

Persons Points of View

SUMMER 2018

DWMHA

WILLIE E. BROOKS, JR., PRESIDENT
AND CEO



Consumer Driven Newsletter

*Michael Shaw, Editor -in-Chief
And Layout*

*Reporters-
Daniel Duane Spyker
Sebi Fishta*

Customer Service Staff

*Michele Vasconcellos, Director,
Customer Service
Steve Kuhlman, Manager*

*Tiffany Devon, Director of Com-
munications*



Inside this issue:

Constance Rowley	1
Due Process	2
A Review of Events	3
Recognition Corner	3
“Saying Know To...”	3
Member Experience	6
Poetry Corner	16

Constance Rowley Retires

Since her first appointment to the Board of Directors in 1998, Constance Rowley has provided the Detroit Wayne Mental Health Authority with steadfast direction. A teacher in the nursing community and a community leader, Rowley has focused her passion for public service on Detroit and Wayne County’s most vulnerable populations. Rowley received a Bachelor of Science from Wayne State University’s School of Nursing and a Master’s in Education, also from WSU. Rowley has contributed to the Journal of Advanced Nursing and presented at the National Scientific Conference on HIV in Washington D.C. She taught both nursing education and medical and surgical nursing at the Harper Hospital School of Nursing. She also helped other nurses with their careers after school. Rowley served as Project Director for the Detroit Medical Center’s HIV/AIDS Program at Wayne State University and

Chair of the Southeastern Michigan HIV/AIDS Council. Rowley traveled the world with a U.S. delegation, from Italy and the Netherlands to Germany and Japan, participating in the International Conference on HIV/AIDS in the early 90’s. She has been a distinguished member of the American and Michigan Nurses Associations as well as Delta Sigma Theta Sorority. She is a recipient of a Detroit City Council Resolution and two Spirits of Detroit Awards. She provided guidance to the Authority, having served as chairperson in all standing committees that function within of the DWMHA Board of Directors. From her various responsibilities with the board, Ms. Rowley:

- Initiated Programming for Suicide Prevention Mini-grants as Chair of Programming Committee.
- Emphasized MH resources

for HIV/AIDS programs.

- Supported Mini-grant initiatives that offered \$2,500 summer grants to community organizations not affiliated with Community Mental Health like summer youth programs.
- Created environment to foster Faith-based activity.
- Worked with the Consumer Family Advocate Council (CFAC) to develop consumer driven policy.
- Initiated Consumer of Year Program.
- Organized transportation study with Eli Lilly Grant around 1999.
- Initiated Program Dollars towards Managed Care College.
- Emphasized resources for Infant Mental Health Programs.



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)



DWMHA BOARD OF DIRECTORS

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

Do You Know About Due Process by Pam Oehmke

Due process are Rights that are afforded as a result of the Bill of Rights from the Constitution of the United States of America. Detroit Wayne Mental Health Authority Due Process areas include Grievance and Appeals, and Recipient Rights. This article will specifically address “Local Appeals.” An appeal is a request for a review of an adverse benefit determination. If your services have been denied, reduced, suspended or terminated, you have the right to and may re-

quest an appeal in either of the following: phone, in person or in writing. Who can request an appeal? An enrollee, their authorized or legal representative can request an appeal. What will happen? Your case will be thoroughly reviewed. We will take into consideration all of the information you would like to present in support of your side. We will then make the most informed decision. If you would like more information about appeals, literature is available at your service provider. You may

call us in the Customer Service Department at 313 833-2500. We would be happy to provide all the information necessary.



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!

