

## From the Office of Bradley Casemore By Brad Casemore, MHSA, LMSW, FACHE

Southwest Michigan Behavioral Health (SWMBH) has been working on various projects and initiatives in preparation for our new fiscal year. There are many highlights listed below as to what SWMBH has been working on and involved with, as well as what's in store for the future.

- The state has initiated a Work Group to consider the roles, functions, and structure of the public Medicaid health and behavioral health payer and provider systems. This work group will file a report to the Michigan legislature in January, 2017. This work group and its related legislative language replaced early language and efforts to do away with PIHPs as of October 1, 2017. The language calls for pilot projects.
- PIHPs and Medicaid Health Plans (21 in total) have been working closely together since February, 2016 to implement contract requirements for joint care coordination for those who are beneficiaries of both the PIHP and Medicaid Health Plan. Agreements have been reached – with MDHHS awareness and support – for the content, process, and formatting of collaborative Plan to Plan Care Coordination. Specifics include: identification and prioritization of shared Members; Care Coordination meeting requirements, including documentation; and Member Communications. This initiative will increase awareness of members' needs and push for a comprehensive physical and behavioral health oversight for members.
- SWMBH has finalized its Population Health – Integrated Care Plan (version 1), which details regional population health needs, independent SWMBH efforts, independent CMHSP efforts, and SWMBH-CMH collaborative efforts into a work plan guided by specific goals. A number of efforts are coming to together, including but not limited to: enhanced healthcare data analytics, health information exchange, and specific initiatives focused with hospitals and CMHSPs on hospital Emergency Department support and diversion. Specifics include, but are not limited to: placement of Recovery Coaches and Peer Support Specialists into willing hospital Emergency Departments.
- SWMBH continues as one of four (out of ten) regions involved in the MI Health Link dual eligible (Medicare-Medicaid) demonstration. As a relatively new demonstration much effort has been necessary and many informative lessons on PIHP-MHP interactions, healthcare information ex-change, consumer care, and involvement are available to us. The federal and state governments have approved extending the demonstration into 2020.
- SWMBH and other PIHPs are jointly reviewing and evaluating the impacts and change needs related to new federal Medicaid Managed Care rules. Unchanged since 2003, the new rules have significant magnitude and impact on PIHP operations, as well as on those agencies which PIHPs delegate managed care functions.

*Brad Casemore is the Chief Compliance Officer at Southwest Michigan Behavioral Health*

# SWMBH Newsletter

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## 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?

*If you have questions about the information provided here, please contact a Member Triage and Engagement Specialist with Southwest Michigan Behavioral Health, or your local Community Mental Health Service Provider Customer Service department. Their contact information is provided in this newsletter.*

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## What is Stigma?

Stigma is a form of discrimination. It is one of the leading reasons individuals with mental illness do not seek treatment for their condition.

### You Know You're Being Stigmatized If...

- Words like crazy, psycho, loony, etc., to describe yourself or others.
- You are referred to as being difficult.
- You are refused housing because of your mental illness.
- You are refused employment that you are qualified for because of your mental illness.
- You are not being treated with dignity and respect by healthcare professionals.
- People fear you or avoid you because of your mental illness.

## What Every Consumer Should Know About Stigma

### Did you know that... ?

- Stigmatizing behavior can be viewed as discrimination or harassment.
- Stigma may cause individuals with mental illness to feel isolated in a community.
- Stigma may result in individuals feeling a lack of social support, positive social roles, coping and problem-solving skills.
- It is important that healthcare providers avoid using stigmatizing behaviors towards consumers.

## What You Can Do

- Educate yourself on stigma.
- Recognize that stigmatizing behavior is not normal or acceptable anywhere.
- Seek professional help for your mental illness.
- Request a Peer Support Person to partner with while obtaining mental health services.
- Do not get upset, remain calm when someone says something demeaning; just show them with dignity that their comment was inappropriate.
- Report stigma if you or someone you know is a victim.

