



ADVOCATE, PERSON-CENTERED, FAMILY AND COMMUNITY-FOCUSED



ANNUAL REPORT 2024-2025



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»» MISSION

We are a healthcare safety net organization that provides access to a full array of integrated services that facilitate individuals to maximize their level of function and create opportunities for quality of life.

»» VALUES

To be recognized as a national leader that improves the behavioral and physical health status of those we serve, through partnerships that provide programs promoting integrative holistic health and wellness.

»» VISION

- We are an advocate, person-centered, family and community-focused organization.
- We are an innovative, outcome, data-driven and evidence-based organization.
- We respect the dignity and diversity of individuals, providers, staff and communities.
- We are inclusive, culturally sensitive and competent.
- We are fiscally responsible and accountable with the highest standards of integrity.
- We achieve our mission and vision through partnerships and collaboration.



A MESSAGE FROM PRESIDENT AND CEO



On behalf of the Detroit Wayne Integrated Health Network Board of Directors, I want to first express my sincere gratitude to our Board for its steadfast leadership, governance and vision. Your guidance continues to strengthen our organization and position us to meet the evolving needs of our community. I also extend my deepest appreciation to our exceptional provider network for your tireless service, compassion, and commitment to delivering high-quality care to the more than 123,000 members we are privileged to serve across Detroit and Wayne County.

Together with our Board, more than 800 dedicated DWIHN team members, and our diverse provider partners, thank you for your continued support as we share our story and advance our mission. Having recently completed my first full year with DWIHN, I am both honored and inspired to lead an organization so deeply committed to

creating meaningful, lasting change in the lives of children, families, and individuals throughout our region.

In 2025, we built upon a strong foundation while keeping our focus firmly on our mission. DWIHN remained steadfast in advancing our System of Care and expanding access to high-quality, person-centered services, while embracing innovation, collaboration, and compassion. Building on this momentum, we opened our Crisis Care Center in June 2024. Since I joined DWIHN in November 2024, the center has served 2,848 individuals, 2,187 adults and 661 children, and families providing timely, compassionate crisis support when it is needed most.

Through our Juvenile Restorative Program, we have helped youth successfully transition back into their communities and engage in meaningful, positive activities. This past year, the program strengthened approaches rooted in care, accountability, and cross-system collaboration to support youth through probation.

We have also strengthened collaboration with the courts and community partners through initiatives such as the Leg Up program which supports returning citizens as they re-enter the community. By addressing behavioral health needs, social determinants, and pathways to stability, these efforts reflect our commitment to breaking cycles and creating second chances.

We marked additional progress on the 7-Mile Behavioral Health Wellness Campus, reaching the project's midpoint with a topping-out ceremony in September. Our commitment to elevating youth voice remains stronger than ever. The Mental Health Youth Council is now in its second year, providing high school students with a platform to share ideas and influence improvements in behavioral health services. We are also proud to be in our third year of awarding Mental Health Youth Ambassador Scholarships, helping to expand opportunity and empower future leaders.

Looking ahead, we remain committed to strengthening innovative partnerships with our provider network, engaging parents in meaningful and courageous conversations about youth mental health, and continuing to address the broader social and economic challenges faced by the individuals and families we serve. Thank you for the privilege of serving you. I look forward to all that we will accomplish together in 2026.

James E. White

James E. White

President and CEO

A MESSAGE FROM DWIHN BOARD CHAIR



Greetings,

As the Chairperson for the esteemed Detroit Wayne Integrated Health Network (DWIHN) Board of Directors, I stand with my fellow members to proudly endorse the 2025 Annual Report, which chronicles the organization's significant progress and dedication to our community.

This year has been defined by our commitment to innovation and accessibility. From expanding access to the community-at-large to removing barriers and truly meeting people where they are, DWIHN is operating with the ability and agility required in a rapidly changing environment.

As a longstanding member of this board, serving for over 18 years on numerous committees, I remain profoundly impressed by the growth and steadfastness of this organization. DWIHN's dedication to quality care and its resilient spirit are evident, particularly in the face of ever-evolving dynamics from navigating challenging legislative landscapes to integrating new developments and trends in the communities we serve. As a quasi-governmental agency, the ability, and agility of our dedicated workforce, along with its visionary leadership, are truly our most valuable assets.

We are confident that our leadership possesses the clear vision and strategic expertise required to navigate both smooth and troubled waters ahead. As you review the program information and metrics detailed in the following pages, we believe you will share our perspective on the agency's powerful trajectory.

From the tremendous growth of our workforce, the milestone moments of our 707 Crisis Care Center and the impressive progress of our 7-Mile Behavioral Health and Wellness Campus, there is a bright future at DWIHN.

Please take a moment to read through this comprehensive report, delve into the data, and share with your colleagues and friends the powerful work being done by the Detroit Wayne Integrated Health Network.

