

Citizens Advisory Committee Minutes

Meeting Date / Time: April 16, 2025 9:30-11:30am

Location: Teams Virtual /Call-In

Facilitator: Diane Sansalone, Chairperson

Liaison: Linda Bartaloni-Till, OCHN Customer Services Manager

Scribe: Jessica Space, OCHN Customer Service Support Specialist

Desired Results: ***Teamwork toward achieving committee goals.***



Present: **Adrienne Gasperoni**, Community Housing Network; **Amelia Jacobs**, CLS-OC; **Cheryl Patel**, OCHN CAC Member At-Large; **Christie Kay**, ARC Oakland County; **Christina Root**, OCHN Board; **Diane Sansalone**, Common Ground; **Glenda Vidosh**, Oakland Family Services; **James Helstowski**, FAIR Drop-In Center; **Lloyd Austin**, Member At-Large; **Matthew Fritzen**, Easterseals MORC; **Nancy Diane Carter**, OCHN CEEC; **Pam Casper**, CNS Healthcare; **Paulette Howell**, New Horizons; **Renee Bacci**, TTI; **Steve Ludwig**, JARC; **Suzanne Serlin-Resnick**, Member At-Large; **Tammy Wallace**, Our House Clubhouse; **Victoria Peterson**, Member At-Large; **Zach Cardinell**, Member At-Large

Absent: **Chakusola Guinn**, Easterseals; **Chris Wright**, My Place Center for Wellness; **Lois Shulman**, Member At-Large; **Malkia Newman**, CNS Empowerment Team; **Verdrina Mathews**, Member At-Large

Guests:

	Agenda Item	Presented By	Discussion
I	<p>Welcome to Members, Guests</p> <p>Approval of Agenda and Minutes</p>	<p><i>Diane Sansalone, CAC Chair</i></p>	<p>The meeting was called to order at 9:31am. Roll call attendance was taken by J. Space. S. Serlin-Resnick motioned to approve April 2025’s agenda and A. Gasperoni seconded the agenda. R. Bacci motioned to approve the minutes from March 2025 and was seconded by A. Jacobs.</p>
II	<p>Public Comment / Announcements</p>	<p>Members & Guests</p>	<p>L. Bartaloni-Til addressed attendance issues for C. Wright for My Place Center for Wellness. V. Peterson asked if they could send someone else, like a member, to the meetings. L. Bartaloni-Til stated she will reach out again to see if they could delegate a member to attend. C. Root stated that M. Newman has also not attended many meetings as well. L. Bartaloni-Till stated she will reach out to her as well.</p>

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III	<p>New Business</p>	<p>June White, OCHN Director of Managed Care Administration; Veronica Tyree, OCHN Self-Directed Services Provider Administrator</p>	<p>Self-Direction/Self-Determination arise from a set of 5 operating principles: freedom, authority, support, responsibility, and conformation. The self-determination options are Choice Voucher for those under 18 years old, Agency with Choice which is working with an agency to identify and oversee staff, Employer of Record in which the Individual, guardian, or family becomes the employer of record and hires their own staff. There are 2,337 individuals that self-direct their own services and they represent over 60 cities across Oakland County. Over 84% of people that self-direct their care are adults and 16% are under 18 years old. Currently we have three FMS providers: GT Independence, PAS, and ARC. There are 57 distinct CPT codes that are used for Self-Direction. Self-Determination is funded by Michigan Department of Health and Human Services (MDHHS). Medicaid Covered Services are provided as medically necessary based on the person-centered planning process. Services are funded via Medicaid through the PIHP/CMHSP annual budget. Contracted Core Providers are Community Living Services, Community Network Services, Hegira Services, MORC/Easter Seals Michigan, Oakland Family Services, The Judson Center, and Training & Treatment Innovations. P. Casper stated that historically there has been difficulty with individuals with serious persistent illness to get into self-determination and asked if there was any data on that. J. White stated that she will get that data to add to the presentation for the next time. P. Howell spoke about her son and self-determination. M. Fritzen stated that in the past it has been difficult to get some information, and it would be helpful for Customer Service to have access to that information to assist.</p>
	<ul style="list-style-type: none"> Overview of Managed Care Operations 		

