



**Mental Health Care**  
**Putting Children First**  
Services Guidebook

**Services for Children and Adolescents with  
Serious Emotional Disturbance, Intellectual  
and Developmental Disabilities,  
and Their Families**

*December 2022*



**WAYNE COUNTY SYSTEM OF CARE**  
**SYSTEMS IN ACTION FOR CHILDREN, YOUTH AND FAMILIES**

# **Detroit Wayne Integrated Health Network (DWIHN)**

## **General Office Number**

313-344-9099



## **Centralized Access Center**

707 West Milwaukee Street

Detroit, MI 48202



## **Centralized Access**

### **24-Hour Crisis/Information and Referral Line**

313-224-7000 (Local Calls)

800-241-4949 (Toll Free)

TTY Line: 866-870-2599 (Hearing Impaired)

877-909-3950 (fax)



## **DWUHN Customer Service**

707 W. Milwaukee St.

Detroit, MI 48202

Community Outreach • Consumer Affairs • Family Support Subsidy • Grievances and Appeals

313-833-3232

888-490-9698

TTY Line: 800-630-1044



## **Office of Recipient Rights**

707 W. Milwaukee St.

Detroit, MI 48202

888-339-5595

TTY Line: 888-339-5588

## Children's Crisis Centers



The Guidance Center  
26300 West Outer Drive  
Lincoln Park, MI 48146  
(313)-388-4630  
24 hours/day, 7 days/week



The Children's Center  
90 Selden  
Detroit, MI 48201  
(313)-324-8557  
8am-8pm (Monday-Friday)



New Oakland Family Center  
32961 Middlebelt Road  
Livonia, MI 48334  
(877)-800-1650  
24 hours/day, 7 days/week



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## **MICHIGAN'S COMMUNITY MENTAL HEALTH (CMH)**

### **Medicaid:**

Pursuant to Michigan's Medicaid State Plan and federally approved 1915(b) waiver and 1915(c) Habilitation/Supports Waivers (HSW), community-based mental health, substance abuse, and intellectual or developmental disability specialty services and supports are covered by Medicaid when delivered under the auspices of an approved Prepaid Inpatient Health Plan (PIHP). To be an approved Medicaid provider, a PIHP must be certified as a Community Mental Health Services Program (CMHSP) by MDHHS in accordance with Section 232a of the Michigan Mental Health Code. A PIHP may be either a single CMHSP, or the lead agency in an affiliation of CMHSPs approved by the Specialty Services Selection Panel. Service providers may contract with the PIHP or an affiliate of the PIHP. PIHPs must be enrolled with Michigan Department of Health and Human Services (MDHHS) as Medicaid providers. The PIHP must offer, either directly or under contract, a comprehensive array of services, as specified in Section 206 of the Michigan Mental Health Code.

The PIHPs must register with MDHHS any Medicaid state plan, HSW, or additional/B3 service they provide directly or through one of their contracted providers, or an affiliate as applicable, as specified in the MDHHS/PIHP contract. The PIHPs should contact the Division of Quality Management and Planning for more information about the provider registry, and the Bureau of Community Mental Health Services for MDHHS approval of special programs.

### **Beneficiaries:**

In general, PIHPs/CMHSPs are responsible for outpatient mental health in the following conditions:

- The beneficiary is currently or has recently been (within the last 12 months) seriously mentally ill or seriously emotionally disturbed as indicated by diagnosis/designation, intensity of current signs and symptoms, and substantial impairment in ability to perform daily living activities (or for minors, substantial interference in achievement or maintenance of developmentally appropriate social, behavioral, cognitive, communicative or adaptive skills). The beneficiary does not have a current or recent (within the last 12 months) serious condition but was formerly seriously impaired in the past. Clinically significant residual symptoms and impairments exist and the beneficiary requires specialized services and supports to address residual symptomatology and/or functional impairments, promote recovery and/or prevent relapse.
- The beneficiary has exhausted 20 visit maximum for the calendar year by the Mental Health Plan (MPH) for mild/moderate symptomatology and temporary or limited functional impairments. (Exhausting the 20-visit maximum is not necessary prior to referring complex cases to PIHP/CMHSP.)
- The MPH's mental health consultant and the PIHP/CMHSP Medical Director concur that additional treatment through the PIHP/CMHSP is medically necessary and can reasonably be expected to achieve the intended purpose (i.e., improvement in the beneficiary's condition) of the additional treatment.

Medicaid-covered services and supports selected jointly by the beneficiary, clinician, and others during the person-centered planning process and identified in the plan of service must meet the medical necessity criteria contained in the Medicaid manual, be appropriate to the individual's needs, and meet the standards herein. The person-centered planning process must meet the standards of the Person-Centered Planning Practice Guidelines.

Medicaid beneficiaries who are not enrolled in a MHP, and whose needs do not render them eligible for specialty services and supports, receive their outpatient mental health services through the fee-for service (FFS) Medicaid Program when experiencing or demonstrating mild or moderate psychiatric symptoms or signs of sufficient intensity to cause subjective distress or mildly disordered behavior, with minor or temporary functional limitations or impairments (self-care/daily living skills, social/interpersonal relations, educational/vocational role performance, etc.) and minimal clinical (self/other harm risk) instability. Refer to the Practitioner Chapter of this manual for coverage and limitations of the fee for service mental health benefit.

### **Service Delivery System**

Mental Health and Intellectual Developmental Disability services in Michigan are delivered through county-based CMHSPs. MDHHS, along with ten (10) regional CMHPs, contracts public funds for mental health and intellectual or developmental disability services. Medicaid funds, which are paid on a per-Medicaid-eligible capitated basis, are contracted with CMHSPs, or affiliations of CMHSPs, as PIHPs. Each region is required to have an extensive array of services that allows for maximizing choice and control on the part of individuals in need of service. Individual plans of service are developed using a person-centered planning process for adults and a person-centered process. MDHHS is actively promoting values of recovery and resiliency. MDHHS contracts with eighteen (18) of its PIHPs to provide Medicaid Specialty Services. Limited outpatient mental health services are available through Medicaid Health Plans.

## **DETROIT WAYNE INTEGRATED HEALTH NETWORK (DWIHN)**

Detroit Wayne Integrated Health Network (DWIHN) provides a comprehensive and integrated array of services/supports which inspires hope and promotes recovery/self-determination will be given to Wayne County residents and their families. Consumers with co-occurring mental health, substance abuse, intellectual and/or developmental disabilities and physical health conditions are expected to receive services within a system of care that is welcoming, recovery-oriented, and capable of delivering integrated services to meet their needs and preferences. The provision of an Individualized Plan of Service (IPOS) developed through the Person-Centered Planning (PCP) process.

Centralized Access Center: A 24/7 coordinated and integrated arrangement of administrative and clinical functions which ensure appropriate individual need identification and response, provides a single source of screening and eligibility determinations, and coordinates efficient entry into the agency's public mental health system.

Screening and eligibility shall be conducted through a telephonic or face-to-face review process. Most clinical screenings are conducted telephonically. However, in some instances a face-to-face clinical screening is required based upon the needs or preferences of the applicant, guardian, and family.

Telephonic Process is initiated by the applicant with either a direct call to the Centralized Access Center or through a call that is warmly transferred by the Provider to the Centralized Access Center at any of the following telephone numbers:

**800-241-4949 (toll free)**

**313-224-7000 (local)**

**866-870-2599 (TTY)**



**Consumer Choice:**

"A recipient shall be given a choice of physician or other mental health professional in accordance with the policies of the community mental health services program, licensed hospital, or service provider" (Mental Health Code 330.1713).

**Detroit Wayne Integrated Health Network:**

You have the right:

- Be provided with information about your rights, responsibilities and protections;
- Be treated with respect and recognition of your dignity and right to privacy;
- Be provided information on the structure and operation of the Detroit Wayne Integrated Health Network (DWIHN);
- Receive information about DWIHN, its services, its practitioners and providers and rights and responsibilities;
- Be provided freedom of choice among network providers;
- A candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage and to freely communicate with our providers and without restriction on any information regarding care;
- Receive information on available treatment options;
- To participate in decision regarding health care, the refusal of treatment and preferences for future treatment decisions;
- Be aware of those services that are not covered and may involve cost sharing, if any;
- Request and receive an itemized statement of 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 Integrated Health Network Medicaid contract but may be available under the state health plan, including transportation;
- Receive information on 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 or provider network related changes; and
- Make recommendations regarding the DWIHN rights and responsibilities.