In sincere service,

Dr. Cynthia Taueg

Dr. Cynthia Taueg

Board Chair

DWIHN BOARD OF DIRECTORS



*Dr. Cynthia Taueg
Chairperson*



*Jonathan C. Kinloch
Vice Chairperson*



*Dora Brown
Treasurer*



*Eva Garza Dewaelsche
Secretary*



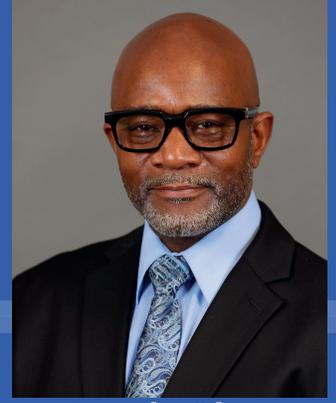
Karima Bentounsi



Angela Bullock



Lynne F. Carter, M.D.



Angelo Glenn



Kevin McNamara



Bernard Parker



William Phillips



Kenya Ruth

2024-2025

SUBSTANCE USE OVERSIGHT POLICY BOARD OF DIRECTORS



*Thomas Adams
Chairperson*



Margo Martin



Angelo Glenn



Dr. Kanzoni Asabigi



Maria Avila



Thomas Fielder



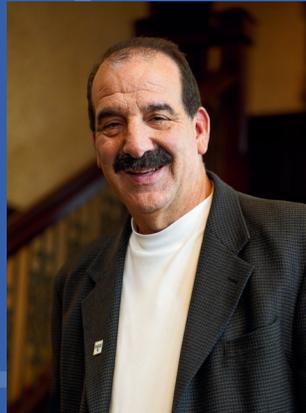
Antoine Jackson



Jonathan C. Kinloch



Kevin McNamara



Jim Perry



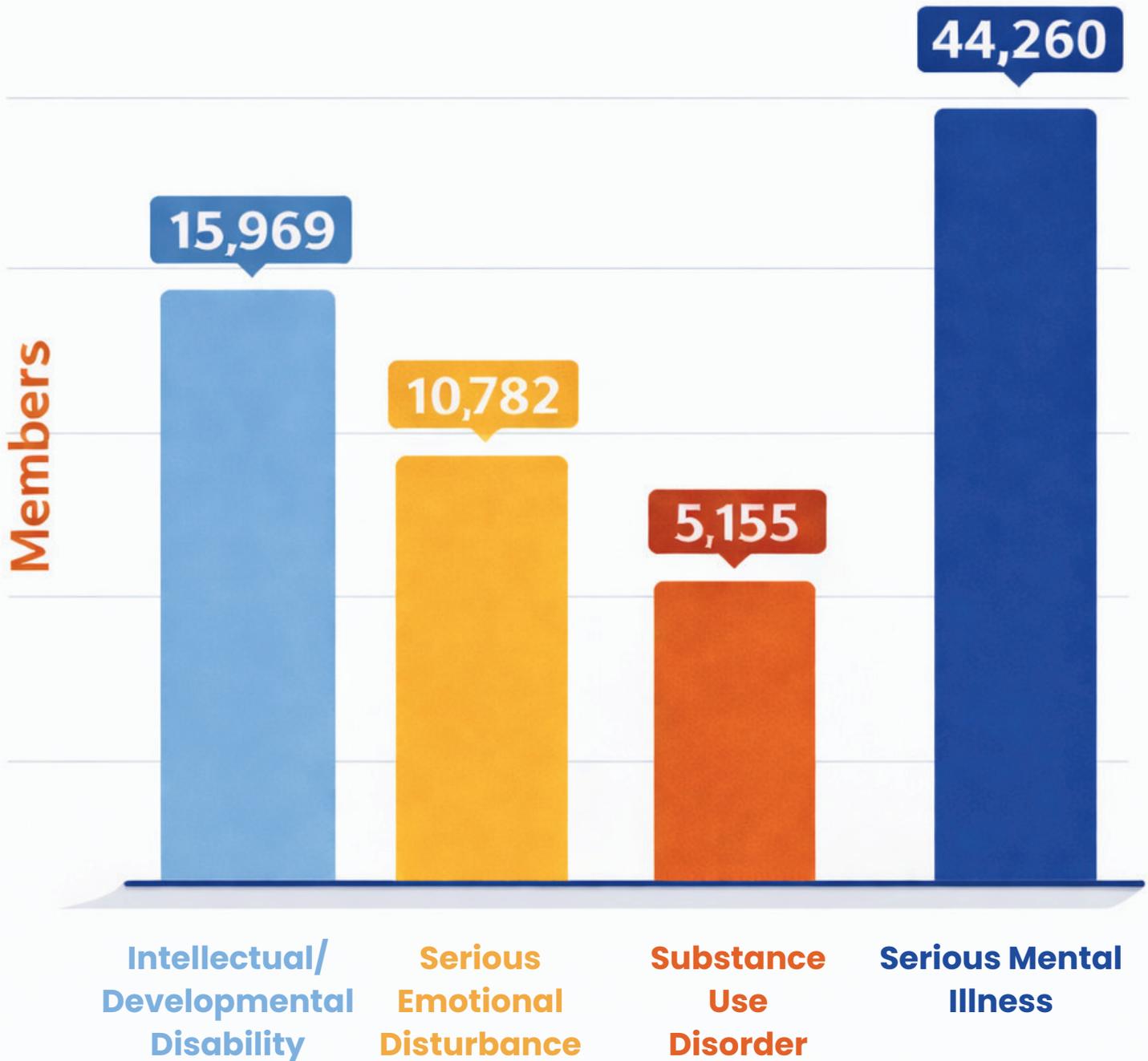
Ronald S. Taylor



Darryl Woods

2024-2025

PEOPLE WE SERVE



Disability Designation

ACCOMPLISHMENTS & RECOGNITIONS



A peer-selected award that recognizes individuals who go above and beyond, demonstrating excellence, teamwork, and a positive impact on others.

