



# SYSTEM TRANSFORMATION

Special Edition

Volume 2

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**Ray Schuholz**

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# One on One: Interview with the Chief

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Peer Advocate, Andre Robinson interviews Detroit Wayne Mental Health Authority (DWMHA) CEO Willie Brooks to learn more about what System Transformation means to people receiving services.

Mr. Brooks emphasized greater access to care, more opportunities and programs. He also gave a very thorough overview of future plans - from providing Holistic Care and more school integration to establishing a Crisis Continuum of Care.

The video is also posted on the DWMHA website on the System Transformation page.

## Residential Department Established

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Since DWMHA is now contracting with over 500 Provider agencies, it needed to establish a Residential Department. The Director is Shirley Hirsch.

The Residential team is now responsible for providing ongoing residential staff training and conducting in-service trainings to various referral sources such as psychiatric/medical, outpatient, nursing homes, etc.



If you have questions about System Transformation or other DWMHA supports and services you can call or email our **Customer Service** department at: **313-833-3232** or [pihpcustomerservice@dwmha.com](mailto:pihpcustomerservice@dwmha.com).

# "Ray" of Hope

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Ray Schuholz is a leader in Wayne County, who receives services through DWMHA Provider, Community Living Services and sits on the Constituents Voice Advisory Board. He is committed to helping people share their stories in ways that teach them how communities are stronger when everyone's gifts are valued.

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In October, Ray hosted a webinar entitled "Ray of Hope: Never Give Up" which shared his experiences in the mental health system. Nearly 150 participants attended his webinar which discussed abuse and neglect in institutions, how he grew up in foster care and luckily, found a good family. Today he lives a life of self-determination on his budget with some help.

Through DWMHA Constituents' Voice Advisory Board, Ray works as an Ambassador and helps train and empower people in raising awareness about disability-related issues.

"We have a voice that is heard," said Ray.

He was most recently appointed to the DWMHA Recipient Rights Advisory Committee, reviewing complaints and concerns of people receiving services.

Ray advocates for Inclusion, Person-Centered Planning and the rights of people receiving services.



*Ray Schuholz*

"Through System Transformation, people receiving services will have choice, voice and freedom to live their lives their way," said Ray.

## **GET INVOLVED!**

Join Ray and others as they share their views on the system and influence how care is provided.

Constituents' Voice Meetings are held every third Friday of the month at DWMHA offices at 707 W. Milwaukee in Detroit.

## **For More information contact:**

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**[mshaw@dwmha.com](mailto:mshaw@dwmha.com)**.

# All About You: Provider Survey Results

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To capture the performance of the System Transformation process, DWMHA reached out to providers to learn how we are doing and what we need to work on. We also asked providers a key question about **YOU**.

*"As a provider who works with people we serve, what do you want to share with us regarding needs and concerns?"*

Here are a few responses that will result in better services for you:

*"...no two persons are exactly alike. The needs of the people we serve are unique to the person. There needs to be consistency and stability in their lives that would allow them to form relationships."*

*"The people we serve require a lot of attention and assistance and some more than others. Their per diems need to be increased."*

*"Many people in the system do not have involved family members and live at the poverty level. Funding for mileage and activities is crucial to achieve a higher quality of life."*

*"A lot of people do not have identification and the key components needed to get an I.D to assist them in some goals such as working or getting into programs..."*

*"Main thing for the population we serve is appropriate housing. They deserve to live in a clean and safe environment just like you and I. We need the Community Mental Health Agencies to step up to the plate as well."*

**We hear these concerns and are working to address them.**

Remember, if you have any questions, suggestions or concerns you can always call **Customer Service** at **888-490-9690** or **313-339-5595**. If you have a complaint related to your rights, please call **Recipient Rights** at **888-339-5595**.