

Citizens Advisory Committee Minutes

Meeting Date / Time: September 20, 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, Nancy Diane Carter, CEEC; Zach Cardinell, At-Large; Pam Casper, CNS Healthcare; Andrew Field, Dreams Unlimited Clubhouse; Matthew Fritzen, (Chairperson) MORC; Adrienne Gasperoni, CHN; Amelia Jacobs, Community Living Services; James Helstowski, F.A.I.R. Drop-In Center; Mark Jones, OCHN; Christie Kay, ARC of Oakland County; Paulette Howell, New Horizons; Steve Ludwig, JARC; Verdrina Mathews, Easter Seals; Malkia Newman, CNS Healthcare Anti- Stigma Team / OCHN Board; Cheryl Patel, At-Large; Victoria Peterson, At-Large; Suzanne Serlin-Resnick, At-Large; Diane Sansalone, (Vice-Chairperson) Common Ground, Lois Shulman, At-Large; Valarie Spaven, OCHN; Angela Taylor, Vision’s Clubhouse; Tammy Wallace, Our House Clubhouse; Suzanne Weinert, OCHN Communications & Community Outreach; Glenda Vidosh, Oakland Family Services

Absent: Linda Bartaloni-Till, OCHN; Chris Wright, My Place Center for Wellness; Dana Lasenby, Executive Director/CEO, OCHN; Liz Janovits, TTI; Logan Kavalari, My Place Center for Wellness

Guests: Deana Ottman, OCHN; Kayla Gerhardt, OCHN; Susan Stevens, OCHN; Taylor Sauls, OCHN

Scribe: Valarie Spaven, OCHN

Minutes – September 20, 2023

Agenda Item	Presented By	Discussion
<p>Welcome/Introductions/ Roll Call</p> <p>Approval of Agenda and Minutes from August 16, 2023</p>	<p><i>Matthew Fritzen,</i> CAC Chair</p>	<p>M. Fritzen called the meeting to order at 9:32 am Roll call attendance was taken by V. Spaven. A. Jacobs made motion to approve the agenda and minutes from August 2023, as written, seconded by V. Peterson.</p>

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Public Comment / Announcements	<i>Members & Guests</i>	Announcements:
		<ul style="list-style-type: none"> ❖ M. Fritzen announced Representative Sharon MacDonnell (56th District) will be starting a legislative caucus devoted to disability issues. The Michigan Legislative Disability Caucus (MLDC) will be a bipartisan, bicameral caucus open to all legislators who are interested in making policy that improved the lives of Michiganders with disabilities. ❖ P. Casper announced Open Enrollment for the 2024 Medicare Part D Prescription Drug Plans & Medicare Advantage Plans is from October 15th – December 7th. The Area Agency on Aging 1-B "Medicare Medicaid Assistance Program (MMAP)" has Certified Counselors who provide assistance to Individuals with Disabilities and Seniors. The program is government funded and not affiliated with any insurance companies. MMAP works through the Area Agencies on Aging. During Open Enrollment, highly trained Medicare Medicaid Assistance Program (MMAP) counselors will be available in person, by phone and by Zoom to help review your current plan. The review will also ensure that the medications you need are covered by your plan. Call 800-803-