- | | |
|-------------------|---------------------|
| Leslie Adkisson | Eugene McDonald |
| Benita Baker | Aaron Miller |
| Ayric Brown | Tonya Miller-Cherry |
| Ricardo Calhoun | Erin Plain |
| Tamonica Carter | Demetrios Perry |
| Brian Collins | Tiffani Roland |
| Kasmin Frierson | Trent Sanford |
| Aleisha Fulks | Perry Sanders |
| Shakia Handy | Joseph Saunders |
| Makaiya Harris | Stephanie Segovia |
| Barbara Hedgepeth | Marvin Smith |
| Niecy Jones | Domonique Smith |
| Robin Jones | Dennis Thompson |
| | Semeona Wilkins |

- Melissa McManis
 Inder Singh
 Ja'Keya Kellom
 Keena Arrington
 Jackie Hall
 Melissa Peters
 Delora Williams
 Steve Jamison
 Yvonne Bastic
 Rahiem Hampton
 ArReana Jackson

- Andrew Ling
 Kelly Myricks
 Demetrios Perry
 Deja Echandia-Collins
 Trudy Marcum
 Elektra Campbell
 Scherie Kurkie
 Cassidy Smith
- Department Awards:**
 Facilities Department
 Utilization Management
 Substance Use Disorder



ACCOMPLISHMENTS & RECOGNITIONS



ACCOMPLISHMENTS & RECOGNITIONS



AWARDS & ACCOLADES

GARNERED BY DWHIN THIS PAST YEAR

NAMI HONORS | ADVOCATE OF THE YEAR

Dwight Harris

MI CHRONICLE WOMEN OF EXCELLENCE

April Siebert

CRAIN'S NOTABLE LEADERS IN FINANCE

Stacie Durant

MICHIGAN CHRONICLE - 40 UNDER 40

Gwena Jones



STRATEGIC PLAN PILLARS

CUSTOMER SERVICE



QUALITY



ADVOCACY



TALENT ENGAGEMENT



ACCESS



FINANCE



CUSTOMER SERVICE

DWIHN strengthened member experience through the work of the [Office of Recipient Rights \(ORR\)](#) and the Access Call Center. ORR safeguarded dignity and safety across the system by managing 2,030 allegations, completing 1,618 investigations, substantiating 604 cases, and maintaining 76 open investigations in FY24–25. Rights training remained central with 6,921 registrants, and 4,340 staff completing mandatory courses supported by full access to contracted programs to ensure timely, thorough investigations.

[The Access Call Center](#) continued to provide 24/7 behavioral health support with strong performance throughout the reporting period. From October 2024 to September 2025 the center received 191,862 calls, and successfully handled 184,904, achieving a 96% answer rate and a 4% abandonment rate. Calls were answered in an average of 12 seconds with an average handle time of 4 minutes and 37 seconds, and the center maintained a 90% service level. Performance remained compliant with all NCQA, HSAG, and ICO audit standards ensuring timely and reliable access to care.

OFFICE OF RECIPIENT RIGHTS

Safeguarding dignity, safety, and person-centered care



6,921

RIGHTS TRAINING REGISTRANTS

191,862
CALLS RECEIVED



184,904
HANDLED

96%
ANSWER RATE

4%
ABANDONMENT RATE

12s
AVG. SPEED TO ANSWER

46,359
SUD CALLS

21,377
MH CLINICAL CALLS



ALL AUDIT REQUIREMENTS MET

NCQA • HSAG • ICO

QUALITY

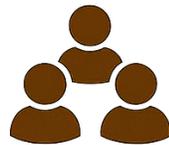
DWIHN advanced system quality through stronger care coordination, utilization oversight and performance monitoring. [Integrated Health Care](#) partnered with eight Medicaid Health Plans, and five ICOs supporting 1,177 members with comprehensive connections.

[Complex Case Management](#) improved outcomes increasing primary care engagement from 56% to 73%, and CRSP engagement from 34% to 81%. OBRA expanded nursing-home coordination completing 968 more assessments than FY24, and linking 565 individuals to CRSP services. New HEDIS tools, predictive analytics, and enhanced quarterly reviews strengthened statewide behavioral health alignment.

[Utilization Management](#) ensured timely, appropriate services across all programs. More than 1,300 members used Self-Directed Services, supported by improved referral tools and Partners Advancing Self-determination (PAS) family education. Timeliness improved significantly, manual approvals within 14 days rose from 76% to 97% with 85% completed within 7 days. Overall, 98% of authorization requests met required standards as UM expanded collaboration and provider training.

Quality Improvement maintained strong system performance, improving crisis screening timeliness, hospitalization follow-up, and child recidivism outcomes. DWIHN achieved 97% compliance in HSAG's review up from 88% with perfect scores in six categories. Racial disparity in follow-up care decreased to 4.93%. QI also strengthened incident reporting and prepared the system for full HEDIS and HCBS implementation in FY26.

