



Spring Edition
2026



Persons Points of View

Civil Rights

Civil Engagement

NCI Survey

Editor-In-Chief
Michael Shaw

HIV Stigma

THE EVOLUTION AND IMPORTANCE OF CIVIL RIGHTS IN SOCIETY

EDITED BY MICHAEL SHAW, STAFF

Civil rights are fundamental rights and freedoms guaranteed to individuals, ensuring their ability to participate fully in civil and political life without discrimination or repression. These rights form the foundation of a just and equitable society, enabling everyone to enjoy equal protection under the law, regardless of race, gender, nationality, religion, or any other status. The concept of civil rights dates back centuries, with roots in various social and political movements.

In the United States, civil rights gained prominence during the Civil Rights Movement of the 1950s and 1960s. Figures like Martin Luther King Jr., Rosa Parks, and Malcolm X became symbols of the struggle against racial segregation and discriminatory practices. Landmark legislation, such as the Civil Rights Act of 1964 and the Voting Rights Act of 1965, marked crucial victories against systemic racism and inequality.

Civil Rights in society play a vital role in promoting social justice and equality. They empower individuals and marginalized groups to challenge injustices, advocate for change, and hold governments accountable. A society that values civil rights fosters an environment of inclusiveness and respect, where diversity is celebrated rather than stifled. Moreover, civil rights are essential for democracy. They ensure that all citizens have a voice in governance, allowing for free speech, peaceful assembly, and the right to vote. When these rights are upheld, the democratic process thrives, leading to better representation and policies that reflect the needs of all people.

Despite significant progress over the years, the fight for civil rights is far from over. Various forms of discrimination still persist, including racial, gender, and economic inequalities. Issues such as voter suppression, police brutality, and systemic racism continue to plague societies across the globe. In addition, the rise of digital technology has introduced new challenges related to privacy rights and misinformation. Activism and advocacy remain critical in addressing these challenges. Grassroots organizations, community leaders, and individuals play a crucial role in mobilizing efforts to protect and expand civil rights.

Education is fundamental in fostering an understanding of civil rights and the importance of social justice. Schools, communities, and organizations must work together to cultivate a culture of respect, empathy, and advocacy. Policy reforms are also necessary to ensure that civil rights are codified into law and that mechanisms are in place for enforcement. This includes supporting legislation that protects vulnerable populations and holding accountable those who violate civil rights.





Constituent's Voice Empower Action Group

WE ARE SEEKING NEW MEMBERS

Must Be Willing to :

- Devote time to group causes
- Care about community
- Volunteer to work on activities
- Attend Action Group meetings



For More Information contact
mshawl@dwihn.org



WE ARE

LOOKING FOR

NEW MEMBERS

Constituents' Voice Engage Action Group

Requirements

- Must be willing to devote time and energy volunteering in Engage Action Group activities
- Must care about our community and be devoted towards making a positive difference
- Should be able to develop and execute new objectives and strategies

Advantages

- Working with like-minded individuals
- Participating in DWIHN activities
- Excellent networking opportunities



For more information,
contact Clarence Ruff at:
cruff@dwihn.org

ADVOCACY AND CIVIC ENGAGEMENT BY JAIME JUNIOR, DWIHN CV CO-LEADER

Civic engagement embodies the commitment of everyday individuals who say, “I’m not just residing in my community—I’m actively investing in it.” It represents the myriad ways we engage, stay informed, and participate in the decisions that shape our lives. This can manifest as voting, attending local meetings, supporting community organizations, volunteering, speaking at public hearings, or even having candid discussions about necessary improvements. Civic engagement transcends mere politics; it’s about active community involvement. It’s a conscious choice to be present rather than passive. Advocacy takes that involvement a step further. It involves speaking out and pushing for change, particularly when policies, systems, or services are unjust or inaccessible. Advocacy can be personal, such as assisting someone in securing an accommodation or navigating available resources. It can also encompass broader initiatives, like rallying support for safe housing, disability rights, transportation equity, or improved healthcare access. Advocacy ensures that individuals aren’t ignored, overlooked, or forced to fight their battles in isolation. A quote that encapsulates this mission comes from Stacey Abrams: “Service is the rent we pay for living on this earth.” This message is both simple and profound, reminding us that being part of a community entails responsibility. That responsibility manifests in various ways—whether it’s showing up, raising our voices, or using our resources to make a difference. Ultimately, civic engagement fosters a sense of belonging, while advocacy champions justice. Together, they empower us to build strong communities and create meaningful, lasting change. To find out more about how you can become an active advocate with the DWIHN Constituents’ Voice please contact Elaine Thomas at EThomas@dwihn.org.

