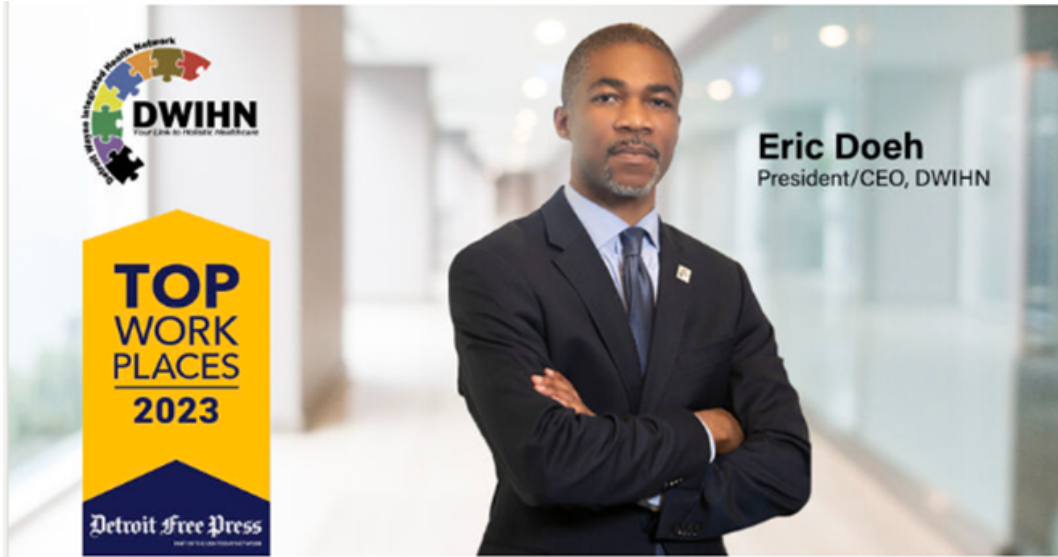


PROVIDER NETWORK NEWS



The Detroit Wayne Integrated Health Network (DWIHN) was just recently recognized as a 2023 Top Workplace by the Detroit Free Press.

The survey was conducted this past summer and consisted of 100,999 employees and 415 companies surveyed around the state. Based on that feedback, 226 companies were identified as Top Workplaces in Michigan. DWIHN placed in the midsize or medium category which is any organization that employs 150-499 employees.

“This is an incredible accomplishment and I am proud to say on behalf of the DWIHN Board of Directors and our tremendous staff that we are honored to receive such an award,” said President/CEO Eric Doeh.

WHAT'S INSIDE THIS ISSUE:

- 2023 Top Workplace 1
- Mobile Crisis Services 2
- Managed Care Operations 3
- Provider Resources 4
- 2024 Provider Meetings 5
- Contact Information 6
- Provider Spotlight 6
- Alerts & Changes 7
- Provider Updates 8-19
- Social Media Channels 20
- MyStrength 21
- Trainings 22





Detroit Wayne Integrated Health Network

707 W. Milwaukee St.
Detroit, MI 48202-2943
Phone: (313) 833-2500
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
313-570-9382

Mobile Crisis Services Coming to A Community Near You

DETROIT, MI – December 18, 2023–The Detroit Wayne Integrated Health Network (DWIHN) is rolling out a dozen mobile crisis units into communities and neighborhoods to help children and adults in crisis.

DWIHNs mobile crisis units will be staffed by a master’s level Clinician and Peer Support Specialist who will assist the child or adult through the crisis. Anyone in the Wayne County area regardless of insurance status can call the DWIHN Access to Care 24/7 Helpline at 800-241-4949 and get a unit deployed to their location.

“As a behavioral health organization, we are always looking for innovative ways to help people right where they are; this is just one more way to serve people in their communities,” said DWIHN President/CEO Eric Doeh. “The program is a community-based mobile crisis response team that will go to a person in crisis, regardless of location and get them behavioral healthcare resources they need.”

On Monday, December 18th, Phase One of the mobile crisis units begins with the dispatch of four teams which will be available Monday through Friday from 7am to 3pm for adults only. The mobile crisis teams will eventually provide services around the clock for both children and adults; as trained mental health professionals will provide de-escalation and crisis intervention services, connecting people with the appropriate behavioral health resources.

“Our hope is to rapidly respond by offering immediate community-based intervention, resource development and reduce or prevent the need for care in a more restrictive setting,” said Doeh.

DWIHN is currently hiring for this program as well as many others. Check out the available job positions on <https://www.dwihn.org/>.

