



Community • Independence • Empowerment

**Jeffrey W. Patton**  
Chief Executive Officer

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

**Administrative Services**

2030 Portage Street  
Kalamazoo, MI 49001  
(269) 553-8000

**Access Center**

615 East Crosstown Pkwy  
Kalamazoo, MI 49001  
(269) 373-6000  
(888) 373-6200  
MI Relay Center: 711

**Integrated Health & Psychiatric Services**

615 East Crosstown Pkwy  
Kalamazoo, MI 49001  
Adults: (269) 553-7037  
Youth: (269) 553-7078

**Office of Recipient Rights**

2030 Portage Street  
Kalamazoo, MI 49001  
(269) 364-6920

**Services for Adults with Mental Illness**

2030 Portage Street  
Kalamazoo, MI 49001  
(269) 553-8000  
(888) 373-6200

**Services for Adults with Intellectual and Developmental Disabilities**

418 West Kalamazoo Ave  
Kalamazoo, MI 49007  
(269) 553-8060  
MI Relay Center: 711

**Services for Youth and Families**

418 West Kalamazoo Ave  
Kalamazoo, MI 49007  
(269) 553-7120

**Substance Use Disorder Services**

(800) 781-0353

**Training**

2030 Portage Street  
Kalamazoo, MI 49001  
(269) 364-6952

## Memorandum

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Date: March 13, 2020

To: Providers

From: Jeff Patton, CEO, Integrated Services of Kalamazoo

RE: Coronavirus (COVID-19)

This communication is a follow-up to our quarterly provider meeting, and the more recent Executive Order (EO) issued by Governor Gretchen Whitmer last night to limit exposure of the Coronavirus (COVID-19). Related to the EO, Kalamazoo County has issued a cautionary period, within which, starting Monday, March 16, it will (1) move to essential staff only, and (2) restrict building access to urgent needs only. The County has also asked Kalamazoo County Advisory Boards & Authority Boards, (which includes the ISK Board) to cancel their meetings through April 12, 2020. Over the next three weeks, I have directed ISK staff to limit consumer services to essential services only. When possible, telephone contacts by ISK staff will replace in person contact using reasonable and prudent standards to provide face-to-face contacts. We are also putting in place the use of telehealth in our clinics when appropriate.

We are also honoring and following the guidance issued today from the Community Mental Health Association of Michigan (CMHAM), which essentially states that:

*Because many of the providers' staff who would normally generate fee-for-service units and revenues will not be able to provide their regular volume of services due to COVID-19 and related mitigation efforts (school closings, enforcing social distancing), PIHPs and CMHs providing a steady flow of revenue – at the level that has historically been paid them, to these providers, is key to ensuring that these providers remain fiscally sound and able to retain their staff during this period.*

I know that each of our providers are putting in place similar measures to limit the exposure of the Coronavirus. Please let us know regularly the actions you are taking, and we will do the same. Also, as discussed, I am scheduling a provider conference call next week to share ideas and work out a strategy for regularly communicating and coordinating our efforts.

Stay safe and healthy over the weekend and I look forward to our conference call next week.