

## Citizens Advisory Committee Minutes

Meeting Date / Time: February 19, 2025, 9:30-11:30am

Location: OCHN (Troy) – 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; **Chakusola Guinn**, Easterseals; **Cheryl Patel**, Member At-Large; **Christina Root**, OCHN Board; **Diane Sansalone**, Common Ground; **Glenda Vidosh**, Oakland Family Services; **James Helstowski**, FAIR Drop-In Center; **Lloyd Austin**, Member At-Large; **Lois Shulman**, Member At-Large; **Matthew Fritzen**, Easterseals MORC; **Nancy Diane Carter**, OCHN CEEC; **Pam Casper**, CNS Healthcare; **Steve Ludwig**, JARC; **Suzanne Serlin-Resnick**, Member At-Large; **Verdrina Mathews**, Member At-Large; **Victoria Peterson**, Member At-Large

Absent: **Angela Taylor**, Visions Clubhouse; **Chris Wright**, My Place Center for Wellness; **Christie Kay**, ARC Oakland County; **Malkia Newman**, CNS Empowerment Team; **Paulette Howell**, New Horizons; **Renee Bacci**, Clubhouse Inspirations; **Tammy Wallace**, Our House Clubhouse; **Zach Cardinell**, Member At-Large

Guests: **Rae Casey**, ARC Oakland County; **David Franco**, The Living and Learning Enrichment Center (LLEC); **Meghan Share**, Community Housing Network

	Agenda Item	Presented By	Discussion
I	<p><b>Welcome to Members, Guests</b></p> <p><b>Approval of Agenda and Minutes</b></p>	<p><i>Diane Sansalone, CAC Chair</i></p>	<p>The meeting was called to order at 9:30 am by Chakusola Guinn. Roll call attendance was taken by J. Space. S. Ludwig motioned to approve February 2025’s agenda and M. Fritzen seconded the agenda. M. Fritzen motioned to approve the minutes from January 2025 and was seconded by S. Serlin-Resnick</p>
II	<p><b>Public Comment / Announcements</b></p>	<p>Members &amp; Guests</p>	<p>L. Bartalini-Till explained that the Walk-A-Mile event in September conflicts with the September CAC Meeting and proposed the idea of changing the date of the meeting for that month. We will discuss this at the March CAC Meeting.</p>

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III	<p><b>New Business</b></p> <ul style="list-style-type: none"> <li><b>Co-Responder Overview and Clothing Survey</b></li> </ul>	<p><i>Hillary Nusbaum, OCHN Co-Responder Supervisor</i></p>	<p>Hillary provided a background on the Co-Responder program. She stated that we currently have ten co-responders and about 16 different communities law enforcement involved. The co-responders are OCHN Clinicians that are contracted with the Police Department and Sheriff’s Office. We aim to partner law enforcement response with behavioral health and substance use disorder resources. The co-responders have police radios and go on calls with police to try to help people in real time get connected with services and to help divert from jail. The model improves services and response for those impacted by behavioral health crises and provides added support to responding officers before, during and after a crisis. They do follow up calls and get referrals from police to contact individuals that are having mental health crises or substance use related disorder issues. The Co-responders role on the scene involves de-escalation/suicide assessment, consulting on petitions, providing resources, assist at fatalities, linkage to crisis and treatment providers, and consult with hospital, crisis providers, etc. The role of a co-responder not On-scene or the follow up is assist detectives on cases, coordinate complex cases (i.e. dementia, homelessness, APS), follow up with individuals and families, general coordination to keep providers informed for follow up contact, and to obtain pick up orders from court.</p> <p>The Co-Responders currently wear primarily green clothing, with cargo pants or jeans as well as a grey vest that says “social worker” in large lettering and they carry notebooks, business cards, tourniquet and their police radio to help them in the field. They chose clothing colors to make sure they do not look like law enforcement officers, and it is important for people to feel comfortable talking to them. They have found that sometimes the green color can become a safety</p>
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			<p>issue because on a scene, the color can stand out if someone is trying to cause harm or they are in a dangerous situation because green stands out instead of the police standing out and they can become a target. They would like to introduce some other colors they can wear so that they don't stand out quite so much at a scene while remaining approachable. They would like to stay within OCHN's colors and are considering light blue or grey as replacements to the green and would like to ask how these colors make you feel if you were to be approached in the field. G. Vidosh stated that blue is warming and inviting. C. Guinn stated that she likes that light blue color and maybe green for an ID patch. A. Jacobs recommended an ID. Hillary stated that they do carry their OCHN ID with them, and that most of the clothing has the OCHN logo on it. V. Peterson stated that she likes the green and blue, they are welcoming colors but does not like the grey. She would like to suggest another color like pale yellow, something that conveys "it's safe" or "It's ok". P. Casper stated that she thinks the blue is welcoming but does not feel there is enough contrast with the words "social worker" on the vests. D. Sansalone stated that she thinks the blue is welcoming, she likes the idea of a pale yellow and she does not like the grey. As someone that is visually impaired, she would like to see something that stands out from the background, especially at night, possibly something reflective. Hillary stated that there are words on the sleeve and the back of the shirt that are reflective, and they plan to continue to have that. S. Serlin-Resnick stated that colors have meaning and that she does not like grey, it would make her feel nervous. D. Sansalone stated she was at the Legislative Breakfast and Chief Michael Moore from Royal Oak gave the program a glowing review.</p>
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<ul style="list-style-type: none"> <li>• <b>Credentialing Update</b></li> </ul>	<p><i>Kayla Gerhardt, OCHN Provider Network Analyst</i></p>	<p>Kayla stated that there have been a lot of changes lately at the State level and what is going on with OCHN. The State has rolled out a new online system that Providers are now going online and entering all their documents via a state website. They also have changed the recredentialing timeline. It has changed from every two years to every three years. OCHN is bringing in a ton of new Providers in network. In September Kayla worked on Transportation and since then we have brought on Self-Determination. All the Providers that provide self-determination are now coming in house and are currently in the credentialing process and there are about 36 of them. We are also bringing in Respite Providers and later down the line will be bringing in Equine Therapies. There were some individual questions from CAC members about whether some providers had been credentialed.</p>
<ul style="list-style-type: none"> <li>• <b>Communications Report</b></li> </ul>	<p><i>Christine Burk, Chief of Staff / Suzanne Weinert, Director, Communications &amp; Community Outreach</i></p>	<p>Christine stated that they have quarterly meetings with our Providers and have two in person and two virtual and it is important to keep those lines of communication open with our Network. They have a large meeting with everyone and then smaller focus groups depending on a service program. The Needs Assessment will be coming up and this year they added face emojis to assist with questions about me, not me, or not sure. Last year we had more people that received services complete the survey than ever before and we are making a concentrated effort to hear from the people we serve. We are monitoring the executive orders that are coming out of the White House as closely as we can and staying in touch with our Providers so that in the event that something is put out and stays out, we can understand the impact. Christine spoke about the Service</p>

