

Citizens Advisory Committee Minutes

Meeting Date / Time: March 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: **Dana Lasenby**, OCHN; **Adrienne Gasperoni**, Community Housing Network; **Amelia Jacobs**, CLS-OC; **Chakusola Guinn**, Easterseals; **Cheryl Patel**, OCHN CAC 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; **Paulette Howell**, New Horizons; **Steve Ludwig**, JARC; **Suzanne Serlin-Resnick**, Member At-Large; **Tammy Wallace**, Our Clubhouse; **Victoria Peterson**, Member At-Large; **Zach Cardinell**, Member At-Large
Absent: **Chris Wright**, My Place Center for Wellness; **Christie Kay**, ARC Oakland County; **Malkia Newman**, CNS Empowerment Team; **Renee Bacci**, Clubhouse Inspirations; **Verdrina Mathews**, Member At-Large
Guests: **Raven Casey**, ARC Oakland County, **Amit Agrawal**, OCHN volunteer Group Home Trainer

	Agenda Item	Presented By	Discussion
I	Welcome to Members, Guests Approval of Agenda and Minutes	<i>Diane Sansalone, CAC Chair</i>	The meeting was called to order at 9:30 am. Roll call attendance was taken by J. Space. S. Serlin-Resnick motioned to approve June 2024’s agenda and C. Guinn seconded the agenda. A. Jacobs motioned to approve the minutes from May 2024 and was seconded by P. Casper.
II	Public Comment / Announcements	Members & Guests	Matt just got voted in as Co-Chair for Easterseals MORC CAC. Diane just got hired at AgeWays as a trainer.

Citizens Advisory Committee Minutes

Meeting Date / Time: March 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.***



	<ul style="list-style-type: none"> Communications Report 	<p><i>Christine Burk, Chief of Staff / Suzanne Weinert, Director, Communications & Community Outreach</i></p>	<p>Christine Burk announced her retirement which will occur in April 2025.</p> <p>March is National Developmental Disabilities Awareness Month, a time to highlight the importance of inclusion, understanding, and support for individuals with developmental disabilities. For Oakland Community Health Network (OCHN), this is an excellent opportunity to raise awareness about developmental disabilities and reaffirm our unwavering commitment to providing quality care and support services, making a significant impact on the lives of those we serve.</p> <p>Last month, OCHN hosted its quarterly All Provider Meeting, bringing together our network of providers to connect, share updates, and discuss significant developments in the behavioral health sector. This gathering provides an essential platform for strengthening relationships, exchanging knowledge, and ensuring we are all aligned in our mission to deliver quality, holistic care to the individuals and families we serve.</p> <p>On Tuesday, March 11, 2025, OCHN hosted a follow-up Financial Management Service (FMS) / Self-Determination (SD) Forum. This event provided an opportunity to dive deeper into the key components of FMS/SD and address the processes involved in transitioning these services. The forum was valuable for participants to share their questions, insights, and feedback. By actively engaging with our community, OCHN is committed to ensuring that individuals and families have the support and information they need to navigate these essential services effectively.</p> <p>OCHN supports the Arc’s Annual Dove Awards to recognize the efforts of individuals within the community who, through their dedication and commitment, have enhanced the lives of individuals with intellectual and developmental disabilities. See the list of</p>
--	--	---	---

Citizens Advisory Committee Minutes

Meeting Date / Time: March 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.***



			<p>honorees recognized at the annual event to recognize these recipients.</p> <p>OCHN is pleased to host the Prepaid Inpatient Health Plan (PIHP) Metro Region Quarterly Meeting at our Administrative Office in Troy on Thursday, March 27, 2025. This gathering brings together board members and staff from the behavioral health systems across the region, including Detroit Wayne Integrated Health Network, Macomb County Community Mental Health, and OCHN.</p> <p>OCHN recently completed its Service Delivery Feedback Survey, seeking input from community members, network employees, and contracted providers to enhance service delivery. The survey will inform OCHN’s annual planning and support our mission to “inspire hope, empower people, and strengthen communities.” To date, over 500 complete surveys have been received and are being calculated. OCHN continues to support substance use disorder treatment through grant-funded initiatives. In January, the Sober Support Unit (SSU) served 109 individuals, totaling 375 YTD. Additionally, 19 underinsured individuals received necessary SUD services in January, bringing the YTD total to 76 individuals.</p>
IV	Old Business – Provider & Committee Reports	<p>Christina Root, OCHN Board</p> <p>Nancy Diane Carter, CEEC</p>	<p>Christina stated that she was not able to attend the Board meeting on March 18, 2025. Four contracts were voted on and the next Board meeting is April 15, 2025.</p> <p>FY24 results for over ECHO (experience of care and health outcomes). The survey was for people that have been receiving services for 12 months or longer and it had 47 questions. It reviewed demographic</p>

