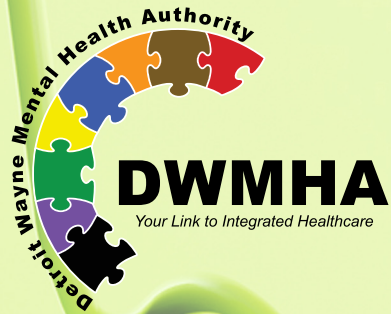




ANNUAL REPORT 2016 - 2017





MISSION

We are a safety net organization that provides access to a full array of services and supports to empower persons within the Detroit-Wayne County behavioral health system.

VISION

To be recognized as a national leader that improves the behavioral and overall health status of the people in our community.

VALUES

We are a person centered, family and community focused organization.

We are an outcome, data driven and evidence-based organization.

We respect the dignity and diversity of individuals, providers, staff and communities.

We are culturally sensitive and competent.

We are fiscally responsible and accountable, with the highest standards of integrity.

We achieve our mission and vision through partnerships and collaboration.

MESSAGE FROM THE PRESIDENT AND CEO AND CHAIRMAN OF THE BOARD OF DIRECTORS



Willie Brooks
President and CEO

I have been surrounded by extraordinary people who choose to do the right thing for others every single day. They speak up as advocates. They offer support to peers. They work countless hours so that people with an intellectual and developmental disability, mental illness, or substance use disorder can achieve their life's ambitions and dreams. They believe that being treated with dignity and respect is the rule and not the exception for the public mental health system.

Our community looks to us to lead them in ensuring that people with disabilities are afforded the same life opportunities as those without disabilities. Their expectation is that we provide innovative service programs that help the people we serve achieve inclusion, recovery, independence, and self-determination. As leaders, we are helping to build stronger neighborhoods and cities that recognize the abilities of those who have disabilities.

I look forward to the years and challenges that lie ahead and making a stronger system of care that will protect and promote public mental health services for Wayne County's most vulnerable citizens. Thank you, and I look forward to the opportunity to lead.



Herbert C. Smitherman, Jr, MD
Chairman

On behalf of the Board Members and staff of the Detroit Wayne Mental Health Authority, DWMHA is committed to becoming the premier community mental health organization in the country. Our goal is to be customer focused ensuring the best possible care in a welcoming service environment that safeguards against stigma and promotes delivery of quality care with integrity, dignity and respect. We are also very proud to foster care that is evidenced-based and data driven to enhance the outcomes of recovery and maintain quality of services rooted in integration of care for the consumers we serve. We embrace the healthcare model that works with primary care physicians, as well as integrating a behavioral health care treatment team.



*Herbert
C. Smitherman, Jr., M.D.
Chairperson*



*Dr. Cheryl Munday
Vice-Chairperson*

***Board of Directors
2017 — 2018***



*Bernard Parker
Treasurer*

*The Detroit Wayne Mental Health Authority
is a safety net organization that provides
access to a full array of services and
supports to empower persons within the
Detroit Wayne County behavioral
health system.*



*Dr. Cynthia Taueg
Secretary*



Marsha Bianconi



Dorothy Burrell



Tim Killeen



Kevin McNamara



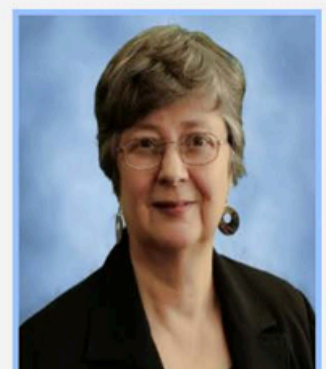
Constance Rowley



Dr. Iris Taylor



Terence Thomas



Heather Underwood



*Angelo Glen
Chairman*



Ghadda Abdallah

***Substance Use Oversight Policy
Board of Directors
2017 — 2018***



Thomas Adams

The Detroit Wayne Mental Health Authority is a safety net organization that provides access to a full array of services and supports to empower persons within the Detroit Wayne County behavioral health system.



Dr. Cynthia Arfken



Marsha Bianconi



Thomas Fielder



Jim Perry



Monique Stanton



William Riley



William Ventola

CHILDREN'S INITIATIVES

School Based Mental Health Initiative

The School Based Mental Health Initiative (SBMHI) continues to support coordination and delivery of direct school-based services via Community Mental Health Providers across Wayne County. Services offered by CMH providers include: assessments, individual and group therapy, crisis intervention, targeted case management, parent education groups, and professional development for educators. Behavioral health services are provided by 13 DWMHA agency partners to students and families of 72 Wayne County Schools.