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	<ul style="list-style-type: none"> <li>• <b>Director's Report</b></li> </ul>	<p><i>Dana Lasenby, Executive Director/CEO, OCHN</i></p>	<p>Delivery Feedback Survey and how it will help OCHN meet and be responsive to the needs of individuals served. The survey closes on March 14, 2025.</p> <p>OCHN proudly recognizes Black History Month by celebrating the achievements and contributions of Black individuals across our nation, state, and county. Our unwavering commitment to dignity, respect, and equity is reflected in OCHN's I.D.E.A. (Inclusion, Diversity, Equity, and Accessibility) priorities. OCHN remains committed to connecting individuals to essential services. Our Access Team ensures timely service eligibility determinations and identifies critical community resources. Through our contracted provider network, OCHN offers crisis services for individuals with Medicaid, Medicare, Healthy Michigan Plan, private insurance, or those who are underinsured. These services include: Crisis Intervention, Crisis Stabilization, Crisis Residential Services, Pre-Admission Review for Psychiatric Hospitalization Authorization, and Local management of Common Ground (988 Suicide &amp; Crisis Lifeline). OCHN hosted its Annual Legislative Breakfast on February 10, 2025, at its Administrative Offices in Troy. This event emphasized the impact of public behavioral health services and the critical need for sustainable Medicaid funding. Key discussions included: Recap of 2024 accomplishments, 2025 Annual Plan Review, Annual Needs Assessment launch, Medicaid eligibility redetermination challenges, and Impact of Michigan's state minimum wage on Direct Service Professional wages. Key attendees included state senators, representatives, county commissioners, and other stakeholders</p>
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			<p>individuals enrolled in both Medicare and Medicaid in select counties in 2026 before expanding statewide in 2027. OCHN is committed to collaborating with provider leaders to enhance service sustainability through: Advocacy for equitable rates and workforce sustainability, Rate standardization and equity assessments, and Improved transportation services aligned with Medicaid-covered needs. OCHN’s Co-Responder Program strengthens partnerships with law enforcement, policymakers, and the judiciary to divert individuals from incarceration to behavioral health services. Additionally, OCHN continues to provide Crisis Intervention Team (CIT) training, Assisted Outpatient Treatment (AOT) services, and jail diversion programs to support individuals with mental health and substance use challenges.</p>
IV	Old Business – Provider & Committee Reports	<b>Christina Root</b> , OCHN Board	<p>Last night was our general board meeting at the troy building. We had nearly a full board present. Please note that member John Paul has resigned from the board and will be leaving next month, so please share your gratitude for his service if you see him! Last night, we had a Stories that Inspire Hope presentation at the beginning of our agenda, and it was wonderful. One of our board members named Pastor Jones is from the city of Pontiac and he has been supporting a new anti-violence group called Time Out, which was created last year in 2024 through a grant that OCHN received. About six gentlemen from the Time Out program presented to the board about the work they are doing in Pontiac to support teens and adults. It really was an uplifting presentation.</p>