INTEGRATED HEALTH CARE



8 MEDICAID
HEALTH PLANS

5 ICOs

1,177
MEMBERS
SUPPORTED

COMPLEX CASE MANAGEMENT



PRIMARY CARE
ENGAGEMENT

56% TO 73%

CRSP
ENGAGEMENT

**34%
TO 81%**

UTILIZATION MANAGEMENT



97% APPROVALS WITHIN 14 DAYS

85% APPROVALS WITHIN 7 DAYS

ADVOCACY

The Communications Department advanced DWIHN's advocacy efforts by leading internal and external outreach for the 123,000 people we serve. Media relations and digital communications elevated visibility across the region, highlighted by Wellness Wednesdays on WJR which included extensive radio interviews about the Mobile Health Clinic, the 707 Crisis Care Center one-year anniversary celebration, Medicaid policy discussions, Overdose Awareness Day, the 7-Mile Behavioral Health Campus topping-out ceremony, and the DPD drug drop box launch.

These efforts produced more than 224 media mentions. Digital engagement continued to grow with impressions increasing from 1.8 million to 10.5 million, and social media followers rising to 25,129. Outreach teams deepened community connections through 99 events, engaging more than 8,500 people.



- Mobile Health Clinic
- 707 Crisis Care Center
- Medicaid policy
- Overdose Awareness Day
- 7-Mile Campus
- DPD drug drop box



DIGITAL COMMUNICATIONS



Communications also launched the “Provider Profile” series in September, highlighting one organization a month that serves the 123,000 people, and their families in our network.



DWIHN YOUTH COUNCIL

ADVOCACY

The Mental Health Youth Council, made up of high school students is making a meaningful impact in the community by sharing their perspectives, and concerns around youth mental health. The Communications Department is proud to support the Mental Health Youth Council and the Mental Health Ambassador Scholarship Program. DWIHN awarded \$24,000 in scholarships to 12 youth across Wayne County. Council members also provide direct feedback to leadership, helping ensure that youth voices are heard and considered in policy development and decision-making at both the local and state levels.

2025 Mental Health Ambassador Scholarship Recipients



Hailey Ford
Cass Tech



Kamiya Spencer
University Prep
Art & Design



LeRico Rahmaan
Lincoln Park High



Amber Eroz-Wardford
Cass Tech



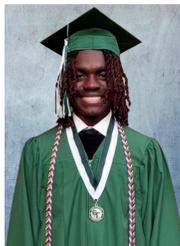
Jalisa Moss
University Prep Academy



Madison Williams
Cass Tech
DWIHN MHYC Member



Uday Parom
Hamtramck High



Henri L. Byrd II
Cass Tech



Semaj Hickman
Renaissance High



Sophia Baker
Cass Tech



Da'Mya Johnson
University Liggett



(NOT PICTURED)
Tasia Smith
Voyageur College Prep

TALENT ENGAGEMENT

Human Resources strengthened workforce capacity, and organizational readiness through improved and modernized onboarding processes. The department successfully onboarded 126 new employees, representing a 16.8% increase in the workforce, and achieved a 91% fill rate for positions critical to outpatient, crisis and SUD programs. This growth was supported by the creation of new HR roles focused on recruitment, credentialing, labor relations, and EEO compliance, while onboarding procedures were streamlined to ensure a more efficient, and effective introduction to the organization, its culture and employee roles.

At the beginning of the fiscal year Human Resources expanded capacity by establishing an Equal Employment Opportunity (EEO) Coordinator position to enhance the employee experience, promote an inclusive workplace culture, and provide guidance and training across DWIHN. The role strengthened EEO policies, improved complaint and investigation processes, mitigated organizational risk, and supported workforce development to sustain continued growth.

In 2025, the HR department successfully launched its performance review process while continuing to modernize the performance management framework to align with the new administration's vision and strategic priorities. A total of 549 employees completed reviews, with 289 receiving ratings of "Exceeds Expectations" or "Greatly Exceeds Expectations." Work is underway to implement an enhanced goal-setting and performance management system to strengthen alignment, accountability, and employee development in the year ahead.

Workforce Growth & Onboarding



126
New Employees
Onboarded

16.8%
Workforce Growth

91%
Fill Rate for
Critical Positions

HR Capacity Expansion



Recruitment



Credentialing



EEO Compliance

*New HR Roles Established to
Support Growth & Compliance*

Expanded Community Partnerships



- Internships
- Job Fairs
- University Recruitments

Leadership Development Programs



20
LEAD
Graduates



25
Supervisory
Institute Participants

ACCESS TO SERVICES

Adult Initiatives oversees services for DWIHN members age 18 and older who represent 76% of the network, across a broad continuum of care including outpatient services, case management, Assisted Outpatient Treatment (AOT), Assertive Community Treatment (ACT), Clubhouse, employment supports, and Intellectual and Developmental Disability (I/DD) services. These programs are designed to promote stability, sustained engagement, and meaningful community connection.