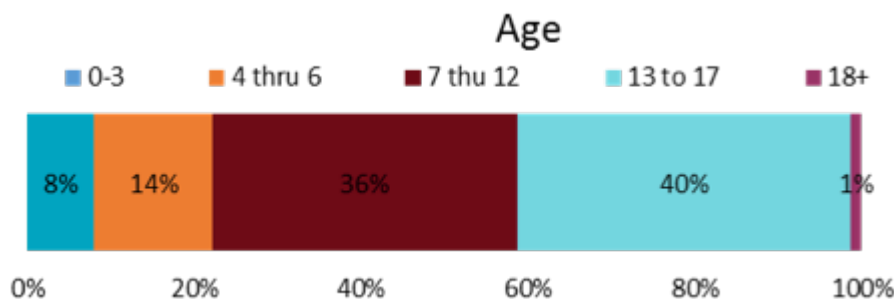
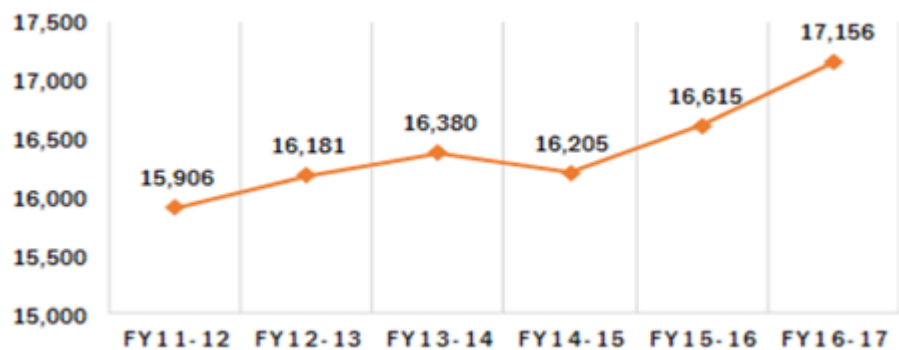
From October 2016 through July 2017

- **2,133 Students received prevention/intervention programming**
- **712 Children and Youth received individual CMH services in schools**
- **148 Trainings/Workshops were provided to parents, teachers, and staff.**
- **1,537 Parents attended the trainings/workshops**
- **904 Teachers and staff attended the trainings/workshops**

Cognitive Intervention for Trauma in Schools (CBITS)

Trauma can manifest itself in many different areas including, but not limited to, disruption in sleeping and eating habits, focus, attention and concentration, social problems and behavioral challenges. Such challenges often go unaddressed in the school setting due to the limited trauma-related training school teachers, staff and administration receive. In schools and classrooms, trauma can often mirror symptoms of other mental health challenges including restlessness, inattention, shutting down or explosive behavior. CBITS is a skills-based group, with the goal of reducing trauma symptoms, depression, and anxiety among young people who have experienced trauma. Development Centers' School Based program, through partnership with the Detroit Wayne Mental Health Authority (DWMHA) and the Ethel and James Flinn Foundation, will be implementing CBITS in the 2017-2018 school year in the Detroit public high schools.

Children Served by Fiscal Year



CHILDREN'S INITIATIVES

Youth United

Youth United (YU) is a youth lead initiative whose purpose is to promote positive youth development through youth voice and youth partnership in Wayne County. Founded on the idea that youth involvement and youth voice are necessary to develop solutions to meet the needs of youth and families in systems of care. Youth who participate in Youth United activities learn to be socially, mentally, and morally capable. Youth are able to develop their abilities and strengths, along with communicating and collaborating with leaders in Wayne County System of Care. YU promotes positive youth development by preparing youth to be effective leaders in their communities and being the change that they want to see happen in their communities.

YU staff consist of youth ages 14-24, who reside in Wayne County. They have also had past involvement in one of the systems such as juvenile justice, public mental health, child welfare and/or special education. Youth advocates are charged with engaging other youth, promoting youth involvement at the community, state and national level, participating in system of care activities and educating stakeholders through their work in advocacy, trainings, and combating stigma against mental health.

Anti-Stigma Pledge

1339 Youth, stakeholders, community leaders, and partners have signed a pledge to end the stigma associated with mental illness since 2014. 639 Stigma Pledges were collected in FY16-17.

Pledge to End Stigma

I will treat others with dignity and respect.

I will work to end the stigma associated with mental health issues.

I will use my knowledge of mental health and stigma to educate others.

I will be a voice to educate others on stigma.

If I see or hear stigma being placed on others, I will speak up.

If I see someone in crisis, I will encourage them to seek help.

I will be an advocate for raising awareness of mental health issues.

1st Annual Youth Spotlight Awards
September 22, 2017 - honored the significant contributions youth have made to help enhance our System of Care.



Youth United recognized as 'Organization of the Year' at the Youth MOVE National Rock Star Awards. November 2016



Youth MOVE Michigan

August 17, 2017

Statewide Youth Summit Lansing, MI. 57 individuals participated, with more than 30 in attendance from Wayne County. Professional motivational speaker Jonathan Edison gave the keynote, motivating young people to become leaders, create clear career plans and discussed the importance of surrounding themselves with positive people. Youth attended workshops that discussed the effects of bullying and suicide, provided tools/techniques for positive youth advocacy and leadership, and practiced healthy self-care and resiliency.

CLINICAL PRACTICE IMPROVEMENT

Workforce Development

Enhancing the Workforce through Student Learners

According to the U.S. Bureau of Labor Statistics, the behavioral health workforce is one of the fastest growing workforces in the country. Employment projections for 2020 forecast a rise in employment for substance use and mental health professionals with a 36.3% increase from 2010 to 2020. DWMHA supported thirty-three (33) students this year. They were trained to deliver evidence-based practices with individuals ages 0-24. Each student completed their advanced placement requirements with certification as a Qualified Mental Health Professional (QMHP) and Child Mental Health Professional (CMHP). Through this, (25) students completed orientation to begin a learning experience within Wayne County. Sixteen (16) provider agencies participated in showcasing their services. Five (5) consumers provided a panel presentation of information to prepare new professionals.