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		<p><b>Adrienne Gasperoni</b>, Community Housing Network</p> <p><b>Amelia Jacobs</b>, Community Living Services</p> <p><b>Angela Taylor</b>, Visions Clubhouse</p> <p><b>Chakusola Guinn, (Vice Chairperson)</b> Easterseals</p>	<p>In 2024 Community Housing Network supported over 17,000 families and individuals with their housing needs. This could be by providing an opportunity to transition from homelessness, prevent homelessness, guide first-time home buyers, by helping individuals with disabilities and their families find housing and support for their needs, and they help foster long-term stability in the community.</p> <p>Community Living Services handed out surveys and are still calculating the results. They also got accreditation with some positive feedback. There will be more upcoming auditing in Oakland County through the State’s regulations. They had a long discussion about DEI issues. One of the members is part of an empowerment team at Oakland County CLS.</p> <p>No Report (absent)</p> <p>The Easterseals MORC advisory council met last Wednesday and went over a few different topics. One was with Team advisory updates, and they are in the process of recruiting. They also reviewed the CCBHC quarter and PDI grant from Macomb County for the fourth quarter of last year. Last year they served 525 people including 124 children and 401 adults.</p>
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		<p><b>Cheryl Patel</b>, Member At-Large</p> <p><b>Chris Wright</b>, My Place Center for Wellness</p> <p><b>Christie Kay</b>, ARC of Oakland County</p> <p><b>Diane Sansalone</b>, (Chairperson) Common Ground</p> <p><b>Glenda Vidosh</b>, OFS</p>	<p>Oakland County’s Alliance for the Mentally Ill is having support meetings for friends and families in Southfield at 12 mile and Southfield rd. If you have additional information, please contact Cheryl. If you call her, please leave a voicemail.</p> <p>No Report (absent)</p> <p>No Report (absent)</p> <p>Last month, they had Kim Novak from Common Ground speak and it was interesting to find out how people are routed to the hospital. They are also looking for new members.</p> <p>Their big annual fundraiser, Building Brighter Futures breakfast is scheduled for April 29<sup>th</sup> at the Townsend. They had their accreditation review and exit interview and are waiting for favorable response.</p>
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	<p><b>James Helstowski, F.A.I.R.,</b> Drop-In</p> <p><b>Lloyd Austin, Member At-Large</b></p> <p><b>Lois Shulman, Member At-Large</b></p> <p><b>Malkia Newman, OCHN Board / CNS Anti-Stigma</b></p> <p><b>Matthew Fritzen, Easterseals MORC</b></p> <p><b>Nancy Diane Carter, CEEC</b></p>	<p>FAIR is doing good. No Board meeting this month. Average attendance is 35 members. They are starting to work on this year’s outings, the first one will be Frankenmuth.</p> <p>No Report</p> <p>No Report</p> <p>No Report (absent)</p> <p>No Report</p> <p>The psychiatrist doctor talked about only 3% of violent crimes are committed by the mentally ill.</p>
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	<p><b>Pam Casper</b>, CNS Healthcare</p>	<p>CNS Healthcare is preparing to roll out an Integrated Dually Diagnosed Treatment case management team. Integrated Dual Disorder Treatment (IDDT) is an evidence-based program for people who have both a mental health disorder and a substance use disorder. IDDT team staff are trained to treat both substance use disorders and serious mental illnesses. Case Management Team B in Waterford is attending the specialized training needed for this new initiative.</p>
	<p><b>Paulette Howell</b>, New Horizons</p>	<p>No Report (absent)</p>
	<p><b>Renee Bacci</b>, Clubhouse Inspirations</p>	<p>No Report (absent)</p>
	<p><b>Suzanne Serlin-Resnick</b>, Member At-Large</p>	<p>No Report</p>
	<p><b>Tammy Wallace</b>, Our House Clubhouse</p>	<p>No Report (absent)</p>
	<p><b>Verdrina Mathews</b>, Member At-Large</p>	<p>No Report</p>

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		<p><b>Victoria Peterson</b>, Member At Large</p> <p><b>Zach Cardinell</b>, Member At-Large</p>	<p>No Report</p> <p>No Report (absent)</p>
V	Public Comment / Announcements		
VI	Adjournment		The Meeting was adjourned at 11:36 am
VII	Next Meeting		March 19, 2025

Respectfully submitted,

Jessica Space

Jessica Space, OCHN – Customer Service Support Specialist

March 11, 2025