

# Persons Points of View

SPRING 2019

**DWMHA**

**WILLIE E. BROOKS, JR., PRESIDENT  
AND CEO**



## The Constituents' Voice Runs Better With You! By Michael Shaw

### Consumer Driven News-letter

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Are you familiar with the Constituents' Voice (the CV)? It is the advisory board to the President and CEO of the Detroit Wayne Mental Health Authority of persons who receive services from the organization. Established in 2015, the CV meets the third Friday of each month from 10:00 am to 12:00 noon, at the Detroit Wayne Mental Health Authority, 2<sup>nd</sup> Floor Conference Room, 707 W Milwaukee, Detroit, MI. 48202. The CV promotes community inclusion and protection of rights of the most vulnerable. The members represent all regions of Detroit and Wayne County and consist of persons who have developmental disabilities, mental illnesses and substance abuse disorders. Right now, the CV has four action groups: The Advise, Advocacy, Engage, and Empower groups. The Advise Group recently launched a new project named "the Ambassador Training Program." The Ambassadors will go into the community to explain the functions and activities of the

Authority.

The Advocacy Group is training persons to become "Community Delegates." These delegates will go into the community to promote topics such as voters' rights. Last year, the group organized a Candidates' Forum where politicians such as the Lieutenant-Governor, city council representatives, judges, and others came and expressed their opinions about the current state of mental health in Michigan and how they envision the future. The Engage Group advocates for human trafficking survivors.

The Empower Group is organizing "Reaching for the Stars," a banquet where people who receive services from the Authority and their families can dance, eat good food, and have their accomplishments recognized. The CV also has a Mini-Grant sub-committee where persons are able to receive up to \$500.00 to realize their dreams. Past winners have used the money to take

driving lessons, start a garden, etc. Come to one of our meetings. They are open to the public. The CV welcomes members from all of the diverse communities of our region.



## PPOV Focus Group(s)!

It has been suggested that a new look for our newsletter might spice things up! We want to know what **You**, our readers think! If you would like

to be a part of our focus group(s) which will be held to obtain feedback from our readers, please contact Michael Shaw by email at [mshaw1@dwmha.com](mailto:mshaw1@dwmha.com) or

by phone at (313) 344-9099 X3039. We want to engage your thoughts and determine how to proceed. So join us and let your voice be heard!

### DWMHA BOARD OF DIRECTORS

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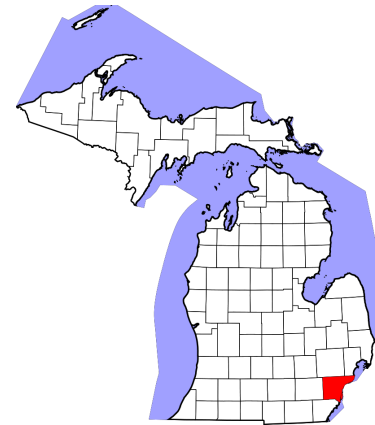
## La Voz de los Constituyentes anda mejor contigo! por Michael Shaw

¿Conoces la Voz de los Constituyentes (la VC)? Es la junta consultiva al Presidente y Director Ejecutivo de la Autoridad de Salud Mental Detroit-Wayne de las personas que reciben servicios de la organización. Establecida en 2015, la VC reúne el tercer viernes de cada mes. Las reuniones tienen lugar en la Sala de Conferencias, el segundo piso, la Autoridad de Salud Mental Detroit-Wayne (DWMHA), 707 W. Milwaukee, Detroit, MI 48202. La VC promueve la inclusión comunitaria y la protección de los derechos de las personas más vulnerables. Los miembros representan todas las regiones de Detroit y el Condado de Wayne y consisten de personas que tienen discapacidades, enfermedades mentales y personas con trastornos por uso de sustancias. En este momento, la VC tiene cuatro grupos de acción: el Grupo de Aconsejo, de Apoyo, de Compromiso y de Empoderamiento. El Grupo de

Aconsejo lanzó recientemente un nuevo proyecto que se llama "El Programa del Entrenamiento de los Embajadores". Los Embajadores irán a la comunidad para explicar las funciones y actividades de la Autoridad.