They were offered monthly inter-professional trainings focused on Psychopharmacology, Integrated Healthcare, Roles of Professionals in CMH, IPOS, Trauma Informed Practice, and preparing for post-graduation in the areas of psychiatry, nursing, and social work. We maintained a contract to train (33) students with the University of Michigan School of Social Work and Field Instructors. It is important to note that the outcomes of successes were presented in collaboration with University of Michigan School of Social Work at HRSA virtual conference.

Mental Health First Aid (MHFA)

Mental Health First Aid is designed to teach people methods of assisting someone who may be in the early stages of developing a mental health challenge or in a mental health crisis. The content of this training curricula is useful in situations where it becomes apparent to others that someone in their social network is developing a serious mental challenge. It can provide useful information on how to assist someone who has a history of a mental health disorder or longer-term mental health challenges. Mental Health First Aid (MHFA) is an eight- hour public education curriculum designed to increase knowledge and skills around 1) the unique risk factors and warning signs of mental health problems, 2) the importance of early intervention, and 3) how to help someone who is in crisis or experiencing a mental health challenge. This curriculum uses role-plays and simulations to demonstrate how to assess the situation, select strategies for initial help, and to connect individuals to services.



As part of this initiative, between October 2016 and September 2017

- **9 organizations were identified as contractors for delivery of the MHFA trainings**
- **88 provider and community trainings were conducted**
- **13 participants received full MHFA Instructor certification**
- **5 first responders, 1 educator, 1 faith based group received training**
- **6 behavioral health professionals were trained**
- **A total of 1,187 individuals were trained in MHFA**

1-800-241-4949 24-Hour Help Line
MENTAL HEALTH FIRST AID
CPR FOR THE BRAIN

CLINICAL PRACTICE IMPROVEMENT



Summer Youth Employment Program

The summer youth employment program contracted with fourteen (14) partnering organizations throughout Detroit and Wayne County from May – September 2017. Through this collaboration, 1,144 youth between the ages of 14-26 were employed. To ensure the youth were presented with an opportunity to learn about behavioral health and other life issues, a Young Professionals Conference was held at the COBO Conference Center Detroit where over 500 individuals attended. Topics included: bullying prevention, conflict resolution, suicide prevention, substance use prevention, financial literacy, and employment readiness.

Question, Persuade, and Refer (QPR)

The QPR training focuses on the warning signs, clues and communications of people who are considering suicide. Participants in the training are taught three simple steps to help prevent deaths by suicide: 1) question, 2) persuade, and 3) refer. The intent is to effectively intervene to prevent tragedy and to reduce the stigma associated with mental health challenges.

Individuals were trained to become Gatekeeper Instructors, receiving full instructor certification. From October 2016 through September 2017, 113 QPR trainings were delivered, with a total of 2,356 participants trained.

CPI led the Wayne County Suicide Prevention Coalition to promote and deliver prevention and awareness educational information and training activities for DWMHA during the 2016-17 program year. The activities included the following:

- *Back to School Day of Suicide Prevention at Ford Field which was attended by over 400 participants*
- *'13 Reasons Why' Viewing session and Teen led discussion*
- *Summer 'Skating for Hope' three skating parties to promote Suicide Prevention literacy and promotion*
- *Participated in AFSP's National Day of Advocacy in Lansing Michigan*
- *Served as a men's health referral partner for the Healthy Michigan Men campaign; supports promotion of the Healthy Michigan Men campaign through the project at various DWMHA functions.*

1-800-241-4949 24-Hour Help Line

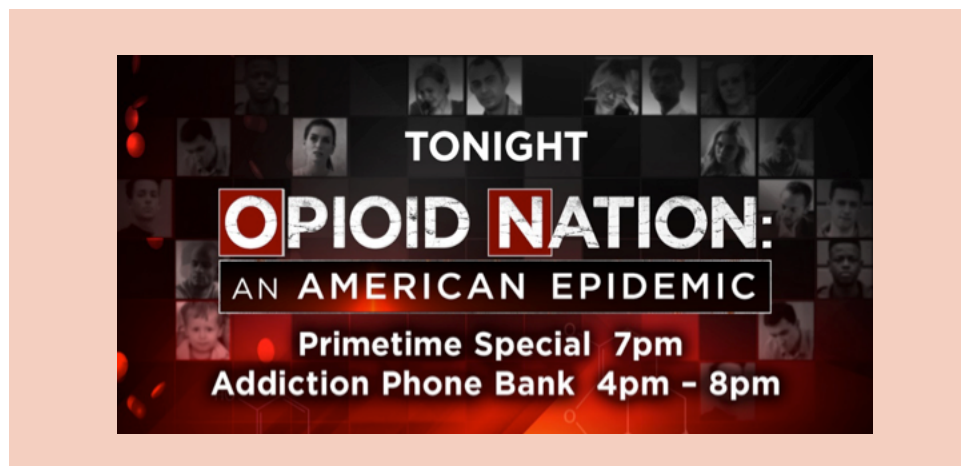
MANY
faces of **SUICIDE.**

DWMHA
Your Life is Integrated Health™

COMMUNITY OUTREACH

The Detroit Wayne Mental Health Authority continues to be in the forefront in the media and community news outlets on many issues that affect the health and well-being of the people we are committed to serve in Wayne County. In our third year, we remain committed to mental health community awareness and education and the importance and positive impact of community mental health of everyday life.