Why Security Is Important by Lt. Darrin Odom PPS, CIPS, CST, CSS, CPO

Being a provider of security services, I always express the importance of security. Security is a form of front line protection. The security guards at 707 W Milwaukee who work in the building, the surrounding areas, and the parking lots are among the first people that visitors and employees encounter when they drive up to the Detroit Wayne Mental Health Authority. Without their presence, safety would be compromised, discouraging people from wanting to come to the building. Every weekday, rain, shine, or snow, these guards are highly visible in their uniforms with their hand held radios. They are flaggers, cone placement members and controllers. They usher in and greet guests, while providing a safe environment for people to arrive and work. In addition to providing building and outdoors security, the parking lots require specialized surveillance. They are potential targets for

automobile thieves and individuals intent on malicious mischief. Many people think the lots are safe because they are gated. This is not necessarily true. Automobiles can still be vandalized and burglarized. In addition to security duties, guards must be prepared to provide First Aid and CPR, put out small car fires, manage violent subjects, and take vandalism complaints. Security requires essential planning. It is important for safeguarding a place such as the DWMHA. By developing a trained and motivated security team to patrol and maintain surveillance of the building, surrounding areas, and parking lots, the guards provide a critical service, preventing injuries and property damage.

*Darrin Odom has been in the security industry since 1990, serving in operational and executive level positions. Currently the Operations Lieutenant of the Security Guard Division of Pyratech Security Systems, Incorporated, Lt. Odom is the Officer In Charge of the Security Guard Unit at DWMHA.



A Review of Two Events By Daniel Duane Spyker

This is a review of two events I attended on June 2, 2018 and June 3, 2018 as a part of my normal social activism and Constituents' Voice outreach activities. The first event was a rally against gun violence, held on the morning of June 2nd, downtown at the statue of "The Spirit of Detroit." Mary Shelly, resident Pro Tem of the Detroit City Council, was the sponsor of this gathering. There were various community activists, public officials, and family members of gun violence victims present. The Youth Chorus of Detroit provided music. There were several speeches made. People were encouraged to wear orange and to recognize the 22nd of each month as a special anti-violence day. Besides that, I remember little from the event. I made no useful contacts there as part of my community outreach efforts. In the early to mid-1990s, I was heavily involved in the issue of gun violence as the

Director of the "Ceasefire Program" of "Save Our Sons and Daughters" (SOSAD). I helped plan weekly rallies at that same "Spirit of Detroit" statue. Most of these gatherings were small, but a few were large and profoundly moving. It was the constant weekly routine of being there that stilled my soul for the stress of caring for the grief stricken families that we saw every day. The present day activists should note that working against gun violence and working for peace requires them to be "out there" day by day, publicity or no publicity. I hope to occasionally be a teacher and a reflector for this coming generation of activists.

The second event I attended was two rounds of the competition in the "Rust Belt" Poetry Festival, a gathering of mostly young activist poets who were competing for a chance to go to the Midwest finals in Chicago. These were "slam poets," skilled reciters who were accustomed to de-

claiming their work in public assemblies under the intense scrutiny of their peers and more accomplished artists. There were five judges for each round who scored each poet's work. Poets were competing at several venues. I attended the ones scheduled at the Museum of Contemporary Art Detroit (MOCAD), a comfortable place to hear and recite poetry. As a mental health activist, I was very interested in the topics covered by the poets. I heard a few poems about negative sexual experiences, including rape, the psychological effects of racism, body image, sexism, gentrification and social decay. I heard one profound poem on the stigma of mental illness, and a moving theological treatise on the "daddy issues" the Son of God may have had (a reflection on the cry from the cross "My God, My God! Why hast Thou forsaken me!") I think that writing and reciting poetry can be a valued part of the healing process. We all might not be good at it, but even the simplest verse can be comforting. I would encourage everyone to try their hand at it.

Recognition Corner

Detroit-Wayne Mental Health Authority is pleased to congratulate and announce the addition of these Peer Specialists who have completed the training and have now become Certified Peer Support Specialists: Dorita Brown, Jennifer Sykes, and Roger D. Walk, NSO, Melvin Long, Trisha Thayer and Marquis A. Rose, Team Wellness, and Sharlese Wilkerson, Development Centers. The next regional certification class will be the week of July 9-13 at Sacred Heart Seminary in Detroit.

"SAYING "KNOW" THIS SUMMER TO NATIONAL HOT DOG MONTH!

- Hot dogs are usually made with pork or beef, but sometimes with poultry.
- The meat is placed into a machine to be ground into a paste, then spices are added, and sometimes sugar or corn syrup.
- The meat is then sent to another machine to be pumped into casings, before being oven-cooked.
- Joey Chestnut holds the world record in hot dog eating with 69 hot dogs (and bun) in 10 minutes!
- The longest hot dog on record was made in Paraguay and was over 668 feet long!

