



Detroit Wayne Mental Health Authority

GUIDING PRINCIPLES

***Consumer and Community Focused
Data Driven
Evidence Based***

SERVICE TO THE CITIZENS OF DETROIT & WAYNE COUNTY

- We exist to serve and support individuals with mental illness, developmental disabilities and substance use disorders. Everything we do should be towards that end. We must always ask ourselves: "How does this action help people who are mentally ill, developmentally disabled or have substances use disorders?"
- Providers are our partners. There will be open communication, mutual respect and accountability between us.
- Communication amongst our board, staff and providers should always be open, direct, respectful and timely with no surprises.
- Integrity and honesty is key. Don't do it if you would not want your mother to read about it in the newspaper or see your face on the news.

DATA DRIVEN, EVIDENCED BASED ORGANIZATION

- We are a data driven organization. We must strive to be the "Sgt Friday" of behavioral health organizations providing "just the facts".
- We will strive to follow best practices in all we do.
- Service is our mission. While we are a data driven organization, the data is always to be used to support the people we serve. We will never lose sight that behind the data is someone's mother, father, sister or brother...real people with real needs.

DECISION-MAKING

- Team work. Together, we are better!
- Our decision-making process must be open, transparent and in accordance with the law. We will strive to appropriately engage internal and external stakeholders in all we do. There is a time for participation, input, feedback, discussion and debate – but not as a delay tactic for making decisions and producing results.
- Fiscal Integrity. If it was your money (it is our tax dollars after all) would you spend it this way?
- Quality not politics will guide our actions.

QUALITY & CONTINUOUS IMPROVEMENT

- We will strive to be the best in all we do. We need to constantly ask ourselves: "Are we providing the level of care and support we would want for our own families?"
- We must hold ourselves and others accountable and responsible for our actions. We are individuals, but one "Authority," striving to do our best to serve and support the consumers residing in Detroit/Wayne County, Michigan.
- Process is important as an efficient and effective pathway to results. We must constantly seek to be better for the sake of our consumers.
- We will lead change that produces progress and results.
- We will treat EVERYONE with Dignity and Respect.