DWIHN is the largest Community Mental Health public safety net in Michigan serving 75,000 people with mental illness, substance use, intellectual and developmental disabilities, and children with serious emotional disturbance. The 24/7 Access Helpline is always available at 800-241-4949. You can also download the myDWIHN app or log onto: www.dwihn.org.



Managed Care Operations

Providers are the lifeline of DWIHN. Without them, we would not be able to care for or improve the lives of the people that we are entrusted to serve. To this end, Managed Care Operations (MCO) has adopted the following mission and departmental goals:

MCO Mission

To partner with competent, caring behavioral health providers with a demonstrated track record and commitment in the improvement of the lives entrusted to the people that DWIHN serves.

MCO Departmental Standards

- Provide excellent customer service to providers, other DWIHN departments and external organizations
- Develop and maintain efficient operation
- Comply with and/or exceed regulatory, accreditation and ICO standards

Note that the MCO Department is committed to supporting you with excellent customer service. As you are aware each provider organization has an assigned Provider Network Manager (PNM) dedicated to assisting you in carrying out the terms and conditions of your contract with DWIHN; as well as any other needs you may have.

MCO Hours of Operation

MCO hours of operation are 8:00 am to 5:00 pm, Monday-Friday. Feel free to reach out to your PNM at any time, email and phone messages can be left. Our aim is to respond to your messages within 24 hours.

As we navigate our way out of the pandemic and recover from its adverse impact, we understand that providers may experience challenges with staffing shortages resulting in the need to downsize or consolidate. Should you find the need to do so, we ask that all Contracted Providers notify DWIHN of any changes listed below at least 30 calendar days prior to the effective date of change so that the changes can be facilitated by DWIHN to ensure a smooth transition.



Provider Resources

COMPANY CHANGES

Whenever you need to make a change, please contact your PNM immediately and complete a Provider Request Form. The changes listed below require you to comply with this process:

- Company/Provider Name
- All changes in executive management staff
- Office Hours
- Telephone Number
- No longer accepting new people (within 7 days)
- Provider Affiliation Change (i.e. merger)
- Addition or deletion of service(s)
- Addition/change in program location (new or existing)
- Sanctions, suspensions or termination of credentialed practitioner staff members in your organization
- Provider Closure (business or locations)

REMINDERS

- Update/maintain Staff Records in MH-WIN (adding or terminating staff)
- Maintain active and required Insurance while under contract
- Complete the Provider Capacity form when experiencing capacity issues that could potentially prevent provision of services (CRSP providers only)
- Review/maintain dis-enrollment queue daily - your numbers should be at 0-1 (CRSP providers only)

PROVIDER MEETINGS

DWIHN hosts meetings in accordance with the following schedule:

- CRSP / Outpatient - Every 6 weeks
- Residential - Every 6 weeks
- CRSP Performance Indicators Follow-Up Meetings - Every 30-45 days

DWIHN PROVIDER TOOLBOX

Please click the linked item(s) to automatically go to the selected website or document:

- DWIHN Website - www.dwihn.org
- DWIHN APP - <https://www.dwihn.org/DWIHN-Mobile-App.id.5079.htm> - 19.9kb
- DWIHN New Provider Orientation PowerPoint - <https://www.dwihn.org/providers-network-orientation-powerpoint.pdf>
- MCO Provider Contract Manager (PNM) Assignments for Outpatient Providers - <https://www.dwihn.org/providers-mco-contractors-outpatient-providers.pdf>
- MCO Provider Contract Manager (PNM) Assignments for Residential Providers - <https://www.dwihn.org/providers-mco-contractors-residential-providers.pdf>
- MCO Staff Phone List - <https://www.dwihn.org/providers-mco-staff-phonelist.pdf>
- DWIHN Online Provider Directory- <https://www.dwihn.org/find-a-provider>
- DWIHN Provider Manual - <https://www.dwihn.org/provider manual - 1,221.1kb>

You can also check the DWIHN website for policies/guidance on processes and procedures at:

<https://www.dwihn.org/policies>

Your PNM is your guide to all of your questions, here's how to locate them:

<https://www.dwihn.org/providers-mco-contract-assignments>





DWIHN CRSP/Outpatient/Residential Provider meetings scheduled for 12/22/23 have been cancelled.

Provider meetings will resume in January 2024.

Outpatient/CRSP Providers meeting, January 12, 2024 at
10:00 am to 11:00 am

Residential Providers meeting, January 12, 2024 at 11:30
am – 12:30 pm

2024 Dates for Provider Meetings:

January 12, 2024

February 16, 2024

March 15, 2024

April 26, 2024

June 7, 2024

July 19, 2024

August 30, 2024

REMEMBER!