CARE THAT COMES TO YOU
CALL (844) IN CRISIS



MOBILE CRISIS SERVICES
FOR MENTAL HEALTH & SUBSTANCE USE

NCI: A GLIMPSE INTO MEMBER EXPERIENCE SURVEY BY: ELAINE THOMAS, LMSW, ENGAGEMENT MANAGER, CUSTOMER SERVICE MEMBER ENGAGEMENT UNIT

Each year, from February to May, the Detroit Wayne Integrated Health Network (DWIHN) participates in the National Core Indicator Survey (NCI). This initiative solicits the consent and participation of individuals receiving Intellectual and Developmental Disability Services (commonly referred to as IDD/DD Services) to participate in this in-depth survey. The survey aims to capture their experiences and outcomes regarding various aspects of the care they receive. The NCI Survey is designed to collect system-wide data from a randomly selected group of participants, measuring key performance indicators related to self-determination, choice, community inclusion, employment opportunities, and overall satisfaction with services. This data not only aids in improving care but also empowers the voices of consumers throughout Michigan. Members of DWIHN who agree to participate are interviewed by representatives contracted by the Michigan Department of Health & Human Services (MDHHS). The aggregated data is then benchmarked and compared with similar outcomes from nearly 48 other states across the United States. This comparative analysis enables MDHHS to make informed decisions on resource allocation and to foster innovative programmatic improvements. While we ensure that all participants remain anonymous, DWIHN wishes to extend our heartfelt thanks to each member who takes the time to share their insights. Your bravery and willingness to provide feedback play a vital role in enhancing services for all. If you're interested in exploring data from previous NCI surveys, please reach out to Amanda Levitt at ALevitt@dwihn.org.

Elaine Thomas is the newly appointed Member Engagement Manager within the Member Engagement Unit, a subdivision of the Customer Service Department at DWIHN. Ms. Thomas warmly invites your feedback regarding member experience efforts, surveys, member advocacy, and member empowerment. For inquiries or suggestions, you can contact her directly at EThomas@dwihn.org.



HIV STIGMA IN HEALTHCARE SETTINGS BY CLARENCE RUFF, PEER AGENT

HIV stigma in healthcare settings involves negative attitudes and discriminatory practices directed toward people living with HIV (PLWH), which can result in delayed care, reluctance to access healthcare services, and poor adherence to treatment regimens. Ultimately, stigma undermines both prevention and treatment efforts for HIV.

Stigma is the negative perception and beliefs associated with an individual or group, while discrimination refers to the actions that stem from those perceptions. Many PLWH fear being treated unfairly or facing discrimination from healthcare providers, prompting them to avoid seeking necessary care. Some healthcare providers may display discriminatory behavior, which can include refusing to provide care, delaying treatment, or making unprofessional remarks. Policies and practices within healthcare systems may inadvertently contribute to stigma, such as inadequate confidentiality measures or insufficient training for healthcare professionals. Fear of stigma can prevent individuals from seeking HIV testing, treatment, or other necessary healthcare services. Stigma often leads to feelings of shame and isolation, making it challenging for PLWH follow their treatment plans. The emotional and mental toll of stigma can severely affect the overall well-being of those living with HIV.

