



# WEEKLY Update

July 10, 2020

**COVID-19 Resources:** CMHA has developed a curated set of COVID-19-related resources and announcements from a range of reputable state and national sources. That curated set of resources, which will be regularly updated, **is available by [CLICKING HERE](#)**.

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# CMH Association and Member Activities

## **New! CMHA CHI2 report on performance of Michigan's public mental health system featured in podcast**

Jeffrey Mosher, of the [Michigan Business Network](#), recently spoke with Robert Sheehan, CEO of CMHA, about the report recently issued by the CMHA Center for Healthcare Innovation and Integration (CHI2), "A Tradition of Excellence and Innovation: Measuring Performance of Michigan's Public Mental Health System". That podcast can be found [here](#).

## **New! Cultural and linguistic competence resources provided via CMHA/MHTTC/SAMHSA partnership**

Over the past several weeks (years, decades, centuries), the issue of racial justice has been on the minds and woven into the lives of many Americans. Several months ago, prior to the latest set of events, both tragic and heroic, and news stories around racial justice, CMHA had started the development of several initiatives centered around cultural and linguistic competence and racial justice.

These initiatives are being highlighted in the Weekly Update, with this being the third and final in the series.

**1. National MHTTC websites on Racial Equity and Cultural Diversity:** An additional resource, supported through the CMHA/MHTTC/SAMHSA partnership, is a set of national websites providing a wide range of sound cultural and linguistic competence materials. The links to these websites and their descriptions can be found [here](#).

**2. CMHA Weekly Update regularly features cultural and linguistic competence resources:** Some of the resources included in the Weekly Update have included:

- Health Affairs Blog: Inequities Amplified by COVID-19: Opportunities for Medicaid to Address Health Disparities (found [here](#)) The full blog can be found [here](#).
- The Social Determinants of Death: Excerpts from a recent editorial by Alan Weil, the Editor in Chief of Health Affairs, one of the nation's pre-eminent publications on health policy, on the impact of racial disparities. The full editorial can be found [here](#).

**3. Resources from other sources:** In addition to the work of CMHA, a number of state and national bodies have developed resources around and venues for the discussion of cultural and linguistic competence and racial justice. Some of those resources include:

- Governor's Coronavirus Task Force on Racial Disparities. Information on this task force can be found at its [website](#) that includes call-in information, notes from our various meetings, meeting recordings and other materials.

- The Michigan Office of Equity and Minority Health, within MDHHS, has a number of sound cultural competence resources on its [website](#).
- National Association of Social Work-Michigan Chapter’s Racial Justice Resource and Action Kit available [here](#).
- A series of reports by McKinsey and Company (a nationally recognized research and analysis organization) – all of these titles are links to the reports:
  - [Diversity wins: How inclusion matters](#)
  - [The color of wealth](#)
  - [Four priorities for supporting Black Americans during and after COVID-19](#)
  - [COVID-19: Investing in Black lives and livelihoods](#)
  - [The economic impact of closing the racial wealth gap](#)
  - [The future of work in Black America](#)
  - [Automation and the future of the African American workforce](#)
  - [Inequality: A persisting challenge and its implications](#)

### **Social media posts to highlight findings of CMHA/CHI2 white paper “A Tradition of Excellence and Innovation: Measuring the Performance of Michigan’s Public Mental Health System”**

Over the last several decades, policy makers and elected officials have debated and implemented a range of plans for redesigning Michigan’s public mental health system. Unfortunately, some these system redesign proposals have been based on a lack of accurate information on the performance of that system. To provide an accurate picture of the performance of Michigan’s public mental health system, the Center for Healthcare Integration and Innovation (CHI2) recently issued a white paper that examines the performance of Michigan’s public mental health system against a number of state-established and national standards. This white paper can be found [here](#).

This paper underscores the very high levels of performance that Michigan’s public mental health system, in partnership with the Michigan Department of Health and Human Services (MDHHS), has demonstrated, over decades, on a number of dimensions of healthcare quality and innovation.

Social media posts, highlighting the key findings of this report, will soon be appearing on a number of social media platforms (Facebook and Twitter). Below is a sample of those posts:



Michigan’s public mental health system is nationally recognized as one of the most comprehensive, innovative, person-centered and community-driven systems in the country. Measuring dimensions of health care quality and innovation, Michigan’s system surpasses most states and systems.

