

**Special  
Edition  
2021**



# Persons Point of View

**Editor-In-Chief  
Michael Shaw**

**Circle of  
Support**

**Clubhouse**

**Ask the Doctor**

**Poetry Corner**



## WHAT IS CLUBHOUSE?

Clubhouse is a place for people with mental illness to get mentoring, peer support, and coaching to achieve their goals. People who go to Clubhouse are “Members” of the “House” and work alongside the staff to plan the day to day activities. Members also volunteer for different duties to keep the house running smoothly. Over the years, many Clubhouse members have gained the confidence and skills to live on their own, go back to school, or get a job. This is why Clubhouse members often have better health, make more of their own money, and have more close friends than their peers who don’t go to Clubhouse. Detroit Wayne has several Clubhouses located across the county. Most provide transportation. All provide a safe community for people to feel welcome and supported.

The following is a list of current clubhouses:

- 1) Access (Access Hope), Ghinwah Karaba, Supervisor, (313) 518-1104
- 2) CCS (Turning Point), Katina Haynes, Clubhouse Coordinator (313) 382-7861
- 3) DCI (New Directions), Tenna Harris, Psychosocial Rehabilitation Manager, (586) 718-2053
- 4) Goodwill (A Place of Our Own), Kara Hicks, Manager, (313) 931-0901, (313) 557-8717
- 5) Hegira (Next Step), Cassandra Rogers, Clubhouse Coordinator, (734) 934-3351
- 6) Lincoln (The Gathering Place), Joy Kornspan, Manager, (313) 450-0411

If you want to know more about Clubhouse, send an email to: [MemberEngagement@dwihn.org](mailto:MemberEngagement@dwihn.org) or dial 313-833-2500 and ask to speak to Donna Coulter.





#### **BY A TURNING POINT CLUBHOUSE MEMBER**

I've been a member of Turning Point Clubhouse for 2 years and I love attending every day. The Clubhouse has really helped me from being shy and isolated to becoming more independent. I now love engaging with others and having somewhere to go where I know I'm accepted and treated well. Thanks to the clubhouse, I've completed the transitional employment program, then independently found my own job at Kroger. Now waiting to move into my own apartment for the first time at the Community Care Services Apartments that were just built from the ground up. I'm so happy and proud of myself for working on my essay which led me to be the winner of a Dreams Come True Award which I accepted at the Reaching For the Stars Event. I am also very excited about winning the Reaching for the Stars Education Award. The Clubhouse has made a great impact on my life and all that I've achieved.

# REACHING FOR THE STARS!



**BY LINDA BURTON**

Hello, my name is Linda Burton. I am a member of DWIHN Constituents' Voice Empowerment Group. Our group is tasked with planning and executing the Dreams Come True Mini Grant and the Reaching for the Stars event. This year was a big challenge for our group, which consists of myself, Michael Squirewell and Shelly Nelson. Because of Covid-19, we could not fully execute Reaching for the Stars in the way we wanted. We had to scale attendance down from 400 members to about 150 members. We also had to follow CDC Guidelines because, in August, the rate of COVID-19 infections was still high. The committee decided to let each Clubhouse and Drop-in bring ten people each.

The Covid-19 virus made our options for a place to hold the event limited. We wanted it to be elegant. We decided on the Eastern Market. The Eastern Market venue turned out to be the right place to hold the event. It was expansive and open, which made following the guidelines easy. After the tables and chairs were set, tablecloths and the beautiful centerpieces of white flowers were put on the tables. It was elegant! The Master of Ceremony was Ron Henderson. He did a fantastic job. Thank you Mr. Henderson. We had two wonderful singers that entertained us: Melvin Giles and Shelly Black. We thank both of them. We had 7 Award Recipients for the Dream Come True Mini Grant and 5 for Reaching for the Stars. The Empowerment Group also honored the entire Member Engagement Staff for their challenging work and excellent leadership. The Empowerment Team would like to thank DWIHN Board, administration, various DWIHN Departments for the gift baskets, volunteers and everyone who supported us. Thank you for making this year's event a success!

