traumatic stress disorder (PTSD), depression, and anxiety.

Other domestic violence effects that contribute to poor mental health:

- Trauma can often produce other acute and lasting changes in physiology, arousal, emotion, cognition, and memory. These changes would not necessarily result in a psychological diagnosis but can negatively affect mental health.
- Victims may also experience a loss of agency, meaning they no longer feel in control of their life or what happens to them. This can create feelings of hopelessness or cause them to “shut down”.

If you, or someone you know, is the victim of domestic violence, we encourage you to seek help.

[National Domestic Hotline:](#) Phone: 1(800)799-SAFE (7233) or Text: Text “START” to 88788

Southwest Michigan Behavioral Health Customer Service Offices

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

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

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

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

Southwest Michigan Behavioral Health (SWMBH)

Member Services Specialist

5250 Lovers Lane, Suite 200
Portage, MI 49002

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

Agency Phone: (800) 676-0423

TTY: 711 (MRC)

Fax: (269) 441-1234

Email: customerservice@swmbh.org

Customer Service Hours

M – F 8:00 a.m. - 5:00 p.m.

Excluding Legal Holidays

Barry County Community Mental Health Authority

Tina Williams, Customer Service Representative

500 Barfield Drive

Hastings, MI 49058

Agency Phone: (269) 948-8041 or (866) 266-4781

TTY: 711 (MRC)

Fax: (269) 948-9319

Email: tiwilliams@bccmha.org

Customer Service Hours

M - F 8:00 a.m. - 5:00 p.m.

Excluding Legal Holidays

Riverwood Center/Berrien Mental Health Authority

Leanne Adams, Customer Service Representative

1485 M-139

Benton Harbor, MI 49023

Customer Service Toll-Free: (866) 729-8716

Agency Phone: (269) 925-0585 or (800) 336-0341

TTY: 711 (MRC)

Fax: (269) 927-1326

Email: leanne.adams@riverwoodcenter.org

Customer Service Hours

M - F 8:30 a.m. - 5:00 p.m.

Excluding Legal Holidays

Pines Behavioral Health (Branch County)

Kammy Ladd, Customer Service Representative

200 Vista Drive

Coldwater, MI 49036

Customer Service Toll-Free: (866) 877-4636

Agency Phone: (517) 278-2129 or (888) 725-7534

TTY: 711 (MRC)

Fax: (517) 279-8172

Email: kladd@pinesbhs.org

Customer Service Hours

M – F 9:00 a.m. - 5:00 p.m.

Excluding Legal Holidays

....article continued on next page

Summit Pointe (Calhoun County)**Amy Vincent, Customer Service Representative**

175 College St.
Battle Creek, MI 49037
Customer Service Toll-Free: (800) 632-5449
Agency Phone: 269-966-1460
TTY: 711 (MRC)
Fax: (269) 966-2844
Email: AVincent@summitpointe.org

Customer Service Hours

M – F 8:00 a.m. – 5:00 p.m.
Excluding Legal Holidays

Woodlands Behavioral Healthcare Network**(Cass County)**

Regina Wolverton, Customer Service Representative
960 M-60 East
Cassopolis, MI 49031
Customer Service Toll-Free: (800) 323-0335
Agency Phone: 269-445-2451 or (800) 323-0335
TTY: 711 (MRC)
Fax: (269) 445-3216
Email: reginaw@woodlandsbhn.org

Customer Service Hours

M - F 8:30 a.m. - 5:00 p.m.
Excluding Legal Holidays

Integrated Services of Kalamazoo**Teresa Lewis, Customer Service Manager**

2030 Portage Road
Kalamazoo, MI 49001
Customer Service Toll-Free: (877) 553-7160
Agency Phone: (269) 373-6000 Or (888) 373-6200
TTY: 711 (MRC)
Fax: (269) 364-6992
Email: custserv@iskzoo.org

Customer Service Hours

M - F 8:00 a.m. - 5:00 p.m.
Excluding Legal Holidays

Pivotal (St. Joseph County)**Michelle Crittenden, Customer Service Representative**