APPRECIATION NOTE WRITTEN TO DWIHN CUSTOMER SERVICE DEPARTMENT

Dear Ms. V. and Staff,

I am a grateful client of your office and cannot express enough how appreciative I am for the support you provided last year, 2025. Thanks to your prompt assistance, I have been able to reconnect with medical staff from my home, which has been invaluable since I am homebound. Moreover, your help has positively impacted my mental health in numerous ways, as my therapist has confirmed. Thank you to each one of you for all that you do for us. Wishing you many blessings for you and your loved ones,

J. G. F.



CHANGE

BY NIA ANDERSON, PEER AGENT

Change is an intrinsic part of everyday life. While it's a natural occurrence, it can be particularly challenging because our brains are wired to seek safety, predictability, and routine, often interpreting unknown situations as threats. This inclination can lead to stress, as change pushes us out of our comfort zones, demands substantial mental energy to adapt, and frequently triggers fears of failure or loss of control. Personally, I find change to be a bittersweet experience. On one hand, it offers rich opportunities for personal development and growth; on the other, it comes with a sense of sadness as it necessitates leaving behind cherished loved ones, favorite places, and familiar phases of life. The overwhelming nature of change can provoke anxiety and apply a lot of pressure. I particularly felt the weight of change when I transitioned to middle school and found that none of my elementary school friends were there with me. Despite the discomfort, I managed to forge new friendships. A more significant change occurred when I graduated from high school; the realization that I wouldn't see my friends every day was daunting. However, as I stepped into adulthood, I found ways to stay connected, especially during the pandemic. In 2025, I witnessed significant shifts at DWIHN, marked by several departures in the Customer Service Department. This unexpected upheaval left me feeling scared and uncertain. Change is inherently uncomfortable and frightening, but I've learned that it ultimately gets better. To cope with change, I focus on accepting its inevitability. I work on controlling what I can, maintaining routines for stability, and prioritizing self-care. Seeking support from loved ones has also been crucial, as has reframing negative thoughts to identify growth opportunities. Embracing small, manageable steps helps me navigate change, all while reminding myself that even positive changes can be a source of stress.



VOLUNTEERING

BY LINDA BURTON, CPSS, CHW, PEER AGENT

It's time to roll up your sleeves and volunteer! Volunteering is a noble way to spend your time—it's when individuals dedicate their unpaid hours to support others, leveraging their skills, talents, and energy for the greater good. It's an option we choose freely—a heartfelt act of giving one's time, effort, and passions to help those in need. As Mahatma Gandhi once said, "The best way to find yourself is to lose yourself in the service of others." Organizations need volunteers not just during the holiday rush but all year round. While Thanksgiving and Christmas seasons bring a flurry of activity and generosity, many organizations are left overwhelmed with donations and eager for extra hands. But what happens after the holidays? Volunteering—and donations—tend to drop off as the festive spirit fades. It's crucial to remember that the need exists 365 days a year. Organizations are in constant service to their communities, and your help can make a tremendous difference. Volunteering can take many forms, whether as a one-time commitment or an ongoing endeavor. It's a chance to create a positive impact while supporting vital charities and communities. So, why should you consider sharing your time and talents? The benefits for your mental well-being are countless, including:

1. Reducing stress
2. Acting as a distraction from depression
3. Boosting your confidence
4. Providing a sense of purpose
5. Demonstrating kindness and passion
6. Preventing feelings of isolation
7. Showcasing your talents
8. Increasing your sense of belonging in the community
9. Making new friends
10. Gaining professional experience
11. Learning new skills
12. Promoting mental and physical well-being
13. Enhancing your resilience
14. Developing coping strategies
15. Creating happiness
16. Building self-esteem
17. Fostering a sense of pride
18. Expanding your social network
19. Cultivating satisfaction
20. Offering pathways to employment

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The reasons to volunteer are endless, and so are the organizations in need of your contributions! Here are just a few places that would welcome your time and talent:

1. Food Pantries – Pack and sort food and clothing boxes.
2. Homeless Shelters– Assist with housekeeping and mentoring.
3. Churches – Engage with various church auxiliaries.
4. Animal Shelters– Help walk and groom animals.
5. Habitat for Humanity – Join efforts in building homes.
6. Big Brothers, Big Sisters – Mentor children in your community.
7. Clubhouses and Drop-ins – Share your unique talents.
8. Libraries – Assist with book inventories.
9. Parks and Recreation Centers – Help with clean-up initiatives.
10. Nursing Homes – Read, play games, and do arts and crafts with residents.
11. Red Cross – Donate blood.
12. School Systems– Tutor children.
13. Teach Instrument Skills – Share your musical expertise.
14. Package Care Kits – Create care packages for those in need.
15. Meals on Wheels – Deliver nourishing meals in your community.