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# 2021

*Dreams Come True Award Recipients*



**Shelly Black**  
"Twinkle's  
Creations"



**Adam Chateau**  
"Conquer Autism  
with Art"



**Samantha Mokler**  
"Mokler's Move"



**Shawn Pape**  
"Peer Support/  
Engagement"



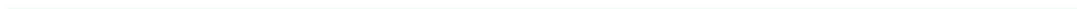
**Jessica Smith**  
"Well that's Life"



**Elizabeth Sturgill**  
"Housing"



**Jenna Vazquez**  
"Mis Suenos, Mi Realidad"



**2021**

*Reaching for the Stars Winners*

Education

Elizabeth Sturgill

Employment

Mohamad Ali

Peer Support Specialist

Glynis Rundell

Self-Care

Fakhrieh Khaled

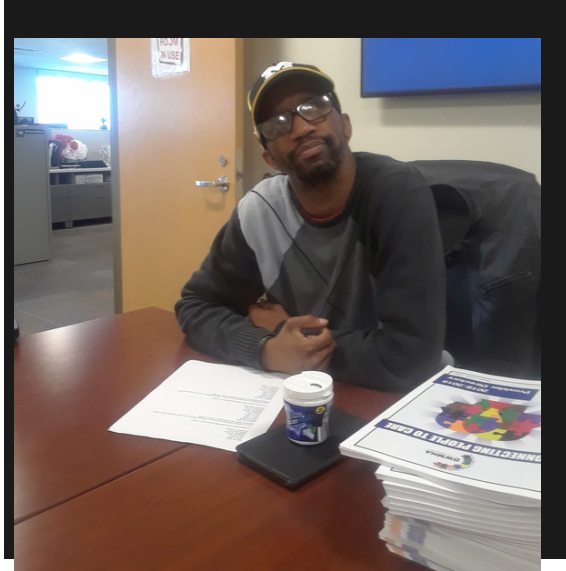
Star Peer of the Year

Amanda Clark

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# CIRCLE OF SUPPORT



**Blake Perry CV Member**

**BY BLAKE PERRY AND MICHAEL SHAW**

A “Circle of Support” is a group of people who meets with a particular person and offers them encouragement, guidance, and advice with respect to the problems and challenges they may be facing. Persons in the “Circle of Support” are friends of the person they are helping. They may be teachers, personal friends, relatives, a support coordinator, and/or anyone the person seeking help may choose.

Persons in the “Circle of Support” may help the person with achieving a set of goals or simply support the person while they work toward their goals. Some examples of what a “Circle of Support” may help someone with are 1) Their “Person-Centered Plan, 2) Self-determination, 3) Alternatives to guardianship, 4) Housing and helping the person decide where they want to live, and 5) Transportation.

A “Circle of Support” may be used to improve a person’s current situation. Blake Perry said “I have used a “Circle of Support” most of my life. It has helped me be independent, obtain partial guardianship, helped me gain my current job and be successful in it, and decide what to spend my money on.” He recommends that those in need of help, consider obtaining a “Circle of Support.”



## WALK A MILE POSTER CONTEST 2021

*By Linda Burton CPSS CHW*

Hello, my name is Linda Burton. I am a Certified Peer Support Specialist at Our Place Drop-In Center in Redford Michigan. Here at Our Place, we wanted to do something special for Walk A Mile In My Shoes. We decided to have a contest for the best poster board slogan. Five members entered the contest. Each member decorated their poster board and produced their slogan. After the boards were completed, the rest of the members voted on which one they liked the best. Crystal Hamilton won the contest. Hers was the one everyone liked the best. Her slogan was "Walk A Mile In My Shoes Friend!" She received a gift bag filled with goodies. The other four were Shelly Black, whose slogan was "Walk A Mile In My Shoes: Our Lives Matter," James Jaworski, whose slogan was "Mental Health Matters," Venus Green, whose slogan was "Everyone Deserves Mental Health Care," and Karen Pressley, whose slogan was "Respect Mental Health With Love." Everyone did an excellent job on their posters. Each one of them received a gift bag. Thank you to everyone for their participation and a job well done!



# MY WALK A MILE EXPERIENCE 2021

BY CLARENCE RUFF

I would like to state that, our trip to our state capitol in Lansing, Michigan was an inspiring experience for myself and the many groups who walked and showed love, respect, and dedication for the support of mental health. I, myself, have endured a mental health condition with substance abuse disorder and without the help and support from the Lord God, and organizations like DWIHN and UNIFIED of Michigan, my recovery would not have been possible. The whole Walk A Mile In My Shoes rally was full of groups who had this message of resilience and change directed toward the leaders of our state legislature: that cuts and discontinuation of mental health services will not benefit our community.



