



Date: April 12, 2021

Subject: Michigan Crisis and Access line (MiCAL) Overview

We are pleased to share that the Michigan Crisis and Access line (MiCAL) will launch April 19, 2021 in Oakland County and in Michigan's Upper Peninsula. MiCAL is a free, statewide resource that will serve as a crisis line, a warm line, and an information and referral line for Michiganders in need of behavioral health and/or substance use disorder (SUD) treatment services and do not know where to go, whether that caller is the individual in need, a concerned family member, or a helping professional.

The Michigan Legislature codified MiCAL into law through the Public Act 12 of 2020 in April 2020. This legislative enactment was in response to feedback from Michiganders that it is hard to navigate the behavioral health system, especially in a crisis. As a result, the mission of MiCAL is to ensure that all Michiganders receive the appropriate level of support in connecting them to the mental health and substance use disorder treatment services they need.

To achieve its mission, MiCAL is actively partnering and integrating with various resources, the community and behavioral health professionals. A key integration is with the Michigan Warmline, which provides Michiganders with emotional support from a certified peer and/or recovery coach. Both MiCAL and the Michigan Warmline will be operated by Common Ground (a staffing vendor with 50 years of experience in crisis services). To streamline behavioral health care coordination, MiCAL will partner with the Community Mental Health Services Programs (CMHSPs) to trigger face to face crisis services (telehealth or in person) and cover their crisis line after normal business hours.

MiCAL Key Highlights:

- MiCAL Number - 1-844-44MiCAL (1-844-446-4225)
- MiCAL Website: <https://michigan.gov/mical>
- Michigan Warmline: 1-888-PEER-753 (1-888-733-7753)
- Offers free crisis triage, support, and information and referral services 24/7 via phone, text, and chat
- Available to all Michiganders with mental health and substance use disorder needs (regardless of severity of need or insurance type)
- MiCAL callers could be someone in need, a concerned family member, or a helping professional.
- Integrated with CMHSP crisis services: afterhours crisis line coverage, care coordination protocols, activate in person crisis services
- Staffed by Common Ground, with 50 years crisis services experience
- Integrated with Michigan Warmline, which provides Michiganders with emotional support from a certified peer and/or recovery coach, 10 am to 2 am, 7 days a week statewide.





To move MiCAL's mission forward, we would like to set up a meeting to talk with you about MiCAL and how we can partner together. We are developing materials you can share with the public which should be available in the next few weeks. Please feel free to reach out to us using the contact information below to discuss further, or if you have any questions.

Thank you,

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