**Connections: System of Care:**

System of Care (SOC) is not a program, but rather a spectrum of effective community-based services for children and youth with Serious Emotional Disturbance (SED), intellectual and/or developmental disabilities and their families. SOC is organized into a coordinated network of cross-system collaboration. This organization builds meaningful partnerships with families and youth and addresses their cultural and linguistic needs in order to help them to function better at home, in school, in the community, and throughout life.



**Family Driven & Youth Guided:**

The strengths and needs of the child and family determines the support and services a child and family receive.



**Community-Based:**

The array of services, as well as system management, rest within a supportive, adaptive infrastructure of processes, structures, and relationships with the community.



**Culturally and Linguistically Competent:**

Agencies, programs, and services reflect the cultural, racial, ethnic and linguistic differences of the population they serve in order to facilitate access to and utilization of appropriate services as a strategy to address disparities and achieve quality.

**Connection Goals:**

- ✓ Increase access to services
- ✓ Improve quality of services
- ✓ Increase youth and parent voice
- ✓ Improve quality of workforce

## WAIVERS, PROGRAMS, INITIATIVES, SERVICES FOR CHILDREN AND FAMILIES

### **Children's Mental Health:**

According to the National Institute of Mental Health,

"Mental disorders are common among children in the United States, and can be particularly difficult for the children themselves and their caregivers. While mental disorders are widespread, the main burden of illness is concentrated among those suffering from a seriously debilitating mental illness. Just over 20 percent (or 1 in 5) children, either currently or at some point during their life, have had a seriously debilitating mental disorder" ("Any Disorder Among Children," <http://www.nimh.nih.gov/health/statistics/prevalence/any-disorder-among-children.shtml>).

According to the Center for Disease Control (2015),

"Mental health is important to overall health. Mental disorders are chronic health conditions that can continue through the lifespan. Without early diagnosis and treatment, children with mental disorders can have problems at home, in school, and in forming friendships. This can also interfere with their healthy development, and these problems can continue into adulthood. Children's mental disorders affect many children and families. Boys and girls of all ages, ethnic/racial backgrounds, and regions of the United States experience mental disorders. Based on the National Research Council and Institute of Medicine report (Preventing mental, emotional, and behavioral disorders among young people: progress and possibilities, 2009) that gathered findings from previous studies, it is estimated that 13 –20 percent of children living in the United States (up to 1 out of 5 children) experience a mental disorder in a given year . . . Because of the impact on children, families, and communities, children's mental disorders are an important public health issue in the United States" ("Children's Mental Health – New Report," <http://www.cdc.gov/features/childrensmentalhealth/>).

Mental health disorders in children are typically complex, involving multiple problems, multiple diagnoses, and co-occurring disorders. These disorders impact children in different ways throughout their development, from infancy through school years and the transition to adulthood, and affect their functioning at home, in school, and in their communities. Further, these children are commonly served in more than one specialized system including mental health, substance abuse, primary health, education, childcare, child welfare, juvenile justice, and developmental disabilities. Children and youth of various racial and ethnic groups are overrepresented in child welfare and juvenile justice systems. This involvement in multiple systems often results in fragmented and inadequate care and leaves families overwhelmed by having to work with multiple child-serving agencies. Mental health problems can lead to devastating consequences including poor academic achievement, dropping out of school, substance abuse, involvement with the correctional system, lack of vocational success, inability to live independently, and suicide.

### **Autism Spectrum Disorder Benefit:**

Autism Spectrum Disorder (ASD) can be identified as a developmental disability in some instances. ASD can impact children and youth in different ways but is characterized by social impairments, communication difficulties, and restricted, repetitive, and stereotyped patterns of behavior. Although ASD varies significantly in character and severity, it occurs in all ethnic and socioeconomic groups and affects every age group. Behavioral or developmental signs to prompt screening include difficulty learning, problems acquiring new skills, problems communicating, and experiencing problem behaviors that get in the way of daily activities.

To be eligible, the child must:

- Be under 21 years of age;
- Be a Wayne County Resident;
- Have a disability designation of Serious Emotional Disturbance (SED) or Intellectual Developmental Disability (I/DD);
- Have a diagnosis of ASD from a qualified practitioner using valid evaluation tools;
- Meet medical necessity criteria for Applied Behavioral Analysis (ABA); and
- Have active Medicaid coverage.

Wayne County Applied Behavioral Analysis Providers:

Acorn Health: (844)-244-1818

Attendant Care: (586)-228-9991

Behavior Frontiers: (310)-856-0800

Centria Healthcare: (248)-436-4400

Chitter Chatter: (313)-689-5188

Gateway Pediatrics: (248)-712-4266

HealthCall: (248)-395-3777

Metro EHS Pediatric Therapy: (313)-278-4601

Merakey Inc.: (313)-278-2327

Open Dorr Living Association: (586)-218-8570

Patterns Behavioral Services: (657)-444-9002

Positive Behavioral Supports Corp.: (855)-832-6727

The Guidance Center: (734)-785-7700

Total Spectrum: (844)-263-1613

Zelexa Therapy: (734)-466-5150





**Community Living Support Services (CLS):**

Community Living Supports (CLS) provides support to an individual of all ages, and the family in the care of their child, while facilitating the child’s independence and integration into the community. This service provides skill development related to activities of daily living, such as bathing, eating, dressing, personal hygiene, household chores and safety skills; and skill development to achieve or maintain mobility, sensory motor, communication, socialization and relationship-building skills, and participation in leisure and community activities. These supports must be provided directly to, or on behalf of, the child. These supports may serve to reinforce skills or lessons taught in school, therapy, or other settings. For children and adults up to age 26 who are enrolled in school, CLS services are not intended to supplant services provided in school or other settings or to be provided during the times when the child or adult would typically be in school but for the parent’s choice to home-school.

To be eligible:

- Be a Wayne County Resident;
- Have a disability designation of Serious Emotional Disturbance (SED) or Intellectual Developmental Disability (I/DD);
- Have or be Medicaid eligible;
- Meet medical necessity criteria.



### **Cornerstone Program:**

Cornerstone is an effective, nationally-recognized initiative that helps young people integrate into their communities and lead productive lives as they transition to adulthood. Participants learn the life skills they need to be successful and independent. The goal of Cornerstone is to provide support and guidance as youth transition to adulthood. The Cornerstone Model affords youth the necessary training and treatment interventions that are essential to their successful navigation of a behavioral health system. Cornerstone focuses on improving functional skills in the areas of education, employment, social supports, wellness, self-management and residential stability.

To be eligible, the youth must:

- Be between the ages of 15-21;
- Have a disability designation of Serious Emotional Disturbance (SED);
- Be a Wayne County Resident and eligible for enrollment in CMH services;
- Be willing to participate in voluntary services; and
- Must have a desire to work toward independence.