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: mcrittenden@pivotalstjoe.org

Customer Service Hours

M - F 8:00 a.m. – 5:00 p.m.
Excluding Legal Holidays

Van Buren Community Mental Health Authority**Sandy Thompson, Customer Service Representative**

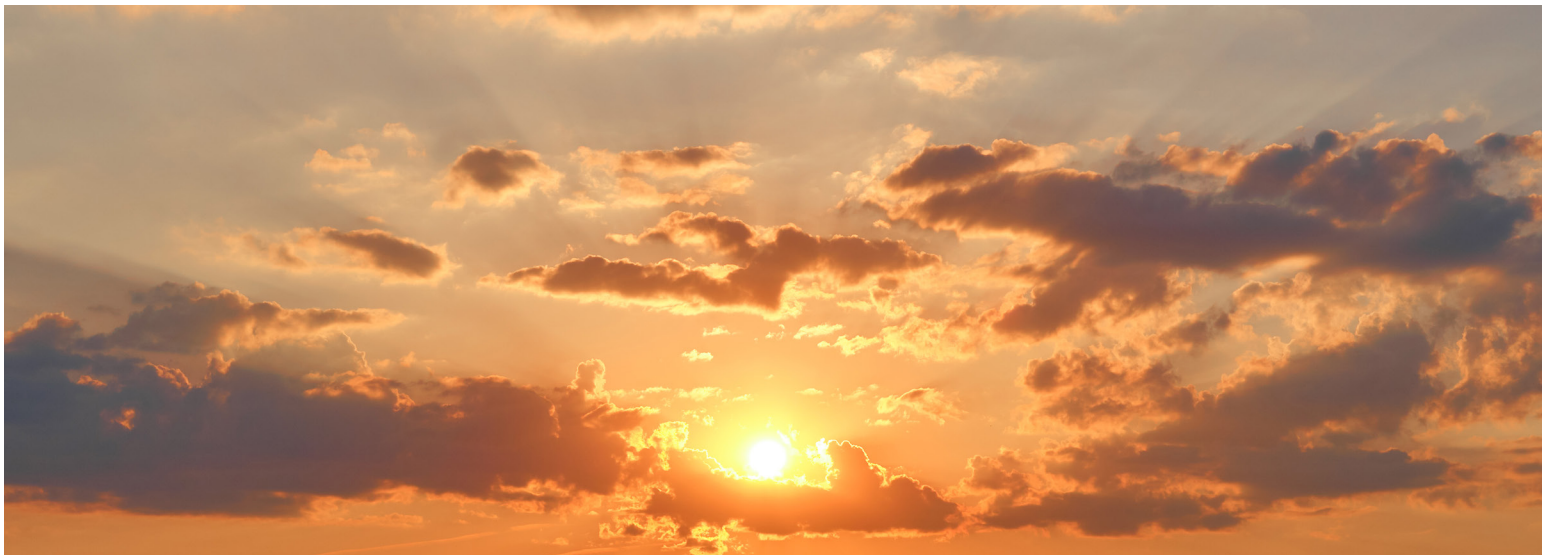
801 Hazen Street, Suite C
P.O. Box 249
Paw Paw, MI 49079
Agency Phone: (269) 657-5574 or (800) 922-1418
711 MRC
Fax: (269) 657-3474
Email: sthompson@vbcmh.com

Customer Service Hours

M - F 8:30 a.m. - 5:00 p.m.
Excluding Legal Holidays

THE SUBSTANCE USE DISORDER OVERSIGHT POLICY BOARD

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



Seasonal Effective Disorder

Have you ever wondered why some people are more prone to experience extreme sadness during certain times of the year? It can have everything to do with the amount of sunlight to which we are exposed. Feelings of sadness can strike us at any time during the year. However, when we are aware of the symptoms, we can find the help we need. Staying in tune with your thoughts, feelings and behavior make it possible to recognize when we are not well. If you are having feelings of sadness that do not seem to go away, you should talk with a licensed therapist. Here are a few helpful tips to lighten your day when you are feeling sad and blue.