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			<p>7174 to make an appointment. Virtual appointments are also available.</p> <ul style="list-style-type: none">❖ Z. Cardinell mentioned a friend who recently took an ABA Class stating it is mandated that the paperwork is written in identity-first / people first language only. It may be an interesting topic to present at an upcoming CAC meeting. (Person-first language emphasizes the person before the disability. Identity-first language puts the disability first in the description. Person-first or identify-first language is equally appropriate depending on personal preference. When in doubt, ask the person which they prefer.) <p>Response: M. Fritzen says when he teaches his Moving Forward class, most people prefer to use identity-first language.</p> <p>Response: L. Austin agreed and said he would like to see Identity First / Person First language be placed on the agenda for future discussion.</p> <ul style="list-style-type: none">❖ Z. Cardinell congratulated D. Sansalone for being Expert Cares employee caregiver for the month of
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		<p>August. He also said, “It is special to be in a group with her.”</p> <ul style="list-style-type: none">❖ Z. Cardinell stated the recent (time limit) change to the Public Comment Policy were topics of discussion in the last two CAC meetings and highlighted in the minutes. He is disappointed it was not represented at the last Board Meeting, from CAC Member comments. <p>If the minutes are provided to the Board Members and being read, then why is there no discussion at the Board meeting?</p> <p>Response: L. Austin suggested the CAC Chairperson review our mission statement with members and discuss the meaning of ‘advisory’ in our Citizens Advisory Council title, and what it means in our Mission Statement.</p> <p>Public Comment:</p> <ul style="list-style-type: none">❖ Pam Casper made public comment stating, “Some People Don't Use or have Access to the Internet.” OCHN is offering two classes for WRAP (Wellness Recovery Action Plan) in the fall. It would be helpful if the Training Team
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			<p>would provide flyers for the WRAP trainings (and other trainings) to inform persons served about them.</p> <ol style="list-style-type: none">1. The CAC is one way that information is distributed. The OCHN CAC members provide information to CPA CACs etc.2. The WRAP training is not mentioned in the "Stepping Stones" newsletter which is mailed to persons served.3. When possible, it would be helpful to include information about OCHN trainings for persons served in the "Stepping Stones Newsletter". <p>Christine responded to Pam's comment and will speak with Trisha Zizumba, Director of Training and ask that when emails are sent out regarding trainings and workshops, the flyers are also attached.</p>
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<p>New Business</p>	<p><i>Matt Fritzen, Chairperson</i></p>	<ul style="list-style-type: none"> ❖ M. Fritzen stated a proposed resolution of the OCHN CAC Public Comment was written by a member of the OCHN CAC. He read the resolution of the OCHN CAC, ‘Restoring Public Comment to Five (5) Minutes’ at the OCHN Board of Directors Meetings. M. Fritzen opened the floor to questions and comments from the CAC Members. S. Serlin-Resnick Comment: It should be up to the Facilitator of the meeting to determine if a person needs more time to speak depending on the subject. If the comment is necessary, don’t cut the person off. P. Casper Comment: The CAC may want to explain to the OCHN Board why Public Comment should be restored to 5 minutes. At the August CAC meeting, examples were given why some individuals may need 5 minutes. L. Austin Comment: Often responses are belabored and filibustered, and the issue should be spot lighted at some time.
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			<p>M. Fritzen Comment: We want to make sure people are heard, not being rushed, or cut off when speaking. Some people with disabilities may need more time to speak or, if typing into a speech or assistive generating device.</p> <p>Response: C. Burk shared some thoughts and perspectives with the members. Some of the public comment policy has been revised in previous years. We need to be mindful of anonymous comments. Look at general policies of other organizations statewide and in our community (School Boards, Board of Commissioners, etc.) They generally use 3 minutes for public comment.</p> <p>All meeting participants, including people receiving public mental health services, their families/allies, OCHN's provider network, and our community partners, are being provided two opportunities and two options to give public comment. Individuals can either complete an online electronic public comment form or login into one of OCHN's Microsoft Teams meetings. Persons who join the meeting using Microsoft Teams can either type their comment in the chat feature or speak directly to the Board. A closed caption feature is offered on Teams. OCHN would</p>
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<ul style="list-style-type: none"> ♦ Credentialing 	<p><i>Deana Ottman, Kayla Gerhardt, OCHN</i></p>	<p>provide special accommodations or extra time for a person who would request the need.</p> <p>Z. Cardinell motioned to approve the Proposed Resolution of the OCHN CAC/Public Comment, as is, seconded by L. Austin. Motion passed with 15 votes in favor and 3 abstentions.</p> <ul style="list-style-type: none"> ❖ Kaylee gave a quarterly update on the following new and re-credentialed providers. <ul style="list-style-type: none"> (4) - CLS/SLS and (1) - Hospital new credentialed providers. (20) - re-credentialed CLS/SLS and 7- ABA / vocational providers <p>OCHN has new homes they have added into the provider network.</p> <ul style="list-style-type: none"> (6) - Unlicensed (5) - Licensed <p>If you have questions or would like to provide feedback, contact Kayla Gerhardt at gerhardtk@oaklandchn.org</p>
