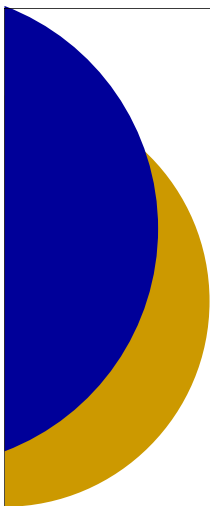


# Persons Points of View

FALL 2018

**DWMHA**

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



## Consumer Driven Newsletter

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## Inside this issue:

Kathy O'Donnell	<b>1</b>
Chief Riley	<b>2</b>
Security	<b>2</b>
Recognition Corner	<b>3</b>
"Saying Know To..."	<b>3</b>
Member Experience	<b>6</b>
Poetry Corner	<b>17</b>

## Mental Health Is About People, Not Labels! By Editorial Staff

**DETROIT, MI** – A diagnosis doesn't define people. That statement couldn't be more true when it comes to Kathy O'Donnell, who just recently received the Director's Award for Consumer Empowerment from the Michigan Department of Health and Human Services. "I am grateful for this honor from the State of Michigan, but more gratified knowing that we all are recognized as a community and that our voices are heard," said O'Donnell who is a Certified Peer Specialist through the Detroit Wayne Mental Health Authority and offers support and advocacy to people receiving mental health services. "O'Donnell is an example of how our services encourage and empower individuals," said Willie Brooks, DWMHA President and CEO. "We are proud of her determination to stand up and speak out for

herself and her peers." O'Donnell began work as a Peer Specialist years ago while living in Muskegon, then moved to the Detroit area to take care of her parents and seek mental health services for herself and her son. She is involved in many programs including coordinating with hospital personnel to ensure people's rights are being respected and is also a member of the Constituents' Voice, an advocacy and advisory group that influences policy and creates development opportunities for people receiving services. "Our presence and our voice is our strength," said O'Donnell who remains engaged in activities, programs, and training opportunities and encourages others to invest in their personal and professional growth. "There is hope for the future if the community is willing to get out and fight for their rights." O'Donnell is

well known for her moving speech at the 2018 Walk a Mile in My Shoes Rally that inspired over 2,000 peers to advocate for themselves. "Kathy personifies the courage and determination of those we serve," said Dr. Donna Coulter, Administrator, Member Engagement Division, Customer Service. "She is well deserving of this recognition."



**Blake Perry (middle) accepting award on behalf of Ms. O'Donnell.**

## 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

Dr. Cheryl Munday-Chairperson, Dr. Iris Taylor-Vice-Chairperson, Bernard Parker-Treasurer, Heather Underwood-Secretary, William T. Riley III, Ghada Abdallah, RPh, Dorothy Burrell, Angelo Glenn, Timothy Killen, Kevin McNamara, Hubert C. Smitherman Jr., MD, Dr. Cynthia Taueg

## Inkster Police Chief Becomes Newest DWMHA Board Appointee

By Editorial Staff

Inkster Police Chief William T. Riley III was appointed to the DWMHA Board of Directors by Wayne County Executive Warren Evans and the Wayne County Commission. He will serve a three-year term. Mr. Riley also holds a position on DWMHA's Substance Use Disorder Oversight Policy Board. Mr. Riley has had a distinguished 30-year career in law enforcement serving several communities in Alabama and Virginia. In his current position as Inkster Chief of Police, he has restructured the department and developed community partnerships reducing crime in the city by 16% over the last two years. Chief Riley believes that by serving on the DWMHA

Board of Directors it gives him the opportunity to provide perspective to his community about prevention and treatment resources that are available to people receiving mental health services in Wayne County. Since the inception of the DWMHA Narcan program, Chief Riley has mandated that all Inkster police officers utilize the Opioid Overdose Kits resulting in thirteen lives saved. Chief Riley has also implemented Movie Nights for Inkster Youth sponsored by DWMHA, promoting prevention and healthy lifestyles in the community. Prior to moving to Michigan, he served seven years as Police Chief in Selma, Alabama where he oversaw a department of 50 employees, established and re-

established essential departments including narcotics, internal affairs and a K-9 Unit. He also worked for 24 years for the Newport News Police Department in Virginia where he was employed in various capacities including Lieutenant and Captain. The DWMHA Board of Directors, executive leadership and staff are pleased to have Mr. Riley on the Board. His term will expire in March, 2021.