DWMHA and its departments have been very active in community outreach events and getting our message out about issues directly impacting our region. We've participated in the WDIV-TV (NBC) Opioid Nation series several times with engaging stories about stigma, recovery and answering calls during a live phone bank on opioid awareness. DWMHA participated in the "Opioid: Recovery, Prevention & Hope, HHS LiveStream". Our SUD director moderated local conversations with community and faith leaders to discuss local responses to the opioid crisis and what we can do about it together.



DWMHA celebrated with the community it serves. Hundreds of advocates came together at the Belle Isle Casino to take a victory lap over addiction. The Walk and Rally, organized by the Michigan Chapter of the National Council on Alcoholism and Drug Dependence, brought in Tony Hoffman, BMX Bike Superstar and person in recovery to share his story.

On June 28 DWMHA hosted the Mental Health Law Enforcement Roundtable Discussion where, Detroit Police Chief James Craig, Wayne County Sheriff Benny Napoleon and Rev. Dee Dee Coleman, President of the Council of Baptist Pastors of Detroit and Vicinity were in attendance to tackle the issue of individuals with mental illness in the system. From this meeting a coalition was formed to collectively better tackle the issue.



COMMUNITY OUTREACH

DWMHAs community education documentary “Accessing Mental Health Care in Your Community” aired on May 20, as part of Mental Health Awareness Month on CBS TV-62 and was seen in approximately 9,000 homes in the Metro Detroit area. The program was also one of the top-rated non-Network paid programs of the day across all networks. If you missed the program, feel free to watch and share by visiting the link below. <https://youtu.be/PJN8VX18YtM>



Social Media plays a huge part in today’s society. DWMHA uses various platforms of social media (Facebook, Twitter, Instagram and LinkedIn) to communicate and help educate about mental illness and the issues surrounding behavioral healthcare in our region.

A collage of four social media posts from the Detroit Wayne Mental Health Authority. The top-left post is a Facebook post from Michigan Radio about state budget changes, featuring a photo of a man holding a document. The top-right post is a Facebook video post about peer mentors, featuring a video player with a semi-circle of puzzle pieces and the text 'Peer Mentors: An Emerging Segment of the Detroit Wayne Mental Health Authority Peer Workforce'. The bottom-left post is a Facebook post about mental health days, featuring a photo of a person covering their face in bed. The bottom-right post is a Facebook post about a support system, featuring a photo of hands being held together with the text 'HAVE A SUPPORT SYSTEM WITH OPEN COMMUNICATION' and the hashtag #MENTALHEALTH.

CUSTOMER SERVICE

The Customer Service unit focuses on enhancing member experience the moment they walk through our doors. The "Welcome Center" has warmly greeted over 1,500 visitors and routed over 2,500 calls. The Customer Service Call Center handled 112,990 inquiry calls.

As a means to promptly address member inquires, Customer Service has introduced the "Rapid Response" program which was developed to promptly respond to website email inquiries.

Customer Services outreach efforts were extensive in FY 16/17. The unit participated in over 30 outreach events in the community. Increased collaborative efforts with other DWMHA departments such as Substance Use Disorders, Integrated Healthcare and Children's Initiatives.



WHO WE SERVE

Residency		
Description	Consumers	Percent
Detroit	40,992	53.08
Out County	36,232	46.92
Total	77,224	

Age Category		
Description	Consumers	Percent
0 - 17	16,241	21.03
18 - 21	4,077	5.28
22 - 50	34,277	44.39
51 - 64	18,003	23.31
65+	4,626	5.99
Total	77,224	

Race		
Description	Consumers	Percent
Black or African American	37,410	48.44
White	23,247	30.10
Two or more races	7,942	10.28
Other race	4,079	5.28
Unreported	4,019	5.20
Asian	295	0.38
American Indian (non-Alaskan)	193	0.25
Native Hawaiian or other Pacific	32	0.04
Alaskan native (Aleut, Eskimo)	7	0.01
Total	77,224	

INTEGRATED HEALTHCARE INITIATIVES

The Integrated Healthcare Department is tasked with facilitating the integration of behavioral health with other health care services (physical health, substance use, dentistry, etc.) to improve the health and outcomes for individuals served throughout the DWMHA network.

Integrated Healthcare and IT Block grant

The Detroit Wayne Mental Health Authority (DWMHA) obtained an integrated health IT block grant from the State of Michigan that was designed to improve access to comprehensive data and further integrate health initiatives at the provider level. DWMHA provided an opportunity for comprehensive providers to attend training and be given access to their patient data through the use of the ProAct population health tool. 14 providers participated in this training and those entities serve more than 45,000 individuals in the network. This tool gives behavioral health providers access to physical health data they would not otherwise have available to provide whole person care. Next steps involve the development of best practices within Wayne County and to provide education and training to the provider network around the use of HEDIS measures to develop targeted quality improvement initiatives.

MI Health Link

MI Health Link is the Dual Eligible (Medicare/Medicaid) demonstration project with Centers for Medicare & Medicaid Services (CMS) and the State of Michigan. It is a health care option for Michigan adults, ages 21 or over, who are enrolled in both Medicare and Medicaid. DWMHA is contracted to provide the behavioral health and substance use benefits for all Wayne County enrollees in the program. During FY 2016-2017, there were 11,841 members enrolled in the MI Health Link (Dual Eligible) Program, and of these 11,841, DWMHA provided services to 5,480 of them. During the 2017 Fiscal Year, the DWMHA Utilization Management Department reviewed and processed 2,889 MI Health Link Authorizations. The goal of the program is to improve the coordination of care for members and simplify payments to providers.