El Grupo de Apoyo está entrenando personas de llegar a ser "Delegados Comunitarios". Estos delegados irán a la comunidad para promover temas como "los derechos de los votantes. El año pasado, el grupo organizó un Foro de los Candidatos donde políticos como el Teniente gobernador, representantes del consejo municipal, jueces, y otros vinieron y hablaron de sus opiniones sobre el estado actual de la salud mental en Michigan y el futuro. El Grupo de Compromiso aboga por los sobrevivientes de la trata de personas. El Grupo de Empoderamiento está organizando "Reaching for the Stars", un banquete donde personas que reciben servicios de la Autoridad y sus familias

pueden bailar, comer buena comida y tener sus logros reconocidos. La VC tiene una pequeña beca también donde personas pueden recibir hasta \$500.00 para realizar sus sueños. Premiados en el pasado han usado el dinero para tomar lecciones de manejar, crear un jardín, etc. Ven a una de nuestras reuniones. Están abiertas al público. La VC da la bienvenida a los miembros de todas las comunidades diversas de nuestra región.



## Attention Writers!

We're looking for writers! The Persons Points of View newsletter is a "Consumer Driven" periodical, published quarterly (four times a year). We are seeking anyone who would like to write something (articles, poetry, short stories (all submissions should be under 350 words), information about upcoming events, etc.) for future editions of the newsletter. We are particularly interested in written material submitted by those who receive services from DWMHA. If you would like to submit something, please forward it via email to [mshaw1@dwmha.com](mailto:mshaw1@dwmha.com) or send to Michael Shaw, DWMHA, Customer Service Department, 1<sup>st</sup> Floor, 707 W Milwaukee (Stevie Wonder Ave), Detroit, MI 48202. We hope to hear from you soon!

## Security Awareness: More than Just a Term! By Darrin Odom PPS, CPSO, CST, CCS, CIPS

Security awareness needs to be much more than just a term; it needs to be a phase which you live by within your life to have a safer life. The most important thing is to be very aware of your surroundings no matter where you are, or what you are doing. Doing this immediately puts you in a position of confidence and power, which is one of the major factors a criminal is looking to avoid. This will help prevent you from becoming a victim. The first step taken in a security threat

assessment, in any situation, is to take the time to familiarize yourself with the person or persons who are in the room, your position relative to the doorway(s) and exits, and to familiarize yourself with houses in the area and landmarks. This may seem way over-the-top to do on a personal level, but this is precisely what can keep you safe when traveling into dangerous areas. This is a good practice for everyone to get into. The key is to be proactive! Look first, and be aware of what and who is around you before

there is a problem. Identify who may be a threat to your personal security by their actions. This may be obvious. They may be drunk, very strongly outspoken or even belligerent or menacing to others. Take the initial action by turning your body towards them. This lets you center your attention better by having them closer to your center of vision and not your peripheral vision. Always locate the nearest exit in case a quick departure is necessary. The best way to avoid a threat is not putting yourself in a dangerous situation in the first place.

## There is HOPE: A Look Inside the Life of a Person With Mental Challenges by John Kelly

My name is John Kelly. I live with mental challenges and am doing well and thriving. Some people may think people with mental challenges need to be locked up. I am proof that this is not the case. I just finished doing a seasonal job for a major corporation. I have many healthy and amazing hobbies.

I listen to music in all kinds of foreign languages from all over the world including the Middle East, Western Europe, Eastern Europe (including Russia), some of Asia (Including China), Mexico, and some of Central America. Even though I don't understand what they are saying I appreciate the music. It is my way of experiencing the world from my little apartment that I keep clean. No, I do not get any weird messages from this music for all you people thinking that.

I go to Church and worship Christ and pray. Yes, we people that have mental challenges worship God. I enjoy cooking things that are delicious and healthy and economical. Yes, people with men-

tal challenges want to cook! Just the other day I created a cream of asparagus soup. I try to make friends. I just had some friends over and cooked for them. I went all out because one of them was a vegan.