If you need help, or know anyone who needs assistance, always
remember our 24-hour access number:

800-241-4949



DWIHN CONTACT INFORMATION

For all other inquiries, please contact the respective departments below:

Access Call Center - accesscenter@dwihn.org

Authorizations - pihpauthorizations@dwihn.org

Care Coordination - pihpcarecoordination@dwihn.org

Claims - pihpclaims@dwihn.org

Complex Case Management - pihpccm@dwihn.org

Credentialing - pihpcredentialing@dwihn.org

Customer Service - pihpcustomerservice@dwihn.org

Grievances - pihpgrievances@dwihn.org

MH Win - mhwin@dwihn.org

Provider Network - pihpprovidernetwork@dwihn.org

Residential Referrals - residentialreferral@dwihn.org

Self Determination - selfdetermination@dwihn.org

Procedure Code Workgroup - procedure.coding@dwihn.org

CRSP - crspprovider@dwihn.org

Provider Spotlight

SHAR House

DWIHN Substance Use Disorder Provider SHAR House just recently celebrated its 30-year anniversary with a huge celebration with 650 guests and of those attending, 170 people have been in recovery for 30 plus years! SHAR House was founded decades ago in Detroit by a priest and two individuals in recovery and has now grown into a multi-million dollar human service agency serving about 6,000 people each year. Congratulations SHAR House!



Provider Alerts/Changes/Closures

New Provider Locations:

Emagine Health Services LLC

8904 Woodward Ave., Detroit, MI 48202

Illuminate ABA Services LLC

2733 East 12th Street, Brooklyn, NY 11235

PEAK Autism Center

1014 Holland Ave., Port Huron, MI 48060

Cross Town Home Care LLC

35748 Bibbins St, Romulus, MI 48174

God Speed Transportation

18630 Washburn, Detroit, MI 48221

Provider Closures:

Georgia's Care Home Inc

1026 E. Grand Blvd, Detroit, MI 48207

Saints, Inc. - Kaufman II

5620 Kaufman, Dearborn Heights, MI 48125

Management Accounting Economic and Investment

1300 Lafayette St., Ste. 907, Detroit, MI 48207





DETROIT WAYNE INTEGRATED HEALTH NETWORK (DWHN) WANTS PROVIDERS TO KNOW

As a valued partner of DWHN, you have access to the latest and greatest information regarding topics that help you to provide excellent service to the members we serve.

- ◆ DWHN Member Handbook
- ◆ DWHN Provider Manual
- ◆ DWHN Provider Directory
- ◆ Members Rights and Responsibilities
- ◆ Member Grievance and Appeal Information
- ◆ Provider Appeal Information
- ◆ Required Trainings for Staff
- ◆ Clinical Practice Guidelines

- ◆ HEDIS Measures
- ◆ Medical Necessity Criteria
- ◆ Complex Case Management Program
- ◆ Information about DWHN's Quality Improvement program, including goals and annual results are available on our website www.DWHN.org
- ◆ DWHN policies dwhn.org/policies

DWHN Provider Responsibilities

- Detroit Wayne Integrated Health Network (DWHN) Contracted Providers are required to notify DWHN of changes to information regarding their organization. This requirement is identified in the provider contract and in DWHN policies.
- Providers must notify DWHN of any changes at least 30 calendar days prior to the effective date of change as well as maintain contractual requirements listed below:
 - Provider Name
 - Provider Office Hours
 - Provider Telephone Number
 - No longer accepting new patients
 - Provider Affiliation Change (i.e. Merger)
 - Addition or deletion of service(s)
 - Addition/change in program location (new or existing)
 - Sanctions, suspensions, or termination of credential practitioner staff members of your organization
 - Provider Closure (sites or locations)
 - Participate in Provider/Practitioner Survey Annually
 - Maintain current Staff training for all provider staff
 - Participate in assistance with Credentialing all staff you employ
 - Requirement-Update All Staff Records in MHWIN
 - Exceptions Only in an emergency situation, where member's health and safety are at risk, the provider must notify DWHN immediately.





