

Persons Points of View

SPRING 2018

DWMHA

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



Willie Brooks, President and CEO

Willie Brooks' extensive expertise in both healthcare and finance serve as the foundation for his important role as President and CEO of the Detroit Wayne Mental Health Authority (DWMHA). Under his guidance, DWMHA identifies, influences, and delivers services to nearly 80,000 Wayne County residents with serious mental illness, intellectual and developmental disabilities and substance use disorders. Mr. Brooks serves as the chief liaison between the organization's Board of Directors, people receiving services, community partners, and state legislators. He works closely with each of them to ensure that their concerns are addressed, solutions are initiated, and that Wayne County citizens in need of mental health assistance re-

ceive quality services that promote independence, inclusion, and equality. Willie's impressive professional career in mental health, physical health and finance fields spanning nearly three decades. He earned both his Master of Arts in Economics and Master of Science Finance degrees from Walsh College. He received his Bachelor of Arts in Psychology from William Tyndale College. He has served the mental health community most recently as Executive Director and Chief Financial Officer of the Oakland Community Health Network. He has worked as a healthcare business analyst with Maryland Health Care Systems and was also a marketing director for Blue Cross of Michigan Health Care Sys-

tem. Willie is well respected among his peers for his detailed knowledge of investing, banking, and monetary policies; healthcare economics, and interpersonal skills involving relationships with people receiving services. His unique and diverse skills are valuable assets to organizations and people he works with, but also to students at Walsh College where he serves as an adjunct professor. Willie's longstanding commitment to his family, community, and those in need of help, continue to provide the framework that promotes his credibility and admiration as an exemplary leader.



Consumer Driven Newsletter

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NAMI Metro-Detroit

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

Detroit, MI 48207 (Eastern Market District I-75 & Mack), 12:30-3:00 pm: Zoe Williams, Chairperson, [313-784-9391](tel:313-784-9391)



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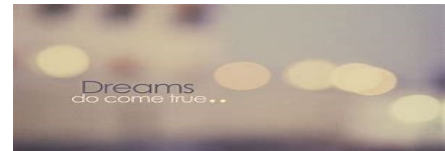
Dreams Come True Fund by Linda Burton

My name is Linda Burton. I have the honor to be the Chair for the “Dreams Come True” Fund for Community Inclusion for 2018. I am a member of the Constituents’ Voice, which is a consumer advisory group for DWMHA. We define “Community Inclusion” as “having a personal sense of valued participation and interaction in everyday life.” This fund helps individuals fund their unfunded goals and dreams and to help them be more involved in the community. The funds must be used in one of the following areas:

- 1) Housing
- 2) Employment
- 3) Education
- 4) Health/Wellness
- 5) Arts/Sports
- 6) Citizenship/Civic Roles
- 7) Peer Support
- 8) Self-Determination
- 9) Value Social Roles

The awards are up to \$500.00 per individual. Last year we awarded 12 individuals with up to \$500.00 each. The projects can be as simple as wanting to get your driver’s license, getting a gym

membership, to taking courses to get your G.E.D. This year we would like to award more individuals. The application will be available May 1, 2018 and may be accessed via DWMHA website. Everyone who receives services in Wayne County can apply. At this website (www.dwmha.com) you can find all the information you will need to complete an application. Thank you and remember “Dreams Come True!”



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 “Consumers” and/or of interest to the Mentally Challenged, Developmentally Disabled, and Substance Use (in recovery) populations in Wayne County. If you would like to submit something, please forward it via email to mshaw1@dwmha.com or via post 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!

The ARC Holds a Community Inclusion Conference By Daniel Duane Spyker

On March 28, 2018, at the Fetzer Center on the campus of Western Michigan University, in Kalamazoo, the ARC sponsored an all-day community inclusion conference for those in developmentally differently abled communities, their caregivers, providers, families, and advocates. Staff of the Office for Peer-Participant-Advocacy, Detroit Wayne Mental Health Authority, and members of the Constituents Voice (the DWMHA consumer advisory board) attended. It was a state-wide conference with emphasis on what is happening in western Michigan. And, from what I gathered, many good things are happening “Out West!” I was particularly impressed by the Disability Network Southwest Michigan and their program manager, Leatrice

Fullerton, who enthusiastically described to me their program for helping their constituents use the available public transit. There were seminars on self-advocacy and person-centered planning and success stories such as the one about an artist who built up a good business with a council of support people. “Things are always better when they gather in a circle.” I also

had a long talk with a woman who was in the final stages of getting her service animal licensed. She had picked up a shelter (SPCA) dog and had trained this now 3 year old female to help her with her impaired vision and to recognize oncoming seizures. I had to leave before the entire conference had finished, but my overall impression was that it was a good and valuable experience.