I tried making a meatless meatball recipe. It was OK. I help out my Mom because she is elderly and because of all the work she has done for me in my life. I have written poetry in the past and gotten it published in a local community book. I read books. Yes, I read. I have read about the history of psychiatry and read a book about a former Muslim that turned Christian as well as some mental health topics.

Having said all this I am proof that people with mental challenges deserve more of a chance in society.

I have a computer and a smartphone just like everyone else. I am writing this article on the computer right now. I know how to type and graduated from a local community college with a general degree in science. I drive a car and go to my appointments. I manage

my own finances, take my medicine as prescribed and organize it every week. I am starting again to even go to a clubhouse on a regular basis. I live independently in my own apartment. No, I do not live with my Mother. I keep up on my physical cleanliness on a daily basis. I am open about my mental challenges with many people and I often regret that.

I find that many employers don't want to hire a person with mental challenges or they make it difficult to work. Some consumers just aren't ready yet for a life like mine. I admit that. There is hope. If you are not doing well just keep on listening to your doctor. Go to your program. If you have a substance use disorder stop taking whatever substance you like to take. Then one day you can have a life like mine. To those people who think that all people with mental challenges need to be segregated from society I must say you are wrong. I am proof there is hope.

## Saying "KNOW" To Mental Health Awareness Month

- People who balance their work and leisure schedule are more likely to feel satisfied, with fewer symptoms of depression and anxiety.
- Whether you rely on meditation, yoga, or religion, caring for your soul is an important part of taking care of yourself.
- Laugh! When you laugh, levels of stress hormones decrease, releasing endorphins, the body's natural pain blockers.
- Nearly 70% of US households own a pet. Pets can bring happiness and emotional support and reduce anxiety.
- Relax! People who participate in leisure activities like reading, playing board games, and dancing are less likely to develop dementia.
- Think ahead! Organize your thoughts and take steps to feel better when you have a mental health disorder. When you're feeling well and able, take that time to plan a support system that you can rely on when you're not feeling 100%.

## “Ten Toes on the Ground” By Donna Parnell

Ok Have you heard? The Detroit Wayne Mental Health Authority has established its first Ambassador program. They have hit the ground running! “Ten toes down, from one end of Wayne County to the other.” The ambassadors are comprised of 14 men and women, who are trained and certified DWMHA messengers. The ambassadors are out in the community, representing members and providers, making sure individuals are linked with the proper care. They

distribute information and present to civic groups, provider organizations, and community events. DWMHA has an ambassador for you. Please feel free to reach out to the DWMHA Customer Service Department to schedule an ambassadors to come out and present or to share their resources and timely information from which members can benefit. They are guiding members on a path to mental health recovery. It starts with the mind first. We want eve-

ryone to know that the ambassadors are here; 10 toes on the ground from one end of the county to the other, linking members and making sure that they receive the best care ever. We, at DWMHA, look forward to linking up with you and connecting our providers with members, inspiring them on their paths to success.

## Our Summit By Jaime Junior

On Friday, May 3, 2019, Wayne Metropolitan Community Action Agency in cooperation with JP Morgan Chase hosted its 2nd Annual ***Financial Inclusion and Disability Awareness Summit*** at the beautiful ***Charles H. Wright Museum of African-American History***. This year's theme, ***“Resources that Work”*** highlighted programs and services in Detroit, Michigan, and nationwide that speak to the educational and community support needs of individuals with disabilities and their families as it relates to financial capacity building. During the event, the panel included representatives from So-

cial Security Administration, United Cerebral Palsy-Detroit, MI, Developmental Disabilities Council and the Consumer Financial Protection Bureau. Participants shared information on such topics as the difference between SSI and SSDI, working while disabled, an overview of the WIPA (Work Incentive Planning and Assistance) program and Ticket-to-Work” as well as information about paid opportunities for civic engagement and advocacy efforts throughout the state. *Patricia Avery*, from the FDIC gave a wonderful demonstration on a tool that can be used to see how your paycheck

will affect your benefit check. *Raymond De Verona* from the state's ***MI ABLE*** account was the keynote speaker and *Michael Roush* from the ***National Disability Institute*** led the attendees through a wonderfully interactive “Resource Mapping” and brainstorming exercise along with a *Robust Q&A* session on the topic of next steps. Some of the organizations that were on hand for the event included; *The Arc Detroit*, *Detroit Wayne Mental Health Authority*, *FDIC*, *UCP Detroit*, *Chase Bank* and *Xfinity, Internet Essentials*.