Cornerstone Providers:

The Children’s Center: (313)-831-5535

The Guidance Center: (313)-388-4630

CNS Healthcare: (313)-245-7000

Southwest Counseling Solutions: (313)-963-2266



### **Early Childhood Services**

Characteristics of Intervention occur through the modality of home visits, home and office visits, school/child care observations and group sessions with structured intervention activities. All Early Childhood mental health interventions have the following components:

- ✓ The focus of assessment and intervention is the parent-infant (or toddler, preschooler, or young child) dyad in the context of the family system;
- ✓ Intervention is designed to support and nurture the parent as the primary caregiver, including attention to parental needs, increasing parental self-esteem, and reinforcement of appropriate parent-infant, toddler, preschooler, or young child interactions and parental capacity to empathize with the child’s needs;
- ✓ Provision of developmental guidance and information about infant, toddler, preschooler, or young child behavior and child caring practices;

- ✓ Facilitate management of real life problems including crisis resolution, linkage to community resources, advocacy, facilitation of problem-solving skills, and linkage to informal support systems; and
- ✓ Service plans address all relevant issues affecting the wellbeing of the infant, toddler, preschooler, or young child and include:
  - Parent-child attachment and relationships
  - Child-caring practices, including cognitive stimulation; health of the parent's interpersonal relationships and past history
  - Development of ongoing support systems
  - Case management needs
  - Income maintenance
  - Housing, food, equipment, etc.
  - Family planning; and custody issues
  - School readiness (cognitive, physical, social, and emotional)

To be eligible:

- Be an infant, toddler or child between the ages 0-6;
- Be a Wayne County Resident;
- Be an infant, toddler or child with a disability designation of Serious Emotional Disturbance (SED) or Intellectual Developmental Disability (I/DD);
- Be a woman exhibiting psychosocial or medical risk during pregnancy (and their infant, toddler, preschooler or young child);
- Be a parent/legal guardian who is currently an adolescent engaged in suspected or substantiated child abuse and neglect, is mentally ill or has an emotional disorder, or experiencing developmental disabilities and their infant, toddler, preschool or young child; and
- Be an infant, toddler, preschooler or young child who was discharged from neonatal intensive care units, are medically fragile, experiencing developmental delays, are in situations that place them and their parents/legal guardian at risk (refer to Medicaid Chapter III, Section 7.2.B), have a diagnosable behavioral or emotional disorder, who may be at-risk of being excluded from school/child care due to functional impairment(s).

Early Childhood Service Providers:

Arab American and Chaldean Council: (313)-369-4730

CNS Healthcare: (313)-245-7000

Development Centers: (313)-531-2500

Hegira Health, Inc.: (313)-565-2000

Lincoln Behavioral Services: (313)-450-4500

Starfish Family Services: (888)-355-5433

Southwest Counseling Solutions: (313)-963-2266

The Children's Center: (313)-831-553 5

The Guidance Center: (313)-388-4630



**Family Alliance for Change/Parent Leadership:**

Family Alliance for Change Hub (FAFC) provides the parent voice for Detroit Wayne Integrated Health Network (DWIHN) and serves as a parent liaison to the Department of Health and Human Services (DHHS). Family Alliance for Change Hub seeks to promote the continual growth of a System of care for Wayne County children with disabilities, by empowering, supporting and collaborating with parents to meet their family’s goals. The vision is for Wayne County families to receive services at the local level that promote their dignity, pride, and respect, and that all services are responsive to the needs of the families. FAFC Hub provides a family/youth-friendly atmosphere where family support, referrals, resources, and education are offered to all interested Wayne County families. Families actively partner with all systems to provide family voice and choice, which will ultimately improve and impact how families receive services locally, statewide, and nationally.

To be eligible, the parents or caregiver must:

- Be a Wayne County resident;
- Be a parent or caregiver of a child with a Serious Emotional Disturbance (SED) or Intellectual Developmental Disabilities (IDD), ages 0-18;
- Currently receiving services through CMH; and
- Have a parent-specific goal identified in the Individual Plan of Service (IPOS) and CMH referral.

The array of services available for parents or caregivers include parent training, parent support groups and quarterly community/family events. Parents and caregivers can also receive legal advice and assistance from Michigan Legal Help/Southwest Detroit Legal Self-Help Center.

**Wayne County Providers:**

- Assured Family Services: (313)-896-1466
- Black Family Development Inc.: (313)-308-0255
- CNS Healthcare: (313)-245-7000
- Development Centers: (313)-531-2500
- Hegira Health, Inc.: (313)-565-2000
- Lincoln Behavioral Services: (313)-450-4500
- Ruth Ellis Center: (313)-252-1950
- Southwest Counseling Solutions: (313)-963-2266
- Starfish Family Services: (888)-355-5433
- The Children’s Center: (313)-831-5535
- The Guidance Center: (313)-388-4630
- TEAM Wellness: (313)-396-5300



**Habilitation Supports Waiver (HSW) Program:**

A program aimed to assist individuals with developmental disabilities in the acquisition of skills that will facilitate their independence, productivity and promote inclusion and participation in the community. The HSW operates under Section 1915 (c) of the Social Security Act, in order to provide specified home and community based services designed to enroll participants who would otherwise require intermediate care facility for Individuals with Intellectual Disability (ICF/IID) Level of Care. The HSW operates concurrently with the 1915 (c) waiver. The services and supports are provided under the auspices of the PIHP (DWMHA) under contract with Michigan Department of Health and Human Services (MDHHS) and must be specified in the beneficiary plan of services developed through the Person Centered Planning (PCP) process.

To be eligible the child must:

- Have a developmental disability (as defined by Michigan law) no age restrictions;
- Be Medicaid eligible and enrolled;
- Reside in a community setting or will reside in a community setting;
- Would otherwise require level of services similar to an Intermediate Care Facility/Individual w/Intellectual Disability (ICF/IID);
- Choose to participate in the HSW instead of ICF/IID services; and
- Once enrolled, receive at least one (1) HSW service a month.

The array of services available to persons with intellectual developmental disabilities who meet the eligibility criteria for the HSW include: community living supports, enhanced medical equipment, enhanced pharmacy, environmental modifications, family training, good and services, out-of-home non-vocational habilitation, Personal Emergency Response System (PERS), prevocational services, Private Duty Nurse (PDN), supported employment, respite care, and support coordination.

**The HSW is available from all IDD providers. Consult with your Supports Coordinator.**



## **Home-Based Services:**

Home-Based Services are services provided for the youth and family in their home and the community to address ongoing behavioral/emotional concerns of children and youth. Using an intensive family centered approach, the aim of home based services is to resolve issues preventing children from thriving in the home, school or other social settings. Therapeutic services are provided to enable parent(s) to resolve conflict within the family.

To be eligible, the child must:

- Be a Wayne County resident;
- Be between ages 7-21;
- Have a disability designation of Serious Emotional Disturbance (SED) or Intellectual Developmental Disability (I/DD);
- Have Medicaid or be eligible for Medicaid; and
- Have one of the following:
  - An elevated sub-scale score (20 or greater) on at least 2 elements of the child/adolescent section of the Child Adolescent Functional Assessment Scale (CAFAS); or
  - An elevated sub-scale score (20 or greater) on 1 element of the child/adolescent section of the CAFAS, combined with an elevated sub-scale score (20 or greater) on at least 1 CAFAS element involving caregiver/caregiving resources; or
  - A total impairment score of 80 or more on the CAFAS child/adolescent section.

Home-Based Service Providers:

Arab American & Chaldean Council: (313)-369-4730

Assured Family Services: (313)-896-1466 (servicing SED only)

Black Family Development Inc.: (313)-308-0255 (servicing SED only)

CNS Healthcare: (313)-245-7000 (servicing SED only)

Community Care Services: (313)-389-3965 (servicing SED only)

Development Centers: (313)-531-2500 (servicing SED only)

Hegira Health, Inc.: (313)-565-2000 (serving SED and IDD)

Lincoln Behavioral Services: (313)-450-4500 (servicing SED only)

Ruth Ellis Center: (313)-663-0980 (servicing SED only)

Southwest Counseling Solutions: (313)-963-2266 (servicing SED only)

Starfish Family Services: (888)-355-5433 (serving SED and IDD)

The Children's Center: (313)-831-5535 (serving SED and IDD)

The Guidance Center: (313)-388-4630 (servicing SED only)



## **Infant Mental Health Services:**

Infant mental health services provide home-based parent-infant support and intervention services to families where the parent's condition and life circumstances or the characteristics of the infant threaten the parent-infant attachment and the consequent social, emotional, behavioral and cognitive development of the infant. Services reduce the incidence and prevalence of abuse, neglect, developmental delay, behavioral and emotional disorder.

Community mental health services programs may provide infant mental health services as a specific service (Medicaid B 3 Service) or as part of a Department of Health and Human Services (DHHS) enrolled home-based program.

