



# Persons Point of View

Fall 2019  
Editor-In-Chief  
Michael Shaw

National APSE  
Conference

Wayne County  
Veteran Navigator

Vaping: What You  
Really Need to  
Know

Why Follow Up  
Care Is  
Important



# Association of People in Support of Employment First

## By Jaime Junior



A few months ago, I had the pleasure of attending the 30th Annual National Association of People in Support of Employment First Conference in St. Louis, Missouri. Employment First means that work in the general workforce should be the first and preferred option for individuals with disabilities. Simply put, employment first means regular jobs in typical work settings, working side-by-side with people without disabilities, earning regular wages and benefits and being part of the economic mainstream of our society.

While at the conference, I had the privilege of meeting and networking with thousands of people from all over the country, in various roles who came together to learn about and share their experiences around finding and supporting continued community-based employment for individuals with Intellectual and/or Developmental Disabilities.

Session after session, I heard discussions about state-of-the-art strategies from industry professionals who were dedicated to the equitable employment for all citizens with disabilities. But I must say that of all the sessions I attended (and there were many) two were particularly intriguing: The first was how states like New York, Oregon and Missouri are working with VOC-REHAB to use the apprenticeship model to create learning and employment opportunities in manufacturing and beyond, from line work to civil service and everything in between. The second, was about the "Learner-Earner" program wherein they created a curriculum that included a stipend and internships that trains young people in a center-based learning environment to be Direct Support Professionals.



*DWIHN Ambassadors Donna Parnell and Bridgette Melton-Stevens at Reentry Tuesday supporting returning citizens at First Baptist Institutional Church, September 24, 2019*

# Why Follow Up Care Is Important

## By Alicia Oliver, MSN, RN



Follow up visits with your Primary Care Physician are so important because:

1. Good follow-up care helps lower the risk of repeat trips to the hospital.
2. If you are admitted into the hospital, you may need the extra support after leaving.
3. If you are on medication, it allows your doctor to evaluate and adjust it.
4. It helps ensure support for your transition back home and back to work or school.
5. It allows you to keep building on the progress you made during your hospital stay.

### What you need to do:

1. Call to make an appointment to see your doctor within 7 days of discharge.
2. Bring all of your medications to your appointment (including supplements, herbs, and over-the-counter drugs).

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# Self-Talk for Coping with Difficult Times

## By Mary Ann Bozenski



1. When you are overthinking a situation try, *"Stop analyzing, it's paralyzing."*
2. When missing a deceased, loved one think, *"Our loved ones live on in our hearts."*
3. When overwhelmed with a project or tasks, try, *"Keep in mind, one step at a time."*
4. When trying to be perfect, remember, *"It's OK to be human."*
5. Try to remember, *"None of us are perfect beings."*

# Vaping: What You Really Need to Know

## By The SUD Initiatives Department

**E-cigarettes**, can contain:

- + Volatile organic compounds
- + Heavy metals (nickel, tin, and lead)
- + Diacetyl, a chemical linked to Lung Disease.

It has happened. Michigan just recently recorded its first ever vaping death, which brings the national total to at least 21 dead so far. It is everywhere. Every time you turn on the news, click on social media, or walk down the street. Vaping. The National Centers for Disease Control and Prevention (CDC) has come out strong against it and our governor here in Michigan has banned flavored products under emergency orders. What is all the fuss about? What is vaping anyway? How bad could it be?

The term “vaping” is used to describe the use of an e-cigarette, or electronic cigarette, to inhale a product in the lungs. The e-cigarettes basically work by heating a liquid to produce an aerosol that is then inhaled in the lungs. E-cigarettes are used to consume nicotine but also increasingly used to vape cannabinoid (CBD) oils, tetrahydrocannabinol (THC) the psychoactive compound in marijuana or “weed,” and other substances. According to the CDC “E-cig vapor includes potentially harmful substances such as nicotine, diacetyl (a chemical linked to a serious lung disease), cancer-causing chemicals, volatile organic compounds, and heavy metals such as nickel, tin, and lead. And because vapor is exhaled, those nearby are also exposed to these contaminants.”