The list of opportunities is long and varied, so why not take the plunge and volunteer today? Remember the ****3 T's of Volunteering****:

1. Time - The hours you dedicate to the cause.
2. Talent - The skills and abilities you bring to the table.
3. Treasures - Any financial or material contributions you can provide.

As Martin Luther King Jr. wisely put it, “Life’s most persistent and urgent question is: What are you doing for others?” Let’s embrace the spirit of giving—April is National Volunteer Month!



DISPATCHED HAS BEEN ASSIGNED... **BY: DWIGHT HARRIS, MOBILE CRISIS WORKER**

A Midnight Mobile Crisis Worker In Reflection.....

By the time most people are winding down, I'm gearing up. Midnight isn't just a time, it's a threshold. A space where silence amplifies suffering, and the shadows hold stories that haven't been told. As a Mobile Crisis Worker, I step into that space, knowing someone needs me. I don't always know who, or how, but I go.

The Ping That Changes Everything

It starts with a sound. "Dispatched has been assigned..." My phone lights up with notification sounds, and so does my focus. That notification means someone is in crisis. Someone is alone, afraid, unraveling. And I'm the one who's called to help.

In the back of my mind, the questions begin: How can I help? What skills will I apply to help? Will they get the support they truly need?

I don't have all the answers. But I have presence. I have training. I have compassion. And sometimes, that's enough to begin. All in all I have prayer!

The Night Is My Office

I drive. From one location to another. A hospital. A home. A street corner. A shelter. The van becomes my mobile command center. I keep notes, document, and mentally prepare for what's next. Safety is always a concern—physical and emotional. I scan my surroundings, but I also scan my own heart. Some calls are triggering. Some stories stay with me. Secondhand trauma is real. It doesn't knock—it seeps into sleep, into relationships, into the quiet moments when I think I'm fine. I've learned to carry it without letting it crush me, but it's a weight I may never forget.

Ethics Over Emotion

I want to help. Deeply. Fiercely. But passion alone isn't enough. In this work, ethics are the guardrails. I can't fix people. I can't make promises. I can't share their stories, even when they shake me to my core.

Privacy isn't just a policy!

VALENTINE'S DAY SELF-CARE MESSAGE: REFILL YOUR CUP ADRIENNE THOMAS, AUTHOR | SELFCARE COACH

Love shows up in many forms, but the most transformative version is the love you choose to pour back into yourself. This Valentine's Day, give yourself permission to slow down, breathe deeply, and honor the parts of you that you have carried so much with grace.

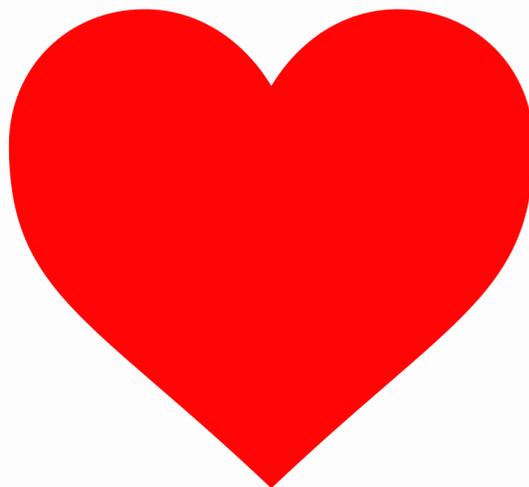
Self-care isn't selfish it's sacred.

It's the quiet "I deserve this" whispered in the mirror. It's choosing rest over running on empty. It's allowing joy to find you again. It's remembering that your heart is worthy of tenderness, not only from others, but from you.

Don't wait for a temporary Valentine's Cupid, start TODAY celebrating the strength it took to get here. Celebrate the softness you're learning to reclaim. Celebrate the boundaries you're building, the healing you're choosing, and the peace you're protecting. Let this be the year you love yourself loudly. Let this be the season you refill your cup without apology. Let this be the moment you choose you, fully, intentionally, and without hesitation.