1. Use a lightbox and undergo light therapy at the start of the fall season before your symptoms start.
2. Enjoy the outdoors and get enough natural light every day.
3. Eat a healthy and balanced diet every day to give your body the vitamins and minerals it needs to function properly.
4. Do your favorite exercise at least 15 minutes a day at least three times a week.
5. Be with your friends and loved ones and spend quality time with them.
6. Join a support group that can make you feel better. You may feel inspired to get better by being with people who are going through the same condition as you.
7. Try volunteering during this season. This will take your mind off your negative feelings and help you feel better about yourself.
8. Find ways to deal with your stress during this time of the year. If you are stressed about work or your relationships, you can prepare ahead of time on how you can avoid being in these situations or minimize their impact on you.
9. Consider practicing relaxation techniques like deep breathing exercises, yoga, or meditation daily to manage your stress and negative emotions.
10. Look for a mental health practitioner who can help you with your symptoms and provide you with the right treatment for your depressive symptoms.

Your mental health provider may request you take a depression screen to decide if you have a mood disorder, or your doctor may prescribe a medication to prevent seasonal affective disorder, which you can take before the winter months. If you suspect a change in your mood that does not seem to get better, call your local community mental health agency for help or you can call Southwest Michigan Behavioral Health, Customer Service Department at 1-800-870-3712

Disclaimer: The opinions and views expressed in this article are that of the author and are not endorsed by Southwest Michigan Behavioral Health.

Recovery & Wellness Celebration at Bronson Park

Recovery Institute celebrated their 9th Annual Recovery & Wellness Fair at Bronson Park during National Recovery Month. Many providers and vendors from across Southwest Michigan participated by sharing resources and fun recovery activities. Southwest Michigan Behavioral Health is proud of the many community agencies who came together to support persons in recovery. Many thanks to you all. Here are a few highlights from this year's festival.

Vincent Miller is a person in long-term recovery and employed by Southwest Michigan Behavioral Health as a Level of Care Transition Navigator. Vincent shared his talent as a guitarist by engaging the recovery community in song.



Achilles Malta, and Anastasia Miliadi provided information and prizes to our guest who were in attendance.

Southwest Michigan Behavioral Health Customer Advisory Committee

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

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

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

EMERGENCY SERVICES

If you are experiencing a life-threatening or medical emergency, unable to transport yourself to an emergency room, or if you are experiencing a life-threatening or medical emergency after hours, always call 9-1-1 right away.

A “mental health emergency” is when a person is experiencing symptoms and behaviors

- that can reasonably be expected in the near future to lead him/her to harm self or another;
- his/her inability to meet his/her basic needs he/she is at risk of harm;
- the person’s judgment is so impaired that he/she is unable to understand the need for treatment and that his/her condition is expected to result in harm to him/herself or another individual in the near future

You have the right to receive emergency services at any time, 24-hours a day, seven days a week, without prior authorization for payment of care.

If you have a mental health emergency, you should seek help right away. You can call the emergency number for your CMH office, you can go to any hospital that offers emergency care, or you can call 911.

Emergency Assistance is available 24 hours a day, 7 days a week from CMH:

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

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

Post-Stabilization Services

After you receive emergency mental health care and your immediate needs are met, you may receive ongoing mental health services to make sure your condition continues to stabilize and improve. Examples of post-stabilization services are crisis residential, case management, outpatient therapy, and/or medication reviews. Prior to the end of your emergency-level care, your local CMH will help you to coordinate your post-stabilization services.

Did You Know?

That you have the right to be treated with dignity and respect?

That you have the right to ask for a description of your provider compensation arrangements upon request?

If you have a hearing impairment or English is not your first language and you would like an interpreter, one will be provided to you at no cost? If you need materials in a format other than English – such as Spanish or Braille – they are available to you upon request from your Customer Service Representative?



If you have special needs/cognitive or physical impairments CMH staff will provide you assistance with filling out and/or understanding paperwork. This includes filing appeals and grievances with the agency?