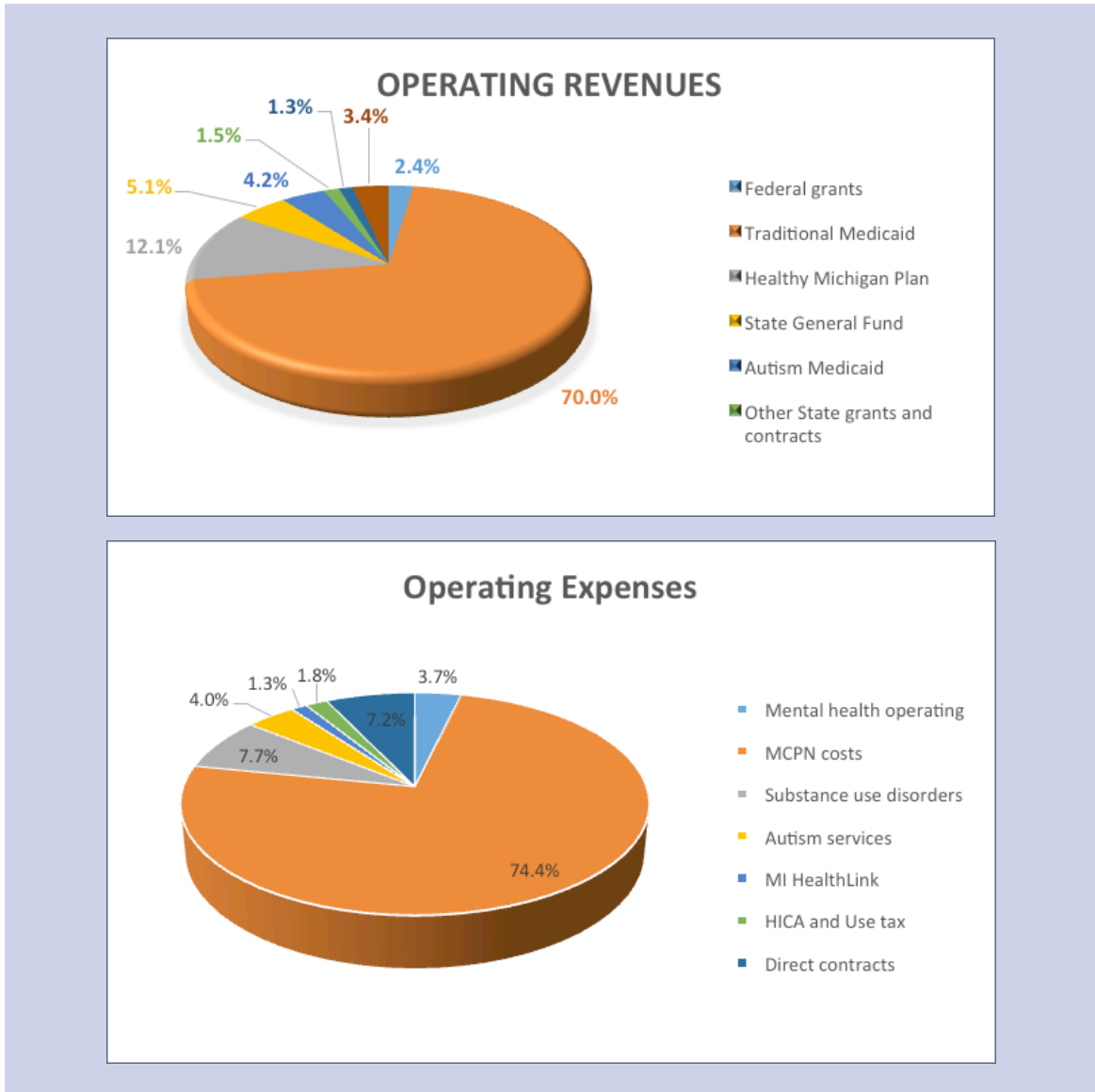
Collaboration with the Medicaid Health Plans

In an effort to identify gaps in service and improve care coordination, DWMHA meets with each of the 8 Medicaid Health Plans in Wayne County at least monthly to identify high risk individuals and develop shared care plans. Over the last year, DWMHA has assisted over a hundred members reconnect with primary care, attend dentistry and other specialty appointments and obtain needed medication.

Complex Case Management

In 2017, DWMHA officially launched its Complex Case Management program. The program identifies high risk individuals using population health data, and through referrals from providers, hospitals, and the individuals themselves. The program helps link individuals with the necessary medical, behavioral and community resources so that he or she may reach their fullest potential and move forward in their recovery.

MANAGEMENT AND BUDGET



Managed Care Operations

Detroit Wayne Mental Health Authority (DWMHA) is committed to providing quality services to the individuals served. Through Direct Contracts for the MI-Health Link Program, Autism Services, Substance Use Services, and Managers of Comprehensive Provider Networks (MCPNs), DWMHA has provided services to 77,005 unique members in FY17.