# ASK THE DOC



## COVID-19 and Mental Health



*Dr. Shama Faheem is the Chief Medical Officer for the Detroit Wayne Integrated Health Network.*

### COVID-19 DASHBOARD

**As of October 26, 2021**

**Michigan Confirmed Cases**  
1,112,490

**Michigan COVID-19 Deaths**  
21,918

**Wayne County Cases**  
(excluding Detroit): 132,760

**Wayne County Deaths**  
(excluding Detroit): 2976

**Detroit City Cases:** 65,438

**Detroit City Deaths:** 2575

**7-day average of new cases:** ~ 3210

**Michigan case fatality rate:** 2.0%

**Wayne County fatality rate:** 2.3%

**Detroit Case fatality rate:** 4.0%

**Test positivity:** 10.72%

### Vaccination Dashboard

**(For > 16 years)**  
**1st dose tracker: 68.7%**

**Michigan (12 years and older)**  
**First dose given: 5,457,034 (63.5 %)**  
**Two doses given: 5,075,029 (59 %)**

**Wayne County:**  
**First dose given: 661,209 (71.9%)**  
**Two doses given: 610,479 (66.4 %)**

**City of Detroit:**  
**First dose given: 259,082 (46.56%)**  
**Two doses given: 216,669 (38.9%)**

On 5/13/2021, the Michigan COVID-19 Vaccination Dashboard began including the population 12 years and older. This increased the population denominator by 497,961 people (from 8,096,917 to 8,594,878) and thus decreased coverage percentage.

## ASK THE DOC



## COVID-19 and Mental Health

### COVID-19 News

Recently, the FDA authorized and the CDC recommended boosters for millions of people who received the Moderna and Johnson & Johnson vaccines, following a similar endorsement for Pfizer boosters last month.

- Pfizer and Moderna boosters are now recommended for people 65 and up and younger adults with health problems, high-risk jobs, or other situations that put them at high risk of COVID-19 infection. The doses are for those who received their second shot at least six months ago. The J & J booster is recommended for people 18 and older at least two months after the initial dose.
- Although Pfizer has been given full authorization for its vaccine for ages 16 and up, boosters from all three vaccine manufacturers are still under an EUA.

#### ***Why might we need a booster for COVID-19?***

While a booster sometimes is an exact replica of the initial vaccine, it can also be tweaked. With COVID-19, this is key because the vaccine could then be tailored to target particular variants of the virus.

#### ***How will we know if we need a booster?***

It is normal for virus-fighting antibodies—such as those that are stimulated by a COVID-19 vaccine—to wane over time. Monitoring antibody levels in the blood is one way to measure vaccine efficacy and research has found that protection remains high for six months after the second shot of a Pfizer or Moderna vaccine.

#### ***Could you mix and match vaccines in a booster?***

The FDA and CDC recently supported a “mix-and-match” approach that allows people to choose a different vaccine for their booster than the one they started with.

#### ***Could a booster cause more or worse side effects?***

The most common side effects reported after getting a third shot of an mRNA vaccine, the type made by Moderna and Pfizer, were pain at the injection site, fatigue, muscle pain, headache and fever, followed by chills and nausea, according to the CDC data. Side effects were similar to those seen after the second dose of an mRNA vaccine, according to the data.

## ASK THE DOC



## COVID-19 and Mental Health

### ***What is the status of vaccine approval for children ages 5-12 years old?***

The FDA's Vaccines and Related Biological Products Advisory Committee is meeting this week to discuss this topic. Many parents are anxiously awaiting the approval with schools now open across the U.S. and the delta variant driving a surge in children's cases. The FDA is expected to quickly grant emergency approval for the shots before passing the matter on to the CDC for review next week. The plan is to vote on a smaller dosage for kids at a third of the amount of an adult dose, which is what Pfizer and BioNTech tested on kids.

### ***Should children receive the Covid-19 vaccine?***

There have been more than 2,000 Covid-19 related school closures nationwide since August, affecting more than 1 million children and 68,000 teachers. School closures can impact a child's social, emotional and physical well-being. The CDC presented data at the FDA's meeting on 562 children ages 5 to 11 who were hospitalized from March 2020 through August. The CDC's analysis identified underlying medical conditions – such as obesity, chronic lung disease and neurological disorders – as risk factors for severe disease. Of the 562 children hospitalized, 68% had at least one underlying condition. The most common underlying medical condition was lung disease, primarily asthma.