DWIHN Affirmative Statement

- DWIHN, Crisis Service Vendors and Access Center practitioners, and employees who make Utilization Management decisions understand the importance of ensuring that all consumers receive clinically appropriate, humane, and compassionate services of the same quality that one would expect for their child, parent, or spouse by affirming the following:
 - UM decision-making is based only on the appropriateness of care, service, and existence of coverage.
 - DWIHN, the Access Center, and Crisis Service Vendors do not reward practitioners or other individuals for issuing denials of coverage or service care.
 - No Physicians or any other staff making UM decisions are rewarded for issuing denials of coverage or service or reducing the provision of care that is deemed medically necessary.
 - Practitioners may freely communicate with members about their treatment, regardless of benefit coverage limitations."

Anyone can report any issues or concerns regarding this to DWIHN's Compliance Officer by email, postal mail, or telephone at:

Detroit Wayne Integrated Health Network Compliance Office
707 W. Milwaukee 5th floor
Detroit, MI 48202

313-344-9099 or Email: compliance@dwihn.org

Reports of concern or questions can also be made to the Office of Inspector General by postal mail or telephone (anonymously if so desired) at:

Michigan Department of Health and Human Services Office of Inspector
General PO Box 30062
Lansing, MI 48909
Phone: 855-MI-Fraud (643-7283)

DWIHN Members' Rights and Responsibilities Statement

We are committed to maintaining a mutually respectful relationship with our members and providers. DWIHN Members' Rights and Responsibilities statement is provided to assist you in understanding and exercising your rights while assessing behavioral health care services in Detroit-Wayne County. This statement helps to minimize potential misunderstandings and promote compliance with all applicable statutory and regulatory requirements.

Understanding your rights and responsibilities will help you to make informed decisions about your healthcare.





You have the right to:

- ◆ Receive information about DWIHN, its Services, its Practitioners, and Providers, and Your Rights and Responsibilities.
- ◆ Be treated with respect and recognition of your dignity and right to privacy.
- ◆ Participate with Practitioners in making decisions about your health care.
- ◆ A candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage and to freely communicate with your providers and without restriction on any information regarding care.
- ◆ Voice complaints or appeals about DWIHN or the care provided.
- ◆ Make recommendations regarding DWIHN's Members' Rights and Responsibilities policy.
- ◆ Be informed of the availability of independent, external review of internal UM final determinations.
- ◆ Be offered an opportunity to request mediation to resolve a dispute.
- ◆ A Psychiatric Advance Directive.

You have a responsibility to:

- Provide, to the best of your knowledge, accurate and complete information regarding your medical history, including: present and past illnesses, medications, hospitalizations, etc. to DWIHN and its Practitioners and Providers needed in order to care for you.
- Follow your treatment plan of care and instructions. The plan of care is to be agreed upon by you and your provider.
- Ask questions about your care. This will help you to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

For additional information and a complete list of our Members' Rights and Responsibilities statement, please contact Customer Service at 888.490.9698.

Wellness Tools for DWIHN Members

- ◆ See the Member tab, at www.DWIHN.com for health management tools to assist members and staff in tracking their health goals.
- ◆ A free health & Wellness app www.myStrength.com; (Access code is: DWIHNC)
- ◆ MyStrength is a secure tool for members and staff to track their personal health records.

For more information or to access the latest Member Handbook, Provider Directory or Provider Manual:

- ◆ Online - go to DWIHN's Website at www.dwihn.org
- ◆ Call or email your DWIHN Provider Network Manager
- ◆ Email the Managed Care Operations Unit at pihpprovidernetwork@dwmha.com
- ◆ Call - DWIHN Customer Service at 888.490.9698

12/1/2023



CHILDREN'S INITIATIVES DEPARTMENT

Have you heard of HEDIS?

The Healthcare Effectiveness Data and Information Set (HEDIS) is one of health care's most widely used performance improvement tools. DWIHN Children's Initiative Department's goal is to improve health outcomes for children and adolescents prescribed ADHD medication and Antipsychotic medications.

Antipsychotic Medications: Why It Matters

Antipsychotic prescribing for children and adolescents has increased rapidly in recent decades.^{1,2} These medications can elevate a child's risk for developing serious metabolic health complications^{3,4} associated with poor cardiometabolic outcomes in adulthood.⁵ Given these risks and the potential lifelong consequences, metabolic monitoring (blood glucose and cholesterol testing) is an important component of ensuring appropriate management of children and adolescents on antipsychotic medications.

Purpose: Our purpose is to monitor children and adolescents ages 1 to 17 who continuously take antipsychotic medication to ensure they receive both a glucose and a cholesterol test during the year.

