



SYSTEM TRANSFORMATION

Special Edition

**What Does System
Transformation
Mean to Me?**

**What is Holistic
Health?**

**The
Constituents'
Voice Meets
the CEO**



Mental Health "System Transformation"

The Detroit Wayne Mental Health Authority (DWMHA) is changing its role in the behavioral health system from "funder of care" to "manager of care." This "system transformation" will ensure more efficient and effective, person-centered services, by removing administrative layers that currently exist. In addition, the new approach allows for more comprehensive care that positively impacts the 80,000 people that DWMHA serves.

"We want to provide quality holistic care to the whole person, behavioral, emotional, physical, social and spiritual," said Willie Brooks, DWMHA President and CEO. "That means we need to be much more accessible in the community."

For many years, DWMHA has contracted with several Managers of Comprehensive Provider Networks (MCPNs) who in turn coordinated the system's direct care providers. These MCPNs recently included Integrated Care Alliance (ICA), Community Living Services (CLS), CareLink and ConsumerLink. Each MCPN managed specific services for the behavioral health community from developmental and intellectual disabilities to severe mental illnesses.

These will now be eliminated, allowing a direct link to Providers and a closer connection with people receiving services in Detroit and Wayne County.

"Peers across the county need more choice and greater access to care," said Peer Advocate Blake Perry. "This transformation will give us that and get us closer to true inclusion that can positively change outcomes for all." Perry serves as Co-Chair of the Advocacy Action Workgroup of Constituents' Voice, an advisory group of people receiving services, who meet monthly providing direction to DWMHA about issues affecting people in the disability community.

"Our goal, during this transition is to be transparent, have open lines of communication and work hand-in-hand with individuals receiving services, families, providers and our community," said Brooks. "The experiences and perspectives from these meetings drive our work."

Throughout this process feel free to visit the System Transformation page on our website at www.dwmha.com.



System Transformation

After Sept. 30, 2018, **CareLink/ConsumerLink** and **ICA Providers** will work directly with DWMHA. **CLS** will remain an MCPN until Dec. 31, 2018. If you have questions or concerns contact us at the numbers below.

24-hour Helpline

800-241-4949

Customer Service

888-490-9698

Recipient Rights

888-339-5595

TTY/TDD

800-630-1044



Additional Resources



National Alliance on Mental Illness
517-485-4049
www.namimi.org



The Arcs of Wayne County

Dearborn	313-562-1787
Detroit	313-831-0202
Downriver	734-283-0710
Grosse Pointe/Harper Woods	586-457-8588
Northwestern Wayne	313-532-7915
Western Wayne	734-729-9100



Developmental Disabilities Council
517-335-3158
www.facebook.com/MIDDCouncil



National Council on Alcohol and Drug Dependency - Greater Detroit Area
313-868-1340
www.ncadd-detroit.org



Youth Move Detroit
313-324-8580
www.thechildrenscenter.com/event/youth-move-detroit-advisory-council-2/



Suicide Prevention Lifeline
800-273-8255 (TALK)
www.suicidepreventionlifeline.org

Straight from the Top

Constituents' Voices members meet with DMWHA President and CEO, Willie E. Brooks, Jr.

When the world is rapidly changing around you, it's hard to keep up. Members of the Constituents' Voice (CV), DMWHA's advocacy group has been looking for direction on what's happening within the system.

President and CEO Willie Brooks, dropped in on a recent CV meeting and shared the purpose and plans for System Transformation with the group.

