

Citizens Advisory Committee

Meeting Date / Time: January 18, 2023, 9:30-11:30am
 Location: OCHN (Troy) – Teams Virtual /Call-In
 Facilitator: Matt Fritzen, Chairperson
 Liaison: Linda Bartaloni-Till, Customer Services Manager
 Scribe: Valarie Spaven, Customer Service Support Specialist
 Desired Results: ***Teamwork toward achieving committee goals.***



Present: **Lloyd Austin**, At-Large; **Christine Burk**, Chief of Staff, OCHN Communications & Community Outreach; **Nancy Diane Carter**, CEEC; **Zach Cardinell**, At-Large; **Pam Casper**, CNS Healthcare; **Matthew Fritzen**, (Vice-Chairperson) MORC; **Jackie Heller**, At-Large; **James Helstowski**, F.A.I.R. Drop-In Center; **Liz Janovits**, TTI; **Mark Jones**, OCHN-Customer Services Specialists; **Christie Kay**, ARC of Oakland County; **Dana Lasenby**, OCHN Executive Director/CEO; **Steve Ludwig**, JARC; **Tammy Marshall**; Dreams Unlimited Clubhouse; **Verdrina Mathews**, Easter Seals; **Malkia Newman**, CNS Healthcare Anti- Stigma Team; **Victoria Peterson**, At-Large; **Diane Sansalone**; Common Ground **Lois Shulman**, (Chairperson) At-Large; **Valarie Spaven**, OCHN-Support Specialists; **Linda Bartaloni-Till**, OCHN-Manager of Customer Services; **Glenda Vidosh**, Oakland Family Services; **Tammy Wallace**, Our House Clubhouse

Absent: **Reena Naami-Dier**, OCHN Board; **Kimatha Greer**, AAOM; **Paulette Howell**, New Horizons; **Amelia Jacobs**, Community Living Services; **Logan Kavalor**, My Place Center for Wellness; **Michelle Malmgren**, Community Housing Network; **Cheryl Patel**, At-Large; **Ryan Wilson**, Clubhouse Inspiration; **Chris Wright**, My Place Center for Wellness

Guests: **Ed Kiefer**, Easterseals MORC; **Charlotte Rowe**, OCHN

Scribe: **Valarie Spaven**

Minutes – January 18, 2023, 2022

	Agenda Item	Presented By	Discussion
I	Welcome to Members, Guests Approval of Agenda and December 21, 2022, Minutes	<i>Matthew Fritzen</i> CAC Chair	The meeting was called to order at 9:30am. M. Fritzen welcomed members and guests. Roll call attendance was taken. Ms. Sansalone moved to approve the January agenda as amended. Mr. Cardinell seconded the motion. Ms. Peterson moved to approve the December minutes as amended. Ms. Wallace seconded the motion.
II	Public Comment / Announcements	Members & Guests	•

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III	<p>New Business</p> <ul style="list-style-type: none"> • Future In-Person CAC Meetings Discussion 	<p><i>Linda Bartaloni-Till, Manager, Customer Services, OCHN</i></p>	<p>Ms. Till brought the discussion back to CAC Members about the future of In-Person CAC Meetings. There was emphasis from some members to keep the hybrid meeting option to help eliminate transportation issues and for members uncomfortable meeting face-to-face. Transportation and a continental breakfast will be provided. Mr. Cardinell motioned to meet in person with hybrid phone in option for the April 19, 2023, OCHN CAC Meeting and continue discussion of in-person meetings at that time. Motion supported by Ms. Newman. Motion carries. The members voted and agreed to meet in person on April 19, 2023.</p>
	<ul style="list-style-type: none"> • Director’s Report 	<p>Dana Lasenby, Executive Director/CEO, OCHN</p>	<p>Dana thanked CAC Members for advocating for people, each other, and our system of care. We are the safety net for this community and try to demonstrate that by being available and educating people on how to access mental health services and feel welcome. This is going to be a year of internal review.</p> <ul style="list-style-type: none"> • We need to work on making our programs better and address the issue when a person served is not experiencing good services. • Make certain that we have programs and services in place that prevent people from going into crisis mode. • Have a one-stop-shop array of services across the county and connect to provider that best meets your needs. <p>Dana touched on OCHN Strategic Priorities and improvements in the following areas:</p> <ul style="list-style-type: none"> • ACCESS