In FY 2025, Adult Initiatives demonstrated measurable impact across multiple service lines. AOT expanded significantly, with 2,371 court orders, enhanced peer and care monitor staffing, improved data tracking, and strengthened court partnerships. ACT outcomes reflected sustained reductions in inpatient utilization and associated costs. Among six (6) ACT-enrolled individuals tracked from FY23 to FY25, total hospitalization days declined from 1,037 to 265 representing a 74% reduction, and corresponding with year-over-year decreases in average hospitalization cost per enrollee. Average hospitalization costs declined from \$3,918.69 in FY23 to \$3,756.18 in FY24, a 4.1 percent reduction, and further to \$3,104.02 in FY25, a 17.3 percent reduction from FY24 and a 20.8 percent reduction from FY23. Together, these utilization and cost trends contributed to nearly \$700,000 in total cost savings, while ACT also continued to improve fidelity to evidence-based best-practice standards.

Clubhouse programs expanded to six accredited sites, each serving approximately 50 to 200 members, and contributed to an estimated 50 percent reduction in psychiatric hospitalizations through employment, education and social engagement. I/DD initiatives focused on increasing community participation, expanding supported employment, and strengthening partnerships with aging and senior service agencies to better support members across the lifespan.

Hospitalization

FY23

1,037 Days

FY25

265 Days

74% Reduction
in Inpatient Days

Cost Efficiency Over Time



Declining Cost Per Enrollee

Impact and Value

Nearly \$700,000 in Savings

Lower Per-Enrollee Costs

Aligned with ACT Standards

Supporting Community-Based Care

ACCESS TO SERVICES

Autism Services improved equitable access to early intervention and Applied Behavioral Analysis (ABA) therapy for Medicaid eligible youth. Enrollment increased by 887 members, rising to 3,310 youth, supported by four new ABA providers. Timely diagnostic evaluations reached a 98% on-time completion rate, reflecting stronger coordination and streamlined entry into care. Provider capacity expanded to 29 ABA organizations, and updated referral and onboarding tools improved clarity and availability of services. FY26 initiatives will continue to strengthen diagnostic quality and improve access pathways across the continuum.



ACCESS & ENROLLMENT

+887 enrollment increase
3,310 youth receiving services
Supported by four new ABA providers



DIAGNOSTIC QUALITY

98% on-time diagnostic evaluations
Improved coordination and
streamlined entry into care



PROVIDER CAPACITY

29 ABA provider organizations
Updated referral tools and
onboarding guidance



ACCESS TO SERVICES

Children's Initiatives strengthened timely access to a family-centered system of care, serving an average of 13,162 youth with Serious Emotional Disturbance and Intellectual Developmental Disability. The launch of MichiCANS enabled 6,400+ screenings across Access and community sites, improving identification of youth needing intensive support. The School Success Initiative resulted in 64 fewer crisis screenings, and psychiatric hospitalizations for participating youth compared to the previous year. The School Success Initiative expanded mental health services in 64 schools. New access pathways included the Youth United Leadership Academy, and the Intensive Care Coordination with Wraparound model, serving 334 youth, as well as the Integrated Pediatric Health Program supporting 327 mothers with behavioral health needs. The department achieved a 12.64% hospital recidivism rate lower than the state's standard of 15%; this number is supported by enhanced crisis and discharge planning.

SYSTEM OF CARE REACH



13,162

YOUTH SERVED ANNUALLY

Timely access to care for youth with SED & IDD

EARLY IDENTIFICATION & SCREENING



6,400+

MichiCANS SCREENINGS

Improving identification of youth needing intensive support

SCHOOL-BASED MENTAL HEALTH



FEWER CRISES & HOSPITAL EVENTS

64 fewer crisis screenings and psychiatric hospitalizations compared to the previous year