**6th in the nation for  
services & outcomes  
for adult services**



Thanks to the work of public behavioral health care providers, Michigan ranked 6th in the 2019 State of Mental Health in America Report for services and outcomes for adult services. This puts Michigan among the top 12% for awareness and access to mental health.



Michigan's public mental health system has a medical loss ratio of 94%, which means 94% of the budget is spent on actual care while only 6% is spent on administrative costs. These numbers are a testament to providers' commitment to a person-centered system.



Michigan's public mental health system is comprised of 10 public regional entities, 46 public community mental health systems and has more than 100,000 individuals providing mental health services.

**Pursuit of healthcare  
integration and  
evidenced-based  
practices**



More than 620 integration efforts led by the public mental health system take place throughout the state to lower costs of services, increase access to care, improve preventative intervention and serve the whole person.

## State & National Developments and Resources

### **New!** Most recent BHDDA COVID-related guidance documents

Recently, BHDDA issued guidance to the field on a number of issues central to work of CMHA members as they respond to and cope with the Corona virus. These four guidance documents are provided below, with the dates on which they were issued:



- [BH Communication Infection Control Guidance # 20-12 - 07-08-20](#)
- [BH Communication Essential Virtual and F2F Services COVID-19 Guidance #20-11 - 07-08-20](#)
- [Resident Freedom of Movement and Visits #20-10 - 07-08-20](#)
- [Financing Resources Memo - 07-06-2020](#)

The full set of COVID 19-related BHDDA guidance documents can be found [here](#).

### **New! MDHHS announces delay in EVV implementation**

As Weekly Update readers may already be aware, MDHHS has delayed implementation of a statewide Electronic Visit Verification (EVV) system due to the current focus on COVID-19. A timeline of when EVV will be rolled out in Michigan has not yet been established. Once it is determined, we will post the information on the [EVV website](#) and notify providers. There is currently pending federal legislation that would delay the required implementation date for the rollout of EVV for Medicaid funded personal care services. This legislation has not been approved yet.

### **New! Medicaid bulletin issued on Psychiatric Collaborative Care Model**

The Psychiatric Collaborative Care Model has long been promoted by CMHA members, primary care and behavioral health care providers, and CMHA. MDHHS recently issued a Medicaid bulletin supporting the use of that model. That bulletin, Medicaid Bulletin MSA 20-38, was issued on July 1, 2020 and can be found [here](#).

### **New! Michigan removes co-payment by Medicaid beneficiaries for SUD medications**

The recently issued Medicaid Bulletin MSA 20-46 outlines the removal of the copayment requirement for drugs used to treat substance use disorders. That bulletin, issued on July 1, 2020, can be found [here](#).

### **New! Michigan Health Policy Forum to hold discussion of Health Disparities: Where Racism Intersects Health**

SAVE THE DATE

MICHIGAN HEALTH POLICY FORUM: Health Disparities: Where Racism Intersects Health  
September 14, 2020

The next Michigan Health Policy Forum will be held at 1:00 pm on September 14. This Forum will be a ZOOM Conference. The topic for this Forum will be the intersection between racism and health. The impact of the COVID-19 pandemic has laid bare the health care disparities experienced by communities of color. The Michigan Health Policy Forum will examine how disparities affect communities of color and discuss the underlying racism that results in those disparities.

In the coming weeks, the Weekly Update will provide registration information for this Forum. In late August, the Health Policy Forum will forward ZOOM meeting details to registrants.

## **New! Second report from leading mental health organizations reveals shifting impact of COVID-19 on behavioral health crisis services**

Below are excerpts from a recent press release on a national survey done to assess the impact of the Corona virus on the nation's behavioral health crisis response systems.

A recent national survey of behavioral health crisis service providers reveals that the demand for crisis services is increasing during COVID-19, while workers continue to be overwhelmed by fewer available resources for the people they serve. This survey included mobile crisis providers, crisis residential programs, and crisis calls centers across the country.

A report released by TBD Solutions in conjunction with other leading mental health organizations analyzed the responses of nearly 600 crisis providers, including 241 mobile crisis providers, 205 crisis residential programs, and 151 crisis call centers, revealing a crisis system being used more frequently by individuals with more complex challenges aggravated by COVID-19. Survey responses were elicited largely from members of the American Association of Suicidology, the Crisis Residential Association, and the National Association of Crisis Organization Directors.

"Everyone's anxiety level has increased," one survey respondent wrote. "The increased complexity is mainly due to their chronic underlying conditions being exacerbated by fear, anxiety and social isolation."