## Recognition Corner

The Authority's Customer Service-Member Engagement Unit is proud to welcome the first group of Ambassadors to their rapidly growing outreach team. Ambassadors are mental health and well-being messengers who spread the word about whole health, beginning with mental health, to all 43 municipalities in Wayne County. The goal is to put a positive light on services and eliminate the stigma related to mental health. The 2019 DWMHA Ambassadors are:

**Emma Avery**

**Patty Carlson**

**Rapheal Hardwick**

**Santosha Harris**

**Ron Henderson**

**Kelly Herring**

**Donna Parnell**

**Sheldon Hill**

**Bridgette Melton**

**Mietta Richardson**

**Ray Schuholz**

**Kevin Scott**

**Christopher Thomas**

**Tamaria White**

**and Kathy O'Donnell-Ambassador Trainer**

The Ambassadors have begun to reach out to schools, churches, clubhouses, drop-ins, police stations and numerous civic organizations. For questions and availability, call Steve Kuhlman 313 344-9099 x3038 or Darius Robinson 313 344-9099 x3035.

## Ask the Doctor By Dr. Barika Butler, MD Chief Medical Officer, DWMHA



Question: How has the outbreak of measles impacted Wayne County?

Answer: As you may be aware, there is currently an outbreak of measles in southeast Michigan. As of April 8, 2019, the Michigan Department of Health and Human Services has confirmed **39** total measles cases in the state, with one of those occurring in Wayne County. It is recommended that all individuals be vaccinated to protect against the measles virus per the CDC (Center for Disease Control) recommendations.

Symptoms of measles include:

- Fever
- Cough
- Red, watery eyes
- Runny nose
- Rash that starts on the face and spreads to the body (3-5 days after first symptoms)
- Koplik spots (tiny white spots in the mouth, 3-5 days after first symptoms)

Officials have asked that suspected cases not be sent to the Emergency Departments or doctor's offices without calling ahead to allow for preparation for the patient.

**To find your local health department, visit [Malph.org/resources/directory](http://Malph.org/resources/directory).** Your local health department will have detailed information about when and where immunizations are available.

Vaccinations save lives!

More information can be found at the following websites:

MDHHS: [Michigan.gov/MeaslesOutbreak](http://Michigan.gov/MeaslesOutbreak)

CDC Measles: <https://www.cdc.gov/measles/>





Submitted by Alicia Oliver, RN, MSN

### **Reasons to Quit Smoking**

Every smoker has his or her own personal motivation for quitting. <http://www.lung.org/stop-smoking/i-want-to-quit/reasons-to-quit-smoking.html>

### **Benefits of Quitting**

As soon as you quit, your body begins to repair the damage caused by smoking.

### **How to Quit**

Don't know where to begin? We have resources to help you get ready and then take the big step of quitting for good. Get started now! <http://www.lung.org/stop-smoking/join-freedom-from-smoking/>

### **What to Expect**

Quitting smoking is a journey, not a single event. See what to expect when quitting, challenges you should prepare for and get answers to common questions about quitting smoking. <http://www.lung.org/stop-smoking/i-want-to-quit/what-to-expect.html>

### **Talking to Your Doctor**

Your doctor, nurse practitioner, physician assistant, dentist or other healthcare provider are key resources for quitting. They can help you discover what medication will work best for you and put you in contact with local resources and your local quit line. Healthcare providers can help with information and support your need to live smoke free. They may help you craft your own quit plan, offer methods to prevent slip-ups, or walk through the pros and cons of nixing nicotine. Doctors or healthcare providers often stick with you throughout your quit journey by scheduling follow up visits or phone calls. Remember, healthcare professionals are not there to judge—they're there to help you in any way you need to achieve a smoke free life.