### To be eligible:

- A Wayne County Resident;
- Have an infant with a disability designation of Serious Emotional Disturbance (SED) or Intellectual Developmental Disability (I/DD);
- Currently pregnant and/or a caretaker with a child between the ages of 0-48 months;
- Families that experience trauma/loss;
- Infants experiencing low birth weight, eating or sleeping difficulties, delays in developmental milestones, infants failing to thrive;
- Infant/toddler with emotional or behavioral challenges;
- Parent struggling with mental health concerns;
- Families that have experienced separation from the infant/toddler; and
- Have active Medicaid coverage.

### Infant Mental Health Providers:

Arab American Chaldean Council: (313)-893-6172

CNS Healthcare: (313)-245-7000

Development Centers: (313)-531-2500

Hegira Health, Inc.: (734)-793-5026

Lincoln Behavioral Services: (313)-937-9500

Southwest Counseling Solutions: (313)-841-8900

Starfish Family Services: (888)-355-5433

The Children's Center: (313)-262-1212

The Guidance Center: (313)-388-4630



### **Integrated Community Based Treatment for Juvenile Justice Youth:**

The Integrated Community-Based Services (ICBS) Program is an integrated approach to service delivery for Medicaid-Eligible Multi-System involved youth. ICBS provides coordination of care services for adjudicated and dual-ward youth that meet criteria for Serious Emotional Disturbance (SED), Intellectual Developmental Disability (I/DD), or Severe Mental Illness (SMI). The identified youth may be presenting with behavioral and/or emotional problems that are negatively impacting their ability to function appropriately within the home, school, and/or community setting.

Assured Family Services is the single point of entry that provides intake services and then assigns the juvenile to one of the five Care Management Organization (CMO) agencies based on the parents'/guardians' zip code at time of adjudication. Once a juvenile is enrolled, the CMO has full responsibility for planning care and supervision until the supervising court terminates enrollment.

Services are based on each individual child and family's specific needs, issues and goals assessed and identified in the plan. Services provided include psychiatric consultation, nursing services, group, family and individual therapy using evidence based practices, cognitive behavioral therapy, parent management training, and family support groups.

To be eligible, the juvenile must:

- Be a Wayne County Resident;
- Be under the age of 19 at the time of approval;
- Have a disability designation of Serious Emotional Disturbance (SED) or an Intellectual Developmental Disorder (I/DD) diagnosis.

ICBS Providers:

CNS Healthcare: (313)-245-7000

Development Centers: (313)-531-2500

Hegira Health, Inc.: (313)-565-2000

Southwest Counseling Solutions: (313)-963-2266

Starfish Family Services: (888)-355-5433

The Children's Center: (313)-831-5535

The Guidance Center: (313)-388-4630





### **Parent Support Partners (PSP) Service:**

Parent Support Partners is a peer-delivered support for families, which is an intervention/skills development-based approach to supporting families whose children are receiving services with the Community Mental Health Service Provider (CMSHP). As a parent/caregiver of a child with emotional, behavioral or other mental health challenges, the PSP brings their own life experiences, skills and knowledge to support and empower other parents who are facing challenges and barriers. They are respectful and non-judgmental; a PSP values the decisions of parents to be their own best advocate and to make the decisions for their families. The Parent Support Partner is a member of the treatment team and is a critical part of the service planning and implementation. A PSP always believes that parents should use their voice and should have all the resources to make informed choices and be able to act on them.

To be eligibility, the parents or caregiver must:

- Be a Wayne County resident;
- Meet the Michigan Medicaid eligibility criteria;
- Be a parent or caregiver of a child with a Serious Emotional Disturbance (SED) or Intellectual Developmental Disabilities (IDD), ages 0-18;
- Be enrolled in CMH services through one of the CMH provider partners; and
- Have a parent-specific goal identified in the Individual Plan of Service (IPOS) and CMH referral.

Wayne County PSP Providers:

Arab American & Chaldean Council: (313)-369-4730

Black Family Development, Inc.: (313)-758-0150

CNS Healthcare: (313)-245-7000

Development Centers: (313)-531-2500

Hegira Health, Inc.: (313)-565-2000

Lincoln Behavioral Services: (313)-450-4500

Ruth Ellis Center: (313)-252-1950

Southwest Counseling Solutions: (313)-963-2266

Starfish Family Services: (888)-355-5433

TEAM Wellness: (313)-396-5300

The Children's Center: (313)-831-5535

The Guidance Center: (313)-388-4630

**Parenting Through Change (PTC):**

Parenting through Change Is an evidence based program provided to parents in a group format. It is designed to enhance positive parenting skills and thereby prevent internalizing and externalizing behaviors and associated problems as well as promote healthy childhood adjustment. PTC is a group version of Parent Management Training-Oregon Model (PMTO).

- Recommended ages 4-7, others interested can be reviewed on a case by case basis;
- All individuals eligible for CMH services who receive Medicaid or Mi-Child;
- Not for families with an Intellectual Developmental Disabled child.

Parenting Through Change Providers:

Black Family Development, Inc.: (313)-758-0150

Development Centers: (313)-531-2500

Hegira Health, Inc.: (313)-565-2000

Lincoln Behavioral Services: (313)-937-9500 or (313)-450-4500 or (313)-450-0400

Starfish Family Services: (888)-355-5433

The Children’s Center: (313)-831-5535



### **Parent Management Training-Oregon Model (PMTO):**

Parent Management Training – Oregon Model (PMTO) is an evidence-based best practice that recognizes the vital role parents play as the primary change agents within their families. Parents are supported and encouraged as they learn skills they can utilize to provide appropriate care; instruction and supervision for their children. Tailored for serious behavior problems for youth from preschool through adolescents, PMTO empowers parents as primary treatment agents to promote and sustain positive change in families.

To be eligible:

- Be a Wayne County Resident;
- Child must be between the ages of 4-12 (these are the recommended ages but can be older than 12);
- Meet Medicaid eligibility criteria;
- Child must be enrolled in CMH services through one of the CMH Providers;
- Child must have a designation of Serious Emotional Disturbance (SED) or Intellectual Developmental Disabilities (IDD);
- Parent/caregiver cannot be actively using substances;
- Meet one (1) of the following:
  - CAFAS score of 20/30 on Home, School and/or Behavioral toward Others;
  - CAFAS score cannot be 30 on Mood/Emotions, Self-Harm, Thoughts or Substance Abuse.

PMTO Providers:

Black Family Development, Inc.: (313)-758-0150

Development Centers: (313)-531-2500

Hegira Health, Inc.: (313)-565-2000

Lincoln Behavioral Services: (313)-450-4500

Starfish Family Services: (888)-355-5433

The Children's Center: (313)-831-5535



### **Respite Services:**

Respite is a short-term intermittent service to provide relief from the daily stress and care demands of a child with behavioral challenges. Respite care for a child can be provided in the family home to support a parent or primary caregiver who needs relief. Decisions about the methods and amounts of respite should be decided during person-centered planning. PIHPs may not require active clinical treatment as a prerequisite for receiving respite care. These services do not supplant or substitute for community living support or other services of paid support/training staff.

Respite care may be provided in the following settings:

- ✓ Child's home or place of residence;
- ✓ Licensed family foster care home;
- ✓ Facility approved by the State that is not a private residence, such as: Group home or Licensed respite care facility;
- ✓ Licensed camp; or
- ✓ In community (social/recreational) settings



To be eligible:

- Be a Wayne County Resident;
- Have or be Medicaid eligible;
- Child must have a designation of Serious Emotional Disturbance (SED) or Intellectual Developmental Disabilities (IDD);
- Meet medical necessity criteria.

### **Serious Emotional Disturbance (SED) Waiver Program:**

A program that provides services that are enhancements or additions to the Medicaid State Plan coverage for children through age 20 who have an SED. MDHHS operates the SED waiver through contracts with the Community Mental Health Service Programs (CMHSP's). The SED Waiver is a fee-for-service program administered by the CMHSP in partnership with other community agencies. SED waiver services are intended for children with an SED who are at risk of hospitalization, had multiple placements or are youth/families who are in need of additional supports/services in order to maintain the young person in the home.