Chief Riley, Inkster Police Department

### 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](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!

### Students, Mental Health, and Security by Lt. Darrin Odom PPS, CIPS, CST, CSS, CPO, CCSS

School has reopened and many students are so excited about this upcoming school year. But, for a student with a mental illness, that excitement may not be there. Feeling totally connected and welcomed by others is very essential for children to be positively adjusted and have a sense of trust in themselves and others. By building strong positive relationships among school staff, students and parents truly promote mental wellness. This is why it is so important when schools estab-

lish a Crisis Response Team, that it includes security personnel. It is the duty of security to safeguard students' physical and mental well being. Many students with a mental illness have to deal with bullying and harassment in the school system. This is why security presence in school common areas such as hallways, cafeterias, locker rooms and playgrounds is of the utmost importance. Security presence in these areas helps make all children, and especially those with a mental illness, know that someone is there to

prevent any harm from coming to them. Once those who would normally bring harm to the students with mental health issues realize that the school has built a force to deter their potentially negative behavior, the school year will progress much better for all students. So, when you as parents and concerned citizens attend school board meetings, make sure that they include the security department to ensure that students with mental health issues are properly safeguarded while attending school.

## You're Never Too Old To Learn Something By Michael Shaw

Often when we age, we lose the desire and will to pursue our goals and dreams. Many feel they are too old to go to school, learn something new, or take risks. The lack of challenges in one's life can lead to boredom, stagnation, and a lack of positive stimulation. This can lead to one doing negative things to fill the void, such as drinking and/or eating excessively, smoking, using drugs, gambling, etc. All of these things can have a detrimental impact on our lives, shortening our longevity and even leading to our demise. Having nothing to look forward to live for quite frankly isn't good for us

mentally or physically. Lack of mental stimulation has been associated with the progression of dementia. Some studies have indicated that lifelong learning can combat and slow down the onset of Alzheimer's. Whether young or old, challenges in life can have a positive impact on our minds and bodies, leading to fulfillment and positive experiences. Learning something new can be a challenge. When you do something you have never done before, it can be especially daunting. It can also be highly rewarding. Even if one fails initially, there are lessons to be learned. In fact, often one learns more from failure than success.

Consider pursuing that career you planned while growing up but life's challenges caused your path to move in a different direction. Study that language you always wanted to learn. Obtain a skill or trade. Learn or improve your computer skills! Learn how to fix something like your car. Learning something new can lead to more money and better opportunities. It can give you income to do things like take that dream vacation or buy something you've always wanted. It can lead to new friendships, prompt you to make positive changes in life such as losing weight or quitting smoking. Most of all, it gives you something that can't be taken away from you; education!

### Recognition Corner

The Recognition Corner would like to pay respects to Robert Robleski who passed away on August 21, 2018 at the age of 69. Robert was a longtime friend to many in the Detroit-Wayne disability community. He was a board member for the Arc of Detroit and a member of the former Consumer Family Advocate Council (CFAC). Along with close friends Tommy Meadows and Charles Stedman, Robert was an active member of Warriors on Wheels, an organization that advocates for people with physical challenges. He was a founding member of the Michigan Democratic Party Disability Caucus and a representative on several disability boards. Robert did his part to see that members of the disability community were treated fairly and with respect. He will be missed within his wide family of friends and business associates.



Robert Robleski

### SAYING "KNOW" TO NATIONAL DISABILITY EMPLOYMENT AWARENESS MONTH

- Each year, October is set aside to recognize the talents and contributions of people with disabilities who enhance the American workforce.
- This year's theme was "America's Workforce: Empowering All."
- As of 2016, an estimated 36.2% of people with disabilities, at all education levels, were employed.
- This month serves as a reminder that Americans of all abilities must have access to good, safe jobs.
- While the term 'disability' comes in many forms, the will of Americans as front line workers remains a constant reminder that a disability does not define a person's will to work.