### **#QuitBetterTogether**

On November 30, 2016, the U.S. Department of Housing and Urban Development announced that all public housing agencies must implement smoke free policies throughout all residential units and common areas by July 31, 2018. The American Lung Association, with support from the Anthem Foundation, will work closely with public housing agencies and non-profit partners in select communities to provide free or low-cost quit smoking resources for public housing residents. See how we can quit better together. <http://www.lung.org/stop-smoking/i-want-to-quit/quit-better-together.html>

### **Helping Communities Quit Smoking**

Smoking is an addiction and as most smokers know, quitting isn't easy. In the African American community, over 20 percent of adults report that they currently use tobacco. With support from the CVS Health Foundation, we're working to address this disparity and improve health equity in the United States.

## Did You Know.... Enrollee Rights and Responsibilities

We are committed to maintaining a mutually respectful relationship with our members and providers. The DWMHA 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. These include but are not limited to:

### You Have the Right To:

- Be provided with information about enrollee rights, responsibilities, and protections.
- Be treated with respect and recognition of your dignity and right to privacy.
- Be provided with information on the structure and operation of the Detroit Wayne Mental Health Authority (DWMHA).
- Receive information about DWMHA, its services, its practitioners and providers and rights and responsibilities by calling Customer Service and requesting a DWMHA Member Handbook.
- Be provided freedom of choice among network providers.
- A candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage and to freely communicate with your providers and without restriction on any information regarding care.
- Receive information on available treatment options.
- Participate in decisions regarding health care, the refusal of treatment and preferences for future treatment decisions
- Be made aware of those services that are not covered and may involve cost sharing, if any.
- Request and receive an itemized statement for each covered service and support you received.
- Track the status of your claim in the claims process and obtain information over the telephone in one attempt or contact
- Receive information on how to obtain benefits from out-of-network providers.
- Receive information on advance directives.
- Receive benefits, services and instructional materials in a manner that may be easily understood.
- Receive information that describes the availability of supports and services and how to access them.
- Receive information you request and help in the language or format of your choice.
- Receive interpreter services free-of-charge for non-English languages as needed.
- Be provided with written materials in alternative formats and information on how to obtain them if you are visually and/or are hearing impaired or have limited reading proficiency.
- Receive information within a reasonable time after enrollment.
- Be provided with information on services that are not covered on moral /religious basis.
- Receive information on how to access 911, emergency, and post-stabilization services as needed.
- Receive information on how to obtain referrals for specialty care and other benefits that is not provided by the primary care provider.
- Receive information on how and where to access benefits that are not covered under Detroit Wayne Mental Health Authority (DWMHA) Medicaid contract but may be available under the state health plan, including transportation.
- Receive information on the grievance, appeal and fair hearing processes.
- Voice complaints and request appeals regarding care and services provided.
- Be provided with timely written notice of any significant State and provider network-related changes.
- Make recommendations regarding the DWMHA member rights and responsibilities.

**Continued on page 8**

## **Did You Know.... Enrollee Rights and Responsibilities**

Continued from page 7

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### **You Have a Responsibility To:**

- Provide, to the best of your knowledge, accurate and complete information regarding your medical history, including: present and past illnesses, medications, hospitalizations, etc. to DWMHA and its practitioners and providers in order to provide care.
- Follow your treatment plan of care and instructions. The plan of care is to be agreed upon by you and your provider.
- Ask questions about your care. This will help you to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

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

## **Did You Know.... Provider Directory**

DWMHA makes every effort to ensure the accuracy of the Provider Directory. For the most current version, you may go to our website at [www.dwmha/providerdirectory.com](http://www.dwmha/providerdirectory.com). You should receive a copy of DWMHA's Provider Directory at the time of enrollment, upon intake, annually and/or upon request. You may also request a copy to be mailed to you at your mailing address or by email. To request a copy of this Provider Directory call DWMHA's Customer Service Department at 888.490.9698 or TTY: 800.630.1044. You may also contact your MCPN or provider to request a copy. A copy will be provided to you at no cost within five (5) business days of your request.