Initially heralded by some as a safer alternative to smoking nicotine than cigarettes, vaping has become a hot topic as we learn more about its risks to health. Many public health experts agree that one of the greatest risks to health is that vaping may “re-normalize” smoking. For years, smoking rates have declined which has been a win in public health. With vaping, new people are using nicotine and other products, including young people, who otherwise may not have started smoking cigarettes. Vaping is now the most common form of tobacco use by kids and teens. Some argue that the flavors offered make them more attractive to young people.



The CDC has been actively gathering data from across the country related to lung injury and death related to the use of e-cigarettes. Some of the symptoms reported have included:

- Abdominal pain
- Diarrhea or loose stools
- Chest pain
- Cough Shortness of breath
- Fatigue or feeling tired
- Fever
- Nausea, vomiting

*Continued on Page 5*



According to investigations compiled by the CDC:

- There have been 805 reported cases of lung injury in 46 states and 1 US territory
- 12 deaths have been confirmed in 10 states
- 62% of the patients are young adults 18-34 years old. 16% of the patients are under 18 years of age.
- Recent findings indicate that products containing THC play a major role in the lung injury cases seen.

Just as important is what we still don't know about vaping. The long term impact remains to be seen.

Public health experts, multiple health organizations, and the CDC have come out strong recommending that everyone consider refraining from using e-cigarette, or vaping, products, particularly those containing THC.

As the scientific community and our government weigh in and tackle this issue, we cannot anticipate what laws will be upheld or what the data will eventually teach us. We can anticipate that if we don't work toward healthy habits and lifestyle choices for ourselves and the people that we love, we are more likely to become sick. Personal responsibility and choice is key. As with any illness, nicotine and other substance dependencies deserve our attention. An addiction to vaping nicotine or other substances can be treated. The Detroit Wayne Integrated Health Network is your partner in doing just that. We are always here to talk, here to help. Call our HelpLine 24/7 at 1 (800) 241-4949.

In Health,

*DWIHN, Substance Use Disorder Initiatives*

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## **Wayne County Veteran Navigator** **Chris Brown, MSW, Army Vet**

The Veteran navigator program serves veterans and their families by helping them navigate federal, state, and local community resources.

The Wayne County Veteran Navigator provides support to the following individuals: Those who served in the military regardless of discharge status. This includes those who do not meet service eligibility due to time-in-service or who are not eligible for Veterans Administration (VA) services, and Veterans who do not wish to seek traditional support paths. The Navigator also provides supports for spouses, children and family members and consults with numerous organizations to develop a strong support and referral network. Services include:

- Assisting Veterans and their families to overcome any barriers that are affecting their quality of life.
- Connecting Veterans and their families to mental and physical health services
- Disability Benefits
- Education on PTSD and other combat related mental health issues
- Food and Clothing Resources
- Housing
- Substance Use Disorders
- Support Groups
- Transportation