While the initial survey revealed the greatest concerns around health care and a lack of critical supplies, this survey found issues with care coordination and supervisor concerns about the health and safety of their staff as the most pressing matters.

**MOBILE CRISIS CHALLENGES:** Mobile Crisis providers reported care coordination issues with community partners (73%) and concerns about keeping crisis staff safe and healthy (69%). More than 40% reported a lack of critical supplies and equipment as a major concern (42%), while 32% of mobile crisis providers reported an increase in referrals.

**CRISIS RESIDENTIAL CHALLENGES:** 77% of crisis residential programs reported care coordination issues as a major challenge and 73% reported concerns as a supervisor about health and safety of their staff. Over half of respondents also cited attrition due to health concerns (52%) and an overwhelmed workforce due to increased clinical needs of persons served (50%). 38% of crisis residential programs reported an increase in referrals.

**CRISIS CALL CENTER CHALLENGES:** Crisis call centers identified care coordination issues (59%) and staff safety concerns (58%) as major challenges. Crisis call centers also report an increase in clinical intensity of calls (44%) and a decrease in available staff to cover shifts (41%). 58% of respondents reported an increase in calls.

The survey was underwritten by the Michigan Health Endowment Fund.

## New! CHCS blog: How the COVID-19 Pandemic is Highlighting the Importance of Trauma-Informed Care



As the COVID-19 pandemic unfolded, Edward Machtinger, MD, director of the Women's HIV Program and Center to Advance Trauma-Informed Health Care at the University of California, San Francisco (UCSF), worried about the safety of his patients — primarily low-income women of color living with HIV. Due to systemic and racial health inequities, these women have a higher chance of being infected with and dying from COVID-19. To support the wellbeing of their patients as well as frontline staff, this UCSF clinic is focused not only on prevention and treatment for the virus, but also on buffering the impact of trauma and stress related to the pandemic through a trauma-informed approach to care.

The blog can be found [here](#).

## State Legislative Update

### FY20 Budget Deal and other updates

As announced at the Governor's press conference earlier this week, a compromise has been reached between Governor Whitmer and Legislative leaders on a path forward to address the \$2.2 billion deficit for the current Fiscal Year (FY) 2020. The details of the deal include:

- \$950 million from the federal coronavirus relief fund (CRF)
- \$350 million draw down from the Budget Stabilization Fund ("Rainy Day" Fund). To extract more than 25% from the \$1.1 billion fund requires 2/3 majority vote, which we fully expect the legislature to achieve
- \$490 million in savings through austerity measures in state government, including stay employee hiring freezes, lay-offs and discretionary spending freezes
- \$256 million reduction to K-12 schools (*offset by federal CRF dollars*)
- \$200 million reduction to universities and community colleges (*offset by federal CRF dollars*)
- \$97 million reduction to local governments (*offset by federal CRF dollars*)
- \$340 million adjustment to Medicaid funding. This reduction in state dollars is, in part, financed by the enhanced federal match rate spurred by the federal state of emergency. Other savings baked into this figure include \$125 million in required state match for FEMA that can be paid with federal coronavirus dollars and \$35 million savings from changed assumptions about Medicaid managed care actuarial soundness (justified by the delay/cancellation of elective medical procedures).



To view a one-pager from the Governor, Speaker Chatfield and Majority Leader Shirkey that breaks down how the federal money is being allocated, please click on the link below:

[https://content.govdelivery.com/attachments/MIEOG/2020/06/29/file\\_attachments/1485037/Budget%20Agreement.pdf](https://content.govdelivery.com/attachments/MIEOG/2020/06/29/file_attachments/1485037/Budget%20Agreement.pdf)

As far as process, some of these pieces can be addressed unilaterally through the executive branch while others will require legislative involvement. It is yet unclear how the various pieces will come together (i.e. via an executive order or otherwise) but the legislature has scheduled session days for the week of July 20, presumably to address FY 20 budget issues.

In other news, Governor Whitmer announced at her press conference that the regions of the state that are in Phase 4 of the 6-phase [MI Safe Start Plan](#) (Regions 1-5, 7 and 9) will remain in that phase for now. She also announced that we could see additional restrictions in some areas announced in the coming days. The Governor had previously indicated that those regions could transition to Phase 5 by July 4; however, due to a precipitous rise in daily cases in certain areas, such as Grand Rapids and Lansing, the transition plan is on hold. The Upper Peninsula and areas surrounding Traverse City (Regions 6 and 8) remain in Phase 5. According to numbers released today by the Michigan Department of Health and Human Services, Michigan reported 373 new COVID-19 cases over a 24 hour period, the largest numbers in 30 days.