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<ul style="list-style-type: none"> ♦ Complex Case Management 	<p><i>Susan Stevens, OCHN</i></p>	<ul style="list-style-type: none"> ❖ Complex Case Management (CCM) helps coordinate care between individuals, providers, and health plans. CCM is available to individuals with active Medicaid and who meet program guidelines. Working toward a goals, including using a risk stratification tool to triage patients who could benefit the most. The complex care team checks with community organizations and providers to find resources that might help patients. One goal is to improve handoffs and communication between the complex care team and community providers and organizations. The team employs specific strategies to prevent readmissions, ED visits, and long lengths of stay. Visit OCHN’s website at oaklandchn.org, under the Resources tab, Specialty Mental Health Services. To request a Complex Case Management referral, you can: <ul style="list-style-type: none"> • Complete the online form at oaklandchn.org • Email CCM@oaklandchn.org • Fax the completed form to 855-414-4884 • Mail the form to OCHN, 5505 Corporate Drive, Troy, MI 48098.
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<ul style="list-style-type: none"> ♦ MySTRENGTH 	<p><i>Taylor Sauls, OCHN</i></p>	<ul style="list-style-type: none"> ❖ MySTRENGTH MyStrength offers evidence-based support for many types of emotional and physical challenges. <ul style="list-style-type: none"> • Reducing stress • Improving sleep • Managing depression • Managing anxiety • Mindfulness & meditation • Balancing intense emotions • Pregnancy & early parenting • Managing chronic pain <p>Emotional health support designed for you</p> <p>Become the best version of you with personalized support from myStrength.</p> <ul style="list-style-type: none"> • Personalized plan to start getting support, customized to your preferences. • Connect with a licensed therapist 7 days a week from the comfort of home. • Recommended activities and content based on your ongoing needs. • 24/7 access online or via our mobile app.
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<p>♦ Director’s Report</p>	<p><i>Christine Burk</i>, Chief of Staff, OCHN</p>	<p style="text-align: center;">SIGN UP TODAY</p> <ol style="list-style-type: none"> 1. Visit www.myStrength.com. 2. On the myStrength.com home page, click on “Sign-up.” 3. Enter the following Access Code: OCCMHA 4. Complete the myStrength sign-up process with a brief Wellness Assessment and personal profile. 5. Go Mobile! Using the access code above, get the myStrength app for iOS and Android devices at www.mystrength.com/mobil <p>❖ Christine touched base on D. Lazenby’s Directors Report to the Board last evening and highlighted on current initiatives.</p> <ul style="list-style-type: none"> ○ Relationship building, community involvement and engaging in important conversations. ○ Engaging with House Bill 4148 ○ Justice Initiatives ○ Threat Assessment Team Training lead by Dr. Pozios ○ OCHN has just released an RFP for a Legislative Consultant to improve relationships in specific areas, locally.
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<p>♦ Communications Report</p>	<p><i>Suzanne Weinert,</i> Director of Communications, OCHN</p>	<ul style="list-style-type: none"> ❖ S. Weinert highlighted there are lots of activities going on in the month of September. <ul style="list-style-type: none"> ○ Recognizing September is Recovery & Suicide Prevention month. There are several activities posted on our website (www.oaklandchn.org) check them out! ○ We hope to see you! Community Workgroup Appreciation Luncheon will take place on October 4th from 11:30am – 1:00pm at the Troy Administrative Office. ○ The public health emergency is ending. Letters are being mailed from the State of Michigan and OCHN reminding people they will need to reenroll or sign up for Medicaid. Need help with Medicaid renewal or enrollment? OCHN is here for you! Join us at the RISE Center on select days in 2023 for free Medicaid Renewal and Medicaid Enrollment assistance! When: September 20 & 22 October 17, & 20 November 16 & 17 December 13 & 15. Where: The RISE Center 1200 N Telegraph Road, Building 32 East, Pontiac, MI 48341 <i>Please bring documents needed for renewal or enrollment (proof of income, social security number, identification, proof of address)</i>
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<p>Old Business – Provider & Committee Reports</p>	<p>Adrienne Gasperoni, Community Housing Network</p> <p>Amelia Jacobs, CLS</p> <p>Andrew Field, Dreams Unlimited Clubhouse</p> <p>Angela Taylor, Visions Clubhouse</p> <p>Cheryl Patel, At- Large</p> <p>Chris Wright, My Place Center for Wellness</p>	<p>No Report</p> <p>The CLS CAC is currently under construction and is looking for a lead chairperson.</p> <p>We went to the Walk a Mile in My Shoes and the NAMI Walk. We also visited Red Oaks Park, went to a Tigers game, and enjoyed a nice Labor Day celebration. Angela Short came to talk to us about Choices in Recovery, and Sherri Rushman came from OCHN to talk to us about Hope and Positive Thinking. Our director, Irvin Weatherspoon, is still working on accreditation. We made the library the employment room, and the employment room the education room and library.</p> <p>No Report</p> <p>No Report, Absent</p> <p>No Report, Absent</p>
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		<p>Christie Kay, ARC of Oakland County</p> <p>Clubhouse Inspiration</p> <p>Diane Sansalone, Common Ground</p> <p>Glenda Vidosh, OFS</p>	<p>The ARC of Oakland County is co-hosting a 5-Star Community Event for the special needs community. The event will take place on Oct. 1st @ 12pm - 3pm 5 Star Sports & Training Center 312 Park St. Troy, MI</p> <p>No Report</p> <p>Common Ground has new CAC Members. Common Ground Art Fair Birmingham 2023 – The annual art fair will be held in Downtown Birmingham. The event is a fundraiser for the Common Ground non-profit. This year’s event will take place from 10a-6p on Saturday, September 23 and from 10a-5p on Sunday, September 24 in and around Shain Park in Downtown Birmingham.</p> <p>Join us in celebrating Common Ground’s 3rd annual Celebration of Hope and raise funds for programs including Victim Services. Enjoy a night of camaraderie & networking, strolling dinner with drinks, live entertainment and a program celebrating Common Ground’s 2022-23 accomplishments and vision for the coming year. Friday, October 20, 2023 6 – 9:30 PM Oakland Center at Oakland University 312 Meadow Brook Rd, Rochester, MI 48309.</p> <p>No report, Absent</p>
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	James Helstowski, F.A.I.R., Drop-In	No Report
	Autism Alliance of Michigan	No Report
	Liz Janovits, TTI	No Report, Absent
	Lloyd Austin, At-Large	No Report
	Logan Kavalari, My Place Center for Wellness	No Report, Absent
	Lois Shulman, At-Large	No Report
	Malkia Newman, OCHN Board	The FY24 Annual Plan was recently approved by the Board. The Finance Department will be making some changes to how they report to the Board. 10 contracts were approved by the Board.
	Malkia Newman, CNS Healthcare Anti-Stigma	No Report