Best Practice and Tips: <https://www.hopkinsmedicine.org/johns-hopkins-health-plans/providers-physicians/health-care-performance-measures/hedis/metabolic-monitoring-children-adolescents-antipsychotics>

- Incorporate metabolic testing into the Individual Plan of Services (IPOS) Coordinate with Primary Care Doctor and Psychiatrist regarding metabolic testing of glucose and cholesterol levels
- Members who received both of the following during the measurement year on the same or different dates of service:
 - At least one test for blood glucose or HbA1c and at least one test for LDL-C or cholesterol.
 - If the medications are dispensed on different dates, even if it is the same medication, test both blood glucose with either a glucose or HbA1c test, and cholesterol with either a cholesterol or an LDL-C test.
 - Measure baseline lipid profiles, fasting blood glucose level and body mass index.
- Ordering a blood glucose and cholesterol test every year and building care gap alerts in the electronic medical record.
- Testing blood glucose and cholesterol at a member's annual checkup or school physical to reduce additional visits.
- Educate members and caregivers about the:
 - Increased risk of metabolic health complications from antipsychotic medications.
 - Importance of screening blood glucose and cholesterol levels.
- Behavioral health providers:
 - Ordering blood glucose and cholesterol screening tests for members who do not have regular contact with their PCP and within 1 month of changing a member's medication.

References:

1. Patten, S.B., W. Waheed, L. Bresee. 2012. "A review of pharmacoepidemiologic studies of antipsychotic use in children and adolescents." *Canadian Journal of Psychiatry* 57:717-21.
2. Cooper, W.O., P.G. Arbogast, H. Ding, G.B. Hickson, D.C. Fuchs, and W.A. Ray. 2006. "Trends in prescribing of antipsychotic medications for US children." *Ambulatory Pediatrics* 6(2):79-83.
3. Correll, C. U., P. Manu, V. Olshanskiy, B. Napolitano, J.M. Kane, and A.K. Malhotra. 2009. "Cardiometabolic risk of second-generation antipsychotic medications during first-time use in children and adolescents." *Journal of the American Medical Association*
4. Andrade, S.E., J.C. Lo, D. Roblin, et al. December 2011. "Antipsychotic medication use among children and risk of diabetes mellitus." *Pediatrics* 128(6):1135-41.
5. Srinivasan, S.R., L. Myers, G.S. Berenson. January 2002. "Predictability of childhood adiposity and insulin for developing insulin resistance syndrome (syndrome X) in young adulthood: the Bogalusa Heart Study." *Diabetes* 51(1):204-9.



CHILDREN' INITIATIVES DEPARTMENT

ADHD Medication: Why It Matters

Attention-deficit/hyperactivity disorder (ADHD) is one of the most common mental disorders affecting children. 11% of American children have been diagnosed with ADHD. The main features include hyperactivity, impulsiveness and an inability to sustain attention or concentration.^{1,2} Of these children, 6.1% are taking ADHD medication.¹

When managed appropriately, medication for ADHD can control symptoms of hyperactivity, impulsiveness and inability to sustain concentration. To ensure that medication is prescribed and managed correctly, it is important that children be monitored by a pediatrician with prescribing authority.

Purpose: The two rates of this measure assess follow-up care for children prescribed an ADHD medication:

- **Initiation Phase:** Assesses children between 6 and 12 years of age who were diagnosed with ADHD and had one follow-up visit with a practitioner with prescribing authority within 30 days of their first prescription of ADHD medication.
- **Continuation and Maintenance Phase:** Assesses children between 6 and 12 years of age who had a prescription for ADHD medication and remained on the medication for at least 210 days, and had at least two follow-up visits with a practitioner in the 9 months after the Initiation Phase.

Tips and Best Practice: <https://www.hopkinsmedicine.org/johns-hopkins-health-plans/providers-physicians/health-care-performance-measures/hedis/follow-up-care-children-prescribed-adhd-med>

- **Age Clarification:** 6 years as of March 1 of the year prior to the measurement year to 12 years as of the last calendar day of February of the measurement year.
- **Timing of scheduled visits is key** based on the prescription day supply to evaluate medication effectiveness, any adverse effects and to monitor the patient's progress.
- **When prescribing a new ADHD medication for a patient:**
 - Schedule follow-up visits to occur before the refill is given.
 - Schedule a 30-day, 60-day and 180-day follow-up visit from the initial visit before member leaves office.
 - Consider scheduling follow-up visit within 14 to 21 days of each prescription.
 - Consider prescribing an initial two-week supply and follow-up prescriptions to a 30-day supply to ensure patient follow-up.
 - Only one of the two visits (during days 31–300) may be an e-visit or virtual check-in.

