



## Detroit Wayne Integrated Health Network

707 W. Milwaukee St.  
Detroit, MI 48202-2943  
Phone: (313) 833-2500  
[www.dwihn.org](http://www.dwihn.org)

FAX: (313) 833-2156  
TDD: (800) 630-1044 RR/TDD: (888) 339-5588

For Immediate Release

**CONTACT:** Tiffany Devon  
Director of Communications  
[tdevon@dwihn.org](mailto:tdevon@dwihn.org)  
313-570-9382

### DWIHN Mobile Crisis Services Enhances Response

*Agency adds hours, new staging location and direct number to dispatch teams quicker*

**DETROIT, MI – June, 2024**– The Detroit Wayne Integrated Health Network (DWIHN) is continuing its mobile crisis roll out by expanding service hours to seven days-a-week from 7:00 AM to 11:00 PM for adults and children. In addition, the service has established a new Out-Wayne County staging location and gone live with a dedicated phone number for crisis calls.

Anyone in the Wayne County area regardless of insurance status can now call **844-IN-CRISIS (844-462-7474)** and get a unit deployed to their location.

The DWIHN Access to Care 24/7 Helpline at 800-241-4949 as always will continue to serve as the main number for individuals to access all services provided in the network. Should a caller have a crisis, they will be routed to the mobile dispatch unit for assistance.

Another way DWIHN is enhancing its response time is that mobile crisis teams will be staged in the city of Westland to respond faster to people in crisis outside of the immediate Detroit area.

“We are refining our processes to make sure we are there for people in need,” said DWIHN President/CEO Eric Doeh. “Our hope is to rapidly respond by offering immediate community-based intervention, resources and reduce or prevent the need for care in a more restrictive setting. “We are also working with several other Wayne County cities to have our vans dispatched from their areas as well.”

DWIHNs mobile crisis units are staffed by a master’s level Clinician and Peer Support Specialist who assists the child or adult through the crisis by providing de-escalation and crisis intervention services, connecting people with the appropriate behavioral health resources.

Mobile crisis units launched in mid-December 2023 and will move to ‘round the clock service by the end of the summer.

*The Detroit Wayne Integrated Health Network (DWIHN) is the largest Community Mental Health system offering integrated health care in Michigan. Through programs and services that utilize promising best practices we promote a community that is supportive and embraces people with mental illness, intellectual and developmental disabilities and substance use disorder. We offer help with Infant Mental Health, Supportive Housing, and Recovery to support self-determination and improve the health, safety and quality of life for nearly 123,000 people and their families. DWIHN has recently been recognized as one of the Top Workplaces in 2023 by the Detroit Free Press. For more information, download the myDWIHN mobile app, [www.dwihn.org](http://www.dwihn.org) or contact our 24/7 Access Helpline, 800-241-4949.*

#### Board of Directors

Kenya Ruth, Chairperson  
Karima Bentounsi  
Angelo Glenn

Dr. Cynthia Tauog, Vice Chairperson  
Angela Bullock  
Jonathan C. Kinloch

Dora Brown, Treasurer  
Lynne F. Carter, MD  
Kevin McNamara

William Phillips, Secretary  
Eva Garza Dewaelsche  
Bernard Parker

Eric W. Doeh, President and CEO