Although fewer children have been infected compared to adults, children can:

- Be infected with the virus that causes COVID-19
- Get sick from COVID-19
- Spread it to others

The CDC continues to recommend the vaccine for children 12 years and older.

### ***Myocarditis Cases***

There have been 1,640 cases of myocarditis reported in people under 30 who received Pfizer or Moderna's vaccines as of Oct. 6, according to a CDC official. Just 877 met the CDC's case definition for myocarditis, and 637 of the reported cases are still under review. At least 829 of the people with the rare heart condition were hospitalized, but the majority of them recovered and were discharged.



## COVID-19 and Mental Health

### Other Useful Information:

Everyone 12 years of age and older is now recommended to get a COVID-19 vaccination. Get a COVID-19 vaccine as soon as you can. Widespread vaccination is a critical tool to help stop the pandemic. Please visit [www.Michigan.gov/COVIDvaccine](http://www.Michigan.gov/COVIDvaccine) for the latest information about vaccination.

You can find vaccination site near you by using:

<https://vaccinefinder.org/search>. You can also find vaccine locations near you by texting your zip code to 438829.

#### Mental Health Help:

- Behavioral health – which includes mental health, substance use, and more – is a key part of your overall well-being. The COVID-19 pandemic has left many people feeling anxious or depressed. The DWIHN website offers a free and anonymous assessment to help you determine if you or someone you care about should connect with a behavioral health professional. <https://screening.mentalhealthscreening.org/DWIHN>
- Another excellent digital tool to support mental health is myStrength, an app with web and mobile tools designed to support your goals and wellbeing. myStrength's highly interactive, individually-tailored resources allow users to address depression, anxiety, stress, substance use, chronic pain and sleep challenges, while also supporting the physical and spiritual aspects of whole-person health. Visit the DWIHN website to learn more.

# DWIHN Member Experience Team Wants DATA COLLECTORS/ Margaret Keyes-Howard, Member Experience Coordinator [mkeyes@dwihn.org](mailto:mkeyes@dwihn.org)



In an effort to expand our data collection opportunities, Detroit Wayne Integrated Health Network's Member Experience office is looking to recruit members we serve to learn how to collect meaningful data related to important system of care issues. What is data collection? It is the process of collecting facts and information related to particular study of either surveys, interviews, focus groups or other inquiry material that data collectors use to document the set of "data" or information that is needed for a particular event.

Why does DWIHN want to collect data? Data collection can help to make people's lives better. It allows DWIHN to document information and measure the responses of stakeholders. A lot of DWIHN's data is collected from members we serve or their families to collect solid evidence about what is happening with the resources and services in our system. When we collect this important information, we call it "data." This important data is valuable knowledge that enables DWIHN staff to make good concise conclusions and transfer that information into action plans that can help improve or correct the system. Data can also help us to study trends, help us avoid making assumptions, and help us to respond to challenges before they become huge problems. When we collect data, it allows DWIHN to also measure our effectiveness and determine how to find solutions to concerns we may have. When we establish baseline information through taking data claims and information over and over, it helps us to see trends and to monitor our improvements.

Many peers can be trained to be a part of our expanded Data Outreach Project (DOP). The training will allow DWIHN to identify persons who can assist with major data collection projects being conducted by DWIHN in 2022. Any adult member we serve may apply by responding to the Jotform application and participating in interviews that will be conducted over the next few months. The first of several trainings is tentatively scheduled for February 2022. Interested parties should not wait to apply, stipend opportunities for eligible participants may be available.

[Data Collection Application Form \(click here\)](#)

# Poetry Corner

## Words...

by Mary Ann Bozenski

**Written--Spoken**

**Powerful tools--Terrible weapons**

**Build self-esteem--Destroy confidence**

**Make happy--Instill sadness**

**Soothe feelings--Break hearts**

**Convey emotions--Cut like a knife**

**Nourish the soul--Clutter the mind**

**Enhance beauty--Alter mood**

**Express love--Spread hate**

**Motivate--Annihilate**

**Soften--Harden**

**Relax--Complicate**

**Promote--Dismay**

**Encourage--Dissuade**

**Empty--Meaningful**

**Positive--Negative**

**Hopeful--Disheartening**

**Insightful--Foolish**

**Inspirational--Thoughtless**

**Kind--Harsh**

**Good--Bad**

**Indifferent?—Never!**



# S.O.U.L.S. CHAT

SUPPORTIVE, **O**UTREACH, **U**NDERSTANDING, **L**IFE-**S**ITUATIONS

## FAITH TALK MONDAYS

STARTING 9/14/20

6:30P-7:30P

BlueJeans App

Meeting ID: 415 831 832

Passcode: 2016

Dial in: 408-915-6290



## CASUAL TALK

## WEDNESDAYS

6:00P - 7:30P

BlueJeans App

Meeting ID: 415 831 832

Passcode: 2016

Dial in: 408-915-6290

[CLICK HERE & GET CONNECTED](#)