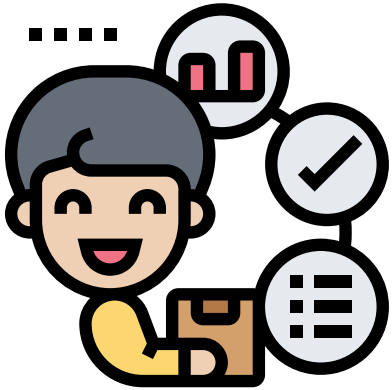
References:

1. Visser, S.N., M.L. Danielson, R.H. Bitsko, J.R. Holbrook, M.D. Kogan, R.M. Ghandour, ... & S.J. Blumberg. 2014. "Trends in the parent-report of health care provider-diagnosed and medicated attention-deficit/hyperactivity disorder: United States, 2003–2011." *Journal of the American Academy of Child & Adolescent Psychiatry*, 53(1), 34–46.
2. The American Psychiatric Association. 2012. *Children's Mental Health*. <http://www.psychiatry.org/mental-health/people/children>

Both new and existing members of DWIHN need to contact the DWIHN Access Center at (800) 241-4949 to be screened and secure an ASD Intake appointment.



Let Us Tell You About DWIHN's Quality Assurance Performance Improvement Plan (QAPIP).



The Quality Assurance Performance Improvement Plan (QAPIP) Evaluation is an annual document that assesses and identifies DWIHN's improvements, achievements and outcomes throughout the year. The QAPIP includes the six (6) pillars that are identified in DWIHN's Strategic Plan: Customer, Access, Quality, Finance, Advocacy and Work Force Development. As part of the QAPIP Evaluation, the Work Plan identifies goals and objectives which includes an assessment of the results and noted outcomes. The QAPIP 2022 Annual Evaluation and Work Plan is available to providers, stakeholders and members on DWIHN's website at: <https://dwihn.org/Quality-Assessment-Performance-Improvement-Program-QAPIP.id.1734.htm>.



Community Mental Health Association of Michigan

Presents:

Navigating Ethical Challenges: An Interactive Virtual Training for Social Workers, SUD Professionals, and Recipient Rights Experts



This training fulfills:

- The Michigan Social Work Licensing Board's requirement for licensure renewal for ethics.
- The MCBAP approved treatment ethics code education – specific.

Questions?
Email

cb.ywater@cmham.org

Registration Fees: \$135 CMHA Members
\$158 Non-Members

Payment will be required at the time of registration.

2024 Training Dates

January 25-26th, 1-4pm [REGISTER HERE](#)

February 1 2-13th, 9am-12pm [REGISTER HERE](#)

March 19- 20th, 9am-12pm [REGISTER HERE](#)

April 22-23rd, 1-4pm [REGISTER HERE](#)

Day 1 Agenda

- Overview; Fundamental Ethical Concepts
- Ethical Problem-Solving Model
- Ethical Pitfalls & Challenges
- Adjournment

Day 2 Agenda

- Professional Boundaries
- Dual Relationships & Conflicts of Interest
- Ethical Issues in Telehealth
- Adjournment

Join us for a comprehensive virtual training, "Navigating Ethical Challenges," where social workers, substance use disorder professionals, and recipient rights experts come together to explore the intricate landscape of ethics. This seminar offers a deep exploration of ethical considerations in the field, covering essential topics such as autonomy and competence, ethical codes and standards, informed consent, boundary management, dual relationships, ethics surrounding telehealth, conflicts of interest, and common ethical challenges and pitfalls. Ethical problem-solving models will be presented, discussed, and utilized through interactive case studies. Engage in in-depth discussions, learn from expert lectures, participate in interactive breakout sessions, and develop practical strategies for ethical problem-solving. This multi-media seminar aims to equip you with the knowledge and skills to navigate ethical dilemmas effectively, enhancing your ethical practice and professional growth.





Save the Date






Information	Details	Annual Winter Conference
-------------	---------	--------------------------

Event Details **Annual Winter Conference**
"Sparking Change"
"This conference will be in-person only - there is no virtual option."

Pre-Conference Institutes: February 5, 2024
Main Conference: February 6 - 7, 2024

Radisson Plaza Hotel & Suites, 100 W. Michigan Ave., Kalamazoo, MI 49007

QUICK LINKS

	Conferences, Trainings, & Events
	Bookstore Products
	Take Advocacy Action
	Become a Member
	Weekly Update





Warming Centers

- Cass Community Social Services - Serves families and single women
- Detroit Rescue Mission Ministries - Serves families and single women
- Detroit Rescue Mission Ministries - Serves single males.