*If you have been stigmatized or you want to help fight stigma, there are options. Please contact your local Community Mental Health to learn about volunteer opportunities or get connected to services that may be appropriate for you.*

# #ACT4 MENTAL HEALTH

## ABOUT NAMI

**We advocate.** Nearly 60 million Americans face the day-to-day reality of living with a mental health condition. NAMI gets it.

**We educate.** NAMI's programs provide education and support from trained peers who know what it's like to live with mental illness.

**We listen.** Our HelpLines provide free information, referral and support to hundreds of thousands of people each year.

**We lead.** NAMI is the nation's leading voice on issues that impact the lives of people with mental health conditions and families.

**NAMI** is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness.

## SUPPORT NAMI'S PRIORITIES

- Increase the availability of mental health care
- Promote early identification and intervention
- Reduce criminalization
- Enforce mental health insurance parity
- Support mental health caregivers



# #ACT4 MENTAL HEALTH

## SHARE THE FACTS

**1 IN 5**



Americans are affected by mental illness in a given year.



**75%** of rural and frontier communities do not have any mental health professionals, affecting up to 45 million Americans.

**MORE THAN 50%**

of adults and children with mental health conditions received no mental health treatment in the past year.



Over **40,000** American lives are lost to suicide every year.

Suicide is the **2<sup>nd</sup>** leading cause of death among young people ages 15-24 years.



**Mental health and substance use disorders caused more hospitalizations among U.S. troops in 2009 than any other cause.**



**8.4 MILLION**

Americans provide care to an adult living with mental illness.

**3 OUT OF 4**

mental health caregivers report high levels of stress.

**74  
WEEKS**  
(U.S)

**7  
WEEKS**  
(U.K)

The average delay from the first symptoms of psychosis to treatment in the U.S. and the United Kingdom.



Mental illness costs America **\$193.2 BILLION** in lost earnings each year.



**2 MILLION**

Americans with mental health conditions languish in jails each year, often as a result of their illness.

The **NUMBER 1** reason children are admitted to hospitals is for depression or bipolar disorder.



[www.nami.org](http://www.nami.org)

# CMH Corner

Southwestern Michigan College (SMC) has partnered with **Woodlands Behavioral Healthcare Network** to offer counseling services during the 2016-2017 academic year. The program is funded through a grant from the United Way of Southwest Michigan. This new partnership reflects national trends that indicate college life is stressful; with not every student able to successfully adjust to being away from home or demonstrate the independence, discipline and time-management skills needed to succeed. Services will be implemented slowly from staff and faculty referrals before establishing walk-in hours. "We really trust Woodlands as mental health experts. We're not only getting a counselor, but they're part of a larger network with a huge knowledge base we can tap," said Jason Wilt, SMC Housing Director. Southwestern Michigan College is a public, residential and commuter community college founded in 1964 and located in Dowagiac, Michigan.

**Woodlands Behavioral Healthcare Network** was recently issued a 3 year accreditation through CARF International. This achievement is an indication of the organization's dedication and commitment to improving the quality of the lives of persons served. Services, personnel and documentation clearly indicated an established pattern of performance to standards. Programs surveyed for accreditation include:

- Assessment and Referral Case Management/Service Coordination
- Community Integration: Mental Health Crisis Intervention
- Intensive Family Based Services
- Outpatient Treatment: Alcohol and Other Drugs
- Outpatient Treatment: Mental Health Prevention

The CARF surveyors commended Woodlands as follows:

*"The agency is viewed as an integral part of the community, a provider of services and a leading corporate citizen."*

*"WBHN is to be praised for its collaborative partnerships."*

*"Persons served were enthusiastic and welcoming during this survey. They were open and responsive which speaks to the growth and success of the dedicated work of the agency."*

*"The Organization is an agent of positive change at the community level."*

*"The interviews with the persons served demonstrated the compassion, consideration and skills the organization has in working with individuals who are diverse and severely impaired and their families."*

**Kalamazoo Community Mental Health and Substance Abuse Services** is pleased to share its experience celebrating mental health at their annual Mental Health Breakfast on May 12, 2016. Hundreds of service customers, state officials, and Community Mental Health Service Providers (CMHSPs) were in attendance at the Radisson Hotel in Kalamazoo to help celebrate the joint KCMHSAS and Mental Health Foundation presentation of Parchment Middle School's gift of the be nice. program for the 2016-17 school year. be nice. is a community program designed to reduce mental health stigma and promote suicide prevention. Go to themhf.org for more information. .

