

**Spring Edition  
2025**

**DWIHN FIGHTS STIGMA**



# **Persons Points of View**

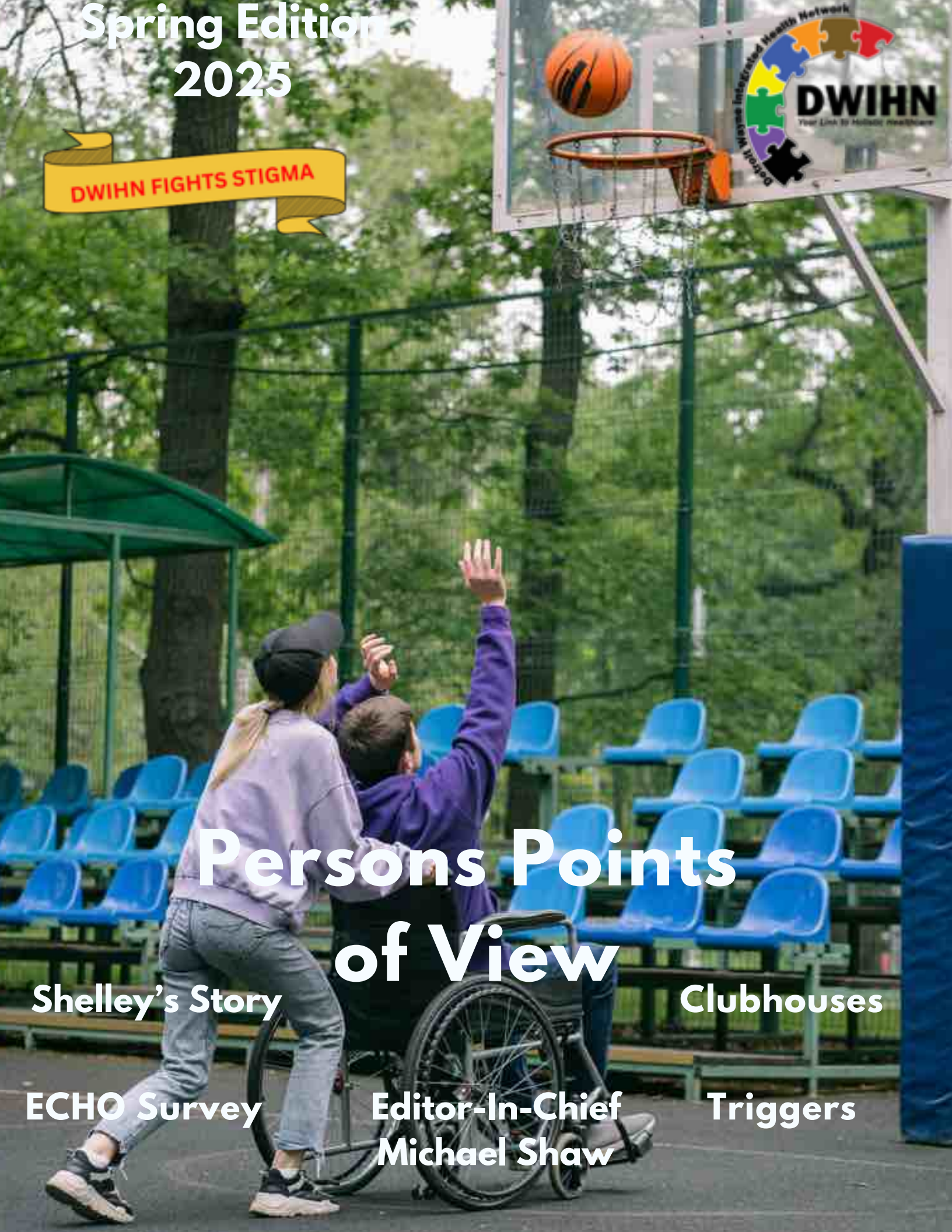
**Shelley's Story**

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**ECHO Survey**

**Editor-In-Chief  
Michael Shaw**

**Triggers**





## **SHELLEY'S STORY**

### **BY SHELLEY NELSON, CV CO-CHAIR**

This is my journey to becoming a Co-Chair of the Constituent Voice. I started receiving services from New Center Community Health in 2010. This is where I discovered information about clubhouses. I became a clubhouse member at the Phoenix Clubhouse that same year. I worked in member services there, and helped other members receive documents and entitlements such as their social security cards, birth certificates and housing. I taught members basic reading, math, and English. I also led psychosocial groups and participated in

plays with other members centered around recovery. In 2016, I was approached by Dr. Johnson, our director, and Thea, our assistant director, who asked me if I would like to become a Peer Support Specialist. They explained to me what a Peer Support Specialist does. I filled out the application, was accepted, and started my internship that same year at Our Place Drop-In Center. In 2016, I was hired in as an employee there and became certified as a Peer. I have subsequently helped members learn about their rights (such as being treated with dignity and respect when receiving services) and showed them how to contact Recipients Rights if they feel their rights have been violated. Currently, I facilitate groups on self-care and recovery bingo, and help members apply for entitlements.

In 2017, I was asked by Linda Burton if I would like to become a Constituents' Voice (CV) member. I decided to apply and was accepted. As a CV member, I attend the CV meetings and am on the Empower, and the Engage Action Group Committees. I have also attended and participated in the ILPLT and the QISC Committee meetings at the Detroit Wayne Integrated Health Network (DWIHN). I've participated in the Walk A Mile In My Shoes Rally in Lansing, MI. where I helped members who live in Wayne County register to vote. I've stood on the capitol grounds and publicly spoken to let our legislators know about our mental health needs and how they should be approached. I've helped bring members to voting drives at the Considine Center in Detroit, MI., and demonstrated to members how the process works. I was honored to have hosted the Dreams Come True Luncheon where Michael Squirewell and I were the Masters of Ceremony, and members we serve were awarded \$500.00 to pursue their dreams.