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		<p>Matthew Fritzen, Easterseals MORC</p> <p>Community Housing Network, Adrienne Gasperoni</p> <p>Nancy Diane Carter, CEEC</p> <p>Pam Casper, CNS Healthcare</p>	<p>No Report</p> <p>No Report</p> <p>M. Massey, Director of Quality and Regulatory Compliance presented highlights of the QAPIP (Quality Assessment Performance Improvement Program) to the CEEC Committee. The following areas were discussed: Quality Improvement Committee Structure – examples of committee include:</p> <ul style="list-style-type: none"> ○ Medical Directors Advisory Group ○ Improving Practices Leadership Team ○ Community Education and Evaluation Committee ○ Citizens Advisory Council <p>CEEC members provided feedback on satisfaction with Telemedicine services, transportation, and self-directed services.</p> <p>No Report</p> <p>No Report, Absent</p>
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	<p>Paulette Howell, New Horizons</p> <p>Suzanne Serlin-Resnick, At-Large</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>Clubhouse has new members. Went on camping trip in August. Clubhouse received flowers from a local funeral home.</p> <p>Working on meeting goals for next year. May plan a Christmas party.</p> <p>No Report</p> <p>No Report</p>
Public Comment / Announcements		None
Adjournment		The Meeting was adjourned at 11:38 am

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Next Meeting - HYBRID		October 18, 2023 @ 9:30 am
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Respectfully submitted,

Valarie Spaven

Valarie Spaven, OCHN – Customer Service

September 29, 2023

Date