**KCMHSAS** also had the privilege of escorting a bus-full of consumers to the Walk A Mile Rally in Lansing on May 18, 2016. The rally helped put an end to stigma, speak directly with legislators, and work toward celebrating mental health in a positive, productive fashion. Please visit KCMHSAS' website to view information

and pictures from these events: [www.kazoocmh.org](http://www.kazoocmh.org)

The Michigan Department of Health and Human Services (MDHHS) has completed its evaluation and has nominated three CMHSPs from the SWMBH region to be considered a Certified Community Behavioral Health Clinic (CCBHCs). The CCBHCs represent an opportunity for the CMHSPs to improve the behavioral health of their consumers by providing community-based mental and substance use disorder services, advancing integration of behavioral health and physical health care; assimilating and utilizing evidence-based practices on a more consistent basis; and promoting improved access to high quality care. Criterion considered when awarding CCBHS status include: an organization that serves adults with serious mental illnesses, children with serious emotional disturbances, and those with long-term and serious substance use disorders. These organizations will need to provide services that include: crisis mental health services; screening, assessment, and diagnosis; patient-centered treatment planning; out patient mental health and substance use services; primary care screening and monitoring; targeted case management; psychiatric rehabilitation services; peer support and counselor services and family supports; and intensive, community-based mental health care for members of the armed forces and veterans. Congratulations to **Kalamazoo Community Mental Health and Substance Abuse Services, Community Mental Health and Substance Abuse Services of St. Joseph County** and **Barry County Community Mental Health Authority** on your nomination to become a CCBHC! (Information adapted from Michigan.gov.)

## **SUMMIT POINTE TO OPEN COMMUNITY RECOVERY CENTER IN BATTLE CREEK**

Battle Creek - As the number of overdoses and deaths from opiate use and other substances continues to impact the nation and our community, Summit Pointe is moving forward with plans to open a recovery center in Battle Creek to help engage individuals with substance abuse issues and encourage a path to recovery.

The building to house the recovery center, located at 215 E. Roosevelt St., has been purchased with assistance from the Battle Creek Community Foundation. Scheduled to open in Fall 2016, it will be staffed 24 hours a day and seven days a week by recovery coaches and appropriately licensed providers.

According to Jeannie Goodrich, Summit Pointe CEO, the center will be a crisis intervention facility that offers a new vision of treatment for people dealing with substance use and other issues. It is a collaborative effort between Summit Pointe, the Battle Creek Community Foundation, Bronson Battle Creek Hospital, the Battle Creek Police Department and Southwest Michigan Behavioral Health.

"Our philosophy focuses upon engaging individuals with substance use issues to take an active role in their successful recovery," Goodrich said. "This new venture provides a safe and welcoming environment where people can talk to someone about their situation and undergo a needs assessment to determine how we link and coordinate them to resources in our community. Our goal is to provide every opportunity for successful recovery."

The need for solutions to the growing substance abuse issues in our community has reached a critical point, Police Chief Jim Blocker said. Since January 2016 Battle Creek has experienced 51 recorded overdoses and seven deaths from opiate use alone.

"This is unacceptable from any perspective," Blocker said. "Our community needs to provide resources and a vision to help people overcome this self-destructive behavior. This alliance of community providers is focused on addressing the issue holistically through medical and mental health needs assessments and linking people to the recovery resources they need to be successful."

Mindie Smith, Director of Substance Use Disorders and Integrated Care at Southwest Michigan Behavioral Health, praised Summit Pointe for the organization's initiative and commitment to addressing the need for a comprehensive recovery program in the community.