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	<ul style="list-style-type: none"> Frontline Strong Crisis Line Overview 	<p>James Peyton, Manager of Frontline Strong Crisis Line, Common Ground</p>	<p>James spoke about the Unions from the First Responders who came together to form the Frontline Strong Crisis Line because last year they had more deaths in first responders from suicide than due to in the line of duty deaths. This is in part due to Stigma in this line of work where they don't talk about the tragedies and trauma they go through. The purpose of the line is for first responders to help first responders. There is a big problem of alcohol and drug abuse. Wayne State is making sure that they are trained and ready to deal with the kinds of trauma that will come with first responders. They have SUD services that are trained to help first responders within 24 hours. The individuals that staff the line have served as first responders for at least 10 years and have had their own struggles. They understand and are driven to help other first responders. They reach out to academies to talk about struggles and to fight the stigma with new recruits and they do community outreach as well. They are trying to change the thought process and the stigma about talking about trauma and what they go through. L. Austin stated that he thinks that privacy is a big issue and that stigma and prejudices come into play. He thinks privacy must be assured and underlined. D. Sansalone asked if Michigan is the only state that has this program. James stated yes, Michigan is the only one that has this program, and they do get calls from other states. Families of First Responders can call in as well as any first responder. The funding is coming from the State of Michigan and was lobbied for by the unions. M. Fritzen clarified it has been going on for 2.5 years. He asked how to let people know about this crisis line. James stated they have flyers, have done some advertising, they contact about 30 departments, but not a lot of the budget has been given for advertising. Word of mouth has helped.</p>
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	<ul style="list-style-type: none"> • Communications Report and Directors Report 	<p>Suzanne Weinert, Director, Communications & Community Outreach</p>	<p>They received final approval at the Brad meeting to get an overhaul on our website. We will transition from one vendor to another. We will tap into the CAC for some feedback on the accessibility and functionality of the new website. Our Vetrens Event will be Saturday May 10, from 10am to 2 pm at OCHN Troy. We have over 30 vendors and more than 130 individuals that have registered. We host virtual workshops on Substance Use Disorders the information is on the website, we have one coming up on May 8th about Vaping.</p>
IV	<p>Old Business – Provider & Committee Reports</p>	<p>Christina Root, OCHN Board</p> <p>Adrienne Gasperoni, Community Housing Network</p> <p>Amelia Jacobs, Community Living Services</p>	<p>The Board approved the website overhaul, and they had a Stories That Inspire Hope presentation and they learned about the Mental Health School Navigator Program. The presentation was specifically from the Huron Valley School District. They had a financial update presentation, and they approved two new member appointments to The Recipient Rights Committee. D. Sansalone was one of the two added.</p> <p>CHN has a blog on their website that has some great articles and stories from people that have come out of being unhoused where they talk about their experiences.</p> <p>No Report</p>

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	<p>Chakusola Guinn, (Vice Chairperson) Easterseals</p> <p>Cheryl Patel, Member At-Large</p> <p>Chris Wright, My Place Center for Wellness</p> <p>Christie Kay, ARC of Oakland County</p> <p>Diane Sansalone, (Chairperson) Common Ground</p> <p>Glenda Vidosh, OFS</p> <p>James Helstowski, F.A.I.R., Drop-In</p>	<p>No Report (absent)</p> <p>No Report (absent)</p> <p>No report (absent)</p> <p>No Report</p> <p>Oxford Resiliency Center has closed. The grants have run out as they were only designed for a few years.</p> <p>For Children’s Mental Health Day, the theme is Kindness Rocks. There will be painting rocks, a competition with the lobbies and doors being painted. Fundraiser breakfast at the Townsend on the 29th.</p> <p>32 average members per day. They have a Belle Isle cruise and shipyard tour in Detroit, Blakes Apple Orchard, Detroit Princess Cruise outings</p>
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		Lloyd Austin , Member At-Large	No Report
		Lois Shulman , Member At-Large	No Report (absent)
		Malkia Newman , OCHN Board / CNS Anti-Stigma	No Report (absent)
		Matthew Fritzen , Easterseals MORC	The next meeting is next month.
		Nancy Diane Carter , CEEC	No Report
		Pam Casper , CNS Healthcare	CNS Healthcare is participating in a quality improvement process to implement Zero Overdose. CNS will develop care pathways and improved care coordination for individuals who are at high risk for overdose.
		Paulette Howell , New Horizons	No Report
		Renee Bacci , TTI	No Report
		Suzanne Serlin-Resnick , Member At-Large	No Report

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		<p>Tammy Wallace, Our House Clubhouse</p> <p>Verdrina Mathews, Member At-Large</p> <p>Victoria Peterson, Member At Large</p> <p>Zach Cardinell, Member At-Large</p>	<p>No Report</p> <p>No Report (absent)</p> <p>No Report</p> <p>Zach wanted to leave an open invite for this Friday from 9:30-10:30 am. The Gentle Teaching United group are getting together to do micro learning sessions. They will meet on the 3rd Friday of every month, and it will be 20-30 minutes of presentation then discussions afterwards. It is open to anyone that would like to join.</p>
V	Public Comment / Announcements		
VI	Adjournment		The Meeting was adjourned at 11:16 am
VII	Next Meeting		May 21, 2025

Respectfully submitted,

Jessica Space

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Jessica Space, OCHN – Customer Service Support Specialist



April 29, 2025