Expanded mental health services reducing crises and hospitalizations

NEW ACCESS PATHWAYS



Youth United Leadership Academy & ICCW Model



327 MOTHERS SUPPORTED

HOSPITAL UTILIZATION



12.64%

HOSPITAL RECIDIVISM RATE



Maintained through crisis & discharge planning

SYSTEM STRENGTHENING

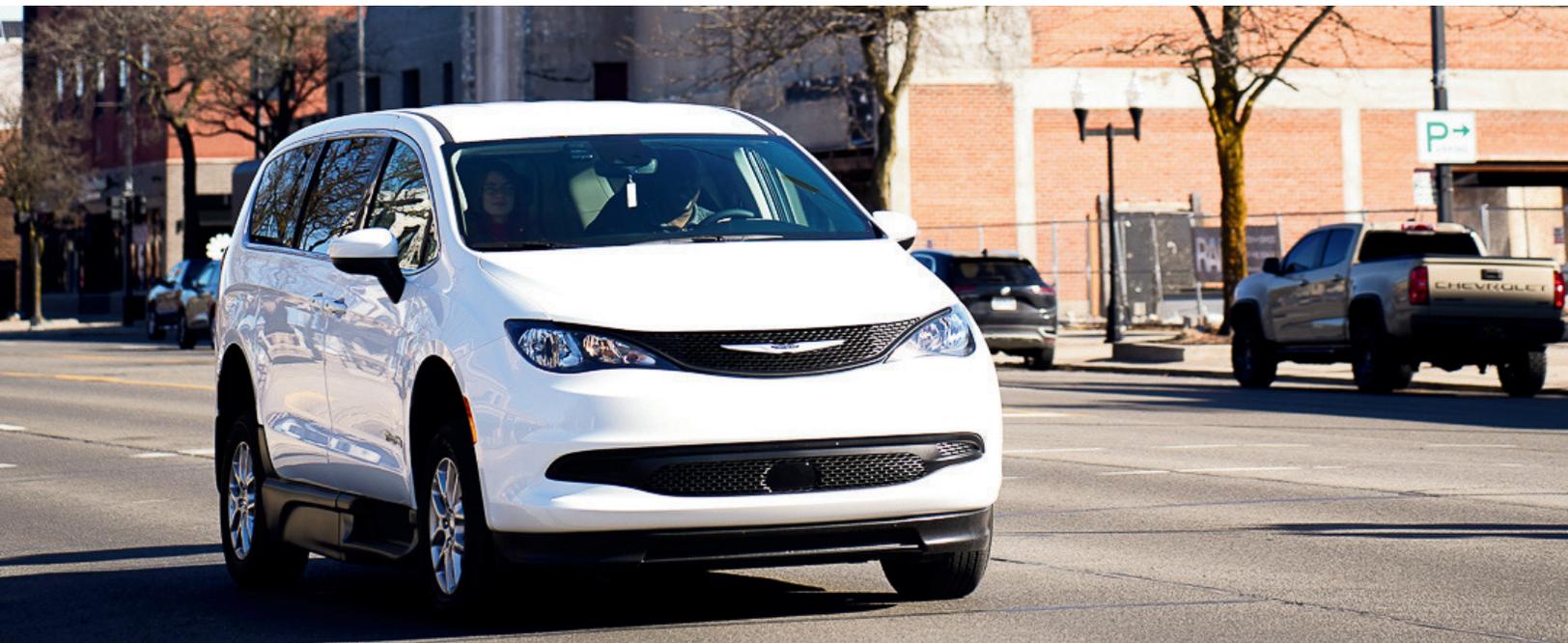
- ✓ Expanded Workforce Training
- ✓ Increased Community Engagement
- ✓ Greater System Visibility & Accessibility

ACCESS TO SERVICES

The 24/7 Crisis Access System, ensured timely intervention and diversion from emergency departments. The Crisis Call Line fielded 13,635 calls with an average 12 second response, and began receiving 748 mental health transfers from 911 in its first three months. Mobile Crisis teams completed 2,687 dispatches, arriving within 39 minutes, and provided on-scene support averaging 92 minutes.

707 Crisis Care Center in its first year served 2,380 individuals across youth and adult units, maintaining an 8% recidivism rate in the Adult Stabilization Unit. Strong diversion outcomes reinforced community-based care and reduced reliance on inpatient settings.

Health Homes expanded coordinated access to whole-person care through Behavioral Health Homes (BHH) and Substance Use Disorder Health Homes (SUDHH). In FY25, BHH served 1,205 members and SUDHH served 1,410 members, supported by the addition of NSO, Elmhurst Home, and Mariners Inn as new partners. DWIHN earned the full \$213,127 Pay-for-Performance award, reflecting top-tier outcomes including 98% preventive care compliance and 58% blood-pressure control, surpassing statewide benchmarks. The SUDHH Wellness Challenge engaged 120 participants, identifying critical health risks and connecting members to urgent care. Health Homes also supported seven CCBHC sites serving 22,000+ individuals, ensuring a seamless transition of oversight to MDHHS.





ACCESS TO SERVICES

Substance Use Disorder Initiatives increased treatment access by expanding provider capacity, standardizing procedures, and reinforcing compliance across the network. Naloxone (Narcan) training and distribution remained a critical harm-reduction strategy, with 5,419 individuals trained and 337 overdose reversals reported, reinforcing the network's commitment to preventing fatal overdoses and saving lives in the community. Pregnant women remained the highest-priority population, with 50 admissions across Medication Assisted Treatment (MAT), outpatient services, and withdrawal management. In partnership with schools, faith-based organizations, after-school programs, health fairs, and community-based town halls, SUD services reached 7,924 youth and adults across Wayne County to raise awareness about the dangers of substance abuse and available treatment resources. System-wide utilization continued to show the strongest demand for residential services followed by outpatient and withdrawal management. MAT admissions remained stable, supporting consistent access to evidence-based care for opioid use disorder across the network.

DWIHN Outpatient Clinic (DOC) expanded access to high-quality outpatient care enrolling 754 members and delivering 3,922 services including therapy, case management, psychiatric care, peer supports, and MichiCANS assessments since opening in July of 2024. The program grew to two sites, achieved full three-year Joint Commission accreditation, and strengthened EMR reporting tools to support real-time clinical decision-making. Staffing expansions including peer specialists, youth peer supports, PSPs, and recovery coaches enhanced the clinic's capacity to meet diverse member needs. Community outreach increased awareness of DOC services and expanded entry points into care.

Residential Services enhanced access to appropriate levels of care through 3,722 assessments, including 2,007 AMI and 1,715 I/DD reviews. A new audit tool established an 80% quality benchmark, while 39 new residential providers expanded network capacity. The department processed 12,648 authorization requests with an average turnaround of 5.68 days, improving timely entry into services. Cross-departmental trainings, MHWIN integration, and new hospital discharge partnerships further supported smooth care transitions. 40 members transitioned from out-of-state placements into community-based settings.