"Southwest Michigan Behavioral Health is proud to be a part of this recovery project and commends the community organizations involved for coming together to provide solutions to substance use issues we face," Smith said. "Recovery can be a reality for so many if they can just get some help taking that first step and this will be a major step in making that happen."

Summit Pointe is dedicated to making life work for people with mental illness, a developmental disability or substance use issues by providing 24-hour mental health care services. The organization's clinical focus encompasses community services including: care management, outpatient counseling for people with depression, grief, stress and anxiety issues, youth services, supported employment and substance use/abuse programs.

For more information about Summit Pointe and mental health programs that could benefit you, your family or friends, please call 269/966-1460, or visit [www.summitpointe.org](http://www.summitpointe.org).

# Upcoming Events

**Kalamazoo Wellness and Recovery Fair: September 15, 2016 at Bronson Park from 11am-3pm** Please join us in celebrating National Recovery Month in Bronson Park, downtown Kalamazoo. All are welcome, no tickets or fees are necessary. We are encouraging all service organizations and individuals who have a talent to share to register for a booth. Donations of raffle prizes and toward fair expenses are greatly appreciated. Please call 269-343-6725 with questions.

**Gryphon Place Suicide Awareness Walk: Saturday, September 10, 2016 at Bronson Park starting at 9am** This 5K-cause walk will raise awareness for suicide prevention, allow people to connect with each other, and provide critical funds for Gryphon Place to support the essential programs we offer.

**YWCA Kalamazoo Presents—Domestic Violence, Mental Health, and Substance Abuse Symposium: Keeping our Families Safe: Thursday, September 29, 2016 at Western Michigan University from 8:30am-4pm** An opportunity for

*medical, behavioral, and service providers to learn from national and local experts about domestic violence trauma-informed skills for patient care. Register at: <http://ywcakalamazoo.org/event/>*

**Substance Use Recovery Month Celebration: Saturday, September 24, 2016, registration starts at 10am, walk starts at 11am at 145 Capital Ave, NE, Battle Creek- First Congregation Church in Battle Creek.** Join us for a 1 mile walk downtown, starting and ending at First Congregation Church. Hear substance abuse recovery stories from community members. Local substance abuse resource information will be provided. If you are interested in sharing your testimony or having a booth at the event, please let us know when you call the Substance Abuse Council to reserve your spot. RSVP by Sept. 17 to receive a t-shirt and lunch: 269-966-7580 or [drsmith@calhouncountymi.gov](mailto:drsmith@calhouncountymi.gov)

**NAMI Family Support Group: Free Discussion Group for Families of Individuals with a Mental Health Condition: The National Alliance on**

*Mental Illness (NAMI) is offering a free discussion group for people who have a loved one with mental health issues. Calhoun County groups meet in Marshall the first Wednesday of the month in the lower level boardroom of the Wright Medical Building adjacent to Oaklawn Hospital (215 E. Mansion St.) from 6:30pm to 8pm and in Battle Creek on the second Monday of the month from 6:30pm to 8pm in the Oaks sunroom at North-Pointe Woods (706 North Ave.) For more information, email: [nami-cares4u@gmail.com](mailto:nami-cares4u@gmail.com)*

**Family-to-Family Education Program: September 6, 2016 6:30pm-9pm at the Wright Medical Building (215 E. Mansion St., Marshall)** This is an 11-week course for families and friends of individuals with mental illness. This program is taught by trained family members who have lived experience. All course materials are furnished at no cost to you. Contact [ghaff99432@aol.com](mailto:ghaff99432@aol.com) for more information

**Families Against Narcotics (Calhoun County Chapter): Second Tuesday of each month, 7-8:30pm at Barista Blues Café (91 W. Mich. Ave, Battle Creek):** "Your connection for information, resources, and support." This group is encouraged to raise awareness to the dangers of prescription narcotics, support those affected by narcotic addiction and erase the stigma of addiction. Contact [Calhoun@familiesagainstnarcotics.org](mailto:Calhoun@familiesagainstnarcotics.org) or visit [www.familiesagainstnarcotics.org](http://www.familiesagainstnarcotics.org) for more information

**Project Homeless Connect and VA Stand Down Presents: 2016 Homeless Health Fair: Friday, October 21, 2016, 9am-1pm at Full Blast (35 West Hamblin Ave., Battle Creek)** Battle Creek's annual Homeless Health Fair unites agencies and volunteers in helping provide resources, information, and supplies to those who need them.