Procurement

Procurement of goods and services at the Detroit Wayne Mental Health Authority is governed by organizational Procurement policies and procedures, as well as applicable state and Federal guidelines. The Procurement Division's goal is to ensure goods and services are procured in an effective, efficient manner, providing the maximum benefit and cost savings to the Authority.

The Authority annually procures more than \$500 million in goods and services, the vast majority of which falls into the Behavioral Health Services category. During FY 2017 the Procurement Division processed over 850 purchase transactions, including purchase orders, blanket orders, and bids and quotes. The Authority prides itself on supporting local business entities, and spends the majority of its dollars on behavioral health services and programs within Wayne County.

OFFICE OF RECIPIENT RIGHTS (ORR)

DWMHA ORR collaborated with the Recipient Rights offices of Washtenaw County and Oakland County to create a common curriculum for ORR Annual training purposes. This effort will simplify the current Annual training processes and allow for easier reciprocity between the counties. Tremendous progress was made toward finalizing the content of the training. The most significant challenge remaining is to finalize the technological platform to be used for this new curriculum.

During FY17, ORR decided to change the process for ORR New Hire training. Previously, staff newly hired into the DWMHA network of care took ORR New Hire training in two parts: part one was online and had to be taken within 30 days of hire; part two was face-to-face and had to be taken within 120 days of hire. This structure was occasionally confusing, and challenging to track for the providers. To simplify things, DWMHA ORR decided to opt for a single training class that was face-to-face and had to be completed within 30 days of hire. This change was effective August 2017 and has resulted in less confusion in the provider network.

Recipient Rights Advisory Committee (RRAC)

This very important committee is critical to DWMHA ORR achieving success in protecting the rights of members that receive mental health and intellectual/developmental disability services. The RRAC is composed of DWMHA Board Members and volunteers from the community; no DWMHA staff are members. RRAC continues to carry out its responsibilities as outlined in the Mental Health Code. It protects ORR from pressures that could interfere with the impartial, even-handed, and thorough performance of the ORR's functions. The RRAC is looking to expand its membership in FY18 by at least five. The membership efforts will concentrate on recruiting volunteers from the community that represent the various perspectives of Wayne County.

YOU HAVE RIGHTS

When receiving services from
Detroit Wayne Mental Health Authority

If you or someone you know needs help
understanding their rights, or would like to talk
with someone about filing a complaint, contact the
Office of Recipient Rights at

Toll Free: 1-888-339-5595
TDD: 1-888-339-5588
Fax: 313-833-2043



*Detroit Wayne Mental Health Authority
Office of Recipient Rights
707 W. Milwaukee, 2nd floor
Detroit, MI 48202-2943*

SUBSTANCE USE DISORDERS

DWMHA continues to manage and authorize Substance Use Disorder (SUD) services to Detroit and Wayne County residents. Consumers and providers can contact DWMHA 24 hour Access Center at 800-241-4949 to be screened for an array of Substance Abuse services available in Detroit and Wayne County. Services are delivered by an extensive behavioral health provider network of over 65 organizations. During the 2017 Fiscal Year, the Utilization Management Department reviewed and processed 34,858 SUD Authorizations. DWMHA SUD programs and services are focused in three categories - Prevention, Treatment and Recovery - in an effort to combat and provide the most complete source of assistance to the people we serve.

Heroin/Opioid Epidemic

DWMHA has launched a multimedia campaign with an emphasis on the Heroin/Opioid Epidemic using billboards and advertisements on buses and radio to raise awareness of the resources available to residents in the Detroit Wayne County area. The advertisements are in English, Spanish, and Arabic, the major languages in the area. The two boards have made available education and outreach to a larger audience using SCRIPPS media about SUD issues and its impact on families, our communities and how to access and receive services. DWMHA, its providers and community partners promote National Take Back Day. Some of the programs DWMHA has in place include:



Narcan Initiative

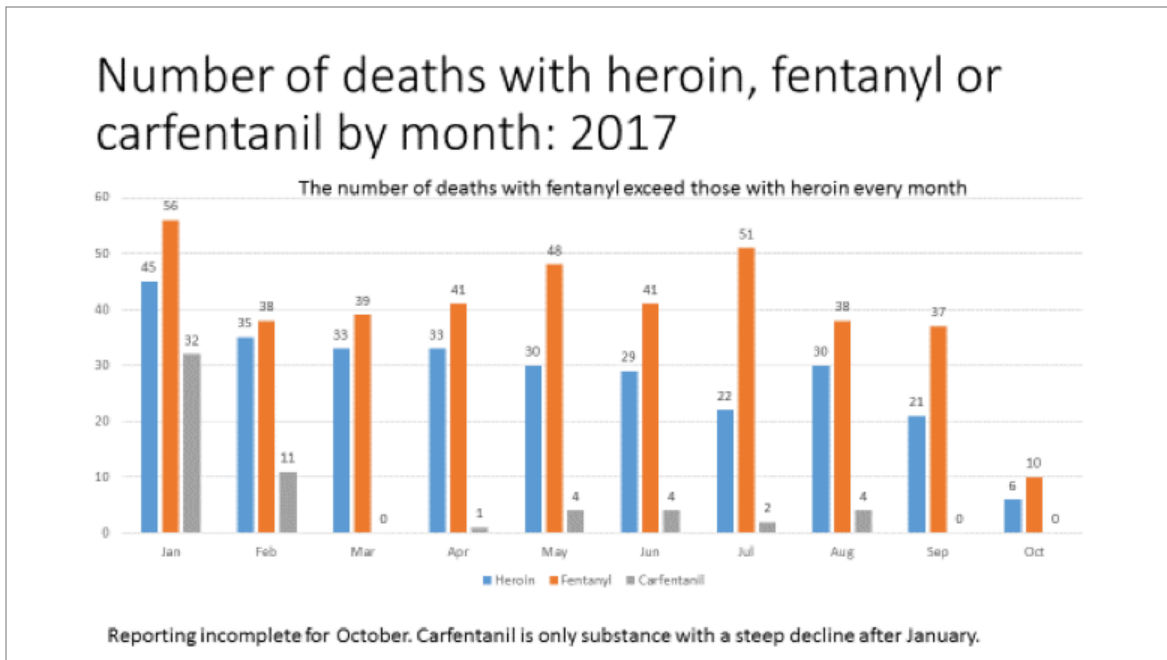
To support the Governor's initiative to respond to the increase in opioid overdose related deaths and to save lives in the Detroit Wayne County area. DWMHA began providing free training and distributing Narcan kits March 22, 2016 to Wayne County law enforcement, the prevention and treatment networks, then the community. Training over 3,000 individuals. Narcan blocks or reverses the effects of opioid medication, including extreme drowsiness, slowed breathing, or loss of consciousness.