Happy Valentine's Day to the most important relationship you'll ever have: the one with yourself. ©

Amazon: [When Your Cup is Empty](#) by Adrienne K. Thomas



INTERVIEW WITH CERTIFIED PEER SUPPORT SPECIALIST SHEREE PRIOR-MAYES

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

Answer: First, I want to thank you for having me here to share my story. My name is Sheree Prior-Mayes, and I am a woman in recovery who brings both lived experience and professional background into the work I do. Well, I previously worked in the medical field, and although that experience gave me valuable skills, my life truly changed after I overcame the horrors of addiction. Recovery gave me a second chance, and with that came a deep desire and passion to give back, especially to individuals who are struggling and may feel hopeless or unheard. During the pandemic, I was hired at Shar House and that opportunity ignited something in me. Working directly with individuals in recovery showed me the power of peer support, and it motivated me to invest even more in myself and my future. For so many years prior to coming into the mental health system due to using drugs and living off fear, I told myself one day I am somebody and turned fear into having FAITH in God. I decided to go back to school, where I obtained my diploma and certification as a Peer Recovery Coach. Since then, I've continued my educational journey by enrolling into college to further strengthen my knowledge, skills and commitment to professional growth. At that point my desire to help others truly took off.



**SHEREE
PRIOR-MAYES**

As my passion continued to grow, I realized I wanted to do more outreach work and reach individuals in crisis in real time. That led me to work in Mobile Crisis outreach at DRP, where I gained firsthand experience supporting individuals during some of their most vulnerable moments, implementing harm reduction and HIV and Hep C testing. I was able to pass out safe supplies and connect individuals to services. I combine my lived experience, training, and passion for service to support individuals across Wayne County.

Becoming a Certified Peer allowed me to turn my pain into purpose. My lived experience helps me connect authentically, offer hope, and walk alongside others as they discover that recovery and stability are possible.

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

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Answer: I work in the community for DWIHN as a Mobile Crisis Peer Support Specialist, where my role focuses on connecting individuals to mental health and substance use services. I meet people who are both physically, mentally, and emotionally disturbed. I help them navigate systems that can often feel overwhelming. This can also include linking individuals to treatment providers, housing resources, benefits, recovery supports, and community-based services.

In addition to resource connection, I provide emotional support, advocacy, hope, and encouragement. I help individuals identify their goals, build self-advocacy skills, and feel empowered in their recovery journey. My role is not to direct or diagnose, but to walk alongside people as they work toward stability and wellness.

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

Answer: One of the most challenging aspects of this role is witnessing the barriers individuals face, such as limited resources, long waiting times for services, systemic gaps that can slow progress and the person having no support. It can be difficult when someone is motivated to change but runs into obstacles that are outside of their control.

Another challenge is maintaining healthy boundaries while still being empathetic and present. Because I draw from lived experience, it's important for me to consistently practice self-awareness and supervision to ensure I'm supporting others without taking on their struggles as my own. These challenges have also helped me grow professionally and personally, strengthening my commitment to ethical peer support.

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

Answer: What inspires me most is seeing people begin to believe in themselves again. Sometimes it's a small thing like, someone making their first appointment for mental health services, securing housing, or simply feeling heard for the first time. Watching a person initiate services to go into a Substance Abuse Treatment Center and being able to witness growth, resilience, and self-empowerment is incredibly rewarding.

I'm also inspired by the Power of Peer Support itself. Sharing hope through lived experience helps break down stigma and shows individuals that recovery and stability are achievable. Knowing that my presence alone can help someone feel less alone reminds me why the work that I do is so important to me.

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

Answer: Self-care is essential for me: spiritually, personally, and professionally. I prioritize maintaining my own recovery by staying connected to my support systems and engaging in practices that support my mental, spiritual, and emotional health through support groups. This includes setting clear boundaries, practicing mindfulness, meditating, exercising, reading devotions, and taking time to decompress after emotionally heavy days.

I also use supervision and peer consultation as tools for reflection and growth. Outside of work, I make sure to engage in activities that bring me balance and peace, such as spending time with supportive people and family, getting rest, and focusing on my physical health. By caring for myself, I ensure that I can show up fully and ethically for the individuals I serve.

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?

Answer: If I could identify one area for growth, it would be expanding opportunities for Certified Peers to be involved earlier in the engagement process and being the first point of contact. Peers are uniquely positioned to build trust and rapport, especially with individuals who may feel hesitant or disconnected from traditional systems.