Nutrition Can Profoundly Impact the Cognitive Abilities of Elderly Populations

by Sebi Fishta, LPC Ph.D. (Candidate)

There is a direct relationship between the clarity of one's individual mental cognitive health and the quality of their nutritional intake. Specifically, there are numerous studies that exist on the relationship between the foods that we eat and the performance of our cognitive abilities as a reflection of our overall brain health. There are many psychosocial factors including emotional states and social relationships that also impact the brain directly. Exercise also has a great impact on our physiology and provides vital circulation support along with numerous other positive benefits. Developmentally, there are critical periods of growth that require specific nutritional attention in order to optimize brain development. Perhaps one of the most critical areas where nutrition impacts cognition is with the elderly populations. Accumulated life lifestyle habits

together with stressors result in patterns of behavior and nutritional processes that can help or hinder an individual's cognitive well-being. Individual choices can also impact present mental conditions and future diseases that may develop. The choices we have in life play a huge role in the resulting quality of life we experience. Psychosocial factors and cognitive potentials can be maximized with a proper nutritional and lifestyle plans. It is well known and documented that dementia is a major concern of elderly individuals. The scientific studies show that elderly individuals who are diagnosed with dementia experience significant weight loss. Together with other effects on the elderly suffering from dementia, weight loss is one of the major factors affecting cognitive abilities and related problems in the category of eating and unintentional weight loss (Miyamoto et al., 2011). The devastating

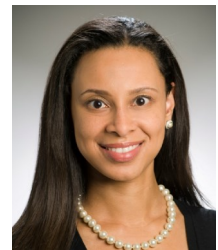
effects of rapid cognitive decline from otherwise normal individuals is a scary proposition as one ages. In their study Miyamoto et al., 2011 showed that deficiencies in nutrition intake directly impact cognition in elderly populations. Appetite can be influenced by the peptide hormones that regulate the appetite decline with age (Serra-Prat et al., 2010). One can logically conclude that if a lack of appetite and loss of weight is associated with a lack of nutritional intake, then increasing supplemental nutrition intake levels could help with preventing or reversing the side effects of a lack of overall nutrition. Finally, the declining cognitive abilities will greatly affect psychological functioning resulting in a decline of overall mental health. Consequently, balancing nutritional levels will positively have an effect on the cognitive abilities. These areas raise important questions on the treatment protocol factors that impact elderly populations and their nutritional choices.

Meet DWMHA's New Medical Director

Barika Butler, MD, is a double-board certified psychiatrist and founder of the Peak Performance Institute in Detroit, offering sports and performance psychiatry and human performance improvement delivering telemedicine and electronic health record implementation. Dr. Butler has served as Medical Director for Matrix Human Services and Molina Health Care in Illinois. She most recently held the title of Chief Medical Officer for the Behavioral Center of Michigan and Samaritan Behavioral Center. Dr. Butler has

served on several boards, including the Wayne State University School of Medicine Alumni Board of Governors, Michigan Dental Association Foundation and as advisor to the Board of Directors for Vista Maria. Her civic involvement includes current membership in the Junior League of Detroit and Alpha Kappa Alpha Sorority among others. She has been recognized with honors by the American Psychiatric Association in 2010 and the American Academy of Child and Adolescent Psychiatry twice. But-

ler based her pursuit of medicine from her undergraduate work in Biopsychology and Cognitive Science from University of Michigan in 2001 before earning her Doctorate of Medicine at Wayne State School of Medicine in 2006. Dr. Butler is also a candidate for her Masters in Health Care Management from Harvard University's T.H. Chan School of Public Health in May of 2018.



We are excited to announce that DWMHA received a full three-year accreditation from the National Committee for Quality Assurance (NCQA).



Learning More About Member Experience Exploring the Survey Tool

By Margaret Keyes-Howard, M.A.