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	<ul style="list-style-type: none"> Communications Report 	<p><i>Christine Burk, Chief of Staff, OCHN</i> <i>Suzanne Weinert, Director, Communications & Community Outreach</i></p>	<ul style="list-style-type: none"> • Crisis Services • Integrated Care • Provider Relations • Workforce Development <p>Advocating and educating the public using the same language and message. Highlighting and sharing positive stories and successes throughout the community. Our message to the public must be clear about what we do, how we do it, and to be able to help families in need without punishment.</p> <p>Dana wants to hear from members of the council and persons served in the design and development of programs. If you have any suggestions or ideas email them to lasenbys@oaklandchn.org.</p> <p>Christine started her presentation by discussing future advocacy plans. The Advocacy Workgroup members have been asked to assist in developing language and messaging. Christine likes the idea of the CAC to develop their own position statement from an advocacy perspective. Keeping in mind we align our own messaging and strategic priorities with MDHHS as well.</p> <p>There is an OCHN Advocacy (Quarterly Meeting) scheduled on Tuesday, February 14th from 10am – 12pm at the Troy Administrative Building. Comments and questions can be submitted during the meeting via chat. Phone: 248-462-6341 Conference ID: 942-152-641# to join the meeting. Or contact Christine Burk at burkc@oaklandchn.org for more information.</p>
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			<p>A Legislative Breakfast is scheduled for January 30th from 9-11am. MI Legislators have been invited. Ms. Burk would like a spokesperson from the CAC to present an overview of how the CAC works, its role, and vision of the public mental health system.</p> <p>OCHN Staff will be placed in lead conversation roles. There will be meetings coordinated and scheduled with Ms. Lasenby one-on-one. Christine will keep members updated once these meetings are put in place, including the topics of conversation. We will be looking at revising some of our advocacy materials. Some of the materials developed were about privatization and many were specific to understanding the behavioral health system, from a public perspective. Some of the educational pieces will be revised and brought to the CAC to review.</p> <p>A new Vision Statement (that the CAC helped draft) was voted on by the OCHN Board Members with two minor changes. Here is the new statement:</p> <p><i>Our Vision</i></p> <p>OCHN will be a champion for the empowerment of persons seeking quality integration of physical and mental health supports and services. This includes youth and adults with developmental or intellectual disabilities, mental health concerns, and substance use disorders. We listen and respond to our community's needs, providing support and opportunities for people to lead independent and self-directed lives.</p>
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	<ul style="list-style-type: none"> • Gentle Teaching Presentation 	<p><i>Ed Kiefer, Easterseals MORC, Training Department</i></p>	<p>Ed Kiefer MORC Inc. Training Supervisor. Ed started in direct care and has served the roles of Home Manager, Social Worker/Support Coordinator and Training Supervisor. He currently supervises a dynamic team that trains tens of thousands of direct support professionals every year on a multitude of topics including <i>Culture of Gentleness</i>.</p> <p>Gentle Teaching is about a spirit of gentleness.</p> <ul style="list-style-type: none"> • Establishing a “culture of gentleness” within our respective organizations • Remembering to show calmness, personal care, tenderness, and compassion to those you serve by your actions, words, eyes, and tone • Gentleness is to be more than just a personality trait; it must be genuine <p>A spirit of gentleness includes the following:</p> <ul style="list-style-type: none"> • Our nonviolence • Our sense of social justice • Our expression of unconditional love • Our warmth toward those who are cold • Teaching others to feel safe, loved, loving, and engaged • Teaching a feeling of companionship and community • Our human interdependence <p>The four pillars of companionship:</p> <ul style="list-style-type: none"> • You are safe with me • It is good to be with me • It is good to be loved • It is good to be loving toward others <p>Gentle Teaching is often perceived as a training curriculum that applies only to the caregivers of those with developmental</p>
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	<ul style="list-style-type: none"> OCHN Credentialing Update 	<p><i>Charlotte Rowe, LMSW, Provider Network Analyst, OCHN</i></p>	<p>disabilities. Although this was the original intent, it has since become a training that has excellent application to everyone. Every human knows that kind gestures, or the lack thereof, can make or break a person’s day. We provide services to a lot of different people, so promoting a culture of gentleness should always apply to all individuals, not just those with developmental disabilities.</p> <p>Mr. Kiefer emphasized, the Culture of Gentleness is about being intentional in interactions with others and being sensitive to how the other is feeling and reacting. A basic belief of the model is that when individuals are in distress, they need to have others in their lives who will nurture and help them through the difficulty. Today we know that it is suitable and beneficial for serving all people who are or who feel marginalized.</p> <p>Charlotte provided a brief update about reviewing our contracted provider agencies looking at each to make sure their performance is in good standing with OCHN and meeting requirements. Currently, we are reviewing two agencies. Community Living Services (CLS) and Oakland Family Services (OFS.) There were no major performance concerns and both agencies are accredited with CARF (an external accreditation body) to ensure they provide quality services. Both have Performance Improvement Plans (PIP’s) issued over the course of 2 years, but since audits are more frequent for core providers, there were no concerns identified. If you would like to provide feedback (positive or negative) about the services provided by CLS or OFS, you may email Charlotte Rowe at rowec@oaklandchn.org or Customer Services at (800) 341-2003.</p>
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	<ul style="list-style-type: none"> OCHN CAC ‘Position Statement’ Discussion 	<p><i>Linda Bartaloni-Till, Manager, Customer Services, OCHN</i></p>	<p>Linda and CAC Members discussed making a position statement regarding privatization of public mental health. Emphasis on ways to get it out to the public and present it to the state legislature. Mr. Austin suggested getting in touch with advocates who do not know or understand why we would not be in favor of privatization. Ms. Newman suggested having a subcommittee of this workgroup to meet and formulate position statements that can be put out later. Right now, privatization is not an issue, the Bills were voted down and the introducers were termed limited out. However, having statements in place, when issues do arise, we are proactive and not reactive. Making a good impression on new legislators would be more critical at this time. Strategic planning is important before the threat comes and to get the proper information in the hands of the people who need it at the state level. Ms. Shulman agreed and stated, it’s about educating people about what we do. OCHN and the Community Mental Health Association of Michigan are extremely active educating people to understand why privatization would be a negative. Mr. Cardinell suggested these position statements should come from people with lived experience. Ms. Casper mentioned there are many new legislators and we need to make it a priority to help them understand the public mental health system. We will continue this conversation at a future meeting and decide if members want to form a subcommittee.</p>
IV	<p>Old Business – Provider & Committee Reports</p>	<p>Amelia Jacobs, CLS Cheryl Patel, Member At-Large</p>	<p>No report (absent) No report (absent)</p>

