

**SENATE SUBSTITUTE FOR  
HOUSE BILL NO. 4051**

A bill to amend 1974 PA 258, entitled  
"Mental health code,"  
(MCL 330.1001 to 330.2106) by adding section 165.

**THE PEOPLE OF THE STATE OF MICHIGAN ENACT:**

1           **Sec. 165. (1) Subject to appropriation, the department shall**  
2 **establish and make available to the public the Michigan CARES**  
3 **(Community, Access, Resources, Education, and Safety) hotline.**

4           **(2) The department shall contract for the design, operation,**  
5 **and maintenance of the Michigan CARES hotline. The Michigan CARES**  
6 **hotline shall be available 24 hours a day, 7 days a week. A person**  
7 **operating or maintaining the Michigan CARES hotline shall do all of**  
8 **the following:**

9           **(a) Have the ability to access information related to the**



1 availability of services, including near real-time access to any  
2 registry of available inpatient psychiatric beds, crisis  
3 residential beds, and substance use disorder beds.

4 (b) Refer and connect individuals requiring mental health or  
5 substance use disorder services to mental health professionals,  
6 including, but not limited to, community mental health services  
7 programs and prepaid inpatient health plans, using  
8 telecommunications and digital communications methods commonly in  
9 use, such as a telephone call, text, electronic mail, and internet  
10 chat.

11 (c) Implement practices to comply with all applicable laws  
12 respecting individual and patient privacy.

13 (d) Implement practices to ensure the security of the data  
14 collected, in line with industry best practices and in compliance  
15 with all applicable laws.

16 (e) Notwithstanding provisions in subdivisions (c) and (d),  
17 collect data and utilize data analytics to track the success of the  
18 Michigan CARES hotline's operations and identify trends in service  
19 needs and outcomes.

20 (f) Develop and utilize a customer relationship management  
21 infrastructure for the hotline to track, monitor, assign, follow  
22 up, and report on hotline operations. This customer relationship  
23 management infrastructure must provide appropriate community and  
24 provider access.

25 (3) The department shall work with the department of licensing  
26 and regulatory affairs and the contractor described in subsection  
27 (2) to leverage existing databases and other sources of information  
28 identifying mental health professionals providing mental health  
29 services and providers of substance use disorder treatment and



1 rehabilitation services and to utilize the most current provider  
2 information available.

3 (4) The department shall have operational oversight for,  
4 including access to and utilization of, the customer relationship  
5 management infrastructure. Community mental health services  
6 programs and prepaid inpatient health plans shall also be allowed  
7 access to the customer relationship management infrastructure.

8 (5) The Michigan CARES hotline must be able to support calls  
9 relating to services and supports described in section 206.

10 (6) An individual operating or maintaining the Michigan CARES  
11 hotline under contract with the department has the same immunity  
12 provided for a governmental employee under section 7 of 1964 PA  
13 170, MCL 691.1407.

14 Enacting section 1. This amendatory act takes effect 90 days  
15 after the date it is enacted into law.