PIHP Crisis Services ensured rapid access to coordinated crisis intervention through inpatient discharge planning, PAR Dispatch, and strengthened CRSP engagement. The team supported 587 hospitalized members, connecting 71% with their CRSPs, and managed 18,015 dispatch calls with an 88% service level and an average 19-second answer time. Both adult and child screening agencies met or exceeded the 95% timeliness standard across all quarters. Efforts prioritized reducing ED recidivism and increasing diversions to Crisis Stabilization Units, supporting safer and more efficient crisis pathways.

NETWORK INNOVATION & COMMUNITY ENGAGEMENT

[Network Innovation and Community Engagement](#) advanced behavioral health access, community engagement, crisis response, and workforce development across Wayne County. Key highlights include progress on the Zero Suicide Initiative with 308 staff trained, 23,814 screenings, and 1,866 assessments; the Reach Us Detroit warmline responded to 2,895 calls; and the Mobile Outreach Clinic supported 246 individuals across 29 zip codes in addition to encountering over 1,500 through our community events. Workforce development delivered 118 trainings to 4,500+ attendees, expanded internships to 59 students, and led major conferences. Justice-involved initiatives coordinated 1,432 releases, supported specialty courts, and trained 187 CIT participants. Youth programs and community events reached thousands, including 2,138 families at Back-to-School events and 610 attendees at the Young Professionals Conference, strengthening prevention and community wellness efforts.



Behavioral Health Access

30,000+
Screenings Conducted

5,480
Clinical Assessments

308
Zero Suicide Staff Trained



Crisis Response: Reach Us Detroit warmline responding to 2,895 calls



Mobile Outreach Clinic | 246 Individuals Served



Workforce Development

118 Trainings Delivered

4,500+ Attendees Engaged

59 Student Internships Expanded



Justice-Involved Initiatives

14,000+ Jail Screenings

1,432 Coordinated Releases

187 CIT Officers Trained



Youth & Community Engagement

2,138 Families at Back-to-School Day

610 Young Professionals Conference Attendees

Community Wellness Events

FINANCE

The **Office of Fiscal Management (Finance)** is to establish and maintain the financial controls necessary to safeguard the assets of the DWIHN in accordance with generally accepted accounting principles and applicable laws; to manage and accurately report financial transactions through our Enterprise Resource Planning (ERP) system; to develop reporting tools and support internal and external stakeholders so they can have the information they need to make data driven decisions and achieve their goals.

The Finance Department provides support in the accumulation, and reporting of DWIHN's financial position, establishes a framework for managing assets, cash flows, income, and expenses. Staff maintains a financial management system with strong internal controls, and monitors compliance to ensure the integrity of the financial information and the safeguarding of assets. DWIHN is here to be supportive in the development, and enhancement of data-driven and data-informed management strategies, methods, processes and systems. The department manages and coordinates analytics and informatics projects related to cost and utilization, revenues, eligibility, and other financial and risk-related data. The Office of Fiscal Management also oversees the procurement of goods and services, including requisition processing, commodity code tracking, and bid specifications, and assists with contract management and the issuance of purchase orders.

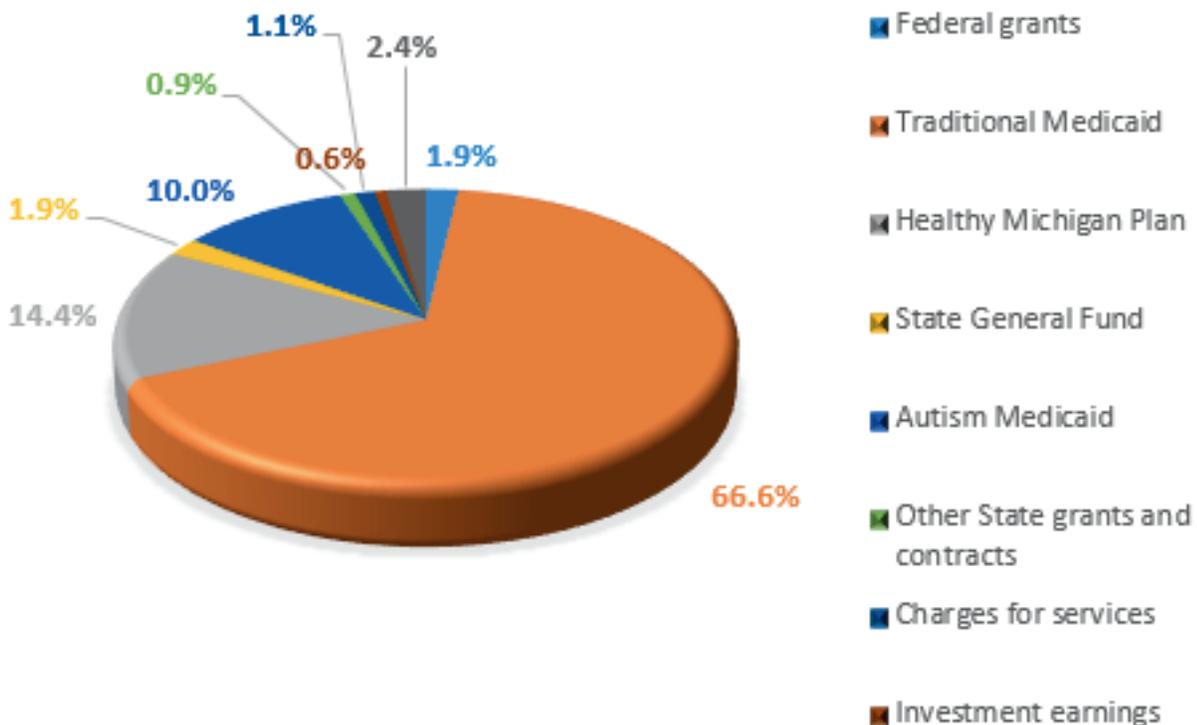
In accordance with the State of Michigan and the United States Office of Management and Budget, DWIHN undergoes an annual audit conducted by Plante Moran. DWIHN received an unmodified opinion in addition to no findings on all regulatory reports.



