

Persons Points of View

WINTER 2018-2019

DWMHA

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



The Importance of Learning World History By Michael Shaw

Consumer Driven Newsletter

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Often, when Americans study American and World History, they actually study only Western History and the relationship of Europeans with respect to when they arrived to other areas outside of Europe.

The contributions of other ethnic groups are often ignored, resulting in many Americans believing that persons of non-European descent have little or no history at all outside of their interactions with persons of European descent.

Many Americans only know about African-American History with respect to slavery and the civil rights movement. Many only know of Native American History in terms of Columbus, the Pilgrims and false stereotypes portrayed in the movies. Asian-American History is often minimized and only taught with respect to how it compares to Western Civilization. This lack of knowledge of true World His-

tory can promote a false sense of superiority and inferiority in the populous of the nation.

Ask yourself, do you know the name of the Native American ethnic groups (such as the Potawatomi and the Huron) that lived in the Detroit area and Michigan before the arrival of Europeans? Do you know the languages they spoke and still speak? Did you know that descendants of these people still live here? Do you know anything about African History such as the history of the Ashanti, the Zulus, or Ethiopians? Have you ever heard of the Qin Dynasty (the first Chinese Imperial Dynasty)? Do you know anything about other Asian-Americans such as persons of Indian, Thai, or Vietnamese descent?

No one is expected to be a walking encyclopedia of facts about every ethnic group that has ever existed. Nevertheless, in order to have an idea of how the world

turns (the reasons people may feel about certain issues, why conflict may exist and why certain groups may have advantages and disadvantages in the world today), it is important to know about the history of all people who make up the world.



NAMI Metro-Detroit

The NAMI Metro Detroit Support Group meets the 2nd Saturday of every month. Location: Sacred Heart Activities Building, 3451 Rivard, Detroit.

(Eastern Market District I-75 & Mack), 12:30-3:00 pm: Zoe Williams, Chairperson, [313-784-9391](tel:313-784-9391)



DWMHA BOARD OF DIRECTORS

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Looking Back on 2018 By Linda Burton (Constituents Voice Member and Mini-Grant Chairperson)

Hi, my name is Linda Burton. I was the 2018 Constituents' Voice (CV) "Dreams Come True" Chairperson. It was an honor to have served the people for whom I work. 2018 was a year that the Constituents' Voice advisory group soared to great heights. We made changes to the CV Bylaws. One of these changes allowed us to add "face to face" interviews so that CV Mini-Grant applicants could explain their proposed projects in person. It was a success. It gave the CV Mini-Grant Committee a chance to engage the applicants. The committee asked questions and the applicants asked questions in return. The CV Mini-Grant Committee members were: Linda Burton, Michael Shaw, Michael Squirewell, and Rogena Carter. I want to thank the committee for a job well done! The 2018 "Dreams Come True Mini-Grant team awarded 5 applicants with up to \$500.00 each. The 2018 CV Mini-Grant winners were: Sheila Harper-Teaching Goal Setting, Steve Patterson-Creating a Computer Based Whole Health Platform, Ariva Crigler-Moving Into Her Own Home, Satin Wadlington-Creating and Selling Greeting Cards, and Kendrick Taylor-

Urban Gardening.

In June 2018, we sponsored our first Mini-Grant Talent and Variety Show fundraising event. It was held at Detroit Recovery Project West. Leading up the show, we held two live auditions at Detroit Recovery Project East. The actual variety show featured some of Metro-Detroit's finest singers, poets, and dancers. Professional entertainers were also present. The grand prize was a \$100.00 gift card. The audience chose the singer, Alexis Staples as the grand prize winner. The professional singing group, "ENFLY," preformed several songs and the dance troupe "Adrenaline Rush" demonstrated their moves on the dance floor. I want to thank them both for their time and generosity. I would also like to personally thank Detroit Recovery. From the show, we raised over \$3,000.00 for the "Dreams Come True" Mini-Grant Fund. I want to sincerely thank everyone involved for donating their time and making the event a success. If you missed it, get ready for 2019's show.

