

## Citizens Advisory Committee Minutes

Meeting Date / Time: May 21, 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**, OCHN CAC Member At-Large; **Chris Wright**, My Place Center for Wellness; **Christina Root**, OCHN Board; **Diane Sansalone**, Common Ground; **Glenda Vidosh**, Oakland Family Services; **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; **Renee Bacci**, TTI; **Steve Ludwig**, JARC; **Suzanne Serlin-Resnick**, Member At-Large; **Tammy Wallace**, Our House Clubhouse; **Verdrina Mathews**, Member At-Large; **Victoria Peterson**, Member At-Large; **Zach Cardinell**, Member At-Large

Absent: **Christie Kay**, ARC Oakland County; **James Helstowski**, FAIR Drop-In Center; **Malkia Newman**, CNS Empowerment Team

Guests: **Tillie Bond**, OCHN Support Specialist Temp; **Lisa Sadowski**, OCHN Customer Service Specialist

	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 9:45 am. Roll call attendance was taken by J. Space. A. Jacobs motioned to approve May 2025’s agenda and C. Wright seconded the agenda. C. Guinn motioned to approve the minutes from April 2025 and was seconded by S. Serlin-Resnick</p>
II	<p><b>Public Comment / Announcements</b></p>	<p>Members &amp; Guests</p>	<p>Our guests introduced themselves. Lisa is OCHN’s newest Customer Service Specialist and Tillie is an OCHN Temp for when J. Space is out on FMLA for the next 6 weeks. L. Bartaloni-Till stated that she spoke to M. Newman in going forward, she will be sending a representative to the CAC meetings if she is unable to attend herself.</p> <p>P. Casper asked if any of the members are a part of their Core Provider’s CAC if they are having their CAC meetings in person or virtual. A. Jacobs stated that CLS has all virtual meetings, and they have meetings every other or every third month. G. Vidosh stated</p>