## **Did You Know.... Claims Status**

Members have the right to track the status of their claims in the claims process and obtain the following information over the telephone in one attempt or contact. For additional information you may contact DWMHA's Customer Service Department at 313-833-3232 for further information.

## **Did You Know.... Estimated Cost of Services**

You have the right to know the Estimated Cost of Services (ECS) to DWMHA for the services identified in your IPOS. You should be receiving this information along with a copy of your IPOS within 15 business days of your IPOS Meeting. You also have the right to receive an Explanation of Benefits (EOB).

Your EOB will identify the following:

- Services provided over a specific period of time
- Who provided the services
- The total number of each service provided

Remember that the EOB is not a bill, it explains what was covered by your insurance.

\*\*\*If you are not receiving the above information, you may request it at any time. Also, you may contact DWMHA's Customer Service Department at 1-888-490-9698 to assist you in this regard.\*\*\*



## Notice of Privacy Practices

DWMHA understands the need to safeguard your privacy and we care about protecting your health information. We must protect and secure all 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 for your health care. We are only allowed to use and disclose protected health information in the manner described in the Notice of Privacy Practices. Your health information will not be disclosed without your written permission unless required or allowed by State and federal laws, rules and regulations. Without your consent, DWMHA will only disclose your Protected Health Information (PHI) for the following purposes:

- Treatment
- Payment
- Healthcare Operations
- As Required by Law

DWMHA has administrative, physical, and technical safeguards in place to protect your PHI. You may find a summary of our Notice of Privacy Practices in your Member Handbook. This Notice is also posted on our website [www.dwmha.com](http://www.dwmha.com) and we will provide you a paper copy of this Notice upon your request.

## Fraud, Waste, and Abuse (FWA)

If you suspect, fraud, waste, or abuse within the DWMHA's behavioral healthcare system, you are encouraged to report it to DWMHA to be investigated. Your actions may help to improve the quality of healthcare system and decrease the cost for our members, business partners, and customers. To report suspected fraud, waste and abuse, you may do so by either calling DWMHA's Compliance Hotline 313-833-3502 or by E-mail: [edoeh@dwmha.com](mailto:edoeh@dwmha.com).

In reporting fraud, waste and abuse, you do not have to give your name. However, the report shall be made in good faith or reasonable belief of a violation. All information received by the Compliance Officer will be treated as confidential, and investigations will be conducted by DWMHA pursuant to its

## The Quality Performance Improvement Plan

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

[http://www.dwmha.com/operations/quality\\_improvement](http://www.dwmha.com/operations/quality_improvement)

## **Habilitation/Support Waiver Programs (HSW)**

- Habilitation/Supports Waiver (HSW) is an intensive home and community based program.
- It provides active treatment and supports, designed to help people with intellectual and developmental disabilities to learn daily living skills.
- The HSW program is designed to help people with intellectual and developmental disabilities remain and actively participate in their community.
- Habilitative services include “Community Living Supports”, Out-of-Home non-vocational services (day programs), pre-vocational services and supported employment.
- Supports such as enhanced medical equipment, pharmacy services, Private Duty Nursing (PDN), respite care and other services are also available through the HSW if needed.
- The HSW helps people obtain the skills necessary to function with as much self-determination and independence as possible.
- You can help someone you think would qualify for HSW services by calling Detroit Wayne Mental Health Authority Customer Service (DWMHA) at 313-833-3232 or 1-888-490-9698.

## **Utilization Management Decision**

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:

- Utilization Management decision making is based only on appropriateness of care, service, and existence of coverage.
- DWMHA, Access Center, and Crisis Service Vendors, do not reward practitioners or other individuals for issuing denials of coverage or service care.
- 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.