**SHELLEY NELSON**

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In 2012, I was presented with the Reaching for the Stars award from the Detroit Wayne County Community Mental Health Agency. In 2016, I received an award for Outstanding Consumer of the Year by Behavioral Health Professional(s) Inc. In 2024, I received the Cookie Gant Award from the State of Michigan. Previously, I was the interim Associate Director at Our Place Drop-In Center and the Floor Leader. I would like to say this has been a journey for me, and I want to thank the people who have come into my life and helped me along my way. As a Co-Chair of the CV, I look forward to working with each and every one of you. I will work towards making this journey informative, empowering, and engaging. I will advocate for the members that we serve in our communities, so they can be connected to any services or events that can help them with their recovery or other issues they may be experiencing.

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## **REAL TALK: PEOPLE WITH DISABILITIES AND HEALTHY RELATIONSHIPS BY ROBERT SPRUCE, STAFF**

On March 27, 2025, DWIHN commemorated Developmental Disabilities Awareness Month, presenting information to the Developmentally Disabled community. This year's guests were four individuals who gave their worldview on how people with disabilities can have healthy friendships and relationships. This much needed conversation took place on Zoom. Jamie Junior, Kenya Harper, and Eric Miller talked about friendship. They said friendships should be based on respect and kindness. They shared how to ask for help and choosing places everyone can go. They stated that using a wheelchair is just one part of a person—it doesn't tell you everything about who they are.

The group talked about love and dating. Eric spoke about his own dating life. Kenya stated that parents sometimes worry when their kids start to date. Jamie shared helpful tips about things people with disabilities might not learn when they are young.

Darlene Jones talked about how important it is to learn about safety. She said we must care about our bodies, feelings, and how to stay safe. Mary Sheen agreed and said learning about these things can help people feel strong and happy.

This event was more than just a discussion. It showed us that everyone deserves to feel loved, respected and to have meaningful friendships—no matter who they are. Healthy relationships are for everyone.

# **DWIHN FAMILIES RECOGNIZE IMPROVEMENTS IN SERVICES**

## **MARGARET KEYES-HOWARD, UNIT MANAGER MEMBER ENGAGEMENT**

Over several years, we have shared how important Customer Satisfaction is as it relates to the experience our members have as they encounter various points of our system. The review of feedback from surveys, focus groups, and other sources that measure this satisfaction is under analysis constantly within a procedure that we call Continuous Process Improvement. Improving satisfaction is a goal that is supported by every unit, department and staff at DWIHN to ensure that the individuals we serve, and their families see the advances that we are building to make things easier, better, and more efficient. When a member has a positive experience and enjoys the engagement they have with their services, they are likely to have better outcomes in their healthcare journey.

During the 2024 ECHO Survey period for Children, families respond on how they perceive aspects of the care their children receive. Over the several years that DWIHN has been surveying families about their children, we have had a 14% improvement score and in these areas, there were no negative scores reflected in this year's report.

Learning about how DWIHN analyzes data and feedback about satisfaction empowers members to better understand how the system responds to those we serve. The table below is a snapshot of the feedback we have received over the past four years, including the newest scores.

The table provides a snapshot of the ECHO Children's Survey Member Experience scores over the last four years (evaluation period 2023) for the 2024 reporting year. The table also includes DWIHN's baseline study conducted in 2017. The full survey represents composite scores of 1,394 respondents and composite scores of several areas, including perceived improvement over the evaluation period. A full report can be found on our website at [www.dwihn.org](http://www.dwihn.org). DWIHN will conduct a new review of the FY 2024 evaluation period during FY 2025.

**SEE CHART ON NEXT PAGE**

CATEGORY Overall	2023 CURRENT	2022	2021	FY 2020	
Treatment Seen Within 15 Minutes	53% 55% 79%	49%	51%	51%	UP 4 %
Told About Meds and Side Effects		54%	44%	36%	1%
Engages Family in Treatment		75%	79%	74%	Up 4%
Provides Info on Managing Condition	82%	82%	60%	60%	No Gain Above 80%
Info on Rights	81%	78%	75%	81%	Up 2% Above 80%
Member feels able to refuse treatment	92%	92%	88%	88%	ABOVE 90%
Confidence in Privacy	85%	89%	84%	81%	Slight – Remains ABOVE 80%
Cultural Needs Met	95%	95%	93%	91%	EXCELS @ 95%
Perceived Improvement from Treatment	67%	74%	69%	69%	UP 3%
Options on Treatment		66%	57%	58%	No Gain
after benefits deplete ECHO Children's	56%	56%	56%	55%	No Gain
					UP 14%

# CLUBHOUSES

## BY LINDA BURTON, PEER AGENT

What is a clubhouse? A clubhouse is a place where people living with mental illness can have opportunities to find friends, employment, housing, education, and access to medical and psychiatric services in a safe environment. A member can also have social and economic inclusion there. A clubhouse can help a member stay out of the hospital, from being incarcerated and lower their chances of committing suicide.

A clubhouse is more than a program, it is a community of people who are working toward a common goal to get their lives back.

A clubhouse has a Work-Ordered Day. Professional staff and members work together to make sure the daily operations of the clubhouse are done. Unlike a drop-In center, which provides more socialization time, a clubhouse focuses more on an individual's strengths and talents. It is run by professionals working with members. It has many different units that a member can choose from. For example, a member who loves to cook might be in the culinary unit that cooks all the meals of that clubhouse. That member will learn skills that can help them if they decide to get a transitional employment job in a restaurant. A clerical unit might focus on clerical skills such as answering the phones, typing, filing etc. which will provide skills for a member who might want to work in an office. A clubhouse has many resources and community partnerships that will help members find employment. The staff can help them with coaching, self-care, training, recovery, supports, and educational skills so they can rejoin in activities in the community in which they live.

