

Citizens Advisory Committee



Meeting Date / Time: April 19, 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**, (Chairperson) MORC; **James Helstowski**, F.A.I.R. Drop-In Center; **Paulette Howell**, New Horizons; **Liz Janovits**, TTI; **Mark Jones**, OCHN; **Christie Kay**, ARC of Oakland County; **Dana Lasenby**, Executive Director/CEO, OCHN; **Steve Ludwig**, JARC; **Verdrina Mathews**, Easter Seals; **Malkia Newman**, CNS Healthcare Anti- Stigma Team / OCHN Board; **Cheryl Patel**, At-Large; **Victoria Peterson**, At-Large; **Diane Sansalone**, (Vice-Chairperson) Common Ground, **Lois Shulman**, At-Large; **Valarie Spaven**, OCHN; **Linda Bartaloni-Till**, OCHN; **Glenda Vidosh**, Oakland Family Services; Tammy **Wallace**, Our House Clubhouse; **Chris Wright**, My Place Center for Wellness
Absent: **Kimatha Greer**, AAOM; **Amelia Jacobs**, Community Living Services; **Logan Kavalar**, My Place Center for Wellness; **Tammy Marshall**, Dreams Unlimited Clubhouse; **Angela Taylor**, Visions Clubhouse; **Ryan Wilson**, Clubhouse Inspiration
Guests:
Scribe: **Valarie Spaven**

Minutes – April 19, 2023

	Agenda Item	Presented By	Discussion
I	<p>Welcome to Members, Guests</p> <p>Approval of Agenda and February 15, 2023, Minutes</p>	<p><i>Matthew Fritzen CAC Chair</i></p>	<p>P. Howell made motion to approve the agenda and minutes as written. P. Casper seconded the motion.</p>
II	<p>Public Comment / Announcements</p>	<p>Members & Guests</p>	<p>G. Vidosh asked for a moment of silence for the recent death of CAC Member, Jackie Heller.</p> <p><u>Member Comments:</u></p> <p style="padding-left: 40px;">“Jackie was such a tireless advocate for people. She always spoke with humor.”</p> <p style="padding-left: 40px;">“Jackie helped me through the system when I first started at TTI, so I was very fortunate.”</p>

