

Welcome to MiCAL



Last Updated: July 26, 2021



Michiganders

- ❖ 1 in 5 people in the US are impacted by mental illness
- ❖ Michigan provides publicly managed care for all four major populations:
 - ✓ Adults with Severe Mental Illness
 - ✓ Children with Serious Emotional Disturbances
 - ✓ People with Substance Use Disorders
 - ✓ People with Intellectual and/or Developmental Disabilities



The Challenge

In the current system, Michigander benefits are based on payer type and severity of situation which makes the system very difficult to navigate.

It is particularly difficult for Michiganders who do not qualify for CMHSP services.

The MiCAL Purpose

Launched April 19, 2021, the Michigan Crisis and Access Line (MiCAL) is a centralized state-wide crisis line established to support Michiganders with Behavioral Health and Substance Use Disorder needs – **regardless of insurance coverage.**





The MiCAL Approach

MiCAL uses an omnichannel approach that allows Michiganders to get help through the communication channel of their choice.



Offers support via phone, text, and chat



Is available 24 hours, 7 days a week



Integrates with treatment registries



Leverages the BHDDA CRM system to track, monitor, assign, follow up, and report on access line operations



Common Ground

A nationally recognized 24-hour crisis services agency respected for its quality, reliability, and collaborative spirit. **Common Ground is the vendor that will manage MiCAL staffing needs.**

The Mission: Helping people move from crisis to hope.

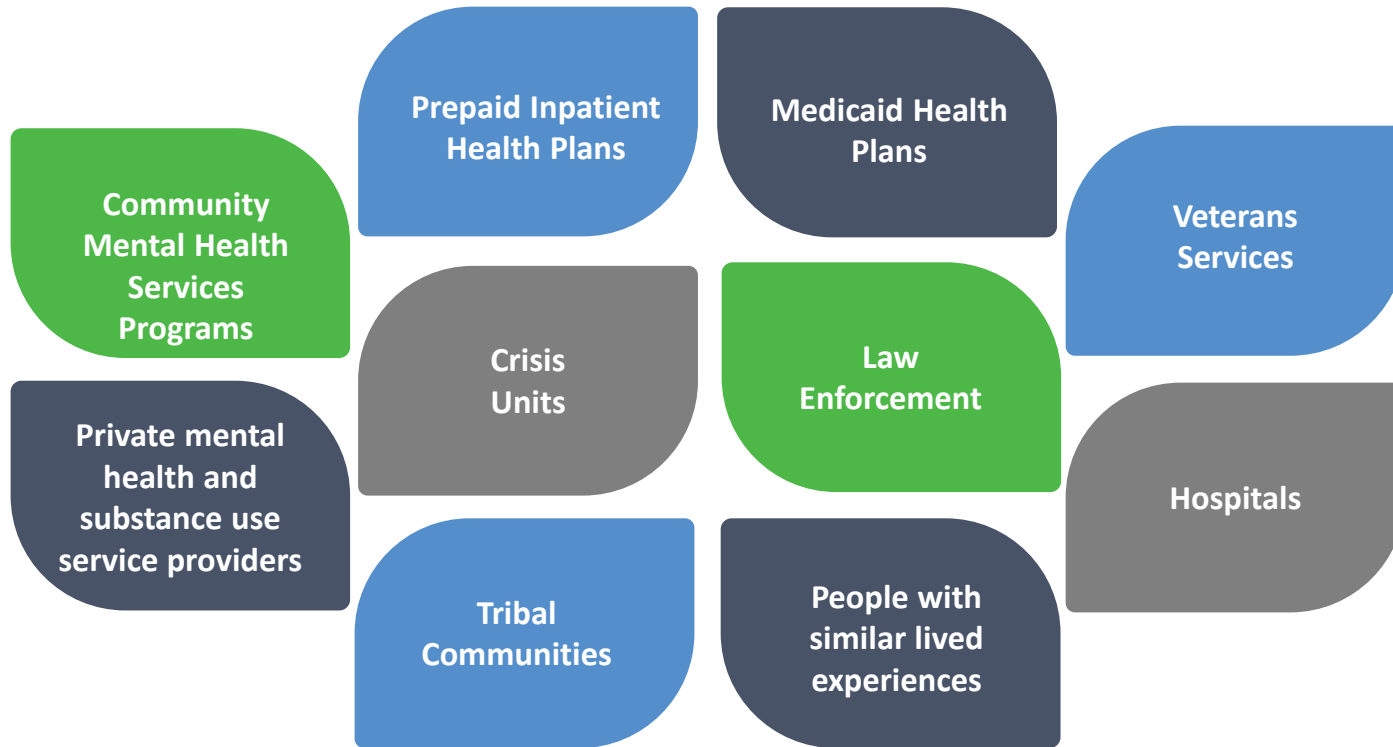
The Story: Common Ground is the product of a 1998 merger of two agencies -