## Opioid Deaths Climbing In Michigan By Editorial Staff

Mental health experts are working harder than ever to get the number of opioid-related deaths under control. New statistics just released show deaths are on the rise, from 144 in 2008 to 578 in 2017 in Wayne County alone.

DWMHA continues to inform and educate the community on how to help people who have overdosed by training them on how to administer Narcan, a life-saving antidote. “We need everyone involved from friends and family to neighbors and coworkers,” said DWMHA President and CEO, Willie Brooks. “That’s why we are empowering our community to save lives with this training.”

DWMHA implemented the program

for first responders, clinicians, educators and community leaders – training over 3,500 personnel. Now the trainings are available to individuals and community groups.

Any group can schedule trainings.

Each attendee is educated about opioids and its effects on the body. Upon completion they will receive two Narcan kits. You can sign up for these life-saving trainings by calling 313-344-9099 ext. 3103.

DWMHA also works hard to prevent opioid misuse with its take-back efforts. On Saturday, October 27, in partnership with the National Drug Enforcement Agency’s National Drug Take Back Day, DWMHA installed Prescription Drug Take-

Back drop boxes at multiple law enforcement agencies throughout the county. “We are proactive and take initiative with our partners to provide safe and sensible means to dispose of prescription drugs,” said Director of DWMHA Substance Use Disorder Services, Darlene Owens. During the DEA’s national Take-Back Day event back in April, Detroit brought in 11,000 lbs. while Wayne County received 1,544 lbs. of unused prescriptions. The permanent red boxes prevent prescription and over-the-counter medications from getting into the hands of children and into the waterways. Pills can be dropped-off anonymously at designated sites found at <http://dwmha.com/contact-us/map/>.



# Hepatitis Outbreak



From the Department of Health and Human Services:

The Michigan Hepatitis A outbreak continues to be the largest outbreak in United States history. Despite a great deal of effort, counts continue to increase. In the first three months of 2018, there are already more cases reported than the first three months of 2017! As of April 4, 2018, 802 cases have been identified with over 80% of people hospitalized and 25 deaths.

In collaboration with the Detroit Health Department and the Wayne County Health Department, DWMHA has provided both education on hepatitis A as well as offering the Hepatitis A vaccination.

## Hepatitis A

### What is it?

Hepatitis A (HAV) is a liver disease that is serious and highly contagious. HAV is found in the feces (poop) of a person infected with hepatitis A.

### How do you get it?

- Eating food or drinking water that is contaminated
- During sex
- Living with an infected person

### How do I know if I have it?

It can take 15-50 days after exposure before you develop any symptoms which can last for several weeks.

### What are the symptoms?

- Nausea and vomiting
- Belly pain
- Feeling tired
- Fever
- Loss of appetite
- Yellowing of the skin and eyes
- Dark urine
- Pale-colored feces (poop)
- Joint pain

### How can I protect myself from getting the disease?

- Get vaccinated
- Wash hands after using the restroom and before eating or preparing meals
- Use your own towels, toothbrushes, and eating utensils
- Do not have sex with anyone that has HAV infection
- Do not share food, drinks, drugs, or cigarettes



DWMHA Hepatitis A Clinic from left to right: Sherise Hutchinson LLMSW, Detroit Health Department Clerk (name unknown), Alicia Oliver, Clinical Nurse Specialist and Angelo Glenn, Chairman of the SUD Board.