A clubhouse has a set of standards that they follow every day. The benefits of a clubhouse are as follows:

- A Clubhouse is a community,
- Clubhouses are participative,
- Clubhouses help end isolation,
- Clubhouses offer members vocational training,
- Clubhouses offer return to work opportunities,
- Clubhouses offer wellness programs,
- The clubhouse has been proven to have a positive outcome for members.

<https://clubhouse-intl.org/resources>

A clubhouse model is centered around members having choices. Membership is voluntary and a member can stay involved as long as they want. Once you are a member, you will always be a member.

**CLUBHOUSES SAVES LIVES. VISIT ONE SOON!!!**

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**CLUBHOUSES**  
**BY LINDA BURTON, PEER AGENT**

The following are the 7 clubhouses of DWIHN

**Access (Access Hope)**  
**6470 Williamston Ave.,**  
**Dearborn, MI 48126**  
**313 633-1361**

**Motor City Clubhouse**  
**2900 Conner, Building B**  
**Detroit, MI 48215**  
**313 771-2001**

**Gathering Place Clubhouse (LBS)**  
**24425 Plymouth Rd.,**  
**Redford Charter Twp., MI 48239**  
**313 450-0411**

**Turning Point Clubhouse (CCS)**  
**1605 Fort St.,**  
**Lincoln Park, MI 48146**  
**313 382-7906**

**New Directions (DCI)**  
**24424 W. McNichols,**  
**Detroit, MI 48219**  
**313 531-2500**

**Next Steps (Hegira)**  
**1403 Inkster Rd.,**  
**Inkster, MI 48141**  
**734 934-3351**

**A Place of Our Own (Goodwill)**  
**1401 Ash St.,**  
**Detroit, MI 48201**  
**313 931-0901**



## RECOVERY 2

### BY CLARENCE RUFF, PEER AGENT

Recovery involves making a commitment to change addictive behavior and to abstain from using alcohol and various other substances.

This article will follow up on my previous one published in the winter edition of the Persons Points of View newsletter and will expand on the fact that addiction is still prevalent. The condition known as substance use disorder (SUD) is a disease that affects a person's brain and behavior, impacting the person, their family, and often their community. SUD can be a result of the use of legal or illegal drugs or medications. Mind-altering substances such as alcohol, marijuana, and nicotine are also drugs. When one becomes addicted to them, the person may not be able to discontinue using despite the harm these drugs are causing without seeking professional help.

SUD can start with experimental or recreational use of substances in social situations. For some, particularly when referring to the use of opioids, addiction may begin when someone starts taking a medication that wasn't prescribed to them. Taking someone else's medication is risky and can be deadly. It is very important not to use medications that have been prescribed for someone else. The risk of addiction and how fast one can become addicted varies by the drug or substance and some drugs (such as opioid painkillers) have a higher risk of addiction than others (such as marijuana). Thank you.





# PREPARING FOR THE CHALLENGES OF BECOMING A PEER

BY DELORA WILLIAMS, STAFF

Individuals considering becoming a Peer should be aware of several potential challenges, one of which is understanding how to engage with staff and members within the organization and the Michigan Department of Health and Human Services.

## Organizational Standards

- Engaging appropriately with members while supporting their Person-Centered Plan goals
- Locating resources
- Feeling valued while working with staff
- Maintaining one's recovery
- Being prepared to use de-escalation tools if members become irate during face-to-face encounters
- Learning Peer roles
- Learning policies and procedures of the organizations



# **SOCIAL MEDIA AND MENTAL HEALTH**

## **BY MICHAEL SHAW, STAFF**

Most of us are familiar with social media. Apps like Facebook, X, LinkedIn, Instagram, etc. are used by millions of people throughout the world. Although many use these apps to stay in touch with family, friends and to meet new people, there can be a downside to them that can affect one's mental health. Research has shown that excessive use of social media can lead to isolation, cyberbullying, unrealistic physical expectations leading to body dysmorphia, eating disorders, depression, and anxiety. Furthermore, blue light emanating from devices such as computer and cellphone screens can disrupt sleep patterns also leading to depression and anxiety. In addition, there is a lot of misinformation, disinformation, hate speech, and scams on apps such as Facebook and X. The young and the elderly are particularly vulnerable because they may not be aware of the dangers posed by certain persons on the internet.

Socialization skills are often developed through in-person, face-to-face interactions. Body language and becoming attuned to the cues of deception are particularly important for young people. One of the biggest deficits of most social media apps is that a person may not know with whom they are really communicating. Catfishing on the internet is the act of someone pretending to be another person. The anonymity of communicating through cyberspace facilitates the ease of this kind of deception. Predators can target children, the elderly, and anyone who may be lonely and in search of companionship. The vulnerable can become victims for sexual and/or monetary exploitation. There have been instances of young people being catfished, deceived into sending nude photos online, and then being coerced into meeting for sex under threat that the photos will be posted on social media. This type of exploitation can lead to sexual assault, shaming, cyberbullying, depression, anxiety, and even suicide. There have been instances of persons being coerced into sending large sums of money to persons who have "catfished" them online. Persons can also be enticed into meeting and then forced or deceived into trafficking drugs, sex trafficking, or participating in



# TRIGGERS

## BY DWIGHT HARRIS, PEER AGENT

As humans, we all experience triggers that can evoke strong emotions, reactions, and impulses. Triggers are stimuli that can come from our environment, memories, or sensory experiences, such as sights, sounds, smells, or tastes. These triggers can transport us back to a moment in time, evoking feelings and reactions that may have been buried deep within us.