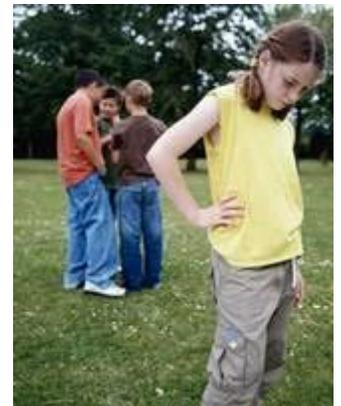
To be eligible, the child must:

- Be under the age of 18 when initially approved for the waiver, but can remain in the waiver until age 21 if other eligibility requirements are met;
- Reside with birth/adoptive parents as a Temporary Court Ward, reside in foster care as a TCW/Permanent Court Ward, or have completed the adoption process through the Child Welfare system;
- Have an SED and meet inpatient psychiatric hospitalization criteria;
- Have a primary DSM Axis I diagnosis; and
- Be at risk of inpatient hospitalization.

The child must have at least one (1) of the following:

- Severe psychiatric signs and symptoms;
- Disruption of self-care and independent function;
- Harm of self or others;
- Drug/medication complications or co-existing general mental condition requiring care;
- Special consideration; if substance use, psychiatric condition must be primary diagnosis;
- Youth who have an IDD are not eligible for the SED waiver; and/or
- Demonstrate serious functional limitation that impair his/her ability to function in the community (functional criteria is identified using the Child and Adolescent Scale [CAFAS] or the Preschool and Early Childhood Functional Assessment Scale [PECFAS]).
  - For children 12 or younger, CAFAS score of 90 or greater
  - For children 13-18, CAFAS score of 120 or greater
  - For children 3-6, elevated PECFAS subscale scores in at least one (1) of these areas: self-harm behaviors, mood/emotions, thinking/communicating or behaviors towards others
  - Youth can remain in the SED Waiver even if their CAFAS or PECFAS score drops during the one (1) year commitment.

Each child must have a comprehensive IPOS that specifies the services and supports the child and his/her family will receive. The IPOS is developed through the Wraparound planning process. Each child must have a Wraparound Facilitator who is responsible to assist the child/family in identifying, planning and organizing the Child and Family Team, developing the IPOS, and coordinating service delivery, as well as the child's health and safety, as part of their regular contact with the child and family, with oversight from the Community Team.



The array of services available who meet the eligibility criteria for the SED include: wraparound, community living supports, respite, family supports and training, therapeutic activities, child therapeutic foster care, home care training-non family, transitional services and therapeutic overnight camp.

Wayne County SED Waiver Providers:

Black Family Development, Inc.: (313)-758-0150

Development Centers: (313)-531-2500

Southwest Counseling Solutions: (313)-963-2266

The Children's Center: (313)-831-5535

The Guidance Center: (313)-388-4630

## **Substance Use Services:**

Detroit Wayne Integrated Health Network (DWIHN) believes that there are many pathways to recovery and that there is no wrong door to receive treatment; each individual is unique with specific needs, strengths, goals, health attitudes, behaviors and expectations for recovery. Our Recovery Oriented Systems of Care (ROSC) offer an array of services in our continuum of care that are available 24 hours/7 days, 365 days of the year by calling our access line at 1-800-241-4949. DWIHN uses informal and formal services to sustain long-term recovery and promote wellness in the individuals we serve and our community. DWIHN provides comprehensive, integrated, evidence-based practices, trauma informed care, gender specific, and a culturally sensitive service array. Services are holistic, treating a person's mind body and spirit; our services are individualized, client-centered and work with each person's strengths, and abilities.

To be eligible, the youth must:

- Be between the ages of 11-17;
- Live in Wayne County
- Meet medical necessity using the American Society of Addiction Medicine (ASAM) criteria.

The continuum of care consists of prevention, treatment and recovery services. Prevention programs address the reduction in childhood and underage drinking, reducing prescription and over the counter drug abuse/misuse, reducing youth access to tobacco, and reducing illicit drug use. Traditional treatment consists of: Outpatient, Intensive Outpatient, Withdrawal Management (formally known as Detox), Residential, as well as innovative modes of treatment such as Early Intervention, Medication Assisted Treatment, Women Specialty Services, Relapse Recovery, Peer Recovery Coaches, Case Management, Screening Brief Intervention Referral to Treatment (SBIRT), Acupuncture, Home-Based Services, Faith-Based Services, Returning Citizens, Obesity and Health Programs, Drug Courts, Recovery Homes, Recovery Activities, and Intensive Wraparound services.

Substance Use Service Providers:

Arab Community Center for Economic and Social Services: (313)-842-7010

All Well Being Services: (313)-924-7860

Alternatives for Girls: (313)-361-4000

Arab American Chaldean Council: (313)-893-6172

Black Family Development, Inc. :( 313)-308-0255

Black Caucus Foundation of Michigan: (313)-758-0150

Care First Community Health: (313)-308-0255

Care of Southeast Michigan: (586)-541-CARE

CCMO Center for Youth and Families: (313)-875-2092

Changing Lives and Staying Sober: (313)-412-2160

Chance for Life: (313)-784-9209 ext. 202

Community Care Services: (313)-389-7500 or (734)-955-3550

Detroit Association of Black Organizations: (313)-491-0003

Detroit Recovery Project: (313)-895-4990

Empowerment Zone Coalition, Inc.: (313)-921-9403  
Growth Works: (734)-495-1722 or (734)-455-4095  
Hegira Health, Inc.: (734)-458-4601 or (734)-425-0636  
Insight Youth & Family Connections: (313)-387-6000  
Leaders Advancing and Helping Communities: (888)-315-5422  
Livonia Save Our Youth Coalition: (734)-338-9508  
Mariners Inn: (313)-962-9446  
National Council on Alcoholism and Drug Dependence: (313)-861-0666  
Piast Institute/Hamtramck Drug Free Community Coalition: (313)-733-4535  
Positive Images (313)-822-1135  
Strategies to Overcome Obstacles and Avoid Recidivism: (734)-697-9511  
Spectrum Child & Family Services: (313) 456-6000  
Taylor Teen Health Center/Taylor Teen Coalitions-LGBTQ: (734)-942-2273  
The Guidance Center/SUDDS Coalition: (734)-785-7700  
Westland Youth: (734)-467-7904  
The Youth Connection: (313)-826-7099



## **Trauma Focused Cognitive Behavioral Therapy (TFCBT):**

Trauma Focused Cognitive Behavioral Therapy is an evidenced based service aimed at helping children overcome the negative effects of trauma. It can be delivered in an office setting or in the community. Therapy sessions occur with the child, caregiver, and/or other supportive members involved in the child's life. The aim of TF-CBT is to decrease Post Traumatic Stress symptoms, which include anxiety, depression, or other identified behavior problems stemming from the traumatic event(s). Interventions focus on psycho-education, relaxation techniques, affect regulation, and cognitive coping strategies. There is also a focus on narrative processing and enhancing safety. Once the child develops additional positive coping skills, the therapist uses desensitization strategies to assist the child in processing the trauma while managing distressing thoughts, feelings, and behaviors. Simultaneously, the therapist continues to enhance future safety, parenting skills, and family communication.

To be eligible, the child must:

- Be a Wayne County Resident;
- Be between the ages of 3 and 18;
- Meet criteria for functional impairment for out-patient services;
- If TFCBT is delivered in the home, the child must meet the criteria for Home-Based;
- Be positive for exposure to trauma based on the CTAC Trauma Screening Checklist (part of the Integrated Health Assessment);
- UCLA Assessment score that indicates a Post-traumatic Stress (PTSD) diagnosis.

TFCBT Providers:

Assured Family Services: (313)-896-1444

Black Family Development, Inc.: (313)-758-0150

CNS Healthcare: (313)-245-7000

Development Centers: (313)-531-2500

Hegira Health, Inc.: (313)-565-2000

Kids Talk: (313)-833-2970

Southwest Counseling Solutions: (313)-963-2266

Starfish Family Services: (888)-355-5433

The Children's Center: (313)-831-5535

The Guidance Center: (313)-388-4630



**Wayne County Baby Court:**

The Wayne County Baby Court is a specialized court within the judicial process with a focus of providing Infant Mental Health (IMH) services for infants and toddlers under the jurisdiction of the Family Court. In collaboration with Department of Health and Human Services (DHHS) and Community Mental Health providers, Baby Court aims to improve safety, permanency, and well-being for children in foster care.