# CAC Spotlight

*Southwest Michigan Behavioral Health (SWMBH) has established a Customer Advisory Committee to ensure customers have a way to provide feedback and input regarding decisions/services impacting them or 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. Nora is the Chair Person of SWMBH's CAC Committee and has graciously agreed to share her story.*

Hi, my name is Nora, and I would like to tell you my story.

I was 16 when I became mentally ill. At first they thought that I had Attention Deficit Hyper-Activity Disorder, (ADHD), but soon realized that it was much more. I was diagnosed with Bipolar, Borderline Personality Disorder, and PTSD.

Many of my troubles were with my relationship with my mother. Growing up I didn't have the love and support from my family; my mother and I were always fighting. Most of it was verbal and emotional abuse. I did have a church that I went to, but the relationships I had with some of the church members was abusive. I used them and burned many bridges. I lost a lot of friendships this way.

Since the age of sixteen I was in and out of relationships and spent many years in and out of psychiatric hospitals. I was depressed one minute and suicidal the next. It didn't take much for me to become depressed. I would not take my medications or even take care of myself properly. I even spent some of the time in an Adult Foster Care home. I just did not care about myself.

I would soon realize that someone did care: it was God and Barry County Community Mental Health Authority and Substance Abuse Services. I took DBT classes that were offered and they were hard. I kept fighting against Carrie my therapist about the class, but finally did take the class and graduated from it. I still use it every day. My love for the Lord has also helped me, along with Carrie who is just one of the many people in my life that showed me

that my life was worth living. They've helped me to become who I am today.

During my last hospital stay I was extremely depressed and wanted to die. The staff at Oaklawn Hospital helped me to see where and what I needed to do to keep me safe and to change the thinking in my head. After my last hospital stay I was asked to volunteer at Thornapple Manor as a bingo helper through Positive Directions. I also volunteered at a local hospice office. This occurred during my first five years of stability. Then came volunteering on the Barry County Community Mental Health and Substance Abuse Services Recipients Rights Board. Now I am serving on three boards and enjoy my involvement in each.

After being stable for nine and a half years, I went to court in April and restored my guardianship. I also went through spiritual care and have begun to attend

a new supportive church that has helped me to serve the Lord in anything that he wants me to be involved with. I have gone through quite a bit in my life, but God has now given me a new life. I feel he is leading me to become a Peer Support Specialist. I have started serving him by taking classes so that I can help other people that are going through the same or similar things that I have gone through.

I would like to tell you that if you think that your life is hard and if you think it will never get better: you are wrong! Your life is what you make of it. If you work hard, take your meds, and get involved in volunteering in your community, you can achieve anything. Listen to your doctor and therapist. They can lead you to a wonderful and fun-filled life. It is also true if you keep your eyes focused on the prize you surely will win it.



# SWMBH Trainings

Southwest Michigan Behavioral Health has the distinct ability to offer comprehensive trainings for the providers in the SWMBH region: Barry, Branch, Berrien, Calhoun, Cass, Kalamazoo, St. Joe and Van Buren Counties. Trainings are offered to help providers stay abreast of the latest and greatest in their field, as well as the opportunity to keep their clinical skills sharp and up-to-date.