Citizens Advisory Committee Minutes

Meeting Date / Time: March 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.***



		<p>Adrienne Gasperoni, Community Housing Network</p> <p>Amelia Jacobs, Community Living Services</p> <p>Chakusola Guinn, (Vice Chairperson) Easterseals</p>	<p>data, global trends from FY24 AND FY23 and opportunities for improvement.</p> <p>No Report</p> <p>There are many changes going on at CLS, mainly what’s going on with self-determination, meaning the payment systems OCHN is taking back starting in April.</p> <p>Easter Seals MORC held its meeting virtually on March 12th, 2025. We had 2 presentations from Michigan Rehabilitation Services and the Transportation department. Michigan Rehabilitation Services helps people with disabilities and businesses with employment services. It is an eligibility-based program that employs a 6-step program to help clients succeed in their employment goals. For businesses, they offer free recruiting services. For people who want to gain certifications, they can go to MCTI in Plainwell, Michigan. The Transportation department at Easter Seals MORC provided 4,335 rides. They also provided 636 rides to Dreams Unlimited Clubhouse. Lyft is used for last-minute and emergency appointments. They are currently in talks with 3rd party companies in providing more accessible (wheelchair) and non-emergency rides. We also held our board elections. Chakusola was re-elected to chair.</p>
--	--	--	---

Citizens Advisory Committee Minutes

Meeting Date / Time: March 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.***



			Matt Fritzen was elected as Co-Chair and Anita Warner was reelected as Secretary.
		Cheryl Patel , Member At-Large	No Report
		Chris Wright , My Place Center for Wellness	No Report (absent)
		Christie Kay , ARC of Oakland County	No Report (absent)
		Diane Sansalone, (Chairperson) Common Ground	No Report
		Glenda Vidosh , OFS	They received confirmation that they had been reaccredited by COA and passed with flying colors. Once a year they have an internal United Way drive where employees are solicited to contribute to United Way. April 29 th is their one big fundraiser of the year. It will be a breakfast fundraiser at The Townsend.
		James Helstowski , F.A.I.R., Drop-In	No Report – Meeting tomorrow
		Lloyd Austin , Member At-Large	No Report

Citizens Advisory Committee Minutes

Meeting Date / Time: March 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.***



		Lois Shulman , Member At-Large	No Report
		Malkia Newman , OCHN Board / CNS Anti-Stigma	No Report (absent)
		Matthew Fritzen , Easterseals MORC	The Michigan Career & Technical Institute (MCTI) in Plainwell is an educational center for adults with disabilities in Michigan.
		Pam Casper , CNS Healthcare	No Report
		Paulette Howell , New Horizons	No Report
		Renee Bacci , Clubhouse Inspirations	No Report (absent)
		Suzanne Serlin-Resnick , Member At-Large	Suzanne suggested that we send out information and letters to the most influential and powerful people in mental healthcare.
		Tammy Wallace , Our House Clubhouse	Laurie Riley, the Employment Specialist at Our House Clubhouse, has retired and Debbie Giles will be moving to Visions Clubhouse.
		Verdrina Mathews , Member At-Large	No Report
		Victoria Peterson , Member At Large	No Report

Citizens Advisory Committee Minutes

Meeting Date / Time: March 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.***



		Zach Cardinell , Member At-Large	Zach is contracted with Easterseals MORC’s training department and they have been piloting Customer Service in a Culture of Gentleness training. They noticed that the front desk staff at physical locations often get overlooked in how important their role is and that they are the face for our Support and Services for people coming in. They are working on investing in the importance of the role and to give them skill sets. Zach stated that he visited Dreams Unlimited Clubhouse for the first time about a month ago and again a few weeks ago and he loves this organization and its culture. He feels the membership and leadership are impressive with the community they have built and the way they operate daily.
S	Public Comment / Announcements		
VI	Adjournment		The Meeting was adjourned at 11:24 am
VII	Next Meeting		April 16, 2025

Respectfully submitted,

Jessica Space

Jessica Space, OCHN – Customer Service Support Specialist

April 9, 2025