Inclusion works!

A Movie of Its Time: A Movie for Our Times By Daniel Duane Spyker

The Saturday before Palm Sunday and the day after my 66th birthday, I made my way to my neighborhood theater, "The Senate," home to one of the finest theater organs in the city. There I watched the 1973 film adaption of "Jesus Christ, Superstar." Shot on location with makeshift staging in the Judean Desert by the shores of the Dead Sea, the stark location gave an eerie sense of foreboding to the "Rock," passion play, first conceived by Andrew Lloyd Webber and Timothy Rice as a concept album some 4 years earlier. The movie begins when the cast and crew pulls up the hill on a tourist bus for locals (Hebrew and Arabic script on the side panels) where there are some Roman ruins and the improvised scaffolding where much of the musical is staged. Judas sets off with the aria "Too Much Heaven on their Mind," in which he complains that the Jesus movement is getting out of con-

trol, people are beginning to believe that he is the Messiah, the Son of God and all the excitement is sure to bring the Romans in to shut it down with guaranteed bloody results. Jesus is indifferent to Judas's pleas for moderation and pulling back, leaving Judas with no choice (he thinks) but to contact the Sanhedrin and offer to turn Jesus in before he can incite the nation-killing revolt that would be annihilated by the Romans.

How far to go: a problem with radical reform movements even as we speak. How do we satisfy the expectations of people, long put down, without totally upsetting things? In the case of the "Jesus" movement there is no moderation. They ride to Jerusalem. Jesus turns over the tables and drives the money-changers out of the temple. The collaborationist authorities decide: "For the sake of the nation, this Jesus must die!" The passion play continues with the Last Supper, the Confrontation in Gethsemane, the Trial before the Temple

Authorities, off to Pilate, the Interlude with Herod, Dissolute and Cynical, back to Pilate, the Condemnation, Crucifixion, and Death. The music and its performance were exemplary, given the times. The often soaring melodies and driving rhythms have never failed to move me. I've sung some of these songs myself in concert when I was in my second year of college.

Jesus Christ Superstar retains its relevance, particularly in politically troubled times. The latest re-make, aired live on April 1st, with John Legend singing the role of Jesus, has proved its enduring popularity. Yet it is this 1973 film that has moved me the most of all the performances I've seen in live theater or film. Set in the desert, the nursery of prophecy and of prophets, this adaption brings me so close to the story itself, its power and April 3, 2018, the eve of the 50th anniversary of another great martyrdom which I remember all too well!

"SAYING "KNOW" TO MENTAL HEALTH MONTH

- Mental Health Awareness Month (May 14-20) was established by the U.S. Congress in 1990 to recognize the efforts of NAMI (National Alliance of Mental Illness) to educate and increase awareness about mental illness
- This year's MHA Conference (Mental Health America) conference is titled, "Fit For the Future," a sign that good physical fitness is a link to good mental health.
- Mental Health First Aid is an 8-hour course that helps you help someone else who is developing a mental health problem or crisis (follow the "What's Coming Up" calendar for future trainings).
- Funding for mental health is vitally important! Cutting dollars for mental health care can increase overall medical costs for employers and employees. Join the "Walk a Mile In My Shoes" rally on May 2nd in Lansing.
- To encourage personal mental health, focus on ways to develop your own personal talents. Look for additional educational or volunteer opportunities.