Additionally, we wanted to share that on Monday, June 29, Governor Whitmer signed [Executive Order 2020-138](#), rescinding and scaling back aspects of [Executive Order 2020-86](#), which addresses the furnishing of virtual health care services, including mental health care, drug treatment, and home health services. The new order comes in response to the [signing of new public acts](#) that help streamline access to telehealth services, including mandating reimbursement for remote patient monitoring. As these bills codified aspects of EO 2020-86, it was necessary to repeal some of the provisions that are no longer necessary and retain only those provisions that remain necessary.

### **New! Executive Orders Signed**

Currently, Governor Gretchen Whitmer has signed over 100 Executive Orders in response to COVID-19. Below is the most recent list of Executive Orders with the topic and a hyper link accessing the Executive Order below.

For a complete list of Governor Whitmer's Executive Orders click on the link below:

[https://www.michigan.gov/whitmer/0,9309,7-387-90499\\_90705---,00.html](https://www.michigan.gov/whitmer/0,9309,7-387-90499_90705---,00.html)

- **Executive Order 2020-144** – Restoring water service to occupied residences during the COVID-19 pandemic, please click [here](#) to access Executive Order 144.
- **Executive Order 2020-145** – Safeguards to protect Michigan's workers from COVID-19, please click [here](#) to access Executive Order 145.
- **Executive Order 2020-146** – Temporary COVID-19 protocols for entry into Michigan Department of Corrections facilities and transfers to and from Department custody; temporary recommended

COVID-19 protocols and enhanced early-release authorization for county jails, local lockups, and juvenile detention centers, please click [here](#) to access Executive Order 146.

## Federal Update

### FCC Chairman Announces Plan to Implement 9-8-8 Suicide Prevention Lifeline by 2022

At the National Council's Hill Day at Home earlier this week, Ajit Pai, Chairman of the Federal Communications Commission, announced that the agency will be finalizing implementation of 9-8-8 as the three-digit dialing number for the National Suicide Prevention Hotline by July 2022. According to the Chairman, 9-8-8 may be available via certain carriers before 2022, but the two-year window is the quickest feasible implementation timeline. The National Council applauds Chairman Pai and the FCC for their work to put mental health crises on the same footing as other, physical emergencies by creating a three-digit emergency dialing code that will undoubtedly save countless lives.

## Education Opportunities

### CMHA Takes Trainings Virtual!



The COVID-19 pandemic continues - but so does the need for trainings. **CMHA will NOT be holding any in-person trainings or conferences through September 30, 2020 – we're moving to a virtual setting when possible.**

The virtual training format will provide an excellent opportunity to keep current with best practices (clinical, administrative, governance) and allow attendees to obtain continued education credits. Watch for this graphic on future training notices so you can easily identify virtual trainings.

If you are already registered for an in-person training, the event coordinator will be emailing you directly with more information soon. Please check our website [by clicking here](#) to determine the status of your training/conference as some are rescheduled virtually for new dates and times, or have been cancelled. Check back often as updates are posted daily.

## CMHA Annual Spring/Summer Conference moves to a VIRTUAL CONFERENCE!



### **2020 Annual Summer Virtual Conference August 17 – 21, 2020**

**Virtual Education & Networking  
Each day from 9:00am – 12:30pm**

**Stay tuned for more details soon!**

### **Registration Open - VIRTUAL Ethics for Social Work & Substance Use Disorder Professionals Trainings**

Community Mental Health Association of Michigan is pleased to offer Ethics for Social Work & Substance Use Disorder Professionals Trainings presented by Tom Moore, LMSW, LLP, CCS, Owner and Principal, Two Moons, LLC online through Zoom.

This training fulfills the Michigan Social Work Licensing Board's requirement for licensure renewal for ethics.

This training fulfills the MCBAP approved treatment ethics code education – specific.