To be eligible:

- Infant/Toddler;
- A Wayne County Resident;
- Under the jurisdiction of Family Court; and
- Parents/Family willingness to participate.

Providers:

Arab American Chaldean Council: (313)-893-6172

CNS Healthcare: (313)-245-7000

Development Centers: (313)-531-2500

Southwest Counseling Solutions: (313)-841-8900

Starfish Family Services: (888)-355-5433

The Children’s Center: (313)-262-1212

The Guidance Center: (313)-388-4630



### **Wayne County Fatherhood Initiative:**

The Wayne County Fatherhood Initiative provides support and education to men who are fathers in the role of a father. The goal of the initiative is to ensure that "fathers" are being engaged across all systems, from a System of Care Philosophy; actively seeking, securing and participating in all services for their child/children, themselves and their families. Committed to helping fathers, male caregivers and their families achieve positive outcomes and become strong advocates and role models for their children, the following range of assistance is provided:

- ✓ Encourages/Empowers fathers and/or male care givers to participate in their child's mental health system of care;
- ✓ Assistance with Friend of the Court challenges;
- ✓ Provides advocacy and resources to fathers and/or male care givers;
- ✓ Offers father-child social activities including education workshops specially for fathers and/or male caregivers; and
- ✓ Provides education for providers to understand the need of fathers, their children and families.

To be eligible you must:

- be a Wayne County Resident

Provider:

The Children's Center: (313)-831-5535



## **Wraparound Services:**

Wraparound is a team-driven and family-led process involving the family, child, natural supports, agencies and community services. Individual services and supports build on strengths to meet the needs of children and families across life domains, promoting success, safety and permanence in home, school and community. Wraparound is a culturally competent process, building on the unique values, preferences and strengths of children and families, and their communities. Plans are developed and implemented based on a collaborative process that includes a balance of formal services and informal community and family supports.

To be eligible, the child must:

- Be a Wayne County resident;
- Be between ages 0-21;
- Have a disability designation of Serious Emotional Disturbance (SED) or Intellectual Developmental Disability (I/DD);
- Have Medicaid or be eligibility for Medicaid;
- Be served through other mental health services with minimal improvement in functioning;
- Be involved with multiple service systems (CMH, Child Welfare, Juvenile Justice, Special Education, Substance Abuse)
- Be at risk of out of home placement or are currently in out of home placement;
- Have risk factors that exceed capacity for traditional community based options;

Wraparound Service Providers:

Black Family Development, Inc.: (313)-758-0150 (servicing SED only)

CNS Healthcare: (313)-245-7000 (servicing SED only)

Community Living Services: (866)-381-7600 (servicing I/DD only)

Development Centers: (313)-531-2500 (servicing SED only)

Hegira Health, Inc.: (313)-565-2000 (servicing SED)

Lincoln Behavioral Services: (313)-450-4500 (servicing SED only)

Southwest Counseling Solutions: (313)-963-2266 (servicing SED only)

Starfish Family Services: (888)-355-5433 (servicing both SED and I/DD)

The Children's Center: (313)-831-5535 (servicing SED only)

The Guidance Center: (734)-785-7700 (servicing SED only)



## **Youth United:**

A youth led initiative that promotes youth voice and youth partnerships in Wayne County System of Care (SOC) using positive youth development values and philosophy. Youth participating in Youth United activities are involved in a variety of projects and activities aimed at moving DWMHA and its stakeholders Youth Driven System of Care. Youth Advocates provide opportunities for youth to create a youth friendly environment throughout the Community Mental Health agencies as well have input on the development and implementation of new and former services provided to children and youth in Wayne County.

To be eligibility, the youth must:

- Be a Wayne County resident;
- Be between ages of 18-25;
- Demonstrate positive leadership qualities;
- Be interested in a positive change in the community;
- Have received System of Care services;

Wayne County Youth United Providers:

Arab American & Chaldean Council: (313)-369-4730

Assured Family Services: (313)-896-1444

Black Family Development, Inc.: (313)-758-0150

CNS Healthcare: (313)-245-7000

Development Centers: (313)-531-2500

Family Alliance for Change: (313)-297-2975

Hegira Health, Inc.: (313)-565-2000

Insight Youth and Family Connections (formerly Starr Vista): (313)-387-6000

Lincoln Behavioral Services: (313)-450-4500

Kids-Talk: (313)-833-2970

Ruth Ellis Center: (313)-252-1950

Southwest Counseling Solutions/Family Alliance for Change: (313)-963-2266

Starfish Family Services: (888)-355-5433

The Children's Center: (313)-831-5535

The Guidance Center: (313)-388-4630



**Children’s Out-Patient Therapy Service:**

Children’s out-patient service offers behavioral health individual therapy for children, youth and their families in an office setting. The clinician is skilled and trained to work with children, youth and families to help find effective solutions and build on their strengths.

To be eligibility, the youth must:

- Be a Wayne County resident;
- Be between ages of 3-21;
- Have a disability designation of Serious Emotional Disturbance (SED) or Intellectual Developmental Disability (I/DD);
- The child must be at least 14 years old if seeking therapy on their own without family support; and
- Parents and/or caregivers must be willing to work with the child/youth and clinician.

Children’s Out-Patient Providers:

Arab Community Center for Economic and Social Services (ACCESS): (313)-842-0700

Arab American Chaldean Council: (313)-893-6172

Assured Family Services: (313)-896-1444

Black Family Development, Inc.: (313)-758-0150

Community Care Services: (313)-389-7500

CNS Healthcare: (313)-245-7000

Development Centers: (313)-531-2500

Hegira Health, Inc.: (313)-565-2000

Lincoln Behavioral Services: (313)-450-4500

Ruth Ellis Center: (313)-252-1950

Southwest Counseling Solutions/Family Alliance for Change: (313)-963-2266

Starfish Family Services: (888)-355-5433

TEAM Wellness: (313)-331-3435

The Children’s Center: (313)-831-5535

The Guidance Center: (313)-388-4630

**To access the full array of Community Mental Health providers and services visit the following link:**

**<https://www.dwihn.org/member-customer-service>**

**and click “Provider Directory”**

# GLOSSARY OF TERMS

Access: the entry point to the Prepaid Inpatient Health Plan (PIHP), sometimes called an “access center” where Medicaid beneficiaries call to request behavioral and substance use services.

Adverse Benefit Determination: a decision that adversely affects a Medicaid beneficiary’s claims of services due to:

- Denial or limited authorization of a requested service, including determinations based on the type of level of service, requirements for medical necessity, appropriateness, setting or effectiveness of a covered benefit;
- Reduction, suspension or termination of a previously authorized service;
- Denial, in whole or part, of payment of service;
- Failure to make an expedited authorization decision and provide notice about the decision within 14 calendar days from the date of receipt of a standard service request;
- Failure to make an expedited authorization decision within 72 hours from the date of receipt of a request for an expedited service authorization;
- Failure to provide services within 14 calendar days of the start date agreed upon during the person centered planning and as authorized by the PIHP;
- Failure of the PIHP to act within 30 calendar days from the date of a request for a standard appeal;
- Failure of the PIHP to act within 72 hours from the date of a request for an expedited appeal;
- Failure of the PIHP to provide a disposition and notice of a local grievance/complaint within 90 calendar days of the date of the request.

Amount, Duration and Scope: terms used to describe how much, how long and in what ways the services that are listed in the person’s individual plan of service will be provided.

Anti-Stigma: the elimination of social stigma or discrimination associated with mental illness.

Appeal: a review of an adverse benefit determination.

Autism Spectrum Disorder (ASD): a serious neurodevelopmental disorder that impairs an individual’s ability to communicate and interact with others. It also includes repetitive behaviors, interests and activities.

Behavioral Health Services: includes not only ways of promoting well-being by preventing or intervening in mental illness such as depression or anxiety, but also has an aim preventing or intervening in substance abuse or other addictions. For the purposes of this handbook, behavioral health will include intellectual/developmental disabilities, mental illness and substance use disorders.