Triggers are a natural part of life, and everyone experiences them differently. While some people may be more resilient and able to navigate triggers with ease, others may struggle to cope with the emotions and reactions that arise. This is especially true for individuals who have experienced trauma, which can be caused by social determinants such as childhood abuse, neglect, or displacement.

Trauma can have a profound impact on an individual's life, leading to mental health challenges, criminalization, and a range of other negative outcomes. However, it's essential to recognize that trauma is not a destiny, and that individuals have the power to heal and cope with their triggers.

So, how can we develop the coping skills and mechanisms needed to navigate life's triggers? The answer lies in self-reflection, self-care, and a willingness to confront our past experiences. By acknowledging our triggers and taking steps to address them, we can begin to heal and develop the resilience needed to thrive in life.

As essential workers, citizens, and individuals, it's our responsibility to prioritize self-care and take care of ourselves before we can effectively help others. When we take care of ourselves, we become better equipped to cope with the challenges of life, including triggers. By doing so, we can become more productive, compassionate, and effective in our personal and professional lives.

In conclusion, triggers are an inevitable part of life, but they don't have to control us. By understanding our triggers, developing coping mechanisms, and prioritizing self-care, we can take the first steps towards healing, growth, and resilience.

# INTERVIEW WITH CERTIFIED PEER SUPPORT SPECIALIST ALANDIS EDMONDS INTERVIEWED BY MICHAEL SHAW, STAFF

**Question:** Tell us a little bit about yourself, how did your lived experience get you involved in becoming a Certified Peer in Wayne County?

**Response:** I guess I would have to say it chose me. I have a family that would be considered part of the vulnerable population. I've been advocating for my children for a long time. They're adults now, young adults, and I still advocate for them. I'm the guardian for two of them. I've wanted to help people for a long time. I didn't even know what a peer was until I started working at the agency where I am at currently. Before this job, I did similar work at a nonprofit, but they didn't have anything like a peer position. I discovered what a peer does when I started working for Team Wellness.



**Question:** Tell us where you work and what you do at your job site?

**Response:** I work for Team Wellness in the overnight guest program. We are not a shelter. A lot of individuals, agencies, entities, hospitals, etc, think we are a shelter, but we're not. We aren't zoned to be a shelter, but we have a program. To me, it's like an Underground Railroad stop. People arrive and stay until they can get what they need and move on to the next part of their process. So yes, I am a certified peer support specialist for the overnight guest program at Team Wellness Center. I assist my members with resources. I help them if they need to make a phone call, access on-site resources such as clothing and off-site transportation, so they can participate in activities and do things they enjoy. That's pretty much what I do.

**Question:** What are the things that you find are challenging for you by holding this position?

**Response:** For me, I guess... the gray area would be recovery. That's not my story. I don't have anything against someone that may be in recovery. A lot of people just assume that everybody is a recovering this or recovering that. That's not my story. I do have my mental health issues, but recovery is not part of them. I try to stay in my lane and if something is beyond what I can do or control, I know to ask for assistance. Sometimes, when people are in recovery or should be in recovery or treatment, they may not listen too well. It may be hard to get them to sit still or to come in sometimes because they're so used to being out in the streets.

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**Question:** What are the things that you find inspire you about your role as a Certified Peer?

**Response:** Well, I have an awesome peer lead. She's very supportive and helpful. We work as a team. We work together, inspirationally as well. When I can help somebody succeed at their goal, objective, or whatever they are trying to achieve, it makes me feel good and happy. I like knowing that I've helped somebody get to the next step, or maybe understand something they didn't quite understand before.

**Question:** What do you do for self-care to maintain your overall wellbeing and ability to serve?

**Response:** So... I like to pamper myself with a little bit of quiet time. I like to go to museums and libraries. The Main Library downtown is really nice and big. It's so quiet in there. I don't know exactly why, but I just love it. It makes me feel so good. In order to continue helping others, I have to take care of myself. I try to do things I enjoy. That decreases the stress or anxiety I might be dealing with in my personal life. I'm trying to find a better work balance. I'm working on that. Work-life balance, yeah.

**Question:** If there was one thing you wish that the DWIHN mental health system could do to use Certified Peers for what would that be?

**Response:** I would say training or retraining that a peer can add to their roster that will help them later on down the line. It's always a good thing, you know, because you can always learn something new, something different. Sometimes when things aren't working, you may need to try something else. Often peers don't get a lot of support. Some people think peers don't do anything. More recognition for what we do would be nice. You know, I don't look for it. I can't speak for anyone else, but I don't look for it. It's just nice to know that somebody is recognizing what you're doing. Your hard work is not going to waste.

**Question:** Is there anything else you would like to share with us?

**Response:** Well, I am going through my own personal challenges right now. I still have to put on my happy face when I go to work. When I arrive at work, I leave personal issues outside the door. Again, I love the population I serve. I'm just trying to manage myself and my responsibilities. Recently, I had to go to an appointment with my son. He's 21, autistic, and still needs assistance. I have a daughter that has her mental health diagnosis and challenges. I assist her as well. That's pretty much my story at this point. I would like to eventually slide over into the other part of my life where it's not so busy or hectic, but I'm always going to be available to support and advocate for my young adults. Thank you. I appreciate you all, I really

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do. This just popped into my head to say before we end the interview. I would like to suggest that social workers go out on crisis calls with officers. I would also like to suggest that maybe peers could be placed in libraries across the city or even the state to assist people that may need help and resources. Peers may be able to assist people when they come in, you know, because homeless people frequent the libraries as well. They may be looking for stuff and need a little extra support or just somebody to help them. Peers may save somebody's life. You never know.