#### **Dates:**

- August 17, 2020 (*training full*)
- October 5, 2020 (*18 spots left*)
- November 2, 2020 (*59 spots left*)

#### **Agenda:**

Lunch Break: 11:30am – 1:00pm  
Education: 1:00pm – 4:00pm

#### **Training Fees:**

\$103 CMHA Members

\$126 Non-Members

[CLICK HERE TO REGISTER](#) FOR THE OCTOBER 5, 2020 TRAINING

[CLICK HERE TO REGISTER](#) FOR THE NOVEMBER 2, 2020 TRAINING

### **Registration Open - VIRTUAL Pain Management and Mindfulness Trainings**

Community Mental Health Association of Michigan is pleased to offer Pain Management Trainings presented by Tom Moore, LMSW, LLP, CCS, Owner and Principal, Two Moons, LLC online through Zoom.

This course qualifies for 2 CE's and fulfills the Michigan Social Work Licensing Board's requirement for licensure renewal for pain management.

#### **Dates:**

- July 20, 2020 (*training full*)
- August 3, 2020 (*1 spot left*)

#### **Agenda:**

Education: 9:00am – 11:00am

**Training Fees:**

\$39 CMHA Members

\$47 Non-Members

[CLICK HERE TO REGISTER](#) FOR THE AUGUST 3, 2020 TRAINING *(1 spot left)*

**Wraparound Conference**

**New Dates:** Monday, September 28, 2020 – Wednesday, September 30, 2020

**Self-Determination Conference Moving Virtual September 2020!**

This conference will broaden and deepen your understanding of the crucial elements of Self-Direction and the importance of Self-Determination in Behavioral Health. It will provide training and technical assistance on the topics of Effective Person-Centered Planning, Independent Facilitation, Supported Decision-Making, Fiscal Intermediaries, How to Structure Self-Directed Service Arrangements, Budget Development, and more. Dynamic presenters and speakers will reenergize your commitment to the principles and practice of Self-Determination!

**Who Should Attend?:**

This conference contains content tracks appropriate for all individuals who receive services, family members, case managers, supports coordinators, clinicians, CMH administrative and clinical staff, providers, HCBS and waiver coordinators, fiscal intermediaries and independent facilitators.

Registration available soon, check [CMHA website](#) for more information and updates.

**LOCUS Specialty Trainings**

Michigan Department of Health and Human Services and Community Mental Health Association of Michigan present: LOCUS Specialty Trainings – Virtual Information to come soon!

- July 21, 2020 (Rescheduled from April 21) – Virtual

Prerequisite: Basic Understanding of the LOCUS

Each course qualifies for 2.5 Social Work Contact Hours and 2.5 Related MCBAP Contact Hours

**Enhancing Your LOCUS Skills: 9:00 AM – 11:30 AM**

Audience: LOCUS Users, Trainers, Supervisors

Description: This workshop is designed for those individuals who want to fine-tune and enhance their understanding and use of the LOCUS. Ideal for users of the LOCUS, LOCUS trainers, and organizational supervisors.

Fee: \$0

## Quality & Outcome Measurement with the LOCUS: 1:00 PM – 3:30 PM

Audience: Supervisors, Quality Specialists and Managers, Utilization Management, Organizational Leadership

Description: Statewide LOCUS implementation is not without its challenges. This workshop is designed to help organizational leadership define and implement outcome measures associated with the LOCUS. We will explore how use of data capture and analysis supports systemic change to achieve positive outcomes for the individuals served.

Fee: \$0

## Registration Open – Virtual Motivational Interviewing College Trainings

Registration has now re-opened for the new VIRTUAL Motivational Interviewing College trainings which includes Basic, Advanced, Supervisory, and the TNT course: Teaching Motivational Interviewing! [For more information and to register now, click the links below.](#)

This event is sponsored by the adult mental health block grant and is intended for persons who serve adults only through the mental health and substance abuse provider network in the state of Michigan. It contains content appropriate for CEOs, COOs, clinical directors, supervisors, case managers, support coordinators, therapists, crisis workers, peer support specialists and any other practitioners at the beginning, advanced and supervisory levels of practice.

*Be sure to review the updated virtual guidelines, terms & conditions in the brochure to ensure you can fully participate in the virtual education. Registration closes 5 business days prior to each training.*

<b>Dates</b>	<b>Training</b>	<b>Registration Link</b>
July 27-28, 2020	M.I. Basic	<a href="#">CLICK HERE</a>
July 29, 2020	M.I. Supervisory	<a href="#">CLICK HERE</a>
July 30-31, 2020	M.I. Advanced	<a href="#">CLICK HERE</a>
Aug. 6, 2020	M.I. Supervisory	<a href="#">CLICK HERE</a>
Aug. 10-11, 2020	M.I. Basic	<a href="#">CLICK HERE</a>
Aug. 13-14, 2020	M.I. Advanced	<a href="#">CLICK HERE</a>
Sept. 2-3, 2020	TNT: Teaching M.I.	<a href="#">CLICK HERE</a>

### **Times:**

Registration starts at 8:30am & the training will run from 9:00am-4:15pm for all trainings.