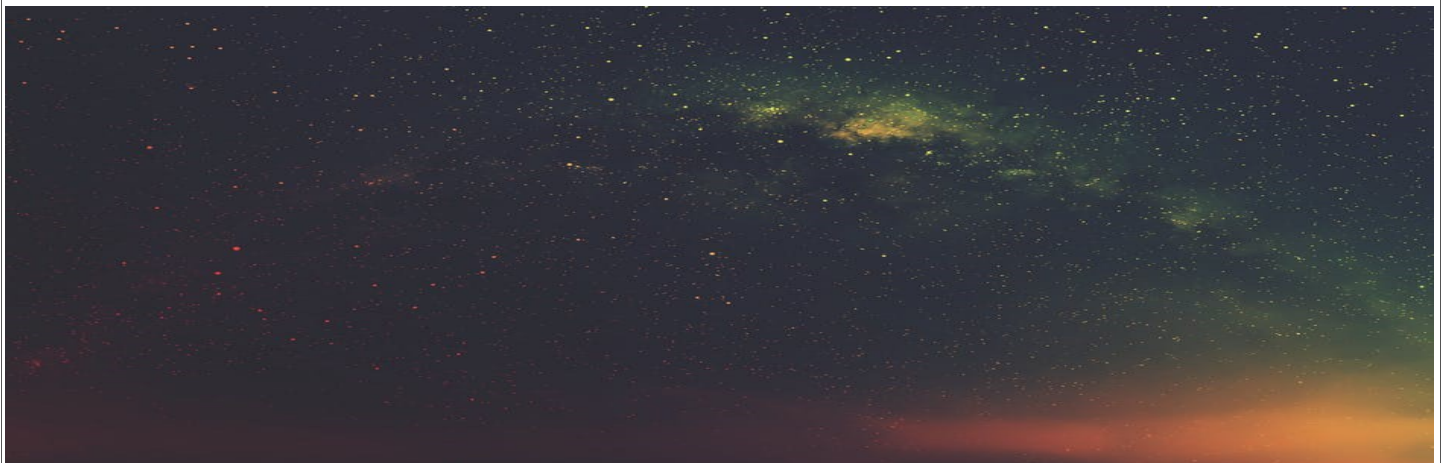
On October 26, 2018, we celebrated the fourth Annual "Reaching For The Stars" Gala. CV Mini-Grant recipients along with distinguished "Reaching for the

Stars" nominees received awards and were recognized. The gala was held at Fellowship Chapel in Detroit. It was a beautiful event. Members of the Detroit Wayne Mental Health Authority, members served, as well as family, friends, and guests attended. The Master of Ceremony was Detroit's own Mr. Al Allen. Attendees were treated to dinner and dancing. Everyone, please get ready for the 2019 gala!!!

Lastly, I would like to thank the following people for making the 2018 events a success: The "Dreams Come True" Mini-Grant Team, Michael Squirewell, David Williams, Shelley Nelson, Kathy O'Donnell, Rogena Carter, Michael Shaw, Nicole Gowen, Andre Johnson and the entire staff at Detroit Recovery Project, East and West, Donna Coulter, our leader, the members of the Constituents' Voice, Robert Spruce, the Master of Ceremony at the Talent and Variety Show and the best M. C. ever, ENFLY, Adrenaline Rush, Johanna Nicolica-Adkins, Director of "Our Place Drop-In" for the countless meetings they let us hold there, people who donated their time, talents and energy, host of volunteers and friends, and anyone I may have missed. Thank you very much!

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 under 750 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 or send to Michael Shaw, DWMHA, Customer Service Department, 1st Floor, 707 W Milwaukee (Stevie Wonder Ave), Detroit, MI 48202. We hope to hear from you soon!