# SYSTEMS TRANSFORMATION: NEXT STEPS IN MAKING YOUR HEALTHCARE EXPERIENCE BETTER

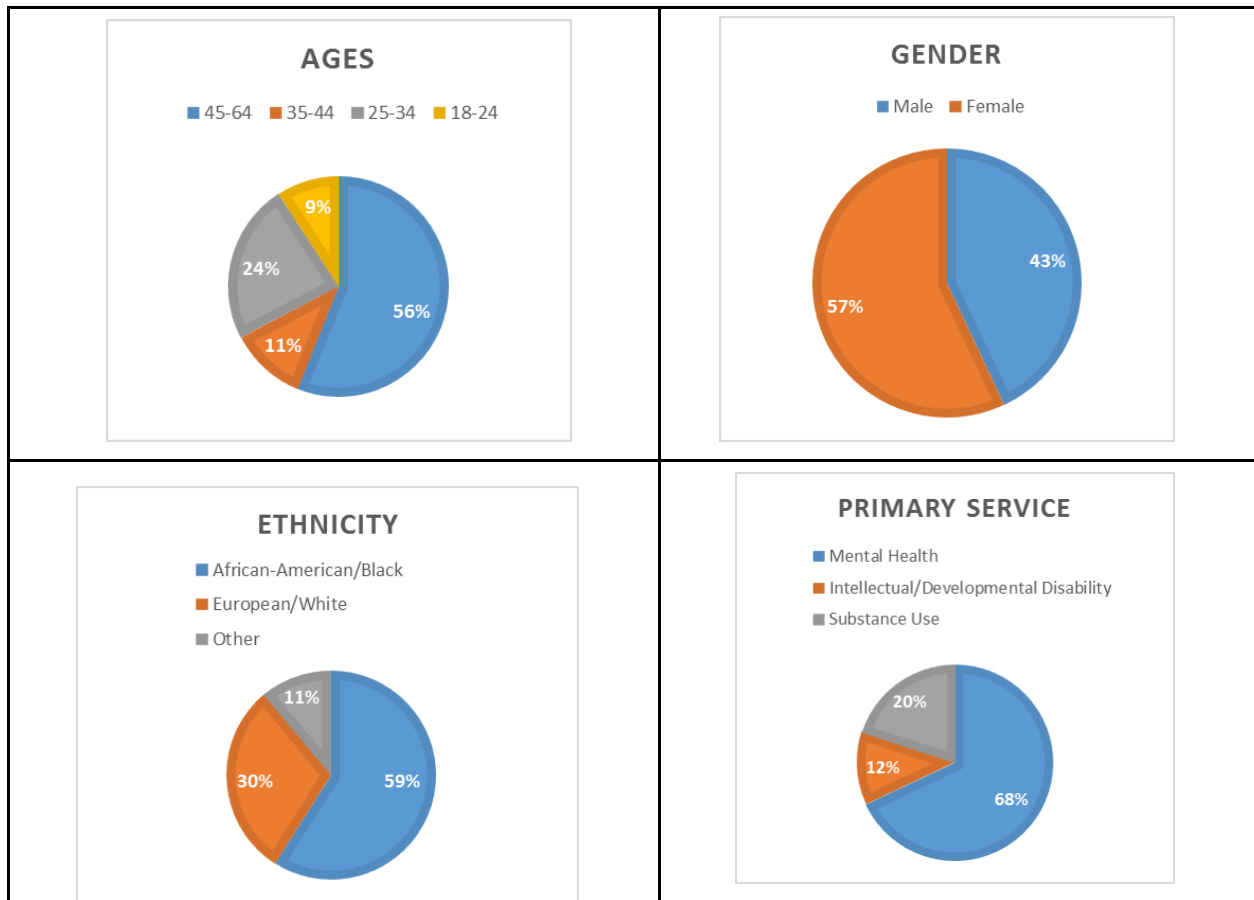
By Margaret Keyes-Howard, M.A. Member Experience Coordinator

In our last few editions of the Persons Points of View, we discussed the importance of the Member’s Experience by highlighting the process and product Adult ECHO® Survey. We learned what Member Experience involves and how survey outcomes will help guide DWMHA to make good decisions about consumer/member issues and concerns. In this edition, we will provide an overview of the 2017 ECHO® Survey findings, specifically related to ‘Getting Treatment Quickly’.

DWMHA conducted a random sample of 8,000 members to take the survey. They were a minimum of 18 years old and had received community mental health services (what we call “encounters”) between June 2016 and June 2017. Five thousand four hundred seventy-five (5475 or 68%) of the respondents received mental health services and 949 (12%) received services for an intellectual or developmental disability. Twenty-six percent (26% or 2,050) of the people were “dual eligible,” which means they were entitled to care funded by Medicaid and Medicare and they participated in the MI Health Link program. Out of the 8,000 people in the sample, 1,281 of them responded to the survey, which was more than double the number targeted. In other words, the survey response rate was excellent!

The surveys were initially mailed. Of the respondents, 617 (48%) completed the mail version of the survey. After three weeks, anyone who had not responded was contacted by phone. This process resulted in an additional 664 (52%) completed surveys which were recorded by trained data collectors.