### **Training Fees:**

\$125 per person for all 2-day trainings / \$69 per person for the 1-day Supervisory training. The fee includes electronic training materials and CEs for each day.

Please be sure you're clicking on the correct registration link in the brochure for the date/location you want; unfortunately, full refunds cannot be made when registering for the incorrect date.

## Registration Open – Virtual Co-Occurring, Opioid Use, and Cannabis Use Disorder Treatment Planning

### **Course Description:**

Treatment planning for adults with complex mental health, substance use, and physical health needs involves understanding stages of change and system navigation. Collaborating with these individuals on their wellness and recovery planning requires motivational approaches and often interventions that are more effective for early stage readiness. The prevalence of cannabis and opioid use makes these cases even more demanding to navigate.

Add to this, the opioid crisis in the U.S. Since 1999, sales of opioids in the U.S. have quadrupled. From 1999-2015, more than 180,000 people died from overdoses related to prescription opioids. In Michigan, in 2017, there were 1,600 opioid overdose deaths, an increase of 57% from 2016. It is now the #1 cause of accidental death for people under 50. The Centers for Disease Control (CDC) have issued recommendations that include a preference for non-pharmacological therapy. This presentation will provide an overview of a biopsychosocial model of pain, current best practices in pain management, and treatment planning and interventions. Finally, social justice issues for pain management will be addressed with constructs to improve organizationally and individually.

### **Who Should Attend?**

This event is sponsored by the adult mental health block grant and is **only intended for persons who serve adults through CMH, CMH Service Providers, PIHP, and PIHP providers in the State of Michigan.** It contains content appropriate for CEOs, COOs, Clinical Directors, Supervisors, Case Managers, Support Coordinators, Therapists, Crisis Workers, Peer Support Specialists and any other practitioners at the beginning level of practice. This training is designed for persons providing COD services in Adult Mental Health and Substance Use services, including Integrated Dual Disorder Treatment teams.

### **Dates & Registration Links**

- July 23, 2020 | [CLICK HERE](#) for more information and to register now

*Be sure to review the updated virtual guidelines, terms & conditions in the brochure to ensure you can fully participate in the virtual education. Registration closes 5 business days prior to each training.*

### **Training Fee:**

\$65 per person. The fee includes electronic training materials and CEs.

## Education & Training Resources from Great Lakes MHTTC



MHTTC

Mental Health Technology Transfer Center Network  
Funded by Substance Abuse and Mental Health Services Administration

CMHA, in partnership with the SAMHSA-funded Great Lakes Mental Health Technology Transfer Center (Great Lakes MHTTC), CMHA, provides educational materials and training on a range of evidence based and promising mental health prevention and treatment practices. This section of the Weekly Update will regularly feature education, training, and technical assistance offerings from the Great Lakes MHTTC and its partner MHTTCs from across the country.

### Catalog of MHTTC resources to be highlighted via new weekly series in CMHA Weekly Update

This month, the Great Lakes Mental Health Technology Transfer Center (MHTTC) makes available a large catalog of Great Lakes MHTTC products at its [Products and Resources](#) webpage. This section of the MHTTC website hosts all Great Lakes MHTTC products along with products developed with their partner TTCs within the region and across the country.

## News from Our Preferred Corporate Partners

### **New! Abilita: controlling increasing phone costs**

Beginning July 1st, your telecommunication costs

- increased by almost 7%!
- Universal Service Fund (USF) fees have increased to 26.5%, the highest it has ever been.

Abilita can help you navigate this increase and find ways to save other costs on your bill.

One of the largest and probably the most ignored line item on your telecommunications bill is something called the Universal Service Fund (USF). This is a fund established by the Telecommunications Act of 1996. The purpose is to support the funding of technology projects of schools, libraries, rural health care, etc. in areas that are determined to be "high cost".

The funding of the USF is paid by the providers and carriers, and the calculation for the contribution is done on a quarterly basis. And, of course, this is passed on to the users. Beginning July 1 that charge

went up to 26.5% (up from 19.6% the previous quarter) and is the highest it has ever been. In addition, the FCC is considering adding additional services to the contribution base.