Working After Hours by Lt. Darrin Odom PPS, CIPS, CST, CSS, CPO, CCSS

Many times, employees have to work after business hours. One of the duties of the security personnel is to safeguard employees at their place of employment and their property. This is why the following is so important:

1) Stay Safe When You Have To Work Late:

- After work hours safety is a responsibility that should never be overlooked.
- It is always best to survey your surroundings to ensure your safety while working and before departing the facility.
- Remember to always stay alert and take proper precautions.

2) Keep In Constant Communication:

- If you are the only person left working in the building, stay connected with coworkers, your boss and family members so they are

aware of where you are and know that you are safe.

- Ensure that security officers on duty know that you will be working late, so that they can check on you every so often to ensure your safety.
- Stay near your telephone at all times, even if this means you have to leave your office by carrying your cellular telephone with you in case of an emergency.

3) Remember While Working:

- Safeguard your valuables in case you are not the only one left in the building. If you can, lock yourself into your work area to prevent other unauthorized persons from entering.
- Have the on-site security officers make their presence known. When they are making rounds, have them

make a welfare check of you.

- Avoid walking throughout the building alone as much as possible. If possible, ask security personnel to escort you to your destination.
- ### 4) When You Leave:
- Ask your employer to make sure that security is present to escort you to your automobile. or to public transportation, especially if it's dark when you depart.
 - Have your automobile keys in your hand and ready to unlock the doors as soon as you arrive at your vehicle.
 - Always remember to check all areas around your automobile, making sure someone isn't hiding next to, beside, or under your vehicle. Always check your backseats before getting into your vehicle.
 - Lock your vehicle as soon as you get into it.
 - If you should notice anything suspicious, notify security at **ONCE**.

Recognition Corner

Certified Peer Support Specialist Kathy O'Donnell earned the Director's Award for Advocacy on Behalf of Mental Health Recipients. This award is presented to peers who have made extraordinary contributions in helping people receive services and assisting them in working towards their recovery. Kathy continues to be an advocate and a catalyst for positive change, while inspiring others to champion the rights and needs of people who can benefit from her expertise. Congratulation, Kathy!

Saying "KNOW" To Ambassador Training

- DWMHA Customer Service-Member Engagement unit has selected a group of representatives known as "Ambassadors" who will be visiting clubhouses, drop-in centers, churches, civic associations and more to talk about the good news about mental health services.
- The Ambassadors will be trained this winter and spring and be prepared to talk about such subjects as Self-Determination, Person-Centered Planning, Systems Transformation and mental health myths.
- Each Ambassador will learn effective communication skills and how to speak with people from all walks of life, including elected officials and the media.
- The goal of each Ambassador is to share new thoughts about recognizing mental health with the same importance as physical health, and work toward eliminating stigma.
- For questions and comments about the Ambassador program, contact us at skuhlman@dwmha.com

GRATITUDE "CHECK YOURSELF"

By Artaymis Ma'at Carter

Each day "i" ask "What is my purpose and pro-action plan for today?" What steps do I take to MAKE IT AN AMAZ-ZING DAY? It is as simple as being grateful ("great-full")! Be grateful for today. Be grateful that you have your right mind-spirit, right order, your health, your senses (sight, hearing, smell, touch...et cetera.) Without them, things could be much worse. Do not take anything or anyone for granted. Do a good deed each day. You have no idea how it may help, heal or save a life.

List 3 things that you are grateful for TODAY:

1. _____
2. _____
3. _____

Acquire humility: Put on your breast-plate of protection and be not afraid of joy, and peace. Set an example of excellence and good-will. Bring a positive note with your presence. Plant the seeds of excellence, harmony, unity and balance. Treat every being as you would like to be treated. You are an eagle. Soar to higher heights. THINK BIG AND DO NOT LET THE LITTLE SLINGS, BOWS AND ARROWS GET YOU DOWN.

Bring a Smile: It costs you nothing. It is your light of encouragement and hope. Reciprocity will be returned and behold you will witness a supernatural transformation of wholeness.