Warming centers are open now through March 31 to provide respite from cold weather, plus two meals, showers, sleeping accommodations, and housing assistance services to residents experiencing homelessness. To ensure the safety and security of residents using warming centers, all three facilities are supervised at all times.

Other Respite Centers

Recreation Centers

- **Adams Butzel Complex**, 10500 Lyndon, Mon-Fri from 8 AM – 8 PM
- **Butzel Family Center**, 7737 Kercheval Avenue, Mon-Fri from 11 AM – 7 PM
- **Clemente Recreation Center**, 2631 Bagley, Mon-Fri from 1 – 9 PM
- **Farwell Recreation Center**, 2711 E. Outer Drive, Mon-Fri from 11 AM – 7 PM
- **Lasky Recreation Center**, 13200 Fenelon, Mon-Fri from 12 PM – 8 PM
- **Northwest Activities Center**, 18100 Meyers, Mon-Fri from 8 AM – 9 PM; Sat 10 AM – 6 PM
- **Patton Recreation Center**, 2301 Woodmere, Mon-Fri from 8 AM – 8 PM
- **Kemeny Recreation Center**, 2260 S. Fort, Mon-Fri from 8 AM – 8 PM
- **Crowell Recreation Center**, 16630 Lahser, Mon-Fri from 1 – 9 PM
- **Heilmann Recreation Center**, 19601 Crusade, Mon-Fri from 8 AM – 8 PM

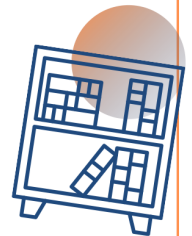
Hamtramck Warming Center

Senior Plaza 2620 Holbrook Street, Hamtramck, MI 48212 |

Monday-Sunday: 8:30 AM - 4:30 PM (Lobby Area) - 313-873-7878

Detroit Public Library Branches

- **Bowen Branch**, 3648 W. Vernor
Mon, Wed & Sat, 10 AM - 6 PM; Tues & Thurs, 12 PM - 8 PM
- **Campbell Branch**, 8733 W. Vernor Hwy
Mon & Wed, 12 PM - 8 PM; Tues, Thurs & Sat, 10 AM - 6 PM
- **Chandler Park Branch**, 12800 Harper
Mon, Wed & Sat from 10 AM - 6 PM; Thurs 12 PM - 8 PM
- **Chaney Branch**, 16101 Grand River
Mon, Wed & Sat, 10 AM - 6 PM; Tues & Thurs from 12PM - 8 PM
- **Duffield Branch**, 2507 W. Grand Blvd
Mon, Wed & Sat from 10 AM - 6 PM; Tues & Thurs, 12PM - 8 PM



If you need a safe place to stay tonight, call CAM at (313) 305-0311





Detroit Public Library Branches

- **Edison Branch**, 18400 Joy Road
Mon & Wed from 12 PM- 8 PM; Tues, Thurs & Sat from 10 AM - 6 PM
- **Elmwood Park Branch**, 550 Chene
Mon, Wed & Sat from 10 AM - 6 PM; Tues & Thurs from 12 PM- 8 PM
- **Franklin Branch**, 13651 E. McNichols
Mon, Wed & Sat from 10 AM - 6 PM; Tues & Thurs from 12 PM - 8 PM
- **Hubbard Branch**, 12929 W. McNichols
Mon. & Wed. from 12 PM - 8 PM; Tues, Thurs & Sat from 10 AM - 6 PM
- **Jefferson Branch**, 12350 E. Outer Drive
Mon & Wed from 12 PM- 8 PM; Tues, Thurs & Sat from 10 AM - 6 PM
- **Knapp Branch**, 13330 Conant
Mon, Wed & Sat from 10 AM - 6 PM; Tues & Thurs from 12 PM- 8 PM
- **Lincoln Branch**, 1221 E. Seven Mile Road
Mon & Wed from 12 PM - 8 PM; Tues, Thurs & Sat from 10 AM - 6 PM
- **Parkman Branch**, 1766 Oakman Blvd
Mon & Wed from 12 PM - 8 PM; Tues, Thurs & Sat from 10 AM - 6 PM
- **Redford Branch**, 21200 Grand River Ave
Mon & Wed from 12 PM - 8 PM; Tues, Thurs & Sat from 10 AM - 6 PM
- **Sherwood Forest Branch**, 7117 W. 7 Mile Road
Mon, Wed & Sat from 10 AM - 6 PM; Tues & Thurs from 12 PM - 8 PM

All Detroit Public Library branches are available during their normal operating hours for residents to stay warm. The Main Library is open Monday and Thursday-Saturday from 10 AM – 6 PM, Tuesday and Wednesday from noon - 8 PM and Sundays from 1 PM -5 PM





Every Person Counts Wish List

On the night of January 31, 2024, more than 25 teams of volunteers will spread throughout Detroit to count and survey people who are experiencing homelessness and not sheltered – and to remind them that they *do* count – every one.