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**WE ARE PROUD TO  
ANNOUNCE THAT  
DWIGHT HARRIS HAS  
BEEN RECOGNIZED  
AND AWARDED PEER  
SUPPORT PERSON OF  
THE YEAR AT THE  
NAMI HONORS  
BANQUET APRIL 12,  
2025.  
WE CELEBRATE YOUR  
ACCOMPLISHMENTS  
AND HONOR YOUR  
EFFORTS AS WE  
SERVE THE MORE  
THAN 123,000  
INDIVIDUALS IN  
DETROIT AND WAYNE  
COUNTY!**

DWIGHT HARRIS



# PEER CHAT

Every Second Thursday  
Starting January 12, 2023  
6:00pm - 7:00pm

Peer Chat is a casual conversational forum for Peer Support Specialists, Peer Recovery Coaches and Peer Mentors. Opportunities to discuss enhancing services and resources for self-care, self-development and services to those in care.

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Please contact DeLora Williams Peer Services and Engagement Coordinator at

**313 344 -9099 ext. 3342**



Email address  
**dwilliams@dwihn.org**

Zoom Meeting <https://dwihn-org.zoom.us/j/83064826239> Meeting ID:  
830 6482 6239 Passcode: engage  
Or Join By Phone 312-626- 6799 830-648-  
26239



# **DREAMS COME TRUE**

## **Mini-Grant Award**

## **Application**

**APPLICATION PERIOD: June 1, 2025–JUNE 30, 2025 BY  
5:00 PM**

The Dreams Come True fund is a project of the Detroit Wayne Integrated Health Network (DWHN) Constituents' Voice consumer/member advisory group. It was created to support Detroit-Wayne members in achieving a personal goal toward community inclusion i.e., the personal sense of valued participation and interaction in everyday life. Awards are up to \$500 per individual. To qualify, applicants must live in Wayne County, be active recipients of a DWHN Provider's community mental health services, and must not have received the award in the previous (2024) year.

**[CLICK HERE TO APPLY!](https://form.jotform.com/202998486425167)**

or cut and paste the link below into your browser

**<https://form.jotform.com/202998486425167>**





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# Poetry Corner

Changing Outlook  
By Mary Ann Bozenski

Look for the positive  
Let go of the negative  
You can see criticism  
As a challenge  
To improve yourself

So I've been told  
By someone who  
Practices this daily  
Easy to say  
Hard to do

I'm willing to try  
I'll let you know  
How it goes...

CHANGE

# Member's Rights

Our Area of Responsibility	Members' Rights	For More Details, Contact us at:
Provider Directory	<ul style="list-style-type: none"> <li>To receive a copy of the Provider Directory at the time of enrollment, upon intake, annually and/or upon request</li> <li>To request a copy to be mailed to you at your mailing address or by email</li> </ul>	<p><a href="https://www.dwihn.org/members/Provider_Directory_Booklet.pdf">https://www.dwihn.org/members/Provider_Directory_Booklet.pdf</a></p> <p>888-490-9698 800-630-1044 (TTY)</p>
Claim Status	<ul style="list-style-type: none"> <li>To track the status of your claims in the claims process</li> </ul>	<p><a href="https://www.dwihn.org/claims">https://www.dwihn.org/claims</a></p> <p>313-833-3232</p>
Estimated Cost of Services	<ul style="list-style-type: none"> <li>To know the Estimated Cost of Services (ECS) for the services identified in your IPOS within 15 business days of your IPOS Meeting and when your IPOS has been changed</li> <li>To receive an Explanation of Benefits (EOB) and request it at any time</li> </ul>	<p><a href="https://www.dwihn.org/provider_manual">https://www.dwihn.org/provider_manual</a></p> <p>888-490-9698</p>
Notice of Privacy Practices	<ul style="list-style-type: none"> <li>To have DWIHN protect and secure all of your health care information that we have created or received about your past, present, or future health care or condition, or health care we provide to you, or payment. Available on enrollment, every three years and in the event of any significant change.</li> </ul>	<p><a href="https://www.dwihn.org/policies-compliance-PHI-HIPAA-Manual.pdf">https://www.dwihn.org/policies-compliance-PHI-HIPAA-Manual.pdf</a></p> <p><b>Continued on next page</b></p>

<p><b>Fraud, Waste, and Abuse (FWA)</b></p>	<ul style="list-style-type: none"> <li>• To report fraud, waste, or abuse within the DWIHN's behavioral healthcare system to DWIHN to be investigated</li> </ul>	<p><a href="https://www.dwihn.org/resources/upload/4546/Fraud%20Waste%20and%20Abuse%20Policy.pdf">https://www.dwihn.org/resources/upload/4546/Fraud%20Waste%20and%20Abuse%20Policy.pdf</a></p> <p>313-833-3502 or email <a href="mailto:compliance@dwihn.org">compliance@dwihn.org</a></p>
<p><b>Utilization Management Decision</b></p>	<p>All DWIHN staff, 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:</p> <ul style="list-style-type: none"> <li>• Utilization Management decision making is based only on appropriateness of care, service, and existence of coverage.</li> <li>• DWIHN, Access Center, and Crisis Service Vendors, do not reward practitioners or other individuals for issuing denials of coverage or service care.</li> <li>• No Physicians nor any other staff making UM decisions are rewarded for issuing denials of coverage or service or reducing the provision of care which is deemed medically necessary.</li> </ul>	<p><a href="https://www.dwihn.org/utilization-management">https://www.dwihn.org/utilization-management</a></p>



# Enrollee Rights and Responsibilities

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We are committed to maintaining a mutually respectful relationship with our members and providers. The DWIHN Members' Rights and Responsibilities statement is provided to assist you in understanding and exercising your rights while accessing 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:

- Be provided with information about enrollee rights, responsibilities, and protections;
- Be treated with respect and recognition of your dignity and right to privacy;
- Be provided with information on the structure and operation of the 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 your providers and without restriction on any information regarding care;
- Be informed of the availability of an independent, external review of the UM final determinations;
- Receive information on available treatment options;
- Participate in decisions regarding health care, the refusal of treatment and preferences for future treatment decisions;
- Be made aware of those services that are not covered and may involve cost sharing, if any;
- Request and receive an itemized statement for 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;

# Enrollee Rights and Responsibilities Con't

- 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 are not provided by the primary care provider;
- Receive information on how and where to access benefits that are not covered under DWIHN Medicaid contract but may be available under the state health plan, including transportation;
- Receive information on the grievance, appeal and fair hearing processes;
- Voice complaints and request appeals regarding care and services provided;
- Timely written notice of any significant State and provider network-related changes;
- Make recommendations regarding the DWIHN member rights and responsibilities.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, as specified in other Federal regulations on the use of restraints and seclusion.
- To request and receive a copy of your medical records, and request that they be amended or corrected.
- A second opinion from a network provider, or arrange for you to obtain one outside the network, at no cost to you.
- Request reports and documents that may better help you to understand their benefits, Privacy Rights, Reports, data and tools that describe the work of the DWIHN system. Documents can best be located on our website at [www.dwihn.org](http://www.dwihn.org) some of those documents include, but are not limited to:
  - DWIHN's Quality Improvement Program and Annual Report
  - Notice of DWIHN's HIPAA Requirements and Privacy Practices
  - Clinical Practice Improvement Guidelines
  - ECHO Survey Results
  - Other Survey Results, Documents, Resources and Brochures
  - DWIHN's Quality Improvement Program and Annual Report
  - Notice of DWIHN's HIPAA Requirements and Privacy Practices
  - Clinical Practice Improvement Guidelines
  - Other Survey Results, Documents, Resources and Brochures

## Your Responsibilities:

- To keep appointments as scheduled or phone in advance to cancel.
- To follow your treatment plan or ask for a review of your plan.
- To let your therapist know of any changes in your condition, including any side effects of medication.
- To seek help in times of crisis.
- To keep violence, drugs, abusive language and damaging behavior away from the treatment setting in respect for others.
- To be aware of program rules and abide by them.

# Enrollee Rights and Responsibilities Con't

- To be an active participant in your treatment.
- To ask questions if you do not understand.
- To share with staff, your experience of our services, what we do well, and what we could do better.
- 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, its practitioners and providers in order to provide care.
- To follow your treatment plan of care and instructions. The plan of care is to be agreed upon by you and your provider.
- To 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.
- Follow all MDHHS procedures for the required annual Medicaid enrollment and inform DWIHN of any changes in insurance status.

## DWIHN Responsibilities:

- To provide quality behavioral health services;
- To assess and evaluate behavioral health requests in a timely manner;
- To give you a choice of providers to the extent that is possible;
- To offer you a second opinion if you request one;
- To provide you with information about your behavioral health services and your rights;
- To provide you with a written Notice of Action, when advising you of termination, reduction, denial, suspension or limit the authorization of services that you have requested and/or have been receiving;
- To provide you with information about DWIHN's operations organizational structure, annual reports, etc. upon request and to notify you annually that this information is available;
- To protect the rights of individuals receiving services;
- We are required by law to maintain the privacy and security of your personal health information;
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information. We must follow the duties and privacy practices described in the notice of Privacy Practices and give you a copy;
- We will not use or share your information other than as described in the Notice of Privacy Practices unless you tell us we can in writing;
- You can change your mind at any time about the sharing of information, but this request should be made in writing to ensure it is documented in your request.
- Provide you with a written notice of any significant State and Provider network changes at least 30 days before the intended effective date of change.
- Make a good faith effort to give you a written notice of termination of your Service Provider within 15 days of receipt or issuance of a termination notice.

# Enrollee Rights and Responsibilities Con't

**Note:** All DWIHN and Network Providers staff shall acknowledge, uphold and demonstrate knowledge of the above enrollee rights and responsibilities. The State must ensure that you are free to exercise your rights, and that the exercise of your rights does not adversely affect the way DWIHN and its network providers or the State agency treat you.

Please visit the DWIHN website [www.dwihn.org](http://www.dwihn.org) routinely to stay informed on the latest information available to members and stakeholders or contact the Customer Service Department for more information toll free @ 888-490-9698.

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## **Privacy Practice Updates:**

***As of March 08, 2023, there have been recent changes to DWIHN's Privacy Practice. These specific changes are listed below. Please refer to DWIHN's website for the complete Privacy Practice document that is inclusive of these updates.***

**To Provide Breach Notification:** As a covered entity, DWIHN is required by law to notify affected individuals following a breach of unsecured PHI. We may use and disclose your PHI, if necessary, to tell you and regulatory authorities or agencies of unlawful or unauthorized access to your PHI.

### **Authorization required: Psychotherapy notes:**

DWIHN must obtain an authorization for any use or disclosure of psychotherapy notes, except: To carry out the following treatment, payment, or health care operations:

- (A)** Use by the author of the psychotherapy notes for treatment;
- (B)** Use or disclosure by the covered entity (DWIHN) for its own training programs in which students, trainees, or practitioners in mental health learn under supervision to practice or improve their skills in group, joint, family, or individual counseling; or
- (C)** Use or disclosure by the covered entity to defend itself in a legal action or other proceeding brought by the individual.