The Member Experience was one of the foci for the NCQA process. We wish to thank all individuals who participated in the Member Survey. Your Feedback was an important part of us making improvements. The Member Experience unit is a part of Detroit Wayne Mental Health Authority's (DWMHA) Customer Service office. We strive to provide consumer-members and their family a holistic approach to quality, cultural competent behavioral health services that exceed the expectations of all our stakeholders. As a part of a growing discussion around this type of customer service, DWMHA is embracing more thorough aspects of what the member encounters when they touch our system, this is referred to as "Member Experience."

In 2017 the DWMHA selected a survey tool that measures Member Experience or that gives insight to how consumer-members view how they are treated when they call, have an appointment, walk in to a provider or need some type of service within our system. The tool we selected is known as the ECHO Survey and Reporting Tool. ECHO stands for Experience of Care and Health Outcomes, but the name ECHO® is its official trademark name. The Survey was developed by the Consumer Assessment of Healthcare Providers and Systems (CAHPS). The ECHO® is a comprehensive survey that uses standardized data to measure strength and weakness of DWMHA by asking a series of questions. There are both singularly measured questions as well as groupings of questions that provide insight about how the member feels on each item. The compounded answers of each question helps DWMHA determine what area our system does not excel in and also the areas of service and care that we do well in, as it relates to the member's perception.

DWMHA selected the ECHO® Survey because it is one of the most respected questionnaires/surveys for measuring Managed Behavioral Healthcare Organization Services for Adults and it is recognized by the National Committee of Quality Assurance (NCQA), the accrediting body to which the DWMHA subscribes. While the survey is lengthy, its compiled analysis and data gives a visual tool to our Administrative Team and management to begin to address our service culture and make it reflective of the things consumer-members are asking for to aid in their recovery.

When the ECHO® Survey was first administered by DWMHA in 2017, we contracted with Wayne State University School of Urban Studies to assist us with the management and implementation of the survey. We did this because it was recommended having an outside entity conduct the survey to help ensure that data was collected without bias, allowing for an objective analysis. The analysis that resulted in the first survey provided a good baseline or gave DWMHA an overview of how we looked and scored and also gave us some idea as to what things we need to improve on immediately as well as in the future. DWMHA plans to conduct another Adult ECHO® Survey in 2018 as well as a Children's version of the ECHO®. The trend and need of conducting more surveys, focus groups, and member experience type of assessments will be a primary goal and function of DWMHA to continue to learn about the pulse of what consumer-members are "dealing with" in order to get services. We will see some actual data from the 2017 ECHO® in our next edition of Persons Point of View.

For more information about the ECHO® Survey or to see the full report of the 2017 survey visit our website at www.dwmha.com

Did You Know.... Enrollee Rights and Responsibilities

We are committed to maintaining a mutually respectful relationship with our members and providers. The DWMHA Members' Rights and Responsibilities statement is provided to assist you in understanding and exercising your rights while accessing behavioral health care services in Detroit-Wayne County. This statement helps to minimize potential misunderstandings and promote compliance with all applicable statutory and regulatory requirements. Understanding your rights and responsibilities will help you to make informed decisions about your healthcare. These include but are not limited to:

You Have the Right To:

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

Continued on page 8

Did You Know.... Enrollee Rights and Responsibilities

Continued from page 7

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. 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 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.

The Quality Performance Improvement Plan

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

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

Look what's new at DWMHA.com

New "Member" Tab

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

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

DETROIT WAYNE MENTAL HEALTH AUTHORITY

Members

Text Size + -

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

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

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

Helpful Resources for Your Recovery

What's New at DWMHA.com?

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

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

Support for Your Journey - Friends can make all the difference

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

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

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

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

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

Find a Helpful Friend

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

[Begin Activity](#)

[Skip Activity](#)



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

Dear Stress, Let's Break Up...

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

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

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

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

WHAT'S COMING UP!