**For more information, contact Chris Brown at 313-585-0061 or [cbrown@dwhn.org](mailto:cbrown@dwhn.org).**

# Members' Rights

Our Area of Responsibility	Members' Rights	For More Details, Contact us at:
Provider Directory	<ul style="list-style-type: none"> <li>• To receive a copy of the Provider Directory at the time of enrollment, upon intake, annually and/or upon request</li> <li>• To request a copy to be mailed to you at your mailing address or by email</li> </ul>	<a href="http://dwihn.org/files/7115/6986/6624/2020_Provider_Directory.pdf">http://dwihn.org/files/7115/6986/6624/2020_Provider_Directory.pdf</a> 888-490-9698 800-6301044 (TTY)
Claim Status	<ul style="list-style-type: none"> <li>• To track the status of your claims in the claims process</li> </ul>	<a href="http://dwihn.org/operations/managed-care-operations-mco/claims/">http://dwihn.org/operations/managed-care-operations-mco/claims/</a> 313-833-3232
Estimated Cost of Services	<ul style="list-style-type: none"> <li>• To know the Estimated Cost of Services (ECS) for the services identified in your IPOS within 15 business days of your IPOS Meeting and when your IPOS has been changed</li> <li>• To receive an Explanation of Benefits (EOB) and request it at any time</li> </ul>	<a href="http://dwihn.org/files/4114/5936/3409/DWM_HA_Provider_Manual.pdf">http://dwihn.org/files/4114/5936/3409/DWM_HA_Provider_Manual.pdf</a> 888-490-9698
Notice of Privacy Practices	<ul style="list-style-type: none"> <li>• To have DWIHN protect and secure all of your health care information that we have created or received about your past, present, or future health care or condition, or health care we provide to you, or payment</li> </ul>	<a href="http://dwihn.org/library/hipaa-notice-and-policies/">http://dwihn.org/library/hipaa-notice-and-policies/</a>
Fraud, Waste, and Abuse (FWA)	<ul style="list-style-type: none"> <li>• To report fraud, waste, or abuse within the DWIHN's behavioral healthcare system to DWIHN to be investigated</li> </ul>	<a href="http://dwihn.org/files/2015/6458/3594/Fraud-Waste-and-Abuse-Policy.pdf">http://dwihn.org/files/2015/6458/3594/Fraud - Waste and Abuse Policy.pdf</a> 313-833-3502 or email <a href="mailto:compliance@dwihn.org">compliance@dwihn.org</a>
Utilization Management Decision Making	<p>All Crisis Service Vendors and Access Center practitioners and employees who make Utilization Management decisions understand the importance of ensuring that all consumers receive clinically appropriate, humane and compassionate services of the same quality that one would expect for their child, parent or spouse by affirming the following:</p> <ul style="list-style-type: none"> <li>• Utilization Management decision making is based only on appropriateness of care, service, and existence of coverage.</li> <li>• DWIHN, Access Center, and Crisis Service Vendors, do not reward practitioners or other individuals for issuing denials of coverage or service care.</li> <li>• No Physicians nor any other staff making UM decisions are rewarded for issuing denials of coverage or service or reducing the provision of care which is deemed medically necessary.</li> </ul>	<a href="http://dwihn.org/operations/utilization-management/">http://dwihn.org/operations/utilization-management/</a>

# Enrollee Rights and Responsibilities

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We are committed to maintaining a mutually respectful relationship with our members and providers. The DWIHN Members' Rights and Responsibilities statement is provided to assist you in understanding and exercising your rights while accessing behavioral health care services in Detroit-Wayne County. This statement helps to minimize potential misunderstandings and promote compliance with all applicable statutory and regulatory requirements. Understanding your rights and responsibilities will help you to make informed decisions about your healthcare.

For more information, please refer to the DWIHN Member Handbook. If you need one, please contact customer service at 313-833-2500, or visit [www.dwihn.org](http://www.dwihn.org).

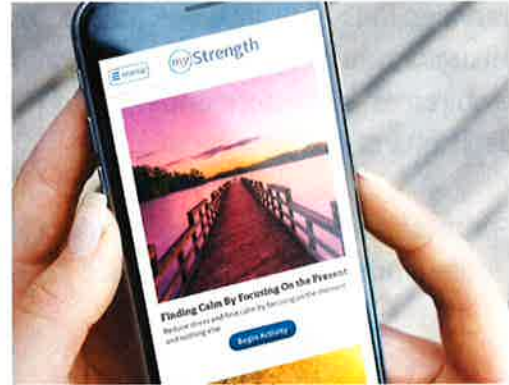


**Note:** All DWIHN staff, the Access Center, and Service Provider employees shall acknowledge, uphold and demonstrate knowledge of the above enrollee rights and responsibilities.



## Sign Up Today!

1. Visit [www.myStrength.com](http://www.myStrength.com).
2. Click "Sign Up."
3. Enter Access Code: **DWIHNc**
4. Complete the myStrength sign-up process
5. Download the myStrength app for iOS and Android



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## Habilitation Support Waiver Programs (HSW)

The Habilitation/Supports Waiver (HSW) is an intensive home and community based program that provides active treatment and supports, designed to help people with intellectual and developmental disabilities. You can help someone you think would qualify for HSW services by calling Detroit Wayne Integrated Health Network's Customer Service department at 313-833-3232 or 1-888-490-9698.



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## The Quality Performance Improvement Plan

Please check out the DWIHN Quality Improvement Webpage posted on the DWIHN website. Documents for resources include Bulletins, Codes & Updates, Home & Community-Based Services (HCBS) Resources and Quality Improvement Policies & Reports.

<http://www.dwihn.org/operations/quality-improvement>



# What's Coming Up December 2019

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## *December is National Stress-Free Family Holidays Month*

Some tips to help you get through the holiday season are to plan ahead, create a budget, keep it simple, ask for help, acknowledge your feelings, stop to make time for yourself, and know that you are not alone.