Spring Forward/Fall Back! By Michael Shaw

Do you spring forward and fall back? Well if you live in Michigan, you better or you're going to be one hour behind the rest of the people who did! Daylight Savings Time is that time of the year when we all lose an hour sleep in March. If we are lucky, we get that hour back in early November. The idea for Daylight Savings Time is accredited to New Zealand scientist George Vernon Hudson and British builder William Willett. Daylight Savings Time extends daylight time in the evening by moving the clock forward one hour. This has been great for golfers who get to spend extra time putting on the course, but what about the rest of us? There is scientific evidence that the change can have adverse effects on our natural body clock. According to www.timeanddate.com, this usually results in an increase in traffic accidents in the days following the switch. Furthermore, there are mixed

reviews on whether we actually save energy and money due to the change. Although we have an extra hour of sunlight time in the evening, we lose an hour of sunlight time in the morning, so it may or may not be advantageous. It all depends on which expert you consult. Channel 7 recently conducted an informal poll which indicated that the majority of people in Michigan would prefer to do away with Daylights Savings Time. In fact, there is a bill in the State legislature, if passed will do just that. On the lighter side, golfers are not the only people who can benefit from the extra hour of daylight time in the evening. Anyone who does anything outside (or inside if you have a sun roof) can benefit. If you have your evenings free and it's not rainy and cold, why not go out. Take that bike ride! Walk with your lover and/or friends. If you like to eat at sidewalk cafes, go out and enjoy a meal or a drink. If you're going to lose an hour of sleep,

you might as well profit from it. This might be a great time to start exercising outside. You have an extra hour to jump rope or jog. If you have a pool or access to one, an evening swim can be healthy and enjoyable. Daylight Savings Time last only part of the year (although it is the better part). It is rumored, however, that if the bill in the State legislature passes before we turn the clocks back in November, Michigan will stay on its current time all year long. You won't be getting that hour of sleep back.



JELL-) OH! JIGGLERS!

2 LARGE PACKAGES JELL-O

2 ½ CUPS BOILING WATER

(STIR BOILING WATER INTO GELATIN AND DISSOLVE COMPLETELY)

POUR MIXTURE INTO 13 X 9 INCH PAN.

CHILL FOR 3 HOURS

NOTE: CUT SHAPES WITH COOKIE CUTTERS.

RTAYMIS CARTER

WHAT A PEER SUPPORT SPECIALIST MEANS TO ME

“Shoot for the moon and if you do not succeed...at least you will land among the stars.
(les brown)

- √ A Peer support specialist is gifted with the role of adhering to the Michigan Certified Peer Support Specialists Code of Ethics, which involves trust, respect, choice, support, hope, collaboration and follow-up—TEAMWORK!
- √ A Peer support specialist must have a desire to serve as a PRO-active recovery-person-centered oriented leader, follower, coach/mentor, cheer-leader and role model who leads in an exemplary manner that inspires healthy affirmations, excellence, accountability, growth, execution and forward thinking to one’s highest level of peace, harmony, balance and self-mastery.
- √ A Peer Support Specialist must have a passion to serve, care, help, assist and engage with compassionate, effective communication, active and effective listening skills.
- √ A Peer Support Specialist must be capable in the role of brain-storming, solution planning, linkage and advocacy in a strategic-circular technique that inspire others to do better, dream more, learn more and become more and be better than the day before.
- √ A Peer Support Specialist empowers others by sharing their recovery, wellness, learning experiences, expertise, challenges and other **‘holistic’** (whole) living pathways.
- √ A Peer Support Specialist is a PRO-active motivator and facilitator— for example: being empathetic, inspiring, strengthening, assistants, stress-reducers in relation to goals (long term, mid-range and short term), plans, dreams, ideas, wants, needs, appointments and overall promotion to healthy “holistic” living and a pro-active mindset which is an on-going learning process.
- √ A Peer Support Specialist researches progressive outlets and resources needed for developmental preparedness, self-actualization, self-determination, community integration and other supports coordination and or training.





Jean Alcé, MD

Ask the Doctor

Question: What are the most important physical symptoms to look out for when a person is very depressed?

Depression is the most common illness in the USA. In spite of its prevalence, this illness is easily missed regardless of its multiple symptoms. Millions of people are seen daily in doctor offices and the diagnosis is often not made. Depression being a mental illness generally is not accepted as a medical condition. The prevalent symptoms are tiredness, lack of energy, crying spells, decreased sleep, and diminished interest in work, life and pleasurable activities. It is often thought that a physical illness causes those symptoms until the condition precipitously manifest itself in a suicidal attempt.