Add value to your life and others. Do not lose your discerning spirit of what can be toxic and poisonous. Observe with less talk. Keep it "SWEET". Do not engage or entertain the loud and boisterous. As I quote the "*Desirata*-" "They are vexations to the spirit. In furtherance, a blessing may be in a whisper and offer a path that only you can walk alone. For often times the blessings and wisdom come from not what is visible but the invisible. Seek counsel with yourself to strain the wisdom and to understand things that you do not know. For learning never ends."

Believe in yourself: You know YOU better than anyone else. Make your dreams come true. Most of all... respect yourself. You tell on yourself by the things you say and do. Be amaz-zing. It is contagious. WE are all equal, just as all of the universal beauty that we are gifted with. Take time for yourself, treat yourself. Watch a sunset, sit by the water, smell the roses, write a poem, have a candlelight dinner, dance in the rain, touch somebody's hand---you get the jist. To sum it up, DO NOT worry, BE HAPPY because whatever ails you WILL PASS. Meditate on these things. Water your seeds, nurture them and never give up, nor underestimate the POWER OF LOVE.

SIGNED: HEAL THE UNIVERSE---ARTAYMIS MA'AT CARTER





Regular Check-Ups are Important

By Alicia Oliver MSN

Why are Check-Ups Important?

Having a regular health exam or check-up may help to detect a problem before it starts. Early detection and intervention increases your chances of living a long, healthy life. There are a number of factors that impact your health care needs including your family history, age, and lifestyle choices (i.e. level of physical activity, smoking, stress level, etc.). Check-ups are an opportunity to work with your health professional to develop a strategy that addresses your current health issues and prevents future health problems.

Where Can I Go for Health Services?

Your regular health care provider is the best place to go for your health care services. If you do not have one, the link below provides other options or ask your behavioral health provider to assist you in finding a medical provider.

Detroit Wayne Mental Health Authority (DWMHA)

www.dwmha.com

What Health Services and Screenings are Recommended?

- Breast and Cervical Cancer Early Detection
- Cholesterol Lab Test
- Colorectal Cancer Screening
- Blood Pressure Monitoring
- Immunization Schedules
- Oral Health for Adults
- Prostate Cancer Screening
- Skin Cancer: Basic Information
- HIV/AIDS Screening
- Viral Hepatitis
- If you are prescribed antipsychotic medication, have your blood sugar tested

How Can I Prepare for My Appointment?

Write down all of your medical problems, and also the names and the dosages of the medications you're taking as well as any side effects or concerns you have regarding any of your medications. Prepare questions in preparation of visit and write them down.

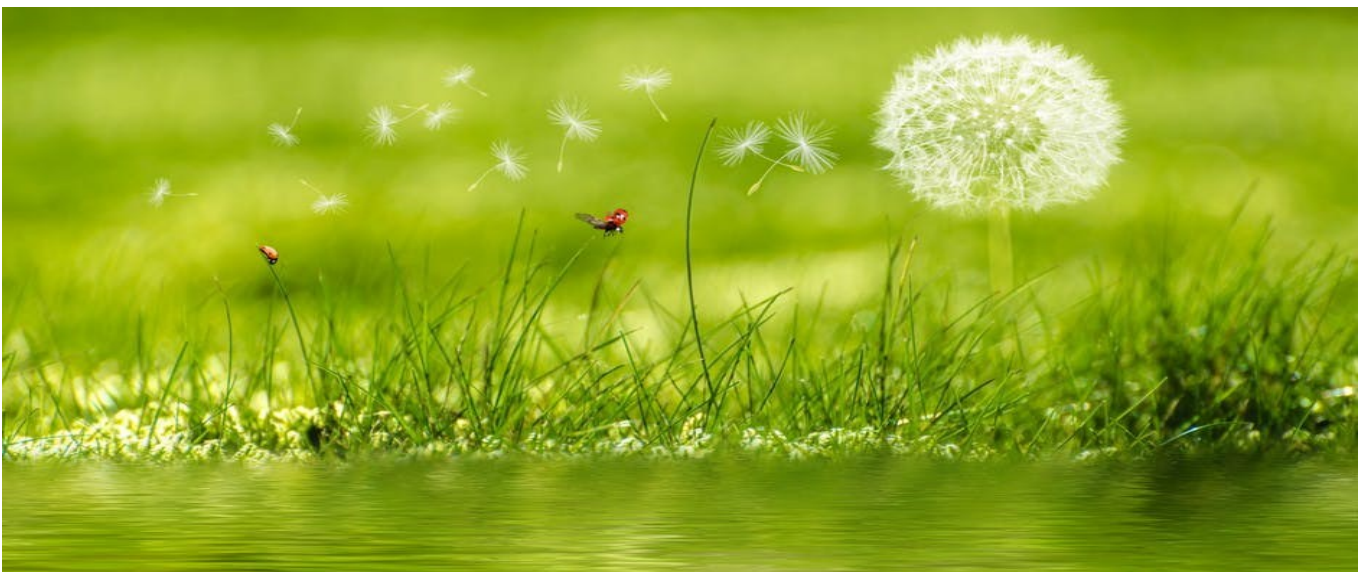
Source: Centers for Disease Control and Prevention. (2015). Regular Check-Ups are Important. <https://www.cdc.gov/family/checkup/>