Some of the trainings for the 2016 Fiscal Year that SWMBH has offered include:

- “What you Need to Know When Providing Mental Health Care to the Deaf, Hard of Hearing and Deaf Blind Community”
- “DBT Skills for Substance Use and Co-Occurring Disorders”
- “CBT for Substance Use Disorders”
- “Recovery Coach Academy”
- “Seeking Safety Training”
- “Suicide Risk and Assessment Management”
- “Trauma Informed Care”

Not only does SWMBH offer trainings to providers, we are able to offer trainings to Peers in recovery. Those who are Certified Peer Support Specialists, as well as those looking to become Recovery Coaches and further their knowledge of the recovery field are invited to participate in the trainings that are conducive to their needs.

One of the many highlights from these trainings is receiving reviews and suggestions to further the learning experience for all in the future. To highlight one of the Certified Peer Support Specialists that attended many of the



trainings offered, Kimberly has graciously written a review of her experiences.

*“This year has been a very trying time for me to rediscover what recovery is all about and redefining those moments of truth where the rubber meets the road. It was then, in those times of need that I would have to chart another course and build on the experience of others who had been here before me. So I moved into action taking advantage of every possible training and seeking out resources that would help me remain an active participant of the recovery world I was so wrapped up in. I didn’t miss a beat either. I attended groups to help me calculate my steps and remain on board instead of drowning in a sea of isolation. On my journey I discovered many new things about myself and the world in which we all live. Although things may not appear fair at face value, there is something intricate about our experiences that can help sustain us in difficult times even when our heads are spiraling out of control. My first step was figuring out where do I go from here? For that brief time I was able to participate in my own recovery and sail a new direction and find the safety I most desperately needed. I attended trainings that would help me*

*understand my own experiences as they were not only mine, but others had had similar trauma-related experiences that were all too often similar in their symptoms. The **Seeking Safety** training was just that: a refuge and a saving grace. There I met new people and engaged in the process of what it meant to feel safe. I can remember someone walking up to me and saying to me, “Hold on.” These were the most encouraging words from someone that appeared to really care, who literally had no idea of what I was going through, but her words resonated with me. I was also a grantee of the **Recovery Coach Academy** training for persons who had knowledge, or experience with substance use and were familiar with the different pathways to recovery that people use when they are in search of abstinence or the absence of pain. There I learned that a single word could make all the difference in whether or not someone comes back to us for help.”*

*Kimberly Whittaker is a Certified Peer Support Specialist working as a Customer Support Specialist at SWMBH*



# MENTAL HEALTH FIRST AID®

## What is Mental Health First Aid?

Mental Health First Aid (MHFA) is the help offered to a person who may be developing a mental health problem or in crisis. The help is given until appropriate professional treatment is received or the crisis resolves. It is designed to give members of the public key skills necessary to appropriately respond to signs of mental illness. Mental Health First Aid is an evidence-based program. In the next ten years, it is the hope of the National Council for Behavioral Health that Mental Health First Aid will become as common as CPR and First Aid training.

## Who is MHFA intended for?

- Friends & family of people with mental illness or addiction
- General public
- Primary care workers
- School and college leadership
- Faith communities
- Professional associations
- Parent organizations
- Social & community service clubs
- Community leaders
- Business community
- Police officers and first-responders



## What does the MHFA Program involve?

Mental Health First Aid is an 8-hour training course. The program introduces you to risk factors and common warning signs exhibited by someone who may be experiencing mental health problems. Specifically, you will learn:

- Risk factors and warning signs for a range of mental health problems
- Prevalence of various mental health disorders and the need for reduced stigma
- A 5-step action plan encompassing the skills, resources and knowledge to assess the situation and to help the individual in crisis connect with appropriate care
- Evidence-based professional, peer, social, and self-help resources available to help someone with a mental health problem.

**To learn more about  
Mental Health First Aid  
please go to our web site:  
[www.kazooemh.org](http://www.kazooemh.org)**

**You can register for MHFA classes via  
email to: [slabon@kazooemh.org](mailto:slabon@kazooemh.org)  
For other questions, please contact us at  
269-364-6952**

## Contacting KCMHSAS for Services

**269-373-6000**

**Toll Free 1-888-373-6200**

**TTY users, dial 711**

## Crisis Intervention is Available

**by calling 1-888-373-6200**

**24 hours a day**

**7 days a week**

**365 days a year**

Financial support for MHFA programs provided by the Michigan Department of Community Health until September 30, 2015

CMH171

# Advanced Directives

## **What is an Advance Directive?**

An Advance Directive is a legal document that lets you say what medical or psychiatric treatment you want or do not want if you lose the ability to speak for yourself.

