



OAKLAND
MEDIATION
CENTER



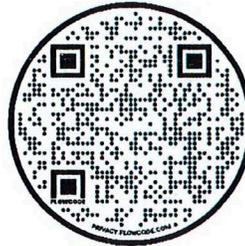
YOUR COMMUNITY RESOLUTION EXPERTS

November 15, 2021

Dear BHMS Team Member,

Thank you for your commitment and efforts to help grow Behavioral Health Mediation Services (BHMS). We are excited to share with your office the newly created rack cards to help promote the program.

You may distribute these cards either by print or electronically. Here is a link to an electronic version of the rack card: shorturl.at/kzDP4. Below is a QR code you can also use. If you would like the QR code emailed to you, please notify Gabi at her contact information listed below.



Please use any forms of this rack card to share as needed.

As Oakland Mediation Center develops more materials, we will be sure to distribute them to you.

If you have any questions or concerns, please contact me or Gabi Reihanian Havlicek at any time. My email is cburke@mediation-omc.org. Gabi's email is greihanian@mediation-omc.org. You can also contact the program via phone at 1-844-3-MEDIATE or email behavioralhealth@mediation-omc.org.

Sincerely,

Charity Burke
Executive Director/CEO
Oakland Mediation Center



MBHMS

Michigan Behavioral Health
Mediation Services

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»»» What is Mediation?

In mediation, a neutral third party will guide you through a confidential communication, information sharing, and decision-making process. The mediator ensures that all parties have a voice and that there is a power balance at the table. If a settlement is reached, the mediators will work with you to assist you in writing an enforceable agreement that is crafted by the parties. You do not lose any of your due process rights (i.e., local appeal, grievance/complaint, etc.) participating in mediation.

Benefits of Mediation

- It provides a safe space to share concerns.
- It's an impartial process where you have an equal voice.
- It's confidential.

5 Easy Steps to Mediation

- 1** Contact the Oakland Mediation Center at **1-844-3-MEDIATE** (1-844-363-3428) between 9 a.m. – 5 p.m. EST, Monday through Friday. Or email us at behavioralhealth@mediation-omc.org.
- 2** OMC'S Mediation Specialist will confirm your eligibility.
- 3** Then, OMC'S Mediation Specialist will refer the case to your local CDRP center.
- 4** Your CDRP will contact you and the appropriate CMH or PIHP to conduct a formal intake process to understand the issues between the parties.
- 5** Following the intake process, the CDRP will schedule a mediation session within 10 business days.

»»» For over 30 years, the Community Dispute Resolution Program centers have provided conflict resolution and education services that empower community members, families, businesses, courts, and schools to resolve conflict. Oakland Mediation Center is an apolitical, non-profit, volunteer-based Community Dispute Resolution Program (CDRP) center whose volunteers represent and serve the community. OMC is the administrator of the state-wide Behavioral Health Mediation Services Program.

www.mediation-omc.org



BEHAVIORAL HEALTH MEDIATION SERVICES PROGRAM

How can the Michigan Behavioral Health Mediation Services program help you with your services?

This program ensures you have access to a neutral, independent mediation professional to resolve matters related to your experience with Community Mental Health (CMH) or Prepaid Inpatient Health Plan (PIHP) services. We'll connect you with your local Community Dispute Resolution Program (CDRP) center that can help you resolve your dispute.

How Much Does It Cost?

It's free to all parties receiving mental health services from a CMH or PIHP, and paid for through a Michigan Department of Health and Human Services (MDHHS) grant.

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