Training and Narcan Kits were provided to First Responders (all local/Wayne County Departments), Border Patrol, College Campus Police, ATF, DEA, Attorney General's Office, prevention, treatment and recovery providers, faith based personnel, civic organizations and residents. From 2016 to February 2017, DWMHA's Naloxone Initiative has saved 118 lives since its inception that we are aware of, and the number rises weekly.

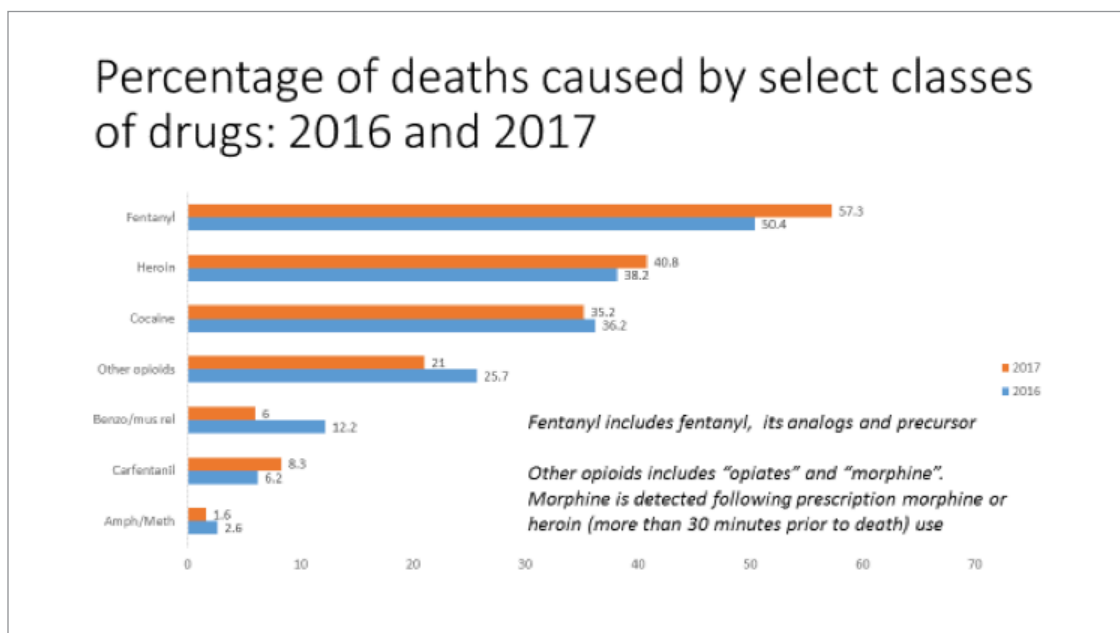
Deterra Bags

Launching the Deterra bags that deactivates and dissolves unused prescriptions. It is eco-friendly just add water and throw in the trash. It is for patches, pills and liquids. We have distributed to senior citizens facilities, town hall meetings and at health fairs.

SUBSTANCE USE DISORDERS



The DWMHA prevention services identify gaps in the community by assessing the community needs. We support and disseminate information to raise awareness about prevention and the efforts of community based substance abuse prevention coalitions. Documentation of successful prevention efforts at the community level through the provider network can be found in the Michigan Prevention Data System (MPDS). We increased community services across the region to promote environmental change (advocacy), identifying critical issues in our community by providing SBIRT and parental responsibility around the SPF Priorities.



SUBSTANCE USE DISORDERS

DWMHA's purchased 20 Drug Take Back Boxes with grant funds for just under \$11,000, they can be found in police precincts around Wayne County. Additional Prescription Drop Off Boxes can be found at over 26 provider and community sites around the county. Visit www.dwmha.com

Synar Update

Prevention is critical and it has been proven to reduce youth smoking behavior. Federal law requires all states that receive Substance Abuse Prevention and Treatment Block Grant funds to conduct an annual "survey" of tobacco retailers to determine the percentage of retailers who would sell cigarettes to people under age 18. These surveys involve under-age persons attempting to purchase cigarettes. If a state's illegal sales rate is higher than 20%, the state stands to lose 40% of its block grant funds (about \$22,200,000 for Michigan).