Member Experience: What Is Yours'?

By Margaret Keyes-Howard, M.A., Staff Contributor,
Member Experience Coordinator DWMHA

In the last few editions of the Persons Points of View Newsletter, we have explored the various outcomes of our 2017 Member Experience Survey. As we prepare for a new survey, the ECHO® 2019 and an ECHO® Children's Services version, we are asking "what do our readers think about what they have learned from these articles, and what has their experience been in the provider system?" While data collected from surveys is very important and analysis gives us critical information about how to transform our system, what happens to members on a day-to-day basis is always important to know. While we continue the dialogue about Member Experience, we want to broaden the conversation to include your voice. We want to know: What has happened to you when you visited your provider, called the Access Center, gone to the clubhouse or while being transported? How do you feel when you enter a provider site? Are you feeling safe and welcomed? Are you treated respectfully and do you feel like the staff cares about you? How has a good experience improved your health and/or recovery? How has a bad experience been rectified to improve services and to make things better? The DWMHA Member Experience staff is looking for the best story that describes a real life experience and/or challenge within the DWMHA Provider System of Care. Please explain how it has empowered you and gave you a better sense of understanding of how you have to be engaged with your healthcare decisions and recovery. Be creative and express in **300 words or less**, then forward your responses **by US Mail only** to Margaret Keyes-Howard, DWMHA Member Experience Coordinator, 707 W. Milwaukee, Detroit, Michigan 48202. *Entries must be postmarked by April 15, 2019 and may be typed or legibly printed. Persons entering the Member Experience Essay must consent to allow their story to be published and/or used for future editions of the Persons Points of View Newsletter. Entries will be evaluated by a panel of DWMHA Member Engagement staff to determine validity and scored. The essay chosen as the best Member Experience story will be eligible for a \$40 gift card from the local vendor of their choice, (like WholeFoods, Movie Pass, Kroger, CVS or a restaurant). The runner-up will receive a \$20 gift card of their choice. Get excited about your member experience and submit your essay today! All essays are subject to publication and verification.*

Coming up in the next Persons Point of View Newsletter, the review of Member Experience Essays and what our members said about their experiences.



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 10

Did You Know.... Enrollee Rights and Responsibilities

Continued from page 9

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. 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 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.

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 Compliance Plan and Investigation Policy.

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.

Habilitation/Support Waiver Programs (WSW)

- 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.

The Quality Performance Improvement Plan

Please check out the DWMHA Quality Performance Improvement Plan 2016-2018 posted on the DWMHA website.