### **Authorization required: Marketing:**

Requires DWIHN to obtain an authorization for any use or disclosure of protected health information for marketing, except if the communication is in the form of:

- (A)** A face-to-face communication made by a covered entity to an individual; or
- (B)** A promotional gift of nominal value provided by the covered entity.
- (C)** If the marketing involves a third party, the authorization must state that such remuneration is involved.

### **Authorization required: Sale of protected health information:**

Requires that DWIHN obtain an authorization for any disclosure of protected health information which is a sale of protected health information. The authorization must state that the disclosure will result in remuneration to the covered entity.

## **Detroit Wayne Integrated Health Network**



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>.

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**Sign Up Today!**

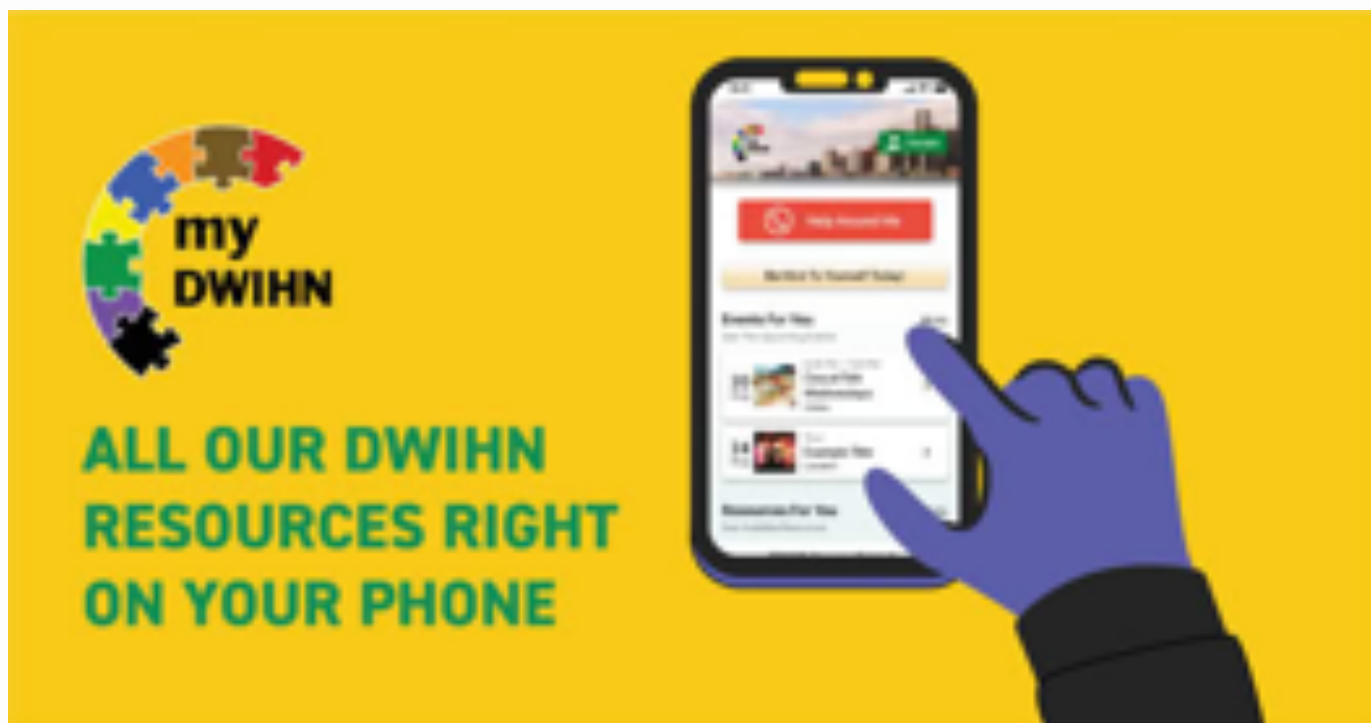
Visit [www.myStrength.com](http://www.myStrength.com).

Click "Sign Up."

Enter Access Code: **DWIHNc**

Complete the myStrength sign-up process

Download the myStrength app for iOS and Android



<https://apps.apple.com/us/app/mydwihn/id1642577658>  
<https://play.google.com/store/search?q=myDWIHN&c=apps>

## Did You Know?

Effective September 2021, the state began offering another local dispute resolution option for individuals receiving Behavioral Health Services. It is called Mediation. This is a way to provide another avenue for members as well as our provider network to come to a resolution in areas where there may be a disagreement or conflict.

Mediation does not take the place of DWIHN's ability to address a member's Appeal, Grievance or Recipient Rights complaint. It is important to note that only the member or their legal guardian can request mediation services. If you are interested in learning more contact:

**The Mediation Helpline at 1-844-3-MEDIATE (1-844-363-3428)**

**Estimated Cost of Services (ECS):** Members have the right to know the Estimated Cost of Services (ECS) for the services identified in your Individual Plan of Service, (IPOS), also known as your Person-Centered Plan (PCP). Members should receive this information along with a copy of your IPOS within 15 business days of your IPOS Meeting. Members also have the right to receive an Explanation of Benefits (EOB). Your EOB will identify the following: Summary of Services provided over a specific date, the Name of Provider who provided the services, and the total number of each service provided. Remember that the EOB is not a bill, it explains what was covered by your insurance. \*\*\*If you do not receive the above information, you may request it at any time. Also, you may contact the DWIHN Customer Service Department at 1-888-490-9698 to assist you in this regard. \*\*\*

**Claims Status:** Members have the right to track the status of their claims in the claims process and obtain the following information over the telephone in one attempt or contact. For additional information you may contact the DWIHN Customer Service Department at 1-888-490-9698.