What do your blood pressure numbers mean?

The only way to know (diagnose) if you have [high blood pressure](#) (HBP or hypertension) is to [have your blood pressure tested](#). Understanding your blood pressure numbers is key to controlling high blood pressure.

Healthy and unhealthy blood pressure ranges

Learn what's considered normal, as recommended by the American Heart Association.

BLOOD PRESSURE CATEGORY	SYSTOLIC mm Hg (upper number)		DIASTOLIC mm Hg (lower number)
NORMAL	LESS THAN 120	and	LESS THAN 80
ELEVATED	120 – 129	and	LESS THAN 80
HIGH BLOOD PRESSURE (HYPERTENSION) STAGE 1	130 – 139	or	80 – 89
HIGH BLOOD PRESSURE (HYPERTENSION) STAGE 2	140 OR HIGHER	or	90 OR HIGHER
HYPERTENSIVE CRISIS (consult your doctor immediately)	HIGHER THAN 180	and/or	HIGHER THAN 120

TAKING ANTIPSYCHOTICS



These tips can help your medication work for you

It is important to follow your doctor's instructions.

What can you do?

- Talk to your doctor about the benefits and drawbacks of taking drugs to manage your blood sugar, blood pressure, or cholesterol. If you are diagnosed with diabetes these medications can help.
- Ask your doctor about the risk for weight gain with your medication.
- If you are overweight, try to lose weight. Even a pound or two weight loss can really help reduce your risk of diabetes.
- Get moderate exercise (doctor recommended exercises)
- See your medical doctor as recommended.

Here are some tips to help you remember your medication.

1. TAKE YOUR MEDICATION AT THE SAME TIME EACH DAY

- Use a pill box
- Mark a calendar each time you take your medication
- Use a mobile app for text and email reminders

2. REMEMBER TO REFILL BEFORE YOUR MEDICATION RUNS OUT

- Your pharmacist may be able to send refill reminders
- Use a calendar to remind you of your next refill date

3. GIVE YOUR ANTIPSYCHOTIC TIME TO WORK

- Don't stop taking your medication
- It takes 6 to 8 weeks to feel the benefits
- Your doctor will change the dosage or try a different drug if the antipsychotic does not seem to work.
- Call your doctor's office for any questions or concerns

It is very important that you do not stop taking your medication without consulting your doctor. If you suddenly stop taking your medication you are putting yourself at risk of side effects or worsening your symptoms.

The National Alliance on Mental Illness Michigan offers help, including support groups. Visit <http://namimi.org/> for more information. You can also call **1-800-331-4264**

What is Member Experience

By Margaret Keyes-Howard, M.A.
Staff Writer/Customer Service/Member Experience Unit

Over the course of our existence The Detroit Wayne Mental Health Authority, (DWMHA) has always listened to what consumer-members say about how they feel related to their services and care. In the last few years, under the direction of the Customer Services Director, Michele Vasconcellos, we have taken greater action in looking strategically at the data, comments and voice of the consumer. We are studying and analyzing what they (the consumers) are saying and what they are experiencing when they seek care from any of the providers in our system. This development in Customer Service is called “Member Experience.” DWMHA has devoted staff and a lot of time to begin to sort and analyze the data, comments and information we receive from consumers and families and to really look into what those feelings or experiences tell us.

One of the main things we have tried to embrace is to let our consumers know that they are entitled to feel good about their services and their provider of care. We want consumer-members to experience the type of service that will help them to feel good about going to the service provider and makes the consumer-member feel like they are a partner in their healthcare decisions. We also want consumers to feel like they are being treated well, “really well,” like they are a “member” of our organization not just a patient, a client or a number, but rather a participant in their own healthcare journey.

A welcoming trusting environment is very important toward making a member feel cared for. A safe place to go to and to be treated with dignity to help resolve concerns and to build relationships should be an important priority for any service provider. Helping the consumer-member feel comfortable, safe, engaged and supported should be the goals of all providers. When consumers are empowered and engaged with their care and recovery, evidence shows that it helps them make good healthcare decisions. It also helps consumer-members to accept taking on some responsibility for managing their health which helps to improve their wellness and lifestyle.

