



Community • Independence • Empowerment

Jeffrey W. Patton
Chief Executive Officer

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

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.