Central Registry Clearance: Michigan's central registry is mandated by the Child Protection Law and serves as a list of perpetrators of child abuse and neglect. Central registry information is confidential; therefore, by law, the Department of Health and Human Services cannot provide this information to anyone other than those listed in the Child Protection Law (MCL 722.627). The individual seeking employment must request the information and the results must be sent to the requesting individual only. The application may be obtained from the Department of Health and Human Services website ([www.michigan.gov/mdhhs](http://www.michigan.gov/mdhhs)) by clicking on the following: Adult & Children's Services > Abuse & Neglect > Forms and Publications.

CHMSP: an acronym for Community Mental Health Service Program. There are 46 CMHSPs in Michigan that provide services in their local areas to individuals with mental illness and developmental disabilities. May also be referred to as CMH.

Co-Occurring: Having one or more disorders relating to the use of alcohol and/or other drugs of abuse as well as one or more mental disorders.

Coordination of Care: All mechanisms and procedures for organizing collaboration between physicians, other clinical professionals and their designees, and other persons providing services to consumers, within the DWMHA's array of contractors, MHP's, and Substance Use Disorder providers, in the provision of services to consumers and families mutually served, in order that the consumer experience their services as integrated and their providers as an integrated team. The concept of coordination of care includes, but is not limited to, sharing of relevant information such as diagnosis, course of treatment, medication and side effects, and recommendations regarding treatment/services/supports for a specific person and/or family who is receiving services. It also includes mechanisms and procedures for providers in different settings to be able to collaborate sufficiently to ensure that the individuals and families receive consistent communications about all their issues regardless of where they are receiving service.

Crisis Screening Centers: provides immediate help in person or by phone for individuals experiencing a behavioral health or substance use crisis.

Crisis Interventions: an unscheduled individual or group service aimed at reducing or eliminating unexpected events affecting behavioral health and well-being.

Cultural Competence: Cultural competence is a developmental process that evolves over an extended period. Both individuals and organizations are at various levels of awareness, knowledge, and skills along the cultural competence continuum (adapted from Cross et al, 1989). Cultural competence requires that organizations have a defined set of values and principles, and demonstrate behaviors, attitudes, policies, and structures that enable them to work effectively cross-culturally. Cultural competence is achieved by identifying and understanding the needs and help-seeking behaviors of individuals and families. Culturally competent organizations design and implement services that are tailored or matched to the

unique needs of individuals, children, families, organizations, and communities served. Practice is driven in service delivery systems by client-preferred choices, not by culturally-blind or culturally-free interventions. Culturally competent organizations have a service delivery model that recognizes mental health as an integral and inseparable aspect of primary health care.

Detroit Wayne Integrated Health Network (DWIHN): a community mental health services program established and administered pursuant to provision of State Mental Health Code for the purpose of providing a comprehensive array of mental health services appropriate to the condition of individuals who are residents of Wayne County or individuals in Wayne County requiring emergent or urgent services, regardless of the ability to pay.

Durable Medical Equipment: any medical equipment that provide therapeutic benefits to a person in need because of certain medical conditions and/or illnesses. Durable medical Equipment (DME) consists of items which:

- ✓ Are primarily and customarily used to service a medical purpose;
- ✓ Are not useful to a person in the absence, disability or injury;
- ✓ Are ordered or prescribed by a physician;
- ✓ Are reusable;
- ✓ Can stand repeated use; and
- ✓ Are appropriate for use in the home.

Early and Periodic Screening, Diagnosis, and Treatment Program (EPSDT): A Medicaid-supported child health program for children, adolescents, and young adults under the age of 21. These services include the following: health and developmental history, developmental/behavioral assessment, physical examination, blood pressure, immunization, health education, nutritional assessment, hearing, vision and dental assessments, lead toxicity, and appropriate counseling for parents/guardians regarding these health issues for their children, adolescents, or young adults.

Emergency Services/Care: covered services that are given by a provider trained to give emergency services and needed to treat a medical/behavioral emergency.

Evidence Based Practice (EBP): a body of scientific knowledge about treatment practices and their impact on children with emotional or behavioral disorders. The phrase refers to treatment approaches, interventions and services which have been researched and shown to make positive difference for children.

Excluded Services: health care services that your health insurance or plan does not pay for or cover.

Extended Observation Beds (or 23 Hour Stay Units): used to stabilize a mental health emergency when a person needs to be in the hospital for only a short time. An extended observation bed allows hospital staff to observe and treat the person's condition for up to one day before he/she is discharged to another community based outpatient service or admitted to a hospital.

Family-Centered/Youth-Guided: Family-centered care means that families have a primary decision-making role in the care of their own children, as well as in the policies and procedures governing care for all children in their community, state, tribe, territory, and nation. Youth-guided means that young people have the right to be empowered, educated, and given a decision-making role in their own care, as well as the policies and procedures governing the care of all youth in the community, state, and nation. A youth-guided approach views youth as experts and considers them equal partners in creating system change at the individual, state, and national level (SAMHSA).

Family Member: A parent, step-parent, guardian, spouse, sibling, child, or grandparent of a primary consumer or an individual upon whom a primary consumer is dependent for at least 50% of his or her financial support.

Grievance: an expression of dissatisfaction about any matter than an adverse benefit determination, personal relationships such as rudeness or a provider or employee, or failure to respect the member's rights regardless of whether remedial action is requested. Grievance includes a person's right to dispute an extension of time proposed by the PIHP to make an authorization decision.

Grievance and Appeal System: the processes the PIHP implements to handle the appeals of an adverse benefit determination and grievances as well as the processes to collect and track information about them.

Habilitation Services and Devices: health care services and devices that help a person keep, learn or improve skills and functioning for daily living.

Health Insurance portability and Accountability Act of 1966 (HIPPA): aimed, in part, at protecting the privacy and confidentiality of patient information. "Patient" means any recipient of public or private healthcare, including behavioral health care, services.

Home Health Care: is supported care provided in the home. Care maybe provided by a licensed healthcare professional who provide medical treatment needs or by a professional caregiver who provides daily assistance to ensure the activities of daily living (ADL) are met.

Hospitalization: a term when formally admitted to the hospital for skills behavioral services. If not formally admitted, it might still be considered an outpatient service instead of an inpatient service even if an overnight stay is involved.

Individual Plan of Service (IPOS): a personalized treatment plan addressing the needs of the person serviced and their family members. This treatment plan is developed through the person-centered planning process. The person-centered planning process is a process for planning and supporting the person receiving services that builds upon the person's capacity to engage in activities that promote community and that honors the person's preferences, choices and abilities. The person-centered planning process involves family members, friends and professionals as the person desires or requires.

Integrated Health Care: a holistic approach to the overall well-being of an individual. Integrated Health Care is when healthcare professionals consider all health conditions at the same time and coordinate benefits to best the person's overall health and wellness.

Intellectual and Developmental Disability (IDD): Is defined by the Mental Health code as either of the following: (a) If applied to a person older than five years, a severe chronic condition that is attributable to a mental or physical impairment or both, and is manifested before the age of 22 years; is likely to continue indefinitely; and results in substantial functional limitations in three or more areas of the following major life activities: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, and economic self-sufficiency; and reflects the need for a combination and sequence of special, interdisciplinary or generic care, treatment or other services that are of lifelong or extended duration; (b) If applied to a minor from birth to age five, a substantial developmental delay or a specific congenital or acquired condition with a high probability of resulting in an developmental disability.

MDHHS: An acronym for Michigan Department of Health and Human Services. This state department, located in Lansing, oversees public-funded services provided in local communities and state facilities to people with mental illness, developmental disabilities, and substance use disorders

Medically Necessary: A term used to describe one of the criteria that must be met in order for a beneficiary to receive Medicaid services. It means that the specific service is expected to help the beneficiary with his or her mental health, developmental disability or substance use (or any other medical) condition. Some services assess needs and some services help maintain or improve functioning. PIHPs are unable to authorize (pay for) or provide services that are not determined as medically necessary for you.

Michigan Mental Health Code: The state law that governs public mental health services provided to adults and children with mental illness, serious emotional disturbance, and developmental disabilities by local CMHSPs and in state facilities.