Learning the importance of “Member Experience” is a big step toward understanding what we are undertaking and trying to accomplish at DWMHA. “Member Experience” is a way of looking at the importance of the member, their voice, their opinions, their dislikes and likes and wrapping them into some kind of action or response that makes them feel like we are really listening. “Member Experience” is also a process that commits to gathering information, analyzing information and acting on information that will improve services to the member and to the system.

DWMHA is evolving its work in the area of “Member Experience,” in the coming editions of Persons Point of View, we will share some of the work that we have been doing and share what over one thousand members have said about how their experience has been within our system, through result of the 2017 ECHO Survey. Learn more about the ECHO Survey, our other surveys, and focus groups we conduct in the future publications of PPOV and or by reaching out to the Member Experience Unit at DWMHA. You may contact me at mkeyes@dwmha.com or visit the DWMHA’s website at WWW.DWMHA.COM for other important updates and information.

Arab American and Chaldean Council Opens New Food Pantry in Detroit

Contact Glenn Oswald and Leslie Pardo; Article written by Marx Layne & Company (248) 855-6777 for Arab American and Chaldean Council

“Pantry of Plenty Building” to Serve Needy in Northwest Detroit with Expanded Hours

TROY, Mich. – Nov. 9, 2017 – The Arab American and Chaldean Council (ACC), a premier nonprofit human service organization serving southeast Michigan, today opened a new food pantry that will serve those in need in northwest Detroit. The “Pantry of Plenty Building,” is located at 100 W. 7 Mile Road in Detroit. It will offer expanded hours of service and provide more food options than the pantry ACC previously operated at its youth center. Today’s ribbon cutting ceremony was hosted by ACC President and CEO Dr. Haifa Fakhouri, ACC Chairman Abe Munfakh and Ford Motor Company Fund and Community Services President Jim Vella.

The new, approximately 3,000 sq. ft. pantry will enable the ACC to increase its food distribution operations to three days a week, and with a new refrigerator and freezer, the organization will provide more food options, including fresh produce, dairy, meats, juices and snacks. Additionally, in 2018 the pantry also will house a three-seasons farmers’ market and cottage industry incubator that will provide jobs to local residents. These employees will grow and prepare healthy food for sale at local markets, restaurants and through distributorships.

“We greatly appreciate our partnership with Forgotten Harvest, along with the grant support from the Kresge Foundation and the U.S. Department of Health & Human Services to put healthy food on the table for area families and to create jobs,” said Dr. Fakhouri. “Our food pantry fills a great need in the community, and we are pleased to be able to increase our support to area residents with expanded hours of service.”

In 2015, the U.S. Department of Health & Human Services, Administration for Children & Families Office of Community Services awarded a grant to the ACC that provided necessary funding for building renovations and equipment for the new pantry. The ACC also received funding from the Ford Motor Company Fund, Meijer and the United Way of Southeastern Michigan to support the needs of the new pantry.

“Providing access to food is one of the most basic ways we are helping build stronger communities,” said Jim Vella, president, Ford Motor Company Fund. “This new pantry will not only be a source of nutrition and comfort for many families, but a first step toward a better life.”

One outside wall of the new pantry features a 90’ x 40’ mural painted by College for Creative Studies (CCS) student Roland Ocomen and CCS graduate Anthony Lee. Commissioned by the ACC, Ocomen and Lee spent more than 100 hours painting the mural, which reflects the diverse community the ACC serves. Images in the mural depict several ACC programs and services, including the

About the Arab American and Chaldean Council (ACC)

The Arab American and Chaldean Council (ACC) is the premier nonprofit human service organization providing services to the Middle Eastern and mainstream communities in Southeast Michigan. Founded in 1979, the ACC provides counseling, health care, WIC social services, employment training, job placement, translation, interpretation and youth services to more than 70,000 clients in metro Detroit. The ACC operates 39 outreach offices in the tri-county area, staffed with bilingual and trilingual professionals to serve the Arab American and Chaldean American populations and offer assistance to the Middle East refugee population. For more information, visit www.myacc.org or call (248) 559-1990.