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III	<p>New Business</p> <ul style="list-style-type: none"> • K-9 Comfort 	<p><i>Deputy Casey Crampton, Peer Support Program Coordinator, Oakland County Sheriff’s Department</i></p>	<p>Deputy Crampton of the Oakland County Sheriff’s Office, K-9 Comfort Unit introduced himself and others from the unit with their K-9 companions. Sheriff Bouchard formed the unit three years ago. It is believed to be the first of its kind using King Charles Cavalier Spaniels and certainly its size in the state, perhaps in the country.</p> <p>The dogs are sponsored by private donors and range in age from three and a half years old, to 10 weeks old. All dogs are assigned to a handler, but they all have primary jobs. Some handlers are detectives, some work road patrol and some are dispatchers. They attend public events, school events, perform community outreach in hospitals and respond to natural disaster scenes or perform crisis intervention.</p> <p>Multiple comfort K9s, including one named Oxford, were taken to Oxford High School by their handlers when the school reopened after the tragic shooting in November 2021. They have an obligation at the Oxford Resiliency Center every Thursday afternoon for their Canine Therapy Program. The K-9 Comfort Unit now has dogs assigned to School Resource Deputies in Oxford, Independence Township, Pontiac, and Rochester Hills and several other communities. The dogs bring tremendous ability they have, to comfort, bring happiness and joy to an environment that is nothing but stress.</p> <p>If you are interested in learning more about the Oakland County K-9 Comfort Unit, or donating to Mission Oakland, contact Deputy Casey Crampton at cramptonc@oakgov.com.</p>
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	<ul style="list-style-type: none"> • Director’s Report 	<p><i>Dana Lasenby, Executive Director/CEO, OCHN</i></p>	<p>Dana touched on some of the strategic priorities:</p> <ul style="list-style-type: none"> ➤ Access and Crisis ➤ Provider Network Relations ➤ System of Care Expansion ➤ Integrated Care (Behavioral Health Homes, Certified Community Behavioral Health Clinics, Opiate Health Homes for SUD) and looking at how we provide quality of care. <p>Dana and Chief Clinical Officer, Kimberly Flowers recently attended a conference on value-based care. Services and supports have changed and impacted our life. That’s how we want to reward or incentivize our providers to look at not just checking off a box because they provided a service, but what outcomes did they move the needle for people to improve the quality of their lives and receive the supports and services that helped them to live.</p> <p>We look at our service models and how we reward our providers or incentivize to go the extra mile and look at the outcomes.</p> <p>Advocacy- We've had families come to us with concerns about access to care, and a lot of those things are related to the workforce issues. We know we have a workforce crisis. For us to do the things that we really want to do for people, we need to have workforce that's qualified, well trained and committed to doing the work right. When we have families that are coming up with special needs, we have to be accountable to those families. Part of that is looking at how we monitor and manage the network of providers, but also taking the information to our legislators, to advocate for what we need.</p>
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	<ul style="list-style-type: none"> Communications Report 	<p><i>Christine Burk, Chief of Staff, OCHN Communications & Community Outreach</i></p>	<p>Dana recently met with Deputy County Executive Mediha Tariq who is very committed to Integrated Care. She came to see our building and talk about ways we can work together. Dana stated, “For every program that is on the healthcare side, we have behavioral health or mental health programs that we can align with.” That way we can start to better integrate services and support for people.</p> <p>Medicaid redetermination is a big deal on has been on everyone’s mind lately. We have plans to work together and go through the process of redetermination or reapplying for Medicaid, that we have all the services and support to do this successfully.</p> <p>There are some real technical issues but want to make sure our providers are doing it in a way that the people get what they need and what they are entitled to in terms of benefits and coverage. OCHN is sending out letters to the providers for the people who will be coming up for redetermination. We will also identify other resources if your provider does not have all the things that are required. Then we can identify other resources in the community.</p> <p>OCHN has opened a new Youth Family Care Connection Center that is an 8-bed unit for children to receive crisis services. Our goal is that as many kids as we can serve there, as opposed to sitting in a hospital emergency department. It also gives families a place to go when they need to get a screening to determine what steps to take or what path to take with their youth. Hospital is not the only answer for people.</p> <p>Christine welcomed members and guests and provided hand-outs to the first CAC meeting we have had in person since the beginning of COVID-19.</p>
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			<p>Suzanne is attending a press release at the Oakland County Health Division regarding the end of the public health emergency. We hope to provide some additional information and to have a better idea of what resources the county will have available. It may be harder coming out of the public health emergency than going into the public health emergency. OCHN is watching the data, how many people in our county became eligible for Medicaid during that time. The number was around 67,000 people. So that is a targeted number that we are looking at to develop a work plan, a very comprehensive detailed work plan based on the information from the Michigan Department of Health and Human Services (DHHS).</p> <p>As Dana mentioned in her report, OCHN is drafting a letter with some of our providers to send to people stating they have received a letter from DHHS. Don't ignore it. We will also be asking our providers for all their work plans. How are they addressing ending of the public health emergency, so we can be supportive?</p> <p>One of Dana's goals for us as an organization is to really be in the community (which was hard to do during the pandemic.) It was her philosophy that our expectations should not be that people always come to find us. We should go to where people are and find them in their own neighborhood and community. So, we are hosting a Drive-Through Resource Fair on Saturday, May 6th, 2023, from 9am – 12pm at four locations across Oakland County (flyer provided). Persons will receive giveaway items, important information and education from OCHN and its service providers. We will also be giving out Narcan. Members were asked to share this information with family and friends.</p>
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			<p>Our next Advocacy Workgroup Meeting is scheduled for Tuesday, May 9th at 10am and will be looking at redesigning the role and function of that workgroup. They developed a calendar and a direct support professional website and recruitment page on our website. What new ideas do you have and want to focus on?</p> <p>We are also hosting a Veteran’s Military Service Member and Family event on Saturday, May 20th from 10am – 2pm at the United Wholesale Mortgage Sports Complex in Pontiac. Come join us and celebrate Armed Forces Day!</p> <p>The Communications Department is planning events for the next nine months and generally hosts two to three events a month. <u>More Upcoming Events – Mark Your Calendar!</u></p> <ul style="list-style-type: none"> • <i>Veterans Resource Fair</i> Thursday, June 29, 2023, 9am – 12pm Oakland County Executive Office, Bldg. 41W, 2100 Pontiac Lake Road, Waterford, MI 48328 • <i>Minority Mental Health Month</i> Tuesday, July 11, ²⁰²³ • <i>Your Voice Your Value Conference</i> Thursday, August 17, 2023 • <i>Suicide Prevention Forum</i> September (TBD) • <i>Walk-A-Mile-Rally</i> Wednesday, September 13, 2023 • <i>Oakland County Recovery Celebration</i> Thursday, September 21, 2023
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	<ul style="list-style-type: none"> • Annual Plan & Needs Assessment Survey 	<p><i>Linda Bartaloni-Till, Director, Customer Services</i></p>	<p>The NAMI Honor Awards event was this past weekend. Nominations for award recipients are submitted across the state. We are always thrilled about this event. We had five nominees from Oakland County and two winners. But, only one identified as OCHN, and Diane Sansalone was an award recipient for <i>Direct Service Support Professional</i>. Congratulations Diane!</p> <p>Two documents that will be coming out soon are a specific assessment for substance use disorders in May that is required by the state to be a separate needs assessment in addition to the PIHP doing a needs assessment.</p> <p>The other document is the CEO360 Survey, recommended by our Board of Directors. The Board feels this is a good opportunity to hear from those with whom our CEO is in contact. It is a brief survey of 5 questions. A select group of people will receive the survey and will not go out to everyone.</p> <p>Both Linda and Christine spoke to the members about how important it is to fill out the Annual Needs Assessment. Share with family and friends whether they are getting services or not, it is for the entire county. It is a critical document regarding how we determine and decide what services and priorities we’re going to focus on in the upcoming year. People can contact Customer Services at (800) 341-2003 if they have questions or require assistance filling them out.</p>
	<ul style="list-style-type: none"> • Ice Breaker Activity 	<p>Linda and Valarie</p>	<p>Tabled due to time constraints.</p>