# Members' Rights

Our Area of Responsibility	Members' Rights	For More Details, Contact us at:
Our Area of Responsibility 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 DWIHN staff, 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> <li>Follow all MDHHS procedures for the <i>required</i> annual Medicaid enrollment and inform DWIHN of any changes in insurance status.</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.

## **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 DWIHN;**
- **Receive information about DWIHN, its services, its practitioners and providers and rights and responsibilities;**
- **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;**
- **Be informed of the availability of an independent, external review of the UM final determinations;**
- **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 are not provided by the primary care provider;**
- **Receive information on how and where to access benefits that are not covered under DWIHN 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;**
- **Timely written notice of any significant State and provider network-related changes;**
- **Make recommendations regarding the DWIHN member rights and responsibilities.**
- **Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, as specified in other Federal regulations on the use of restraints and seclusion.**
- **To request and receive a copy of your medical records, and request that they be amended or corrected.**
- **A second opinion from a network provider, or arrange for you to obtain one outside the network, at no cost to you.**

**Note: The State must ensure that you are free to exercise your rights, and that the exercise of your rights does not adversely affect the way DWIHN and its network providers or the State agency treat the you.**

## **Your Responsibilities**

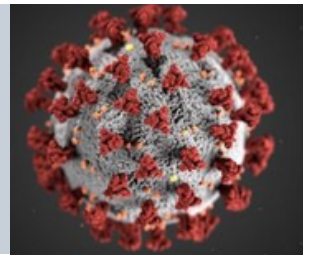
- To keep appointments as scheduled or phone in advance to cancel.
- To follow your treatment plan or ask for a review of your plan.
- To let your therapist know of any changes in your condition, including any side effects of medication.
- To seek help in times of crisis.
- To keep violence, drugs, abusive language and damaging behavior away from the treatment setting in respect for others.
- To be aware of program rules and abide by them.
- To be an active participant in your treatment.
- To ask questions if you do not understand.
- To share with staff, your experience of our services, what we do well, and what we could do better.
- 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 DWIHN, its practitioners and providers in order to provide care.
- To follow your treatment plan of care and instructions. The plan of care is to be agreed upon by you and your provider.
- To 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.
- Follow all MDHHS procedures for the required annual Medicaid enrollment and inform DWIHN of any changes in insurance status.

## **DWVHN Responsibilities**

- To provide quality behavioral health services;
- To assess and evaluate behavioral health requests in a timely manner;
- To give you a choice of providers to the extent that is possible;
- To offer you a second opinion if you request one;
- To provide you with information about your behavioral health services and your rights;
- To provide you with a written Notice of Action, when advising you of termination, reduction, denial, suspension or limit the authorization of services that you have requested and/or have been receiving;
- To provide you with information about DWVHN's operations organizational structure, annual reports, etc. upon request and to notify you annually that this information is available;
- To protect the rights of individuals receiving services;
- We are required by law to maintain the privacy and security of your personal health information;
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information. We must follow the duties and privacy practices described in the notice of Privacy Practices and give you a copy;
- We will not use or share your information other than as described in the Notice of Privacy Practices unless you tell us we can in writing;
- You can change your mind at any time about the sharing of information, but this request should be made in writing to ensure it is documented in your request.
- Provide you with a written notice of any significant State and Provider network changes at least 30 days before the intended effective date of change.
- Make a good faith effort to give you a written notice of termination of your Service Provider within 15 days of receipt or issuance of a termination notice.