Increasing peer involvement in outreach, intake, and care coordination could help reduce disengagement and improve outcomes. Recognizing peers as integral members of care teams while honoring our unique role would further strengthen the system and enhance person-centered care.

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

Answer: I would like to share how grateful I am to be part of an organization that values lived experience as a professional asset. Being a Certified Peer Recovery Coach and Peer Support Specialist is more than a job to me; it's a responsibility and a calling. I am committed to ongoing growth, ethical practice, and advocacy for individuals navigating mental health and substance use challenges. I am truly grateful to have another chance at life to be able to help individuals that's less fortunate than myself or people that just don't know how to ask for help.

I truly believe that recovery is possible, and I'm honored to be part of DWIHN that works toward healing, empowerment, and hope. Thanks again for having me.

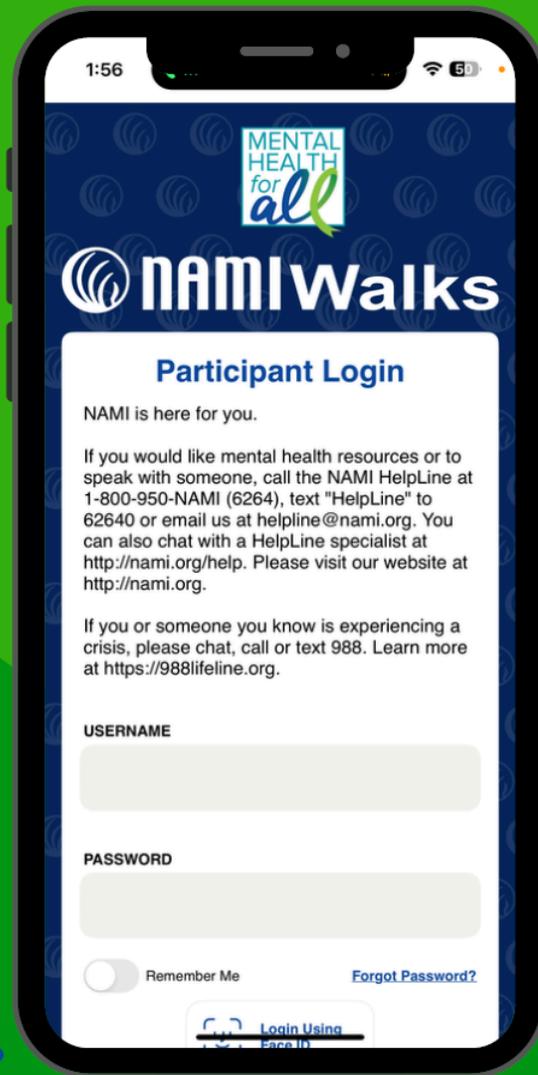
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NAMI Walks





PEER CHAT

Every Second Thursday
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.



Please contact DeLora Williams Peer Services and Engagement Coordinator at
313 989-9431 ext. 9431

Email address
dwilliams@dwihn.org

****Zoom Meeting Details:****

- ****Link:**** <https://dwihn-org.zoom.us/j/85213558774>
- ****Meeting ID:**** 852 1355 8774
- ****Passcode:**** 1234

****One Tap Mobile:****

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RECRUITMENT FOR THE CONSTITUENTS' VOICE



WHO WE ARE

The Constituents' Voice (CV) is an advisory group to the Detroit Wayne Integrated Health Network

MISSION

To advance community inclusion - the personal sense of valued participation and interaction in everyday life.

FUNCTIONS

WHY JOIN THE CV?

- Advise DWHN on its policies, plans, and practices
- Empower “persons who receive services” to be at the center of their care
- Advocate for system values that promote dignity and respect
- Award mini-grants to self-directed “persons who receive services”

DETROIT WAYNE INTEGRATED HEALTH NETWORK
8726 WOODWARD AVE., DETROIT, MI 48202

For more information please contact Belinda Warrick at bwarrick@dwhn.org

Poetry Corner

Overcoming
By Krystal Magee

In life, there will be people who hurt you.
Spend more time with those who love you.
You will make mistakes. Mistakes are ammunition
against future catastrophes.
You may have regrets. Unless you can get time
back, focus on happiness now.
You may lose people you love.
Pour that love on people who need it.
You will bump against obstacles to your goals.
Obstacles are challenges that sharpen your
motivation and resolve.
You may have worries that hold you back.
Every fear you overcome makes you stronger and
better.
Please remember, you are an overcomer!