July 2018

July is “Purposeful Parenting Month”

*“Being involved in your kids’ and grandkids’ lives—knowing what they are up to
 and setting some reasonable boundaries to guide their behavior and decisions.”*

- July 9-13 **Peer Support Regional Certification Training**, an opportunity for Peers who are performing paid Peer Support work to increase their skills and knowledge and become a Certified Peer Specialist. At Sacred Heart Seminary in Detroit. Must be employed at the time of filling out the application. Any questions email skuhlman@dwmha.com
- July 13 **Community Collaboration Public Forum**, open forum to discuss needed changes in the public mental health system, focusing on Wayne County services. Free. Everyone welcome! 4pm-7pm; Salvation Army Harbor Light, 3737 Lawton, Detroit 48208
- July 14 **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
- July 14 **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
- July 16 **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
- July 16-19 **MDHHS Trainings for Certified Peer Specialists and Recovery Coaches**, your choice of 8 trainings at McMullen Center in Roscommon County, featuring top trainers. Ethics, trauma, motivational interviewing and more. Details contact: MDHHS-PeerSupport@Michigan.gov or call Rebecca at 517 335-2279
- July 17 **Youth MOVE Detroit Advisory Council**, for ages 14-25. Help make suggestions and decisions that impact services provided youth in Detroit and Wayne County. Training opportunities; Free. Today and every 3rd Tuesday; 5pm-630pm; Children’s Center, 79 West Alexandrine, Detroit 48201

- July 18 **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
- July 19 **DWMHA Faith Based Conference**, “Wellness Beyond the Walls,” faith community and health care professionals working toward holistic awareness; 8am-4pm; Burton Manor, 27777 Schoolcraft Road, Livonia 48150. Register: www.dwcctraining.com, click on RE-SOURCES, then Community Calendar.
- July 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
- July 19 **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
- July 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
- July 20 **Community Collaboration Public Forum**, open forum to discuss needed changes in the public mental health system, focusing on Wayne County services. Free. Everyone welcome! 9am-12 noon. Saint Claire of Montefalco, 1401 Whittier Road, Grosse Pointe Park, 48230
- July 21 **Centria Autism-Friendly Movie**, “Hotel Transylvania 3,” comfortable movie-going experience for children with autism and their families. Imagine theaters in Novi, Canton and other locations. 10:30am; for more information: centriaautism.com, then click EVENTS
- July 26 **Persons Points of View Newsletter Meeting**, all writers requested to attend the newsletter ‘think session’ to prepare for the fall edition. Peer-run, peer-written and all ideas are welcome. 11am-12 noon. At the Authority, room #118, 707 W. Milwaukee St., Detroit 48202
- August 15 **Tri-County Peers Connect**, “Ethics and Boundaries Training.” Hands-on workshop examining issues that arise when a person receiving services becomes a service provider; discussion and role-play. 830am-4pm. Free; Oakland Community Health Network, 5505 Corporate Drive, Troy 48098. Register: www.oaklandchn.org, then Training. RSVP by August 3rd.
- August 29 **EVOLVE**, an opportunity for people receiving mental health services to engage, equip and empower themselves with a hands-on approach to their treatment *and* their lives. Open to anyone receiving services in the tri-county area; 11am-130pm; Location TBA. Questions: mmitchell@dwmha.com

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.

October 20

Human Trafficking “Walk for Freedom,” world-wide campaign to abolish modern-day slavery. 5K walking fundraiser with times and locations to be announced



Poetry Corner

Persons Points of View

A Short Reflection on Last Lines(from The Mountaintop Speech of Dr. Mar- tin Luther King Jr.) By Daniel Duane Spyker

“I've been to the Mountaintop”

Climbing hills has always been hard work.
I've not made my way up the last one yet.

“And I've seen the Promised land”

What country lies beyond that horizon?
What City of Refuge sets its lights out in the darkness?

“I might not get there with you. But we as a people will reach the Promised Land!”

The pilgrims still walk, though many have fallen.
The children rise up to carry us along!

“I'm not afraid of any man. Mine eyes have seen the Glory Of the coming of the Lord!”

A life committed to the right things is never truly lost!

Fear loses its power when confronted by Love!



*Note from author: The lines within the quotation marks are the lines of Dr. King. In the Spring of 1975, the author was sworn in as an afternoon shift steward for hospital workers, members of AFSCME Local 933 in Saginaw, MI. The Local President admonished the young man: “Remember, Dr. Martin Luther King died for our Union. He died for AFSCME!” He did not forget!

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