To get help fast and in a respectful way?

That you may use an advocate (people who will help you) whenever you feel you need one? This may include family members or a community agency.

To choose who will provide you service?

To be free from restraint or seclusion as coercion, discipline, provider convenience, or retaliation?

Minors 14 years old and older may request and receive mental health services up to 12 sessions or 4 months of service without parental consent?

To have a second opinion from a qualified health professional, within our provider network, or out of our provider network, at no cost to you?

SWMBH does not use financial incentives to encourage barriers to care and services and/or decisions the result in underutilization. SWMBH does not reward practitioners, or other individuals conducting utilization review, for issuing denials of coverage or service. All utilization management decision-making is based only on the existence of coverage and appropriateness of care and service. Clinical decisions are based on the clinical features of the individual case and the medical necessity criteria.

If you have questions about the information provided here, please contact Customer Service Department 1 (800) 890-3712 at Southwest Michigan Behavioral Health, or your local Community Mental Health Service Customer Service department. Their contact information is provided in this newsletter.



*Principal Office: 5250 Lovers Lane, Portage, MI 49002
Phone: 800-676-0423*

Southwest Michigan Behavioral Health complies with applicable Federal and State civil rights laws and does not discriminate on the basis of race, national origin, color, sex, disability, religion, age, height, weight, familial status, partisan considerations, or genetic information. Sex-based discrimination includes, but is not limited to, discrimination based on sexual orientation, gender identify, gender expression, sex characteristics, and pregnancy. Southwest Michigan Behavioral Health does not exclude people or treat them differently because of any of these categories.

Southwest Michigan Behavioral Health:

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

If you need these services, contact Customer Services.

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

Customer Services
5250 Lovers Lane, Suite 200
Portage, MI 49002
P: 800-890-3712 (TTY: 711)
F: 269-441-1234
customerservice@swmbh.org

If you are an individual who is deaf or hard of hearing, you may contact the MI Relay Service at 711 to request their assistance in connecting you to Southwest Michigan Behavioral Health. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Customer Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You may also file a grievance electronically through the Office for Civil Rights Complaint Portal, available at

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, D.C., 20201
1-800-368-1019.

You have the right to get this information in a different format, such as audio, Braille, or large font due to special needs or in your language at no additional cost. Call us at 1-800-890-3712.

[illegible]

RESOURCES

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

Suicide & Crisis Lifeline: 988 (Call or text)

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

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

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

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

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

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

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

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

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

Alcoholics Anonymous Hotline: 269-467-1107

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

PROVIDER DIRECTORY

Southwest Michigan Behavioral Health (SWMBH) is committed to providing members with the most current information about its in-network providers and the array of services available to you. For a list of in-network providers and resources by county visit <https://www.swmbh.org/providers/provider-directory/>

**Southwest Michigan
Behavioral Health
(SWMBH)**

**Member Services
Specialist**

**5250 Lovers Lane,
Suite 200**

Portage, MI 49002

**Customer Service
Toll-Free:**

(800) 890-3712

Agency Phone:

(800) 676-0423

TTY: 711 MRC

Fax:

(269) 441-1234

Email: info@swmbh.org

**Customer Service Hours
M – F**

8:00 a.m. – 5:00 p.m.

**Excluding Legal
Holidays**

SOUTHWEST MICHIGAN BEHAVIORAL HEALTH BOARD MEETINGS 2023

October 13, 2023 – 9:30am to 11:30am

November 10, 2023 – 9:30am to 11:30am

December 8, 2023 – 9:30 am to 11:30am

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

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

SWMBH adheres to all applicable laws, rules, and regulations in the operation of its public meetings, including the Michigan Open Meetings Act, MCL 15.261 – 15.275

SWMBH does not limit or restrict the rights of the press or other news media.

Discussions and deliberations at an open meeting must be able to be heard by the general public participating in the meeting. Board members must avoid using email, texting, instant messaging, and other forms of electronic communication to make a decision or deliberate toward a decision and must avoid “round-the-horn” decision-making in a manner not accessible to the public at an open meeting.