To show compassion in a practical way and to encourage cooperation, teams will distribute items of value to people who are homeless.

You can help by donating these items!

Unisex items in adult sizes are preferred.

- New Winter Hats
- New Scarves
- Thermal Blankets
- New Mittens or Gloves
- New Socks
- Personal Hygiene Items
(Travel size shampoo, soap, toothbrush and toothpaste, deodorant)

Shop the wish list: <https://amzn.to/3FOV3nZ>

Amazon Wishlist

Amazon
Wishlist



Sponsor a “Street Ambassador”-

Make a financial donation of \$100 to provide a stipend to people who are currently, or formerly, homeless, who help our teams effectively engage with people on the streets.

Checks may be made out to the **Homeless Action Network of Detroit** (HAND) and mailed to: 3701 Miracles Blvd, Suite 101, Detroit, MI, 48201

To make an online donation go to HAND’s website -

Why count people who are homeless?

Knowing how many people are staying on the streets of Detroit will help us be able to gauge our progress towards ending homelessness, but more importantly this helps us better connect people who are homeless to the shelter and services they need. That’s why we say,
Every Person Counts!

For more information about HAND, visit our website at handetroit.org/pit2024





**The Arc Detroit Presents:
Art & Art Microenterprise
Workshop with
Janis Kaufman**

**Every Tuesday and Thursday
During the Month of December
Except Christmas Holiday Week
and New Years Holiday Week**

**From 1:00pm to 4:00pm
The Arc Detroit
51 West Hancock
Detroit Michigan 48201
FREE & Open to the Public**

**Come Join our
group in making
holiday art and
celebrating
friendship, good
tidings and cheer
for the holiday
season**

**For More Information
Contact Loren Glover
(313) 478-0302**





Follow Us on Social Media

Stay Connected for News & Updates



twitter.com/DetroitWayneIHN



facebook.com/DetroitWayneIHN



instagram.com/detroitwayneihn



[linkedin.com/company/
detroit-wayne-itegrated-health-network](https://linkedin.com/company/detroit-wayne-itegrated-health-network)



youtube.com/@DetroitWayneIHN



TikTok.com/@DetroitWayneIHN



Snapchat.com/@DetroitWayneIHN





It's EASY to refer individuals to my Strength!

- ✓ *Scan the QR Code or download the free mobile app from Apple App Store or Google Play and click the sign-up button*
- ✓ *Enter the appropriate access code from the list below*
- ✓ *Complete a personal profile and brief wellness assessment*



	Service Area Description	Access Codes
1	DWIHN & Provider Network Staff	DWIHNStaff
2	DWIHN Member Referral	DWIHNc
3	Non-Member Referral	DWIHNp
4	Prevention Initiatives and Services Referral	DWIHNSupport
5	First Responder Referral	DWIHN911
6	Access Center Referral	DWIHNAccess

SCAN TO SIGN UP

- Open camera app on phone
- Select the rear facing camera in Camera or Photo mode
- Center the camera on QR Code until myStrength link pops up
- Tap the link and you will be directed to myStrength website





ONLINE TRAININGS ARE AVAILABLE

Provider trainings are available at Detroit Wayne Connect, a continuing education platform for stakeholders of the behavioral health workforce. We strive to provide a variety of live and online courses. Log on at dwctraining.com.

SUD Trainings are available on Improving MI Practices posted at www.dwihn.org.



FULL



Happy Holidays

Detroit Wayne Integrated Health Network

707 W. Milwaukee St.
Detroit, MI 48202
www.dwihn.org

24-Hour Crisis Information and Referral

800-241-4949
TDD: 866-870-2599

Customer Service

888-490-9698 or 313-833-3232
TDD/TTY: 800-630-1044
Fax: 313-833-2217 or 313-833-4280

Recipient Rights Office

888-339-5595
TDD/TTY: 888-339-5588



[@DetroitWayneIHN](https://www.instagram.com/DetroitWayneIHN)