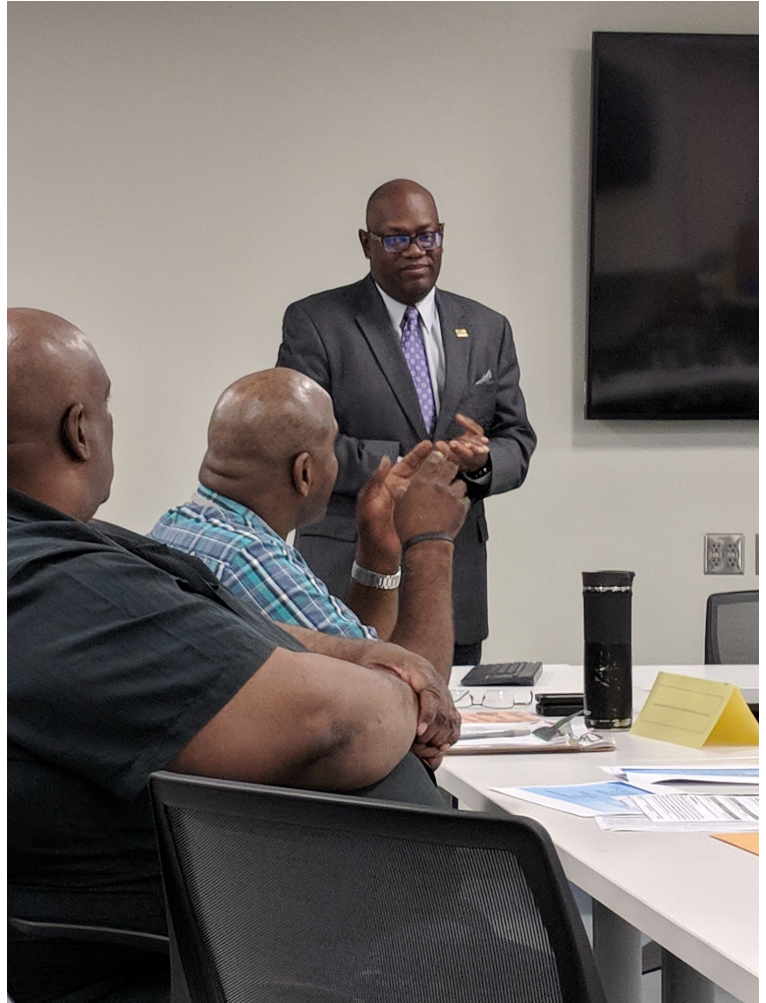
"This system transformation is long overdue. Before, there seemed to be an awful lot of bureaucratic hassle," said Daniel Duane Spyker, CV member.

Brooks' visit was just in time, as many have been having a difficult time navigating the system and wanted to learn from leadership what this process means to them. And as with any new process, there are people who are skeptical.

"Many of us, from the community to the clubhouses, were worried about this process because the talk of change can bring uncertainty," said Nicole Gowan, CV member. "Peers were concerned about Medicaid, services, our jobs."

In his talk, Brooks made very clear that services will not change, and will continue to improve while the Authority is moving from "funder of care" to "manager of care". The goal is to get closer to the people receiving services and he led by example, meeting face to face, and addressing questions and concerns.

One major issue was funding for housing, specifically a benefit provision to cover security deposits and first months' rent. Mr. Brooks insured that there will be no change and that quality and accessibility must be addressed in the system for all individuals receiving services.



Mr. Willie Brooks address questions from CV members

"The system has always been a bewildering alphabet soup, confusing members and easily getting in the way of receiving services. So anything that simplifies access to services is extremely important," said Spyker.

The Transformation is not only meant to simplify services but to build on the current resources for individuals in the network. One major component to enhance members' experience is Holistic care. Here, DWMHA plans to address behavioral, physical, economic, social and spiritual needs of people we serve.

"This is exciting time for us," said Gowan. "So we're grateful to Mr. Brooks and DWMHA staff for walking us through this transition, sharing the vision and easing our fears."

What is Holistic Care?

During the System Transformation DWMHA is working on providing care for the whole person. Which means:

- **Behavioral Services** - Improving and expanding core mental health and substance use services
- **Physical Care** - Dental care, physicals, referrals
- **Economic Assistance** - Job placement, housing, financial management and assistance programs
- **Social Inclusion** - Expansion of Clubhouses, Awareness Programs
- **Spiritual** - Better partnerships with faith-based partners

Frequently Asked Questions

Q. What is happening?

A. The Detroit Wayne Mental Health Authority is phasing out the Managers of Comprehensive Care Providers or MCPNs.

Q: Why is this happening?

A: DWMHA is reducing costs and passing the savings onto people receiving services by offering more choice in the resources that are available in the community.

Q: Will I have to change Providers?

A: No, Providers will continue to provide services to you.

Q: How will this affect my services?

A: Your services will not be affected.

Q: When will this system transformation take place?

A: October 1, 2018

Q: How do I get additional information?

A: Talk with your Provider or email us at systemtransformation@dwmha.com