Your phone bill is going to increase! For more information on the USF Contribution Fee, read [this article on NoJitter.com](#).

Although the USF surcharge rate increased and will continue to be a large line item, there may be ways to lower the base line. Now may be the time to do a complete telecommunications review and audit to determine if there are ways to optimize services to lower costs and to review contracts.

We don't sell you telecom or technical services or products: we offer truly independent and objective advice. [Click here](#) to schedule a no obligation 10-minute discussion to help you determine the right course for your organization or give me a call.

### **myStrength: new digital behavioral health resources empower consumers to move beyond trauma**

Trauma is incredibly common. Approximately 90% of U.S. adults have experienced at least one traumatic event in their lives, which can adversely affect emotional well-being and interfere with relationships, work and overall quality of life. Expanding on our diverse whole-person resources, Livongo for Behavioral Health by myStrength is pleased to announce new, digital tools to help individuals move beyond trauma. [Click here to request a demo](#).

### **Relias: telehealth resources for working with kids**

During times of crisis, the need for mental health and substance use services doesn't stop. In fact, the demand for these services increases as people (including children) begin to experience anxiety, depression, and other mental health issues as a result of the crisis.

Behavioral health organizations and substance use treatment facilities can still provide services (and keep their staff on payroll) by offering telehealth services to meet the demand now and beyond.

[Explore Our Telehealth Toolkit](#)

## **CMH Association's Officers & Staff Contact Info**

### **CMHA Officers Contact Information:**

The Officers of the CMH Association of Michigan recently proposed, in their commitment to fostering dialogue among the members of the Association with the Association's leaders, that their contact



information be shared with the Association membership. While this dialogue will not take the place of the regular dialogue and decision making that occurs during the meetings of the Association's Board of Directors, Steering Committee, Provider Alliance, Association Committees, Directors Forum, PIHP CEOs meeting, nor any of the great number of Association-sponsored and supported dialogue venues, the Officers want to ensure that the members of the Association can reach them to discuss issues of interest to the Association's members. The contact information for the officers is provided below:

President: Joe Stone [Stonejoe09@gmail.com](mailto:Stonejoe09@gmail.com); (989) 390-2284  
First Vice President: Carl Rice Jr; [cricejr@outlook.com](mailto:cricejr@outlook.com); (517) 745-2124  
Second Vice President: Craig Reiter; [gullivercraig@gmail.com](mailto:gullivercraig@gmail.com); (906) 283-3451  
Secretary: Cathy Kellerman; [balcat3@live.com](mailto:balcat3@live.com); (231) 924-3972  
Treasurer: Randy Kamps; [randyk@4iam.com](mailto:randyk@4iam.com); (231)392-6670  
Immediate Past President: Bill Davie; [bill49866@gmail.com](mailto:bill49866@gmail.com); (906) 226-4063

### **CMHA Staff Contact Information:**

CMH Association staff can be contacted at (517) 374-6848 and via the e-mail addresses below:

Alan Bolter, Associate Director, [abolter@cmham.org](mailto:abolter@cmham.org)  
Christina Ward, Director of Education and Training, [cward@cmham.org](mailto:cward@cmham.org)  
Monique Francis, Executive Secretary/Committee Clerk, [mfrancis@cmham.org](mailto:mfrancis@cmham.org)  
Audrey Daul, Administrative Assistant, [adaul@cmham.org](mailto:adaul@cmham.org)  
Anne Wilson, Training and Meeting Planner, [awilson@mham.org](mailto:awilson@mham.org)  
Chris Lincoln, Training and Meeting Planner, [clincoln@cmham.org](mailto:clincoln@cmham.org)  
Carly Sanford, Training and Meeting Planner, [csanford@cmham.org](mailto:csanford@cmham.org)  
Bethany Rademacher, Training and Meeting Planner, [brademacher@cmham.org](mailto:brademacher@cmham.org)  
Jodi Hammond, Training and Meeting Planner, [jhammond@cmham.org](mailto:jhammond@cmham.org)  
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Madi Sholtz, Training and Meeting Planner, [msholtz@cmham.org](mailto:msholtz@cmham.org)  
Dana Ferguson, Senior Accounting Specialist, [dferguson@cmham.org](mailto:dferguson@cmham.org)  
Robert Sheehan, CEO, [rsheehan@cmham.org](mailto:rsheehan@cmham.org)