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		<p>Chris Wright, My Place Center for Wellness</p> <p>Christie Kay, ARC of Oakland County</p> <p>Diane Sansalone, Common Ground</p>	<p>No report (absent)</p> <p>No report</p> <p>Common Ground is transferring the Sanctuary Shelter in Royal Oak and other homeless youth programs it has operated for nearly 25 years to Lighthouse. Lighthouse, a Pontiac-based nonprofit dedicated to building equitable communities that alleviate poverty, is pleased to announce it will assume leadership of the following three runaway and homeless youth programs previously operated by Common Ground:</p> <ul style="list-style-type: none"> • Sanctuary, a three-week overnight residential shelter for youth ages 10-16 with individual, group, and family counseling, art therapy, life skills development and more. • A Step Forward, an 18-month transitional housing program for youth ages 16-18 to foster independence, reunite with family, or locate safe, stable, housing. • Graduated Assistance Program (GAP), a two-year transitional housing program for youth up to 25 years of age. <p>Beginning in February 2023, these important and lifesaving programs will be added to the broad range of services Lighthouse provides to assist the most vulnerable members of our community.</p>
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		Glenda Vidosh , OFS	OFS is hiring Wraparound staff that are no longer managed through schools.
		Jackie Heller , Member At-Large	No report
		James Helstowski , F.A.I.R., Drop-In	No report
		Kimatha Greer , AAOM	No report
		Liz Janovits , TTI	No report (absent)
		Lloyd Austin , Member At-Large	No report
		Logan Kavalari , My Place Center for Wellness	No report
		Malkia Newman , CNS Anti-Stigma	No report (absent)
		Matthew Fritzen , MORC	No report

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		Michelle Malmgren , Community Housing Network	No report (absent)
		Nancy Diane Carter , CEEC	No report
		Pam Casper , CNS Healthcare	No report
		Paulette Howell , New Horizons	No report (absent)
		Reena Naami-Dier , OCHN Board	No report (absent)
		Ryan Wilson , Clubhouse Inspiration	No report (absent)
		Tammy Wallace , Our House Clubhouse	No report
		Verdrina Mathews , Easter Seals	No report
		Victoria Peterson , Community Housing Network	No report
		Zach Cardinell , AMORC	No report

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V	Public Comment / Announcements		Mr. Cardinell announced the recent passing of Mable Higgs who started Family Living Centers (a residential provider) in Pontiac. A cornerstone in the community and will be sadly missed.
VI	Adjournment		The Meeting was adjourned at 11:24 am
VII	Next Meeting		February 15, 2023 @ 9:30 am

Respectfully submitted,
Valarie Spaven
 Valarie Spaven, OCHN – Customer Service

January 20, 2023
 Date