## **Who can make an Advance Directive?**

Anyone who is 18 years or older who is of “sound mind” and does not already have a legal guardian.

Michigan Law recognizes two (2) types of Advance Directives:

### **Medical Advance Directive**

Lets you share your wishes for medical care. You can make decisions about what you do want and what you do not want for medical treatment. With a medical Advance Directive, you are setting up a Medical Durable Power of Attorney and appoint someone to carry out the treatment you need when you lose the ability to speak for yourself. The types of decisions they can make are for hospital care, medications, Do Not Resuscitate Orders, or donating organs or tissues.

### **Psychiatric Advance Directive**

Lets you appoint another individual to make mental healthcare decisions for you in the future, should you lose your ability to make decisions for yourself. To put a psychiatric Advance Directive in place, you choose someone to act according to your wishes. This individual maintains an electronic copy of your medical record including: treatment history, medical disorders, emergency contract information, and medication side effects.

### **Advantages to Advance Directives include:**

- **Shorter Crisis Periods**
- **Faster healing, faster recovery, and clear communication**

If you have access to the internet, you can discover information and download forms by visiting these sites:

#### **◇ For Medical Advance Directives:**

Planning for medical care in the event you lose the ability to make your own decisions  
[https://www.michigan.gov/documents/miseniors/Advance\\_Directives\\_230752\\_7.pdf](https://www.michigan.gov/documents/miseniors/Advance_Directives_230752_7.pdf)

#### **◇ For Psychiatric Advance Directives:**

Planning for behavioral health services in the event you lose the ability to make your own decisions  
[http://www.michigan.gov/mdhhs/0,5885,7-339-71550\\_2941\\_4868\\_41752---,00.html](http://www.michigan.gov/mdhhs/0,5885,7-339-71550_2941_4868_41752---,00.html)

If you have questions about Advance Directives or would like copies of forms you can use, please call Member Services at SWMBH 1-800-890-3712 or 711 MRC (for hearing impaired).

# 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>            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: <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>Michele Pascoe, 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:mlp@summitpointe.org">mlp@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@kazooocmh.org">tlewis@kazooocmh.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            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  
 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.



# Southwest Michigan Behavioral Health Board Meetings Schedule

(January 2016--December 2016)

All meetings take place from 9:00a.m. to 11:00a.m. on the following dates:

January 8, 2016	July 8, 2016
February 12, 2016	August 12, 2016
March 11, 2016	September 9, 2016
April 8, 2016	October 14, 2016
May 13, 2016	November 11, 2016
June 10, 2016	December 9, 2016



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](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  
Alternate Pending

### Calhoun County

Kathy-Sue Dunn  
Chief Jim Blocker

### St. Joseph County

Barbara Parker- Vice Chair  
Robin Baker (Alternate)

### Berrien County

Randy Hyrns-Chair  
Ed Meny (Alternate)

### Cass County

Robert Wagel  
Mary "Mae" Myers (Alternate)

### Van Buren County

Susan Barnes  
Angie Dickerson (Alternate)

### Branch County

Tom Schmelzer  
Robert Montgomery (Alternate)

### Kalamazoo County

Moses Walker  
Patricia Guenther (Alternate)