Multi-System Youth (Children): This term describes children who are known to or recipients of services in more than one of the following public social programs: child welfare, juvenile justice, and mental health. The movement of these children between systems cause for an increased need for planned coordination of care.

Network: a list of doctors, other health care providers and hospitals that a health plan has contracted with to provide services to its members.

Non-Participating Provider: a provider or facility that is NOT contracted with the PIHP or CMHSP to provide supports and services.

Participating Provider: a provider or facility that is contracted with the PIHP or CMHSP to provide supports and services.

PIHP: An acronym for Pre-Paid Inpatient Health Plan. There are 10 PIHPs in Michigan that manage the Medicaid mental health, developmental disabilities, and substance abuse services in their geographic areas.

Pre-Authorization: approval needed before certain services or drugs can be provided. Some network medical services are covered only if the doctor or other network provider gets prior authorization.

Primary Care Provider: a health care professional (usually a physician) who is responsible for monitoring the overall health care needs of an individual.

Physician: a doctor who provides both the first contact for a person with an undiagnosed health concern as well as continuing care of varied medical conditions, not limited by cause, organ system or diagnosis.

Provider: term used for health professionals who provide health care services. Sometimes, the term refers only to physicians. Often, however, the term refers to other health care professionals such as hospitals, nurse practitioners, physical therapists and others offering specialized health care services.

Public Health Code: an act to protect and promote the public health; to codify, revise, consolidate, classify and add to the laws relating to public health; to provide for the prevention and control of diseases and disabilities; to provide for the classification, administration, regulation, financing and maintenance of person, environmental and other health services and activities.

Qualified Child Mental Health Professional: A person who is trained and has one (1) year of experience in the examination, evaluation, and treatment of minors and their families and who is either a physician, psychologist, licensed or limited licensed master's social worker, licensed or limited licensed professional counselor, or registered nurse; **or** a person with at least a Bachelor's degree in a mental health-related field from an accredited school who is trained and has three (3) years of supervised experience in the examination, evaluation, and treatment of minors and their families; **or** a person with at least a Master's degree in a mental health-related field from an accredited school who is trained and has one (1) year of experience in the examination, evaluation, and treatment of minors and their family. Core

Training Requirements include at a minimum Person/Family-Centered Planning, Recipient Rights, HIPAA, Grievance, Appeals, Limited English Proficiency, Infection Control, Cultural Competence, and Co-Occurring Disorders, in addition to the 24-hours annually of child-specific training. The core trainings may cover both training requirements if they are specific to children and their families (i.e., Family-Centered Planning, Co-Occurring Disorders for Children and/or Adolescents).

Recipient Rights: those rights guaranteed to persons receiving mental health services by the Michigan Mental Health code and the Public Health Code.

Recovery: Recovery is a journey of healing and transformation enabling a person to live a meaningful life in a community of his or her choice while striving to achieve his or her potential.

Rehabilitation Services and Devices: health care services that help a person keep, get back or improve skills and functioning for daily living that have been lost or impaired because a person was sick, hurt or disabled. These services may include physical and occupational therapy and speech-language pathology and psychiatric rehabilitation services in a variety of inpatient and/or outpatient settings.

Serious Mental Illness (SMI): as defined by the Michigan Mental Health Code, means a diagnosable mental, behavioral or emotional disorder affecting an adult that exists or has existed within the past year for a period of time sufficient to meet diagnostic criteria specified in the most recent Diagnostic and Statistical Manual of Mental Disorders and has resulted in function impairment that substantially interferes with or limits one or more major life activities.

Severe Emotional Disturbance (SED): as defined by the Michigan Mental Health Code, a diagnosable mental, behavioral or emotional disorder affecting a child during the past year for a period of time sufficient to meet diagnostic criteria. The criteria, as specified in the most recent Diagnostic and Statistical Manual of Mental Disorders, applies to a condition that has resulted in functional impairment that substantially interferes with or limits the child's role or functioning in the family, school or community.

Specialized Medical Equipment and Supplies: specialized medical equipment and supplies include durable medical equipment, environmental safety and control devices, adaptive toys, activities of daily living (ADL) aids and allergy control supplies that are specified in the child's individual plan of service.

Specialty Supports and Services: a term that means funded mental health, developmental disabilities and substance use supports and services that are managed by the Pre-Paid Inpatient Health Plans.

System of Care: Approach that provides an organizational framework and philosophy to better structure the delivery of mental health services and to improve the effectiveness of the interventions used to meet the complex and changing needs of children with serious mental health problems and their families (2011). The system of care approach involves collaboration across agencies, providers, and families to improve access and expand the array of high-quality services and supports that are home and community-based, individualized, coordinated, family-driven and youth-guided, and culturally and linguistically competent.

State Fair Hearing: a state level review of a person's disagreements with a CMHSP or PHIP denial, reduction, suspension or termination of Medicaid services.

Stigma: a form of discrimination. It is one of the leading reasons individuals with mental illness do not seek treatment for their condition.

Substance Use Disorder (or Substance Abuse): defined in the Michigan Public Health Code to mean the taking of alcohol or other drugs at dosages that place an individual's social, economic, psychological, and physical welfare in potential hazard or to the extent that an individual loses the power of self-control as a result of the use of alcohol or drugs, or while habitually under the influence of alcohol or drugs, endangers public health, morals, safety or welfare, or a combination thereof.

## CARE MANAGEMENT ORGANIZATIONS

### **Black Family Development, Inc.**

2995 E. Grand Blvd., Detroit, MI 48202

313-368-9459 or 313-308-0255 (phone)

313-684-5070 (After-Hours Emergency Pager Number)

Samantha Perry, Vice President of Juvenile Justice: [sperry@blackfamilydevelopment.org](mailto:sperry@blackfamilydevelopment.org)

**Alice G. Thompson, Chief Executive Officer**

313-758-0255 (fax)

### **Bridgeway Services, Inc.**

19265 Northline Rd., Southgate, MI 48195

734-284-4819 or 734-288-0097 (phone)

734-626-4195 (The Guidance Center After-Hours Emergency Pager Number)

313-967-7820 (Southwest Counseling Solutions After-Hours Emergency Pager Number)

Susan Shuryan, Director: [sshuryan@bridgewaysservices.org](mailto:sshuryan@bridgewaysservices.org)

**Susan Shuryan, Director**

734-287-2948 (fax)

### **Center for Youth & Families**

#### **Central Care Management Organization (CCMO)**

New Center One, Suite 370, 3031 W. Grand Blvd., Detroit, MI 48202

313-875-2092 or 313-456-6107 (phone)

313-875-2092 (After-Hours Emergency, press 8 to be connected to emergency cell number)

Alisha Lyte, CMO Director: [alisha.lyte@ccmorg.org](mailto:alisha.lyte@ccmorg.org)

**Alisha Lyte, Chief Executive Officer**

313-875-2192 (fax)

### **Insight Youth and Family Connections (formerly StarrVista)**

22390 W. Seven Mile, Detroit, MI 48219

313-387-6000 (phone)

313-580-0460 (After-Hours Emergency Pager Number)

Michelle Rowser, Executive Director: [rowserM@insightyfc.org](mailto:rowserM@insightyfc.org)

**Michelle Rowser, Director of Operations**

313-387-0760 (fax)

### **Western Wayne CMO (Growth Works)**

271 S. Main St., Plymouth, MI 48170

734-875-2092 or 734-320-0805 (phone)

888-306-3405 (After-Hours Emergency Pager Number)

Jennifer Sibel, Director of Operations: [jennifer.sibel@gwcares.org](mailto:jennifer.sibel@gwcares.org)

**Nick Griswold, Chief Operating Officer**

734-455-2664 (fax)

### **Assured Family Services (JAC)**

7310 Woodward Ave., Suite 601, Detroit, MI 48202

313-896-1444 (phone)

Sally Smith Brown, Chief Executive Officer: [ssbrown@assuredfamilyservices.org](mailto:ssbrown@assuredfamilyservices.org)

**Sally Smith Brown, Chief Executive Officer**

313-896-1466 (fax)