Overall the 2017 ECHO® Survey revealed some significant findings which help DWMHA look at what opportunities are available to improve the system.



*Note, there are always a few people that don't answer every question.*

We mainly reviewed the measure "Getting Treatment Quickly." In a future Persons Points of View newsletter, we will review other measures.

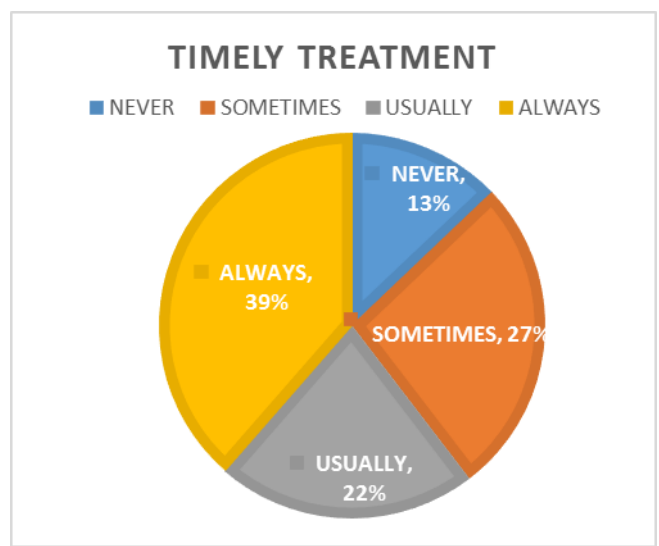
The Scoring was based on 3 questions that inquired about "Getting Treatment Quickly." The questions follow:

(Q3) In the last 12 months, how often did you get the professional counseling you needed on the phone?

(Q5) In the last 12 months, when you needed counseling or treatment right away how often did you see someone as soon as you wanted?

(Q7) In the last 12 months, not counting times you needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted?

When taking all three questions into account, an average of 37% responded that they ALWAYS were 'Getting Treatment Quickly'. Based on the results, 26% of the respondents reported that they ALWAYS received professional counseling needed on the phone, 39% indicated that they ALWAYS were able to get needed counseling or treatment right away, and 47% said they ALWAYS were able to get an appointment for counseling or treatment as soon as they wanted. A breakdown of each area follows:



At DWMHA, our goal is to work toward a huge yellow section of the pie in each measured category. How do we do that? By introducing Performance Improvement Plans also known as PIPs. We also educate our providers and staff about surveys and data like the ECHO® so they understand what it is that members are wanting and saying.

As we embark on the System Transformation that takes a whole look at how we manage services and care, we take seriously how we interact with consumer members and it is essential that our System of Care responds to people when they need care and that it is done promptly at the convenience of the person. Also with System Transformation, it is important that we share with people the myriad of services that might be available to them, even if it means offering them services with another Provider so they can see someone quickly or get a particular treatment or service.

At DWMHA, we want to see big yellow pies with happy members and we are using the ECHO® surveys as one way to tell us how members are feeling and what they experience when they contact our service system. We want you to know we are listening, so whether by phone, or appointment, walk in or referral, we want to serve you better! We also want to make sure that when people are saying that they NEVER can get the help they need, we change that to an ALWAYS, making it easier and more accommodating to serve you in the best way possible. Learning about this data and studying this information with other composite measures gives us a big picture in discovering where we need to improve.

We will emphasize those improvements in future articles but they begin with reading the data, reviewing the policy and providing resources. These are major steps in how we provide excellent customer service and to ensure that your experience with our system exceeds your expectations. That is why our System Transformation is so vital to you and your continued care. We will take a look at more 2017 ECHO® results in the next edition and share how we are proceeding in making changes to make your encounters with DWMHA better.





## 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

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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, Manager of Comprehensive Provider Networks (MCPNs), 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 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 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](http://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>

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## 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!