Quality Improvement Unit



The Quality Improvement Unit is in full swing and this will be an exciting year! We will be preparing and monitoring the readiness for the Home and Community Based Final Rule. The upcoming months will be DWMHA's Transition to Compliance: Independent, Integrated, Individual. Watch for the upcoming changes.

As we look to assist our members to take better care of their physical health, the QI Unit will be collecting data on the following health conditions:

- Hepatitis A is a virus can be transmitted to others by contaminated stools (feces), foods prepared by an infected person, contaminated water, and close personal contact (for example, touching hands, sex), with an infected person but not by sneezing, cough, hugging (without skin contact) or by being near an infected person.
- Screening members with Schizophrenia and Bipolar Disorder on atypical antipsychotic medication for diabetes
- PHQ-9 a self-administered test for depression which can impact your physical health
- Did you receive your physical health exam within the last 12 months?
- Did you have your fall risk assessment?

Don't forget to sign-up for myStrength which provides valuable resources to strengthen mind, body, and spirit. Sign up instructions can be found on the DWMHA webpage, www.dwmha.com. Make your pledge to a healthier you and sign up today!

See the DWMHA Quality Improvement webpage at www.dwmha.com for more information.

There you can find the 2016-2018 QAPIP along with additional quality reports, such as DWMHA Performance Measures and Improving Wellness, Self-Management of SMI Consumers with Chronic Health Conditions.

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.
- To 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 12

Did You Know.... Enrollee Rights and Responsibilities

Continued from page 11

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....

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.com/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....

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.

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/>

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 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 MCPNs, 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, Crisis Service Vendors, and MCPNs 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.

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.

Mark Your Calendars!

Mark Your Calendars!!!

EVOLVE TRAINING SERIES

(ALL "consumers," members, peers, participants, advocates, family members, beneficiaries, customers, patients, etc. are invited)

Engaging Voices

Offering Love,
Laughter
Lessons

Validating Experiences

Meeting Dates:
May 30, 2018
August 29, 2018
October 31, 2018



2018 Constituents' Voice Meetings

Third Friday of each month @

10:00 am to 12:00 pm

DWMHA

707 W. Milwaukee St.

Detroit, MI 48202

Mark Your Calendars!!!

Mark Your Calendars!!!

Friday Intensives for Peers

**First Friday of each month
from 8:30am – 4:30pm
@ Northeast Guidance Center
2900 Conner St., Building A
Detroit, MI 48215**

MDHHS Deaf, Deaf Blind, and HOH Videos *now available....*

- MDHHS releases videos for individuals who are deaf, deaf blind, and hard of hearing to help navigate mental health services
- The videos are available online at: www.michigan.gov/deafmentalhealth and www.deafcan.org.
- These and other MDHHS videos can also be found at www.youtube.com/michiganhhs.

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!***April 2018***April is “National Autism Awareness Month”**

“Know that autism is a complex developmental disability affecting 1 in every 68 births in the U.S. Although children don’t ‘outgrow’ autism, early intervention leads to significantly improved outcomes.”

- April 19 **Self-Advocacy 101**, become a strong self-advocate, learn how your story can change lives. Free lunch for those who register. 10am-2pm; Lincoln Behavior Services, 9315 Telegraph Road, Redford 48239. Register: <http://www.surveymonkey.com/R/Detroit101> Questions: call Blake 734 796-5460
- April 19 **Persons Points of View Newsletter Meeting**, all writers requested to attend the newsletter ‘think session’ to prepare for the spring edition. Peer-run, peer-written and all ideas are welcome. 11am-12 noon. At the Authority, room #118, 707 W. Milwaukee St., Detroit 48202
- April 19 **Dementia & Legal Concerns**, lunch ‘n’ learn to find what documents are needed to be a caregiver. Free; 1130am-1pm. Trinity Church East, 2760 E. Grand Blvd., Detroit 48211. To RSVP, leave a message at 248 509-4357
- April 19 **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
- April 19 **Downriver FAN (Families Against Narcotics) Meeting**, join the group to learn about the tragedies suffered and the journey required to reach recovery. Panel discussion and light refreshments. 630pm; Turning Point Clubhouse, 1605 Fort Street, Lincoln Park, 48146
- April 20 **Constituents Voice Meeting**, members and guests welcome to meet and make recommendations for programs and improvements in the Detroit-Wayne mental health system. 10am-12 noon. At the Authority, 707 W. Milwaukee Street, Detroit 48202