## Look what's new at DWMHA.com

### New "Member" Tab

The image shows a screenshot of the DWMHA.com website. At the top left is the DWMHA logo with a colorful puzzle piece graphic. To its right is a search bar and a 'Search' button. Further right is a 'CALL OUR 24 HOUR HELP LINE 800.241.4949 or CRISIS INFO' button. Below the logo is a navigation menu with 'About Us' and 'Members' (circled in black with an arrow pointing to it). Other menu items include 'Programs & Services', 'Operations', 'Provider Supports', 'Library', and 'Contact Us'. The main content area is titled 'Members' and lists three items: 'Personal Health Record', 'Personal Support for Members', and 'Resource Information For Members'. A speech bubble points to the 'Personal Health Record' item, containing the text: 'A place to organize your health records and prescription reminders by WebMD'. Another speech bubble points to the 'Resource Information For Members' item, containing the text: 'Helpful Resources for Your Recovery'. A third, larger red speech bubble points to the 'Personal Health Record' item, containing the text: 'myStrength The health club for your mind! Check it out Use access code: DWMHAc'. The background of the website features silhouettes of people and a stack of stones labeled 'Spirit', 'Body', and 'Mind'.

## What's New at DWMHA.com?

DWMHA.com has new tools to help you manage your health. Check out the new "Member" tab.

- Personal Health Record powered by WebMD for you.
- myStrength; "the health club for your mind."
- Links to pharmacies to keep track of your medications and refills.
- Informational resources to assist you in managing your personal health needs.

## Sign Up Today!

1. Visit [www.myStrength.com](http://www.myStrength.com).
2. On the myStrength.com home page, click on “Sign Up.”
3. Enter the following Access Code: **DWMHAc for members/consumers**
4. Complete the myStrength sign-up process with a brief Wellness Assessment and personal profile.
5. Go Mobile! Using the access code above, get the myStrength app for iOS and Android devices at [www.mystrength.com/mobile](http://www.mystrength.com/mobile)



**myStrength**

*New pregnancy and early parenting program offers over 50 digital self-care interactive interventions*

**LEARN MORE**

The image shows a man in a blue sweater holding a baby. The background is a teal color with a subtle pattern. The myStrength logo is in the top left. The text is in the center, and a yellow button with 'LEARN MORE' is at the bottom left.

## Dear Stress, Let's Break Up...

Detroit Wayne Mental Health Authority has support for this break-up. We are excited to introduce myStrength.com to promote stress reduction and positive mental wellness.

myStrength™ is an innovative online and mobile app, offering resources to strengthen the whole person—mind, body and spirit. Its simple tools, trusted resources, daily motivational tips, and personalized eLearning programs will help you learn and practice new ways of managing stress, depression, anxiety, pain or reducing substance use.

The free app is available at [www.myStrength.com](http://www.myStrength.com). Members use the access code: DWMHAc. myStrength is best used in combination with traditional mental health services from your provider.

***DWMHA Customer Service Department***  
*Keeping you up-to-date since 2007*

## **WHAT'S COMING UP!**

*May 2019*

### **May is Mental Health Awareness Month”**

*“Celebrate Mental Health, one of our greatest assets. It helps you focus at work, overcome obstacles, get along with people around you, get well and stay well.”*