FINANCE

Federal grants	1.9%	\$ 24,761,686
Traditional Medicaid	66.6%	\$ 858,543,504
Healthy Michigan Plan	14.4%	\$ 186,110,208
State General Fund	1.9%	\$ 24,460,901
Autism Medicaid	10.0%	\$ 129,373,740
Other State grants and contracts	0.9%	\$ 11,805,028
Charges for services	1.1%	\$ 14,793,484
Investment earnings	0.6%	\$ 8,353,317
Local grants and contracts	2.4%	\$ 30,337,407
		<hr/>
		\$ 1,288,539,275

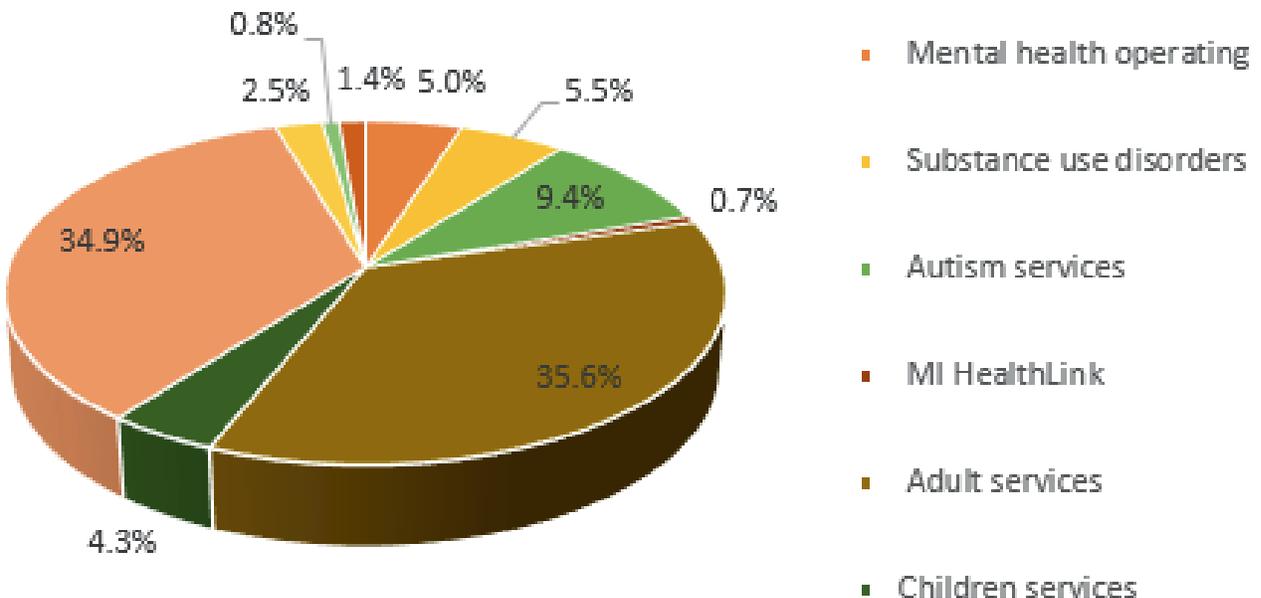
OPERATING REVENUES



FINANCE

Mental health operating	5.0%	\$ 63,433,062
Substance use disorders	5.5%	\$ 70,172,292
Autism services	9.4%	\$ 119,975,664
MI HealthLink	0.7%	\$ 8,565,013
Adult services	35.6%	\$ 455,298,987
Children services	4.3%	\$ 55,215,996
Intellectually Disabled	34.9%	\$ 45,540,773
Care Center and Direct Services	2.5%	\$ 31,474,874
Grant programs	0.8%	\$ 10,661,992
State of Michigan	1.4%	\$ 17,605,065
		\$ 1,277,943,718

Operating Expenses





Customer Service

888-490-9698 / 313-833-3232

Recipient Rights

888-339-5595

Services for Deaf and Hard of Hearing

TTY/TDD: 800-630-1044

24-Hour Crisis Helpline

800-241-4949

Mobile Crisis Unit

844-IN-CRISIS (844-462-4747)

Crisis Stabilization Center

707 W. Milwaukee St.

Detroit, MI 48202

313-833-2500

WWW.DewiHN.ORG



@DetroitWayneIHN