

## DWMHA's Mission:

We are a safety net organization that provides access to a full array of services and supports to empower persons within the Detroit Wayne County behavioral health system.

## Values:

- ❖ We are a person centered, family and community focused organization.
- ❖ We are an outcome, data driven and evidence-based organization.
- ❖ We respect the dignity and diversity of individuals, providers, staff and communities.
- ❖ We are 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.



## Important Numbers

**Detroit Wayne Mental Health Authority**  
707 West Milwaukee St.  
Detroit, MI 48202  
[www.dwmha.com](http://www.dwmha.com)

**General Office**  
313.833.2500

### **Centralized Access Center 24-Hour Crisis/Information & Referral**

Toll Free: 1.800.241.4949  
Local: 313.224.7000  
TTY: 1.866.870.2599

### **Customer Service, Consumer Affairs and Community Outreach**

Toll Free: 1.888.490.9698  
Local: 313.833.3232  
TTY: 1.800.630.1044

### **Grievances & Appeals**

Toll Free: 1.888.490.9698  
Fax: 313.833.4280

### **Family Support Subsidy**

Toll Free: 1.888.490.9698  
Fax: 313.833.4150

### **Office of Recipient Rights**

Toll Free: 1.888.339.5595  
TTY: 1.888.339.5588  
Fax: 313.833.2043



# How to Access Routine Behavioral Health Services



## Who is Eligible for Mental Health Services?

The Detroit Wayne Mental Health Authority (DWMHA) is responsible for behavioral health services to Wayne County's two million residents. DWMHA is a safety net organization that provides a full array of services and supports to adults with mental illness (SMI), individuals with intellectual and developmental disabilities (IDD), children and adolescents with serious emotional disturbances (SED), and people with substance use disorders (SUD) or co-occurring disorders (COD).

Services include:

- Information & Referral
- Crisis Intervention/Suicide Prevention
- Disaster Mental Health Resources
- Consultation & Education

Additionally, DWMHA is responsible for behavioral health services for persons with the following insurances:

- Medicaid
- Children's Waiver
- Children with Serious Emotional Disturbance Waiver
- Habilitation Supports Waiver
- Medicare and Medicaid (MI Health Link)

## Steps to Access Routine Mental Health Services

**Step 1:** DWMHA welcomes you to contact our Access Center to obtain a professional and confidential screening. We are here to assist you with treatment options for your behavioral health needs.

**Step 2:** An Access Center Representative will provide you with a telephonic screening to determine what available services will best suit your needs.

**Step 3:** After the screening, the Access Center will determine if you meet criteria for community behavioral health services.

**Step 4:** If you meet criteria, the Access Center will schedule an appointment for a face-to-face evaluation with one of our behavioral health providers. If you do not meet the criteria, information on community based services may be given to you.

**Step 5:** Upon enrollment, you will be mailed a confirmation letter and a welcome packet with your appointment information.

**Access Center**  
800.241.4949

## Information and Referral

DWMHA provides an array of services through coordination and collaboration with over 120 service providers. The purpose of Information and Referral services is to conduct a brief screening to determine the appropriate level of care for individuals. DWMHA's Access Center will assist you by:

- ❖ Identifying your needs
- ❖ Finding the most appropriate services and resources to meet your needs
- ❖ Linking you to the most appropriate service provider
- ❖ Providing information on mental health and substance use services and how to access them

**Disclaimer:** DWMHA does not discriminate or exclude people or treat them differently because of race, color, national origin, age, disability or sex.