<http://www.dwmha.com/library/policies-and-procedures/quality-management/>

Look what's new at DWMHA.com

New "Member" Tab

DWMHA
About Us **Members** | Programs & Services | Operations | Provider Supports | Library | Contact Us

CALL OUR 24 HOUR HELP LINE
800.241.4949 or **CRISIS INFO**

DETROIT WAYNE MENTAL HEALTH AUTHORITY

Members

Text Size + -

- Personal Health Record
- Personal Support for Members
- Resource Information For Members

WebMD
A place to organize your health records and prescription reminders by

myStrength
The health club for your mind!
Check it out
Use access code: DWMHAc

Helpful Resources for Your Recovery

What's New at DWMHA.com?

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

- There is a Personal Health Record powered by WebMD for you.
- You'll also find a link to myStrength: "the health club for your mind."
- Coming soon-there will be links to pharmacies to keep track of your medications and refills.
- Finally, there are a variety of informational resources to assist you in managing your personal health needs.

Support for Your Journey - Friends can make all the difference

myStrength™ has tips for deciding who is likely to be helpful on your journey towards happiness. “Three key features are essential to building a network of caring friends. A supportive friend should be:

1. A good listener.
2. Someone who accepts all emotions we might feel.
3. Someone who is not judgmental.

You can find supportive people in many places. He/she could be a relative. Or someone from your spiritual community. Or a coworker.”

Also check out members at the Clubhouses, drop-in centers or 12 Step Meetings (<http://bit.ly/2qHO9Zu>).

The point is - you don't have to go it alone. Learn more about how to build your support network watching this video: mystrength.com/r/friends

Find a Helpful Friend

Let's face it, sometimes we need help to move forward. Who will be helpful to you as you try to make progress? In this activity, we'll learn what to look for.

[Begin Activity](#)

[Skip Activity](#)



Not signed up for the *free* myStrength app; go to <http://bit.ly/2qNUNga>

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. 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!

March 2019

March is “National Developmental Disability Month ”

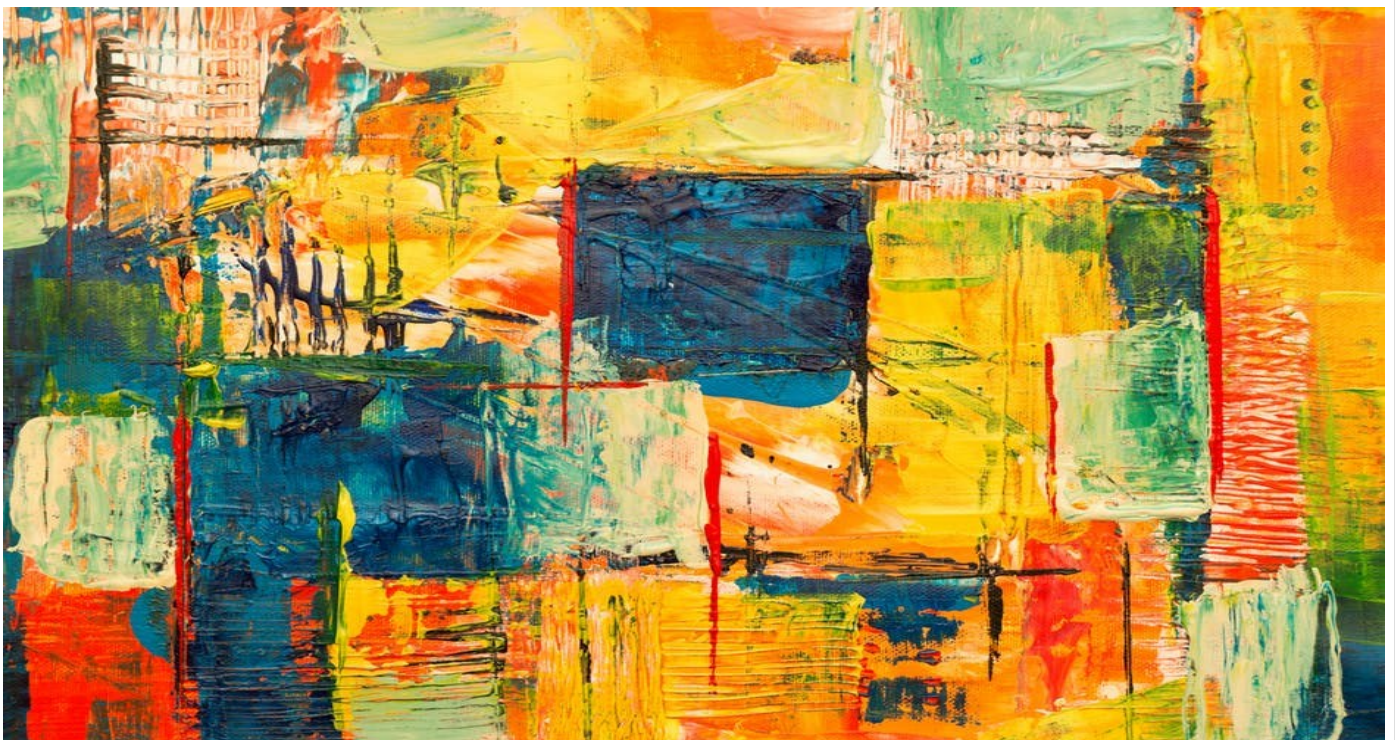
“Highlighting the many ways in which people with and without disabilities work