*December 2018*

### December is “National Human Rights Month”

*“Celebrate your right to peace, liberty and freedom, every day, in your actions, achievements, and your life’s mission.”*

- December 3      **NAMI Connections Recovery Support Group**, new chapter meeting every 1<sup>st</sup> and 3<sup>rd</sup> Monday of each month, building better lives for Americans affected by mental illness. 6pm-730pm; Beaumont-Taylor Hospital, 10000 Telegraph Rd., Taylor 48180. Questions call: Jennifer 734 881-0935
- December 3      **NAMI Eastside Support Group**, an informal meeting to network and discuss mental health issues and supports, and innovative steps toward recovery. Each month, the 1<sup>st</sup> & 3<sup>rd</sup> Mondays, all meetings at 7pm. Henry Ford Cottage Hospital, 159 Kercheval Grosse Pointe Farms; contact Barb 313 886-8004
- December 3-4    **Supporting Grief and Loss Training**, for certified peer specialists and certified peer recovery coaches. Understand the perspectives of grief and loss from the spiritual and non-spiritual aspects. \$75 including lodging and meals. 830am-430pm each day; St. Francis Retreat Center, 703 East Main Street, DeWitt 48820. Register: [MDHHS-PeerSupport@michigan.gov](mailto:MDHHS-PeerSupport@michigan.gov)
- December 4      **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
- December 5      **My Mental Health Flower Training**, For certified peer specialists and certified peer recovery coaches. A unique perspective on how choices can speed up Recovery. A real game-changer! \$25 including lodging and meals. 8:30am-430pm. St. Francis Retreat Center, 703 East Main Street, DeWitt 48820. Register: [MDHHS-PeerSupport@michigan.gov](mailto:MDHHS-PeerSupport@michigan.gov)
- December 5      **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](http://www.hearingvoicesusa.org)

- December 6      **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
- December 6-7      **Shout it From the Rooftops!** For certified peer specialists and certified peer recovery coaches. Learning to tell your story and connect with others is an extremely valuable tool, helping peers heal while instilling hope for those who are moved by your journey. \$75 including lodging and meals. 830am-430pm. St. Francis Retreat Center, 703 East Main Street, DeWitt 48820. Register: [MDHHS-PeerSupport@michigan.gov](mailto:MDHHS-PeerSupport@michigan.gov)
- December 7      **Persons Points of View Newsletter Meeting**, be a part of a creative group of writers who share ideas and produce the next peer-run newsletter. Beginners and experienced writers welcome. 9:00 am to 10:00 am at the Authority, 707 W. Milwaukee, Room #118, Detroit 48202
- December 7      **Constituents Voice Meeting**, members and guests welcome to meet and make recommendations for programs and improvements in the Detroit-Wayne mental health system. Holiday Party! Time and location to be announced
- December 7      **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
- December 8      **Family Health Clinic**, every 2<sup>nd</sup> Saturday of each month. Free dental services, blood work, free healthy food items. 10am-4pm; Islamic Institute of Knowledge, 6345 Schaefer Road, Dearborn 48126
- December 8      **NAMI Metro Support Group**, every 2<sup>nd</sup> 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
- December 15      **Centria Autism-Friendly Movie**, “*Fantastic Beasts: The Crimes of Grindelwald*,” comfortable movie-going experience for children with autism and their families. Emagine theaters in Novi, Canton and other locations. 10:30am; for more information: [centriaautism.com](http://centriaautism.com), then click EVENTS
- December 18      **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
- January 31      **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. Time and location to be announced



## Poetry Corner

### BLUEGRASS By Dona F. Tatum

The sign read "Welcome to Bluegrass Country,"  
But all the grass looked green.  
In fact, I think it was the greenest grass I've ever seen.  
I examined the grass in the yard, fields and park,  
In the sun and even in the shade.  
I examined tall grass, short grass, cut grass  
Every even and uneven blade.  
Then one morning as the sun came over the horizon  
And the grass was wet with dew,  
A sunbeam kiss the ground,  
And all the grass turned blue.



## Persons Points of View

### OVER JOYED by Dona F. Tatum

Just to be nominated, and thought of, to be honored,  
Is reward and award enough, but when the name that is called is yours,  
The spirit soars beyond happiness into a state past joy over flowed.  
This is the time when words you wish to use, the tongue can't seem to touch.  
Gratitude is personified, and thank you is not enough.  
The reality is, the Creator gave you a portion of Himself  
That is much greater than you and the universe you touched,  
And all you can do at that moment is cry.

### 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)

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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  
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