- May 21                    **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. Today and every 3<sup>rd</sup> Tuesday; 5pm-630pm; Children’s Center, 79 West Alexandrine, Detroit 48201
- May 29                    **EVOLVE**, an informal lunch meeting for people receiving services in Wayne County. Topic: “Health & Fitness.” 11am-130pm. Lunch provided; free. Hype Recreation Center, 23302 W. Warren, Dearborn Hts. 48127 RSVP: <https://form.jotform.com/81444749160156> or contact Robert Spruce 313 344-9099 x 3235 for details
- May 29-31                **Peer Conference, People, Purpose and Passion,”** learning the latest about mental health services, including developmental disabilities and improving life skills. Registration begins May 29 at 7am. Full conference package for Thursday & Friday: \$90. plus hotel costs. Lansing Center, 333 E. Michigan Ave, Lansing, 48933. Questions: [mdhhs-peersupport@michigan.gov](mailto:mdhhs-peersupport@michigan.gov)
- June 27                    **Autism and Motivation**, seminar featuring Ron Sandison who shares inspiring stories of people with autism, including his own struggles with depression, anxiety and lack of motivation. How he was able to overcome these challenges to become a dad, an author and speaker. \$25. 2pm-330pm; TTI Office, 1225 E. Big Beaver Road, Troy 48098. To reserve: call 248 524-8801 or [dcarter@ttiinc.org](mailto:dcarter@ttiinc.org)
- July 8-12                 **Peer Support Regional Certification Training**, week-long training for those members who are employed and want to extend their knowledge of peer support. Registration fee must be paid by your employer. Sacred Heart Major Seminary, 2710 W. Chicago, Detroit 48206
- August 7                 **Tri-County Peers Connect, Training:** “Ethics and Boundaries,” full-day seminar detailing proper behavior on and off the job; breakfast and lunch included. Free. 8:30am-4pm. Oakland Community Health Network, 5505 Corporate Drive, Troy 48098.  
[www.oaklandchn.org/Training/Training](http://www.oaklandchn.org/Training/Training)

October 18

**“Reaching for the Stars” Banquet and Award Night**, a dressy dinner and dance event for all Authority members receiving services. Free. Fellowship Chapel, 7707 W. Outer Drive W., Detroit 48235



## Poetry Corner

### Spring is Upon Us

By Mary Ann Bozenski

It's a warm, sunny day.  
No trace of snow.  
Winter coats and boots  
Are out of sight.

Spring is upon us,  
Season of new life.  
Green grass is growing,  
Waiting to be cut.  
Mama robin hunts for  
food  
For her hungry chirping  
babies;  
Soon they will be fed.

Colorful spring flowers  
Make an appearance  
And add their beauty to the  
scene.

Blossoming trees stand tall,  
Waiting for all kinds of fruit  
to develop.

Seasonal depression abates;  
Winter melancholy is over.  
Let us celebrate  
The arrival of hope  
And a new beginning  
Spring is upon us.



## Persons Points of View

### The Sea of Forgetfulness

BY Dona F. Tatum

I asked God to forgive me of all my sins,  
transgressions and mistakes.  
He promised to wash them all away,  
forget them and give me a clean slate.  
Truly sorry and remorseful of all  
the awful things I've done,  
God forgave and forgot  
every single one.  
The things I stole,  
the lies I told  
and things I have well hidden;  
He knows everything about me,  
Loves me,  
and I've been forgiven.  
Too often the devil comes from behind me  
just to remind me  
that my life was once a mess,  
But I know without a doubt  
my sins have been washed away  
in The Sea Of Forgetfulness.

### Editor

If you have any questions, comments, or wish to contact Michael Shaw, the editor, send an e-mail to [mshaw1@dwmha.com](mailto:mshaw1@dwmha.com) or phone Michael Shaw at (313) 344-9099 Ext 3039

### Community Stakeholder Participation Requested

DWMHA supports advocates involvement in the design, delivery and evaluation of the mental health system. Stakeholders (e.g., consumers, participants, providers, advocates) involvement through a variety of activities are held, sponsored or organized in collaboration with the Authority through a variety of committees and groups. Many of these activi-

ties are created, implemented and monitored as the result of committee involvement. We want to encourage you to get involved.

If you are interested in learning more about DWMHA committees and how you can participate, please contact the Customer Service Department by calling 1-(888) 490-9698.

[www.dwmha.com](http://www.dwmha.com)

#### Access Center

For

Enrollment Inquiries  
Information and Referral  
24-hour Crisis Line  
313-224-7000 (Local Calls)  
1-800-241-4949 (Toll Free)  
TTY Line: 1-866-870-2599  
(Hearing Impaired)  
Customer Service

For

Consumer Affairs  
Community Outreach  
Grievances and Appeals  
Family Subsidy  
313-833-3232  
1-888-490-9698  
TTY Line: 800-630-1044  
Office of Recipient Rights  
1-888-339-5595  
TTY Line: 1-888-339-5588  
DWMHA