together to form strong diverse communities and friendships.”

- March 4 **Public Forum: “Recover and the Family,”** discussing family challenges in dealing with loved ones in active or early addiction. Free. 630pm-830pm. Summit on the Park, 46000 Summit Parkway, Canton 48187
- March 4 **DBSA (Depression & Bipolar Alliance)** meeting the first and third Friday of each month to discuss issues and steps toward Recovery, 6pm-730pm; Our Place Drop-In Center, 12285 Dixie Street, Redford 48239; call 313 543-3393 for information
- March 4 **NAMI Eastside Support Group**, an informal meeting to network and discuss mental health issues and supports, and innovative steps toward recovery. Each month, the 1st & 3rd Mondays, all meetings at 7pm. Henry Ford Cottage Hospital, 159 Kercheval Grosse Pointe Farms; contact Barb 313 886-8004
- March 4 **NAMI Connections Recovery Support Group**, new chapter meeting every 1st and 3rd Monday of each month, building better lives through understanding, empathy & compassion. 6pm-800pm; Beaumont-Taylor Hospital, 10000 Telegraph Rd., Taylor 48180. Questions call: Jennifer 734 881-0935
- March 5 **USAJOB Training Seminar**, learn how to navigate USAJOBS website and apply for government jobs. 1pm-4pm; no registration required. JVS Human Services, 29699 Southfield Road, Southfield 48076
- March 5 **Addiction: What to Know & What You Can Do**, a free educational series to learn about addiction, prevention, treatment and recovery; 7pm-830pm, the first 3 Tuesdays of each month September through May. St. Mary Mercy, Classroom #11 (South Entrance) 36475 5 Mile Road, Livonia 48154
 Questions: Call Karen 734 335-9580
- March 6 **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, 12:30pm. Our Place Drop-In, 12285 Dixie St., Redford 48239; www.hearingvoicesusa.org