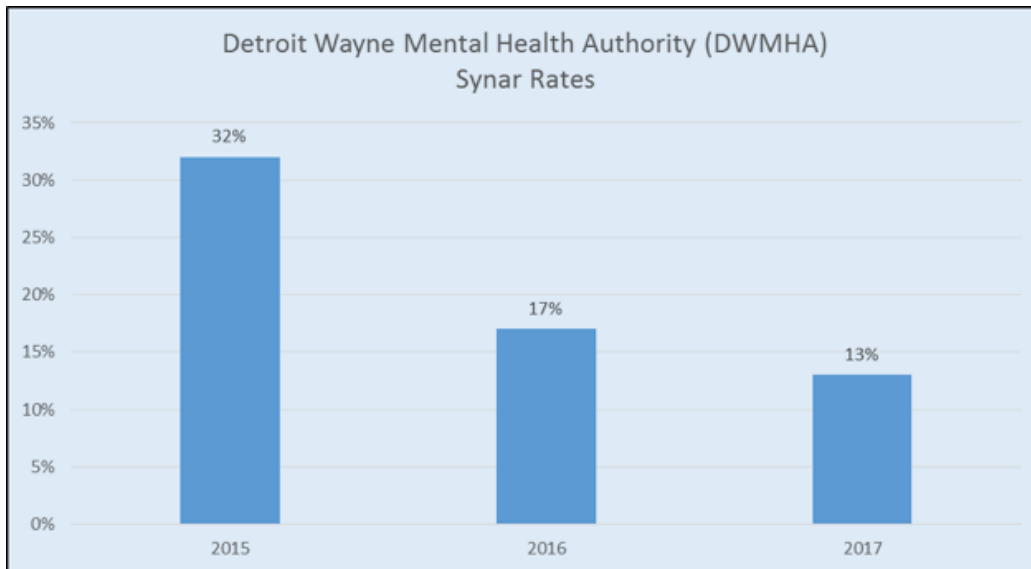
As a recipient of the Substance Abuse Prevention and Treatment Block Grant funds, Detroit Wayne Mental Health Authority (a PIHP), participates in the Synar Project with a goal for the rate of illegal sales of tobacco products to minors lower than 20%. The goal is to remain below 20% in Wayne County.

DWMHA lowered its Synar rate by implementing the following strategies:

- *Merchant Education and/or Training*
- *Incentives for Merchants who are in compliance (e.g., Reward and Reminder)*
- *Community Education regarding the Youth Tobacco Access (YTA)*
- *Media Use to publish compliance inspection results*
- *Community Mobilization to increase support for retailer compliance with youth access laws*



SUBSTANCE USE DISORDERS



Drug Court Peer Recovery Support Program

- *Provide assistance to the defendant in entering formal treatment services (health care navigator service).*
- *Educate family and defendant re: treatment options, risk of death (opioid overdose prevention), Narcan kits, medication assisted treatment and support resources for family members*
- *Provide linking and coordinating of defendant or family members to support services, this includes providing transportation and support during the defendants first few 12 step meetings.*
- *Provide post drug court connection for clients to support long term engagement in recovery*
- *Provide education and referral for mental health services that may be needed.*

Here to Talk. Here to Help.
800-241-4949

DWMHA
Your Link to Integrated Healthcare

Recovery is Real.

UTILIZATION MANAGEMENT

Autism Spectrum Disorder Benefit

During the 2017 Fiscal Year, the Utilization Management Department conducted 4,751 authorization clinical reviews; this is a 20% increase since last fiscal year. The increase can be attributed to the increased number of referrals and overall expansion of the benefit network/providers. The ASD benefit added 3 new providers during FY17. One-thousand, two hundred and twenty-eight (1,228) referrals were received for the ASD Benefit during the 2017 Fiscal Year. One-thousand, one hundred and fifty one (1,151) cases are currently open in the benefit.

Home & Community-Based Services Rule

Home and community-based services (HCBS) provide opportunities for Medicaid beneficiaries to receive services in their own home or community rather than institutions or other isolated settings. These programs serve a variety of targeted populations groups, such as people with intellectual or developmental disabilities, physical disabilities, and/or mental illnesses. The Rule is designed to ensure that Medicaid's home and community-based services programs provide full access to the benefits of community living and offer services in the most integrated settings. DWMHA continues our efforts to implement these changes in collaboration with those we serve as well as our provider network. Michigan plans to have implementation accomplished by March 2019.

Surveys have been conducted to Medicaid recipients and providers who receive or provide services under both the B and C Waivers. Results from the surveys are being used to assess conformity with the HCBS rules, correct shortcomings, and/or support consumers in selecting compatible services and providers.



Detroit Wayne Mental Health Authority
707 West Milwaukee
Detroit, MI 48202
313-833-2500

DWMHA Customer Service
(Toll Free) 888-490-9698 or 313-833-3232
TDD/TTY: 800-630-1044
Fax: 313-833-2217 or 313-833-4280

Recipient Rights Office
888-339-5595
TDD/TTY: 888-339-5588

24-Hour Crisis Information and Referral
800-241-4949
TDD: 866-870-2599

www.dwmha.com