## **SUD-OPB Board Member Roster**

### **Barry County**

Ben Geiger  
Vacant

### **Berrien County**

Andy Vavra  
Deb Panozzo

### **Branch County**

Randall Hazelbaker  
Vacant

### **Calhoun County**

Carla Reynolds  
Jim Haadsma

### **Cass County**

Tara Smith  
Robert Wagel

### **Kalamazoo County**

George Cochran-Chair  
Patrick Forseman

### **St. Joseph County**

John Dobberteen  
Allen Balog

### **Van Buren County**

Richard Godfrey  
Don Hanson

## **SWMBH SUD Staff and Support**

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

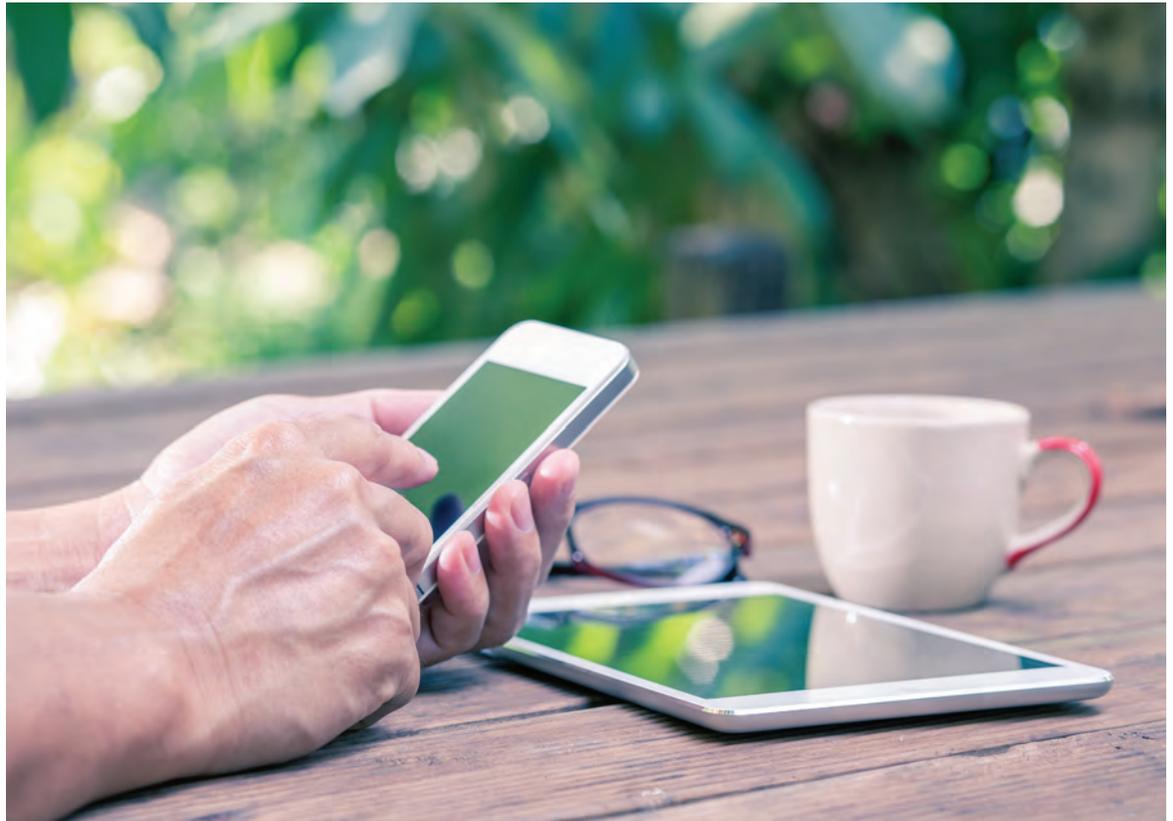
Mindie Smith, MA, LLP, CAADC, Director, Substance Abuse Treatment and Prevention Director  
Mindie.Smith@swmbh.org  
269-488-6959

Joel Smith-, LMSW, SUD, Treatment Specialist  
Joel.Smith@swmbh.org  
269-488-6958

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

Meily Lightcap, Financial Analyst  
Meily.Lightcap@swmbh.org  
269-488-6980

Mary Ann Bush, Senior Operations Specialist  
Mary.Bush@swmbh.org  
269-488-6453



# 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)

**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.



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>.

*Serving Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph and Van Buren Counties*



"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)».