- March 7 **Open Forum Discussion-Grandfamilies Support Group**, a conversation with local State representatives and legal organizations in changing policies for relatives who care for extended families. Free. 6:30pm-8:00pm. University of Michigan-Fairlane Center North, 19000 Hubbard Drive, Dearborn 48126
- March 7 **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 1pm. Our Place Drop in Center, 12285 Dixie St., Redford 48239. Info call 313 543-3393
- March 9 **Family Health Clinic**, every 2nd Saturday of each month. Free dental services, blood work, free healthy food items. 10am-4pm; Islamic Institute of Knowledge, 6345 Schaefer Road, Dearborn 48126
- March 9 **NAMI Metro Support Group**, every 2nd Saturday of each month. 12:30pm-3pm; Sacred Heart Activities Building, 3451 Rivard Detroit 48207 (Eastern Market area, I-75 & Mack). Call Zoe Williams 313 784-9391
- March 12 **Family and Friends Peer Support Group**, informal meeting offering help, healing and hope. 630pm-730pm. 2nd and 4th Tuesday of each month. Canton Municipal Complex, 1150 S. Canton Center Rd., Canton 48188 nwwayne@familiesagainstnarcotics.org.
- March 12 **Support for Those Who Have Lost Loved Ones to Addiction**, a FAN support group, meeting every 2nd & 4th Tuesday of each month. PC Alano Club, 8669 North Lilly Rd, Canton. 7pm-830pm. Call 734 612-5301 or email nwwayne@familiesagainstnarcotics.org
- March 15 **Constituents Voice Meeting**, members and guests welcome to meet and make recommendations for programs and improvements in the Detroit-Wayne mental health system. 10am-noon; DWMHA, 707 W. Milwaukee, Detroit 48202
- March 19 **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 3rd Tuesday; 5pm-630pm; Children's Center, 79 West Alexandrine, Detroit 48201
- March 25-29 **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
- April 3 **Michigan Works/ACCESS Spring 2019 Job Fair**, Free opportunity to speak with numerous employers in the greater Detroit area about part time and full time jobs. 9am-1pm. Ford Community and Performing Arts Center, 15801 Ford Road, Dearborn 48126

- April 10 **KIDS-TALK Children’s Advocacy Center Presents “POETRY SLAM,”** looking for young poets (ages 13-21) to speak out about trauma (the things that cause great distress & emotional pain). Free. 430pm-730pm. Museum of Contemporary Art, 4454 Woodward, Detroit 48201. To enlist a youth poet, contact Lacea Zavala at 734 785-7705 x 7291
- April 10 **Tri-County Peer Connect Meeting,** all Wayne-Oakland-Macomb peers welcome! Topics: “Suicide: Knowing the Signs,” “Compassion Fatigue, the Impact on Caregivers;” free. 8:30am-12noon. Oakland Community Health Network, 5555 Corporate Drive, Troy 48098. www.oaklandchn.org/training
- May 9 **Walk a Mile In My Shoes,** join over 2500 advocates on the Lansing capitol lawn. 15th annual rally encouraging legislators to support mental health services in Michigan. Mental Health Matters! Details to follow
- May 29 **EVOLVE,** an opportunity for people receiving mental health services to engage, equip and empower themselves with a hands-on approach to their treatment *and* their lives; 11am. Location to be announced
- May 29-31 **Peer Conference,** learning the latest about mental health services, including developmental disabilities and improving life skills. Lansing Center, 333 E. Michigan Ave, Lansing, 48933. Eligibility, times and prices to be announced
- October 18 **Reaching for the Stars Banquet and Award Night,** a dressy event for all Authority members receiving services. Free. Fellowship Chapel, 7707 W. Outer Drive W., Detroit 48235



Poetry Corner

Persons Points of View

Happy Thoughts By

Mary Ann Bozenski

Happy thoughts
Give me hope
For a better tomorrow
Reason to dream
Happy thoughts
Lighten my mood
Lessen my depression
With promise of a new
day
Happy thoughts
Make me hold on
When darkness comes
And clouds my mind
Happy thoughts
Give me peace
And tranquility

A sense of calm
Happy thoughts
Give me strength
Courage to carry on
And not give up
Happy thoughts
Nourish my soul
Strengthen my connection
To a Higher Power
Happy thoughts
Are what I want
What I desire
What I need in my life
Happy thoughts...

Mr. Brown

BY Dona F. Tatum

He didn't have a pedigree
But he was very special to me.
He was just a little brown dog
Who would run skip and yep
Trying to keep up with my every step
In the rain, snow or fog.
I named him Mr. Brown,
And he was the only dog in town
Who got letters in the mail.
Whenever the mail would come
Mr. Brown would run to the door wagging his
tail.
Very often there would be a letter;
Once a package containing a sweater
Made in his favorite color and size.
Whether he ordered it or it was a gift,
He didn't seem the least bit surprised.



Editor

If you have any questions, comments, or wish to contact Michael Shaw, the editor, send an e-mail to 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

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