You Only Fail if You Do Not Try
By Mary Ann Bozenski

Another wintery season I have survived
So grateful to be alive
Spring, a time of rebirth and regeneration
Is finally here for your due consideration

New beginnings are possible for everyone
Do not give up hope, you are not done
Start over, make a change
Look to explore and expand your range

Whatever you may do this year
Do not let yourself be controlled by fear
You only fail if you do not try
Advice I give not meaning to pry

Hoping you take my cue
Wishing you well in all you do
Do not worry about passing a test
Just know you did your very best

Member's Rights

Our Area of Responsibility	Members' Rights	For More Details, Contact us at:
<p>Provider Directory</p>	<ul style="list-style-type: none"> • To receive a copy of the Provider Directory at the time of enrollment, upon intake, annually and/or upon request • To request a copy to be mailed to you at your mailing address or by email 	<p>https://www.dwihn.org/members/Provider_Directory_Booklet.pdf</p> <p>888-490-9698 800-630-1044 (TTY)</p>
<p>Claim Status</p>	<ul style="list-style-type: none"> • To track the status of your claims in the claims process 	<p>https://www.dwihn.org/claims</p> <p>313-833-3232</p>
<p>Estimated Cost of Services</p>	<ul style="list-style-type: none"> • 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 • To receive an Explanation of Benefits (EOB) and request it at any time 	<p>https://www.dwihn.org/provider_manual</p> <p>888-490-9698</p>
<p>Notice of Privacy Practices</p>	<ul style="list-style-type: none"> • 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. 	<p>https://www.dwihn.org/policies-compliance-PHI-HIPAA-Manual.pdf</p> <p>Continued on next page</p>

<p style="text-align: center;">Fraud, Waste, and Abuse (FWA)</p>	<ul style="list-style-type: none"> • To report fraud, waste, or abuse within the DWIHN’s behavioral healthcare system to DWIHN to be investigated 	<p>https://www.dwihn.org/resources/upload/4546/Fraud%20Waste%20and%20Abuse%20Policy.pdf</p> <p>313-833-3502 or email compliance@dwihn.org</p>
<p style="text-align: center;">Utilization Management Decision</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"> • Utilization Management decision making is based only on appropriateness of care, service, and existence of coverage. • DWIHN, Access Center, and Crisis Service Vendors, do not reward practitioners or other individuals for issuing denials of coverage or service care. • 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. 	<p>https://www.dwihn.org/utilization-management</p>

Enrollee Rights and Responsibilities

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 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 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.

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 2024 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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1. Visit www.myStrength.com.
2. Click "Sign Up."
3. Enter Access Code: **DWIHNc**
4. Complete the myStrength sign-up process
5. Download the myStrength app for iOS and Android



my DWIHN

ALL OUR DWIHN RESOURCES RIGHT ON YOUR PHONE

The image shows a hand interacting with a smartphone displaying the my DWIHN app interface. The app screen includes a "Help! Around Me" button, a "Be Kind To Yourself Today!" message, and sections for "Events For You" and "Resources For You".

<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.

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

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 a <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 February 6, 2026.

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.

Date Closed	Provider Name	Address
10/01/25	The Guidance Center	13099 Allen Rd., Southgate, MI 48195
11/01/25	Starr's Watchful Eye	21350 Berg Rd., Southfield, MI 48033
12/19/25	The Guidance Center	13099 Allen Rd., Southgate, MI 48195
01/11/26	Gateway Pediatric Therapy, LLC	19855 W. Outer Drive, Suite# 110, Dearborn, MI 48124
01/31/26	Alternative Adults LLC	16610 James Cousins, Detroit, MI 48221
03/05/26	Open Door Living Association	17650 E. Nine Mile Rd., Eastpointe, MI 48021
04/18/26	Community Administrative Services	33592 Harper Ave., Clinton Twp., MI 48035



Hours of Operation: 8:00 am - 4:30 pm

Customer Service: (313) 833-3232

Main: (313) 833-2500

(313) 344-9099

TTY: 711

24-Hour Helpline: (800) 241-4949

www.dwihn.org