- April 20 **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
- April 21 **Autism-Friendly Movie**, hosted by Centria Autism Services, “Ready Player One,” a comfortable movie-going experience for children with Autism. Normal matinee pricing applies. 1030am-1230pm; Emagine Theatre, 44425 West 12 Mile Road, Novi 48377. Visit www.AutismFriendlyMovies.com
- April 30 **Tri-County Peer Connect**, open to anyone receiving services in the tri-county area. Learn about career planning, employment, starting a business. 830am-noon. Breakfast included. Oakland Community Health Network, 5505 Corporate Drive, Troy 48098. Free, but registration required at www.oaklandchn.org and then ‘training link.’
- May 2 **Walk a Mile In My Shoes Rally**, the annual celebration to bring awareness to mental health services, as a part of whole health, and the need for increased funding to meet those needs. Lansing Capitol Building
- May 3 **Northeast Guidance Annual Stigma Forum**, “Opiates: Wonder Drugs in the Wonder Years,” focusing on the opioid epidemic affecting children and adolescents. Guest speakers including Ken Daniels, play-by-play announcer of the Detroit Red Wings. 5pm-730pm; Salvation Army, 3000 Conner, Detroit 48215. Free, but RSVP required: scommon@neguidance.org or 313 308-1416
- May 3 **New & Exciting Parent Celebration**, for pregnant mothers & mothers with babies 6 months old and younger, fathers can attend a Super Dad workshop; income restrictions apply; 10am-2pm. Wayne County Community College, 21000 Northline Road, Taylor 48180. Register: call 313 388-9799
- May 7 **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
- May 12 **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
- May 12 **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
- May 22-24 **4th Annual Peer Conference: “Connections Matter,”** educational opportunities for peers and Peer Specialists in understanding mental health services and improving quality of life. Lansing Center, 333 E. Michigan Avenue, Lansing, 48933. Open to anyone interested in mental health. Transportation on your own, full conference \$105. Questions: call Rebecca 517 335-2279

- May 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. Open to anyone receiving services in the tri-county area; 11am-130pm; The Gathering Place Clubhouse, 24425 Plymouth Rd., Redford, 48239
- June 23 **“Dreams Come True” Variety Show**, a chance for peers to show off their talents before an appreciative audience. 3pm-8pm; tickets \$5. In advance, \$7 at the door. Auditions: <http://form.jotform.com/81018026687155>. Further details coming up!
- July 19 **DWMHA Faith Based Conference**, covering subjects as substance abuse treatment, recovery, suicide prevention and whole health advocacy. 8am-4pm. Watch for details
- September 22 **NAMI 5K Walk**, rally to support mental health services across Michigan and the U.S. Belle Isle, check in begins 8am, with walk beginning at 10am. Details upcoming



Poetry Corner

Persons Points of View

From the Heart

By Mary Ann Bozenski

Poetry is a God given gift,
To be shared with
The people in our lives.
I can tell you I love you,
And say it with meaning,
But the true depth
Of my feelings,
Won't be revealed to you
Until I put it in writing.
My pen speaks for my heart.
True depth is conveyed
By magical words on paper.
They impart honesty
And sentiments usually
Not spoken aloud.
The pen provides courage
To reveal one's true self,
In ways not always possible.
So say it with a poem.
Be free to imagine.
Let yourself go.
Create the mood.

Share the meaning.
Paint the picture.
Touch the heart.
Creativity is oh, so beautiful.
Savor the beauty.



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

The Detroit Wayne Mental Health Authority supports stakeholder advocates involvement in the design, delivery and evaluation of the mental health system. Stakeholders (e.g., consumers/participants, providers, advocates, etc.) 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 activities are created, implemented and monitored as the result of committee involvement. In an effort to encourage and en-

sure consumer and other stakeholder participation in all areas of the system, the Authority has centralized its process for recruiting new members to the Authority's various committees.

If you are interested in learning more about DWMHA committees and how you may be considered for participation, etc., 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