



# SYSTEM TRANSFORMATION

Special Edition

Volume 3

**Running Toward  
Success:  
McKinley Tenney**

**Ambassador's  
Program  
Launching Soon**

**Behind the  
Scenes:  
Access Center  
Connects  
People to Care**



# Running Toward Success: McKinley Tenney

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Many of us set goals and never achieve them but 28-year-old McKinley Tenney is determined to meet his goal this year. “I am going to qualify for the New York Marathon.” Tenney, who receives services through DWMHA has a strong work ethic. He had a job with Services to Enhance Potential (STEP), a supported employment provider, on a cleaning crew but that quickly turned into a new opportunity working at Home Depot.

“I love my job and I like the paycheck,” says Tenny who works at Dearborn Home Depot on a part-time basis.

One of his passions is to stay in shape. He participates in local running groups, Run Detroit and Black Men Run and has competed in several Special Olympic basketball and track tournaments in Mount Pleasant.

“My family, DWMHA and STEP have helped me do things I would not have ever done,” said Tenney. “Because of their support, I have to do my best.”

“He’s a real go-getter.” said Marcia Lugo, Supports Coordinator with STEP. “He’s taken to running and never looked back!” Part of her job is to help Tenney with the goals he sets for himself and with keeping him moving forward in a positive direction.

Last year, he received a DWMHA grant and with that money and his savings, he bought running gear and paid his entry fee into the Detroit Free Press Marathon where he finished in four hours, 20 minutes, and 27 seconds. He was disappointed that he didn’t qualify for the New York Marathon, but he’s training to run again this year and reach his goal.

“McKinley’s lifestyle is what inclusion looks like,” said Willie Brooks, President and CEO, “And we’re happy to help people we serve live as independently in the community as possible while embracing a holistic approach that improves mental, physical, social, spiritual and financial well-being. Keep up the good work!



McKinley with his 2018  
Free Press Marathon Medal

## Celebrate Ability!

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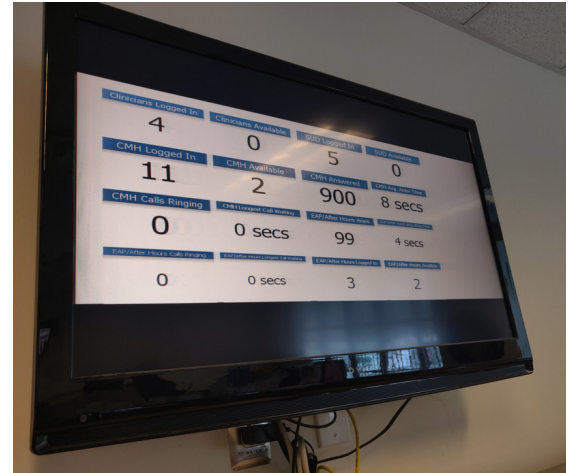
In 1987, President Ronald Reagan proclaimed that March would be designated as **Developmental Disabilities Awareness Month**. He was hoping by doing this, it would create more awareness and show that people with disabilities have the same rights and desires as anyone else. The importance of self-determination and inclusion remain cornerstones in conversations with advocacy groups around the world. This month, look at ABILITY not disability and celebrate it!



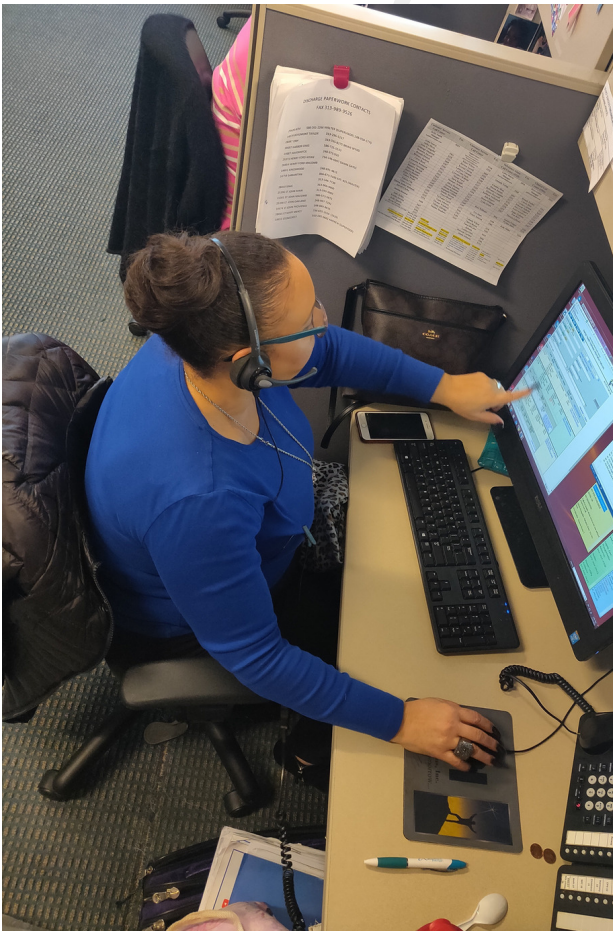
# Behind the Scenes: DWMHA 24-Hour Helpline

**800-241-4949.** The DWMHA 24-Hour Helpline number is posted everywhere; people are starting to know the name and the number as if it is their own. From highway billboards to television messages and radio announcements, the Access line has been shared with thousands throughout Detroit and Wayne County.

The phone number is a key to so many doors within the DWMHA system and is an invaluable tool for all people, not just those receiving services. It provides help during a crisis, assistance to concerned family, friends and caregivers of the people we serve as well as access to services.



Call cue system showing the total number of calls for the day



Customer Service Representative taking a call

The nerve center of the operation located in Detroit is bustling with activity. Chief Operating Officer, Kelly Quinn explains how it works. "This is a very active and busy place to work. Our highly skilled staff, usually 13 to 15 customer service reps handle 20 to 25 thousand calls a month," she said.

Of those calls, one thousand of them could potentially be emergencies, in which it is transferred to a clinician who is trained to assess the situation and get immediate help.

The majority of the calls are for access to services, in those cases, one person handles it then passes it to a customer service rep for a clinical screening. That person then schedules an appointment with a Provider within 14 days and helps arrange transportation.

Calling the Access Center can and does save lives. The helpline is available 24 hours a day, 7 days a week. We are Here to Talk. Here to Help, make the call, **800-241-4949.**

# Constituents' Voice Ambassador Program

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The Constituents' Voice (CV) is the DWMHA member advisory group. It promotes the interests of people with mental illness, intellectual and developmental disabilities, and those with substance use issues who live in Wayne County.

As an advisory group, it works with President and CEO with respect to policies that affect members served. Its subcommittees: **Mini Grant**, **Advise**, **Engage**, **Advocacy**, and **Empowerment** aim to promote positive change and outcomes in communities in Michigan and nationally to achieve common goals and objectives.

## The Ambassador Program

The program is directed by the Advise subcommittee. It is geared toward training people who go into the community and educate them about the supports, services, and their rights.

Stephen Kuhlman, program manager says Ambassadors will be available to share their lived experience on various mental health issues by spring 2019.

The Ambassador program fulfills the vision set by President and CEO Willie Brooks as it pertains to advocacy and inclusion," said Dr. Donna Coulter, Member Engagement Administrator. "We are giving voice to the people we serve."

Stay tuned to learn more about the Ambassadors visit [www.dwmha.com](http://www.dwmha.com).



## Next Issue

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- Commissioner Tim Killeen and the Recipient Rights Advisory Committee
- Standing Up! Constituents' Voice Advocacy Subcommittee
- DWMHA Veterans Navigator
- Narcan Trainings