- ❖ **Common Ground** was founded in 1971 by a group of students, parents and community leaders who were concerned about an increase in substance abuse and suicide among young people.
- ❖ **The Sanctuary, Inc.** was founded in 1974 by a group of volunteers in response to the growing number of runaway youth in Oakland County. The program offered youth two weeks in which to resolve the conflicts that led them to leave home.

The Impact: Through crisis line and in person, Common Ground provides professional and compassionate service to more than 80,000 people each year.

Partners

The MiCAL ecosystem also includes the following local community organizations and persons:



MiCAL Services



Support Michiganders via
phone, chat, and SMS
with translation services



Crisis Intervention
including Safe-T
Assessments and Safety
Plans for at-risk Persons



Provide Referrals for
mental health and
substance use disorder
services



Make
warm transfers whenever
possible



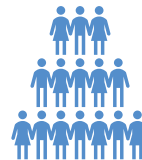
Provide follow up calls to
ensure people are
connected to services



Care Coordination with
Community Mental
Health through crisis
alerts and follow up notes



Activate face to face crisis
services when necessary



Trained Crisis Call
Specialists



Up to date behavioral
health service
information from 211,
MiCARE, and CMHSPs



Ability to encrypt MiCAL
data in transit using
Salesforce Shield
application

Michigan Warmline

A centralized state-wide warmline that provides early intervention with emotional support that can prevent a crisis, a costly 911 call, and/or a costly Emergency Room visit.



Provides anonymous support



Is available 10am – 2am, 7 days a week



Connects Michiganders with certified peer support specialists/recovery coaches who have lived experiences of behavioral health issues, trauma or personal crisis



Leverages the BHDDA CRM system to track, monitor, and report on access line operations



MiCAL provides immediate intervention for those in distress or crisis

- Is available 24/7
- Provides care coordination, referrals and follow-ups



**What
is the
difference?**

The Michigan Warmline provides early intervention with emotional support that can prevent a crisis

- Is available 10am-2am, 7 days a week
- Always anonymous

Safe-T Assessment

Suicide five-step evaluation and triage assessment performed during an Encounter. It also includes any additional notes and clinician’s assessment of the Michigander’s health; only shared with CMHSP with Michigander consent.

Questions	Low Risk	Medium Risk	High Risk
Wish to be dead?	✓		
Current suicidal thoughts?	✓		
Suicidal thoughts with method?		✓	
Suicidal intent without specific plan?			✓
Suicidal intent with plan?			✓
Have you started to do anything or are you prepared to do anything to end your life? (Lifetime)		✓	
Have you started to do anything or are you prepared to do anything to end your life? (Past 3 Months)			✓

Safety Plan

A 4-step process constructed after a Safe-T Assessment, by a MiCAL Specialist for medium and low risk Michiganders.



A silver convertible car, possibly a Mazda Miata, is shown from a rear three-quarter view. Two people wearing racing helmets are seated in the car. The car is on a paved track with several orange traffic cones in the foreground and background. The sky is clear and blue. The image is partially obscured by a white curved shape on the right side.

The MiCAL Rollout

The Michigan Warmline is currently offered state-wide.

Michigan Crisis and Access Line will be rolled out in phases, starting with Michigan's Upper Peninsula and Oakland County.

Full implementation is targeted for Fall 2022.

Thank You