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IV	<p>Old Business – Provider & Committee Reports</p>	<p>Amelia Jacobs, CLS</p> <p>Angela Taylor, Visions Clubhouse</p> <p>Cheryl Patel, At-Large</p> <p>Chris Wright, My Place Center for Wellness</p> <p>Christie Kay, ARC of Oakland County</p> <p>Clubhouse Inspiration</p> <p>Diane Sansalone, Common Ground</p> <p>Glenda Vidosh, OFS</p>	<p>No Report (Absent with notice)</p> <p>No report (Absent)</p> <p>Still working on the issue of privatization.</p> <p>The Wellness Center is receiving anywhere from 15-42 people per day since reopening from the pandemic. They have been going to movies, on trips and will be going to Kensington Park next week. Everyone is happy to be back.</p> <p>Last month, the ARC of Oakland County was able to start their Supported Decision-Making Campaign, in conjunction with OCHN. The purpose is to provide information to educators, families, and other people who work with developmental disabilities outside of guardianship.</p> <p>(Vacant)</p> <p>Malkia Newman presented to the Common Ground CAC members about stigma. Common Ground is hosting their annual “Legacy of Hope Breakfast Fundraiser” on May 3, 2023.</p> <p>Oakland Family Services is celebrating April being National Reading Awareness month. They have placed books in their lobbies available for families to share with their children and loved ones. OFS is hosting their annual “Building Brighter Futures Breakfast” on May 2, 2023.</p>
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	<p>James Helstowski, F.A.I.R., Drop-In</p> <p>Kimatha Greer, AAOM</p> <p>Liz Janovits, TTI</p> <p>Lloyd Austin, At-Large</p> <p>Logan Kavalari, My Place Center for Wellness</p> <p>Lois Shulman, At-Large</p> <p>Malkia Newman, CNS Anti- Stigma /OCHN Board</p> <p>Matthew Fritzen, MORC</p> <p>Community Housing Network</p>	<p>The center is basically back to normal with up to sixty people in attendance. They will eventually be scheduling summer outings.</p> <p>No report (Absent without notice)</p> <p>No report</p> <p>No report</p> <p>(Absent)</p> <p>No report</p> <p>Malkia was reappointed (last evening) by the OCHN Board of Directors to represent the CAC. She will provide a report next month.</p> <p>Matt was recently on WXYZ Channel 7 News in recognition of National Disabilities Awareness Month. “See the Good” a Disability Awareness Video is encouraging us all to focus and see the good. Also, on March 21st MORC Easterseals hosted the See the Good Webinar. A free virtual webinar to educate and bring awareness to individuals with unique abilities and senior citizens, hoping to help these individuals fully seen and heard.</p> <p>(Vacant)</p>
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		<p>Nancy Diane Carter, CEEC</p> <p>Pam Casper, CNS Healthcare</p> <p>Paulette Howell, New Horizons</p> <p>Tammy Wallace, Our House Clubhouse</p> <p>Verdrina Mathews, Easter Seals</p> <p>Victoria Peterson, At-Large</p> <p>Zach Cardinell, AMORC</p>	<p>No report</p> <p>CNS Healthcare will be opening a new children’s unit in Pontiac and the projected opening date is June 2023 with the full implementation by October 2023. The service array will include Children’s Outpatient Program, Intensive Home Based Wraparound and Infant Mental Health.</p> <p>No report</p> <p>No report</p> <p>No report</p> <p>No report</p> <p>No report</p>
V	Public Comment / Announcements		
VI	Adjournment		The Meeting was adjourned at 11:35am

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VII	Next Meeting		May 17, 2023 @ 9:30 am
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Respectfully submitted,
Valarie Spaven

Valarie Spaven, OCHN – Customer Service

May 5, 2023

Date