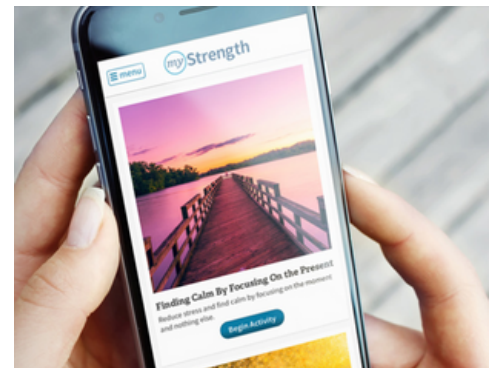
**Note: All DWVHN staff, the Access Center, and Service Provider employees shall acknowledge, uphold and demonstrate knowledge of the above enrollee rights and responsibilities.**

The Detroit Wayne Integrated Health Network is doing everything it can to communicate accurate information to its Members, Providers and the Community in the wake of the COVID-19/Coronavirus Pandemic. Please visit our website at [www.dwihn.org](http://www.dwihn.org) for timely updated information.



### 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



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

**Hours of Operation: 8 am - 4:30 pm**

**Customer Service: (313) 833-3232**

**Main: (313) 344-9099**

**TDD: (800) 630-1044**

**Fax: (313) 833-2156**

**24-Hour HelpLine: (800) 241-4949**

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

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**@DetroitWayneIHN**

**In accordance with reporting requirements for the Detroit Wayne Integrated Health Network, below is a list of providers and programs that have either closed or been terminated since August 1, 2021**

Provider Name	Address	Date closed
Hill's Support Services, Semi-Independent Program, (Barrington Apartments)	Multiple Addresses	11/1/2021
Arab-American and Chaldean Council (ACC)	201 W 7 Mile, Detroit, MI 48203	1/1/2022
The Children's Center	79 Alexandrine West, Detroit, MI 48201	To Be Determined (TBD)
Community Living Services-CLS	35425 Michigan Ave. West, Wayne, MI 48184	(TBD)
AHS Community Services, Inc., Arsenal Home	27472 Arsenal Road, Flat Rock, MI 48134	11/30/2021
Homes of Opportunity Inc, Grennada and Judy Circle Homes	36049 Grennada, Livonia, MI 48154;  26352 N Judy Circle, Brownstown, MI 48174	12/15/2021
Community Care Services Inc.,	1607 Fort St., Lincoln Park, MI 48146;  26184 W Outer Dr., Lincoln Park, MI 48146;  1605 Fort St., Lincoln Park, MI 48146;  26650 Eureka Rd., Suite A., Taylor, MI 48180;  26180 W Outer Dr., Lincoln Park, MI 48146;	3/1/2022
Everest Inc.,	Clippert Home, 4701 18 <sup>th</sup> St., Wyandotte, MI 48192	12/30/2021
It's All About You	33740 Plymouth, Livonia, MI 48150	9/30/2021
A&C Behavioral Solutions	31557 Schoolcraft, Suite 200, Livonia, MI 48159	9/30/2021
UPAC Detroit site	21600 Novi Rd., Novi, MI 48375	9/30/2021
Emmanuel I&II dba Peaceful Surrounding	14655 Gratiot Ave., Detroit, MI 48205	9/30/2021
The Wise Decision	18530 Mack Ave., #474, Grosse Pointe, MI 48236	9/30/2021
Theodoshia Carter AFC	8505 Plymouth, Detroit, MI 48204	9/24/2021
Psygenics Inc.	7800 W Outer Drive, Detroit, MI 48235	10/31/2021
Domus Vita	1424 Norris, Westland, MI 48186	8/2/2021

## The Michigan Crisis and Access Line (MiCAL)

The Michigan Crisis and Access Line (MiCAL) will be available soon throughout the state. The projected rollout date for Michigan-wide coverage is July 2022. Persons having a crisis will be able to dial 9-8-8 and speak directly to a trained professional crisis specialist. Anyone interested in obtaining more information about the access line or wants to respond with questions and/or comments may send them by email to:

MDHHS-BHDDA-MiCAL@michigan.gov.

Thank you!

### Did You Know.....

Effective September 2021, the state began offering another local dispute resolution option for individuals receiving Behavioral Health Services. It is called Mediation. Mediation is a way to provide another avenue for members as well as our provider network to come to a resolution in areas where there may be a disagreement or conflict.

Mediation does not take the place of DWIHN's ability to address a member's Appeal, Grievance or Recipient Rights complaint. It is important to note that only the member or their legal guardian can request mediation services. If you are interested in learning more about the Mediation process, please contact:

The Mediation Helpline at 1-844-3-MEDIATE (1-844-363-3428)