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### MEMBER INFORMATION:

**AS A DWIHN MEMBER YOU ARE ABLE TO REQUEST HARD COPIES OF MEMBER INFORMATION LIKE THE MEMBER HANDBOOK, PROVIDER DIRECTORY, FORMS, AND OTHER MATERIALS AT NO COST TO YOU. MATERIALS WILL BE SENT WITHIN 5 BUSINESS DAYS OF REQUEST. YOU CAN GET THIS INFORMATION BY CONTACTING THE DWIHN CUSTOMER SERVICE DEPT USING OUR TOLL FREE NUMBER – 888-490-9698 or BY VISITING OUR WEBSITE AT [WWW.DWIHN.ORG](http://WWW.DWIHN.ORG)**

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DWIHN makes every effort to ensure the accuracy of the Provider Directory upon printing, however, periodically entries are updated and or changed. For the most current version, please visit our website at <https://www.dwihn.org/find-a-provider>, where you can also review information in multiple languages.

All new enrollees in the DWIHN system of care should receive the most current hard copy of the DWIHN Provider Directory at the time of enrollment, upon intake and on an annual basis, you are also able to make this request at any time. To request a copy of a DWIHN Provider Directory please contact the DWIHN Customer Service Department at 888.490.9698 or TTY: 800.630.1044 between 8 am and 4:30 pm Monday through Friday or you may request one through your direct Service Provider. The mailed copy will be provided at no cost to you.

# Provider Closures

In accordance with reporting requirements for the Detroit Wayne Integrated Health Network, below is a list of providers and programs that have either closed or been terminated as of January 17, 2025

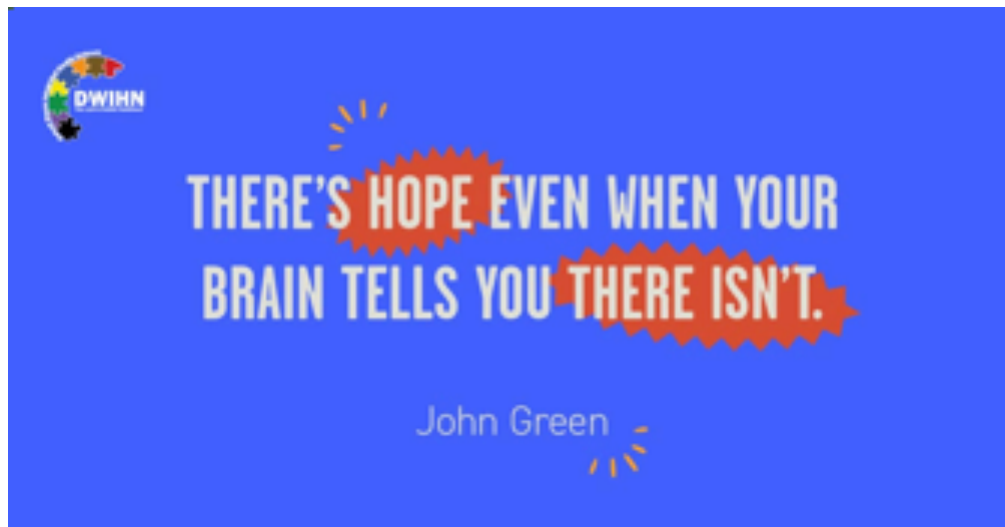
DWIHN is committed to the availability of choice for your outpatient and/or residential needs. If you are impacted by provider closures you, should expect to be afforded the opportunity to maintain quality of care as well as the opportunity to select a replacement provider of your choice. In such cases, a Customer Service Representative will advise you by letter of those accommodations and they will assist you with any transitional matters you may have when connecting with your new provider. Your satisfaction is our goal and we strive to exceed your expectations as to make your delivery of care seamless, without disruption or delay. For further information about closures or transitional details due to closures of a DWIHN provider, you may contact us Toll-free at 888-490-9698.

<b>Date Closed</b>	<b>Provider Name</b>	<b>Address</b>
<b>January 17, 2025</b>	<b>Kathryn Miller Thomas Mervak (Both are My Health Link Providers)</b>	<b>19855 West Outer Drive, Dearborn, MI 48124 3204 Clawson, Royal Oak, MI 48073</b>
<b>January 29, 2025</b>	<b>Agape Cares Extended</b>	<b>26401 W Outer Drive, Detroit, MI 48217</b>
<b>February 13, 2025</b>	<b>Omega Staffing Solutions, Inc.</b>	<b>4 Park Lane Blvd., Suite 355, Dearborn, MI 48126</b>
<b>February 20, 2025</b>	<b>Novus Living 1</b>	<b>7860 Wayne Road, Romulus, MI 48174</b>
<b>February 21, 2025</b>	<b>Omega Staffing Solutions, Inc.</b>	<b>7467 Beaverland Street, Redford, MI 48239</b>

**Continued on next page**

## Provider Closures

Date Closed	Provider Name	Address
February 28, 2025	Master Living	23636 Michigan Ave., #439, Dearborn, MI 48124
March 14, 2025	Community Choices	26405 Plymouth Road, Redford, MI 48239
March 19, 2025	Tender Heart Quality Care Service	5083 Bedford, Detroit, MI 48224
March 26, 2025	County of Wayne	500 Griswold, Detroit, MI 48226
April 1, 2025	PsyGenics Inc.	27085 Gratiot Avenue Suite 101, Roseville, MI 48066
April 14, 2025	True Dreams Staffing	23604 Calvin, Taylor, MI 48180
April 18, 2025	Genesis In Home Care, LLC (33582)	691 N. Squirrel Road., Suite 255, Auburn Hills, MI 48326





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**Main:** (313) 833-2500

(313) 344-9099

**TTY:** 711

**24-Hour Helpline:** (800) 241-4949

[www.dwihn.org](http://www.dwihn.org)