### **Now through**

**December 31**      **Lightfest at Hines Park**, the midwest's largest and longest light show with 47 gigantic animated displays. \$5 p/car. 7p - 10p weekdays, 6p - 10p Saturdays and Sundays. Merriman Road entrance in Westland.

**December 4**      **Hearing Voices Network**, a time and place to talk about hearing voices, without fear or judgment. Mutual support, friendship and exploring your experiences. Every Wednesday at 11:30p. Our Place Drop-In, 12285 Dixie St., Redford 48239. [www.hearingvoicesusa.org](http://www.hearingvoicesusa.org)

**December 5**      **Wellness Self-Management**, all about mental health, recovery, barriers and how to overcome them. Wellness conversation in a friendly informal setting. Every Thursday from noon to 1p. Our Place Drop in Center, 12285 Dixie St., Redford 48239. For more information, call 313 543-3393.

**December 6**      **DBSA (Depression & Bipolar Alliance)** meeting the first and third Friday of each month to discuss issues and steps toward Recovery, 11:30am; Our Place Drop-In Center, 12285 Dixie Street, Redford 48239; call 313 543-3393 for information

**December 6**      **Hockey Night in Dearborn**, free for individuals with disabilities, their caregivers and/or family members who accompany them. 7p at the Dearborn Ice Skating Center, 14900 Ford Road, Dearborn 48126. General public tickets are available at the door for \$10.

**December 10**      **Family and Friends Peer Support Group**, informal meeting offering help, healing and hope. 6:30p -7:30p. Summit on the Park, 46000 Summit Parkway, Canton, 48188, [nwwayne@familiesagainstnarcotics.org](mailto:nwwayne@familiesagainstnarcotics.org)

**December 14**      **Family Health Clinic**, every 2nd Saturday of each month. Free dental services, blood work, and healthy food items. 10a - 4p; Islamic Institute of Knowledge, 6345 Schaefer Road, Dearborn 48126

**December 14**      **Downtown NAMI Support Group**, a chance to discuss whole health issues and finding strength in Recovery; 2nd Saturday of each month. 12:30p - 3p. Sacred Heart Activity Building, Conference Building, 3451 Rivard, Detroit 48207, contact Zoe Williams 313 784-9391

# What's Coming Up Continued

## December 2019

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**December 16**            **YOGA**, stretch your mind and body. Every 2nd and 4th Monday of the month. Free. 11:30a. Our Place Drop in Center, 12285 Dixie Street, Redford 48239. For more information, call 313 543-3393.

**December 17**            **Youth MOVE Detroit Advisory Council**, for ages 14-25. Help make suggestions and decisions that impact services provided youth in Detroit and Wayne County. Training opportunities; Free. Every 3rd Tuesday; 5p - 6:30p; Children's Center, 79 West Alexandrine, Detroit 48201

**December 18**            **NAMI Family Support Group**, a caring group who utilizes their lived experience to help others. Every 3rd Wednesday of the month at 7p. Henry Ford Wyandotte Hospital, 5th floor, room #5, Wyandotte, 48192. For more information, call Shirley at 313 292-3324.

**January 17**            **Constituents Voice Meeting**, members and guests are welcome to meet and make recommendations for programs and improvements in the Detroit Wayne integrated health system. 10a - 12p; DWIHN, 2nd Floor, 707 W. Milwaukee, Detroit 48202

**February 19**            **Tri-County Peers Connect**, breakfast meeting. The topic will be announced. 8:30a - 12p; Free, but registration is *required*. Oakland Community Health Network, 5505 Corporate Drive, Troy 48098 RSVP online at [www.oaklanchn.org/training/trainingschedule](http://www.oaklanchn.org/training/trainingschedule)







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**Detroit Wayne Integrated Health Network**  
707 W. Milwaukee Ave.  
Detroit, MI 48202

**Hours of Operation: 8 am - 4:30 pm**  
**Customer Service: (313) 833-2500**  
**Main: (313) 344-9099**  
**TDD: (800) 630-1044**  
**Fax: (313) 833-2156**  
**24-Hour HelpLine: (800) 241-4949**

**Website: [www.dwihn.org](http://www.dwihn.org)**

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