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	<ul style="list-style-type: none"> <li><b>Overview of OCHN Training Team</b></li> </ul>	<p><i>Nida Khan, OCHN Manager of Training</i></p>	<p>The next big thing that OCHN is working on is credentialing the Self Determination Providers and all the Fiscal Management Services. We originally added three Fiscal Intermediaries and one of them recently ended their contract. We did find a replacement called Placo and they are in the process of being credentialed so we will have a total of three again. As for Self Determination Providers, we had about 28-30 that we reached out to and we currently have eighteen fully credentialed, and we are expecting more as we go on. We have built a whole new team called the Managed Care Team with June White as the Director of that team. June and her staff will oversee everything that comes with fiscal intermediaries and self-determination providers once they have been credentialed.</p> <p>The State has come out with an online system called Universal Credentialing. Moving forward, all providers that are credentialed are entered into this State system. OCHN has been having meetings with the State to work on some of the problems with this new system.</p> <p>C. Guinn asked if credentialing for respite camps are they focused on adolescent camps? Kayla stated that they are not all adolescent camps but most of them focus of adolescents. S. Ludwig asked where the camps are located. Kayla stated they are located all over the State of Michigan.</p> <p>Nida reviewed some of the training classes provided by OCHN. She stated that the first and most important is the recipient rights training. We have four in person and then we have two that we do virtual on a monthly basis. One of these virtual courses is always later</p>
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			<p>in the evening so that anyone who is working full-time during the day can attend the evening session. The new hire city rights training is set up for the law in every county and every state and every person who is our direct support service provider or a clinician or any type of job that you get for a community authority position must have this training. The training must be done within 30 days of the new hire start date. The second set of training is clinical training. This training is for anyone who is a licensed professional, such as a social worker or counselor and anyone who is working as a support coordinator. They are required to complete this mandatory set of training. These trainings are implicit bias, which falls under diversity and knowing how to not be inappropriate or racist and those sorts of things. Not to be biased towards people who are different. We also do training for any type of trauma. This is someone that has gone through abuse and violence from family now and during childhood. We want to be mindful of how we speak to them so that we are not triggering any type of trauma. We also have motivational interviews which will talk about how to interview people to get the right information out of them. We use this a lot when we are interviewing victims of domestic violence as well as sexual abuse. Then there is leak training about individuals who are not fully aware that they may have mental disorders or they have been diagnosed with a mental illness. There is also ethics and person-centered planning. Everyone in our system getting services has a person-centered plan. Then we have suicide prevention training. One is called Cyst with three trainers in the building that do this training and then there is Talk which explains how to talk about suicide and when it's safe to ask questions related to suicide. Then we have a set of veteran training, including PTSD and moral injury, and sexual trauma. We also have training for veterans</p>
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			<p>and SUD. This training is for individuals working or living with veterans. If you know anyone who would qualify for any of these training courses, these training courses are free, and they are referenced on our website. Then we have peer training and Sherry Rushman is a phenomenal trainer. She does a two- and five-day wrap, ethics for connectivity, defeat loneliness or invest with wrap, self-direction/determination, catching hope and being your own advocate. There are at least 10 other training courses that you can reference from the website. We also are partnered with the state for human trafficking training. We had one last month in April and there will be another one coming in August, and they will also talk about labor trafficking. We also will partner with affirmations. Affirmations is an organization in Ferndale for the LGBTQIA+ community to bring an overview for the community in July. We also work with the SUD department and every month there is a community workshop for substance abuse related disorders. Last month we did a training for vaping. P. Casper asked if the case managers support coordinators for the center planning training is in person and are they interactive? Nida shared there are two, one is for clinical staffing, and it is very interactive, and the trainer is Jimmy Pratner. Then we have Sherry Rushman specifically for the peer community and she stated those are virtual as well as in person. All of the training courses are located on the website and will be available in the upcoming months, and you would need to register for the training.</p>
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	<ul style="list-style-type: none"> <li>• <b>Communications Report</b></li> </ul>	<p><i>Kaylee Salveta</i>, OCHN Community Outreach Specialist</p>	<p>OCHN had our Veteran’s event on Saturday, May 10<sup>th</sup>. We had one hundred fifty people registered and approximately two hundred people showed up. We had presentations, vendors, lunch and some games. D. Sansalone was our ambassador for the OCHN tables. OCHN is hosting our baby shower scheduled for Wednesday, June 4<sup>th</sup> it is open to everyone. We received a grant for this event, so we can purchase a lot of giveaways. This is our third year hosting this event at the Wealth of Missionary Baptist Church in Pontiac. We will provide a lot of great resources for expecting mothers. In recent years we had quite a bit of Arabic and Spanish speaking individuals, so we will will provide Arabic and Spanish translators. There is a minority mental health event scheduled for this location on Thursday, July 10<sup>th</sup>. We will provide an announcement for that. The “Your Voice, Your Value” event will be in August. We will present achievement awards. Anyone can nominate themselves, nominate someone else, as well as peers that you think are worthy of this award. Friday, June 20<sup>th</sup> is the deadline to receive the nominations. Kaylee passed out some forms for the nominations to the members in person and they will also be sent out in next month’s packets.</p>
IV	<p>Old Business – Provider &amp; Committee Reports</p>	<p><b>Christina Root</b>, OCHN Board</p>	<p>OCHN had the general board meeting last night and most of the board members were in attendance. The main highlight was the Stories that Inspire Hope presentation. The Judson Center gave a presentation about their services and we learned that they have been in existence for one hundred years doing great work in multiple counties like Flint, Warren, and Washtenaw. They approved a Crown Castle contract for internet services in the building. They voted on</p>



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		<p><b>Chakusola Guinn, (Vice Chairperson)</b> Easterseals</p> <p><b>Cheryl Patel,</b> Member At-Large</p> <p><b>Chris Wright,</b> My Place Center for Wellness</p>	<p>Easterseals MORC had their CAC meeting last week on May 14<sup>th</sup> and they had three big presentations, Combatting Substances, Mission Updates, and Behavioral Urgent Care. They are partnering with businesses to increase mental health awareness by emphasizing their self-assessment tool on the website. They are also offering discounts through local businesses and are also looking for more ambassadors. They are launching a Behavioral Urgent care in Southfield and one in Centerline.</p> <p>No Report</p> <p>They have been busy at the center trying to build confidence for the members. They are also in the process of trying to fix things at the center such as the ceiling tiles, insulation, and some missing floor tiles. They have been having a good time getting their vegetables and butterfly gardens started. They are getting ready for events like Juneteenth, Ferndale Pride to spread the message about ending stigma and get the word about their center. Their food pantry is going well, but they are trying to see about getting bigger shipments. They are expecting a busy summer with a lot of events like their summer picnic.</p>
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		<p><b>Christie Kay</b>, ARC of Oakland County</p> <p><b>Diane Sansalone, (Chairperson)</b> Common Ground</p> <p><b>Glenda Vidosh</b>, OFS</p> <p><b>James Helstowski</b>, F.A.I.R., Drop-In</p> <p><b>Lloyd Austin</b>, Member At-Large</p> <p><b>Lois Shulman</b>, Member At-Large</p>	<p>No Report (absent)</p> <p>Diane reported that even though the Oxford Resiliency Center has closed, their phone line is still accessible, and you can get the phone number from the Common Ground website.</p> <p>They had their client satisfaction surveys from May 2025 and it is important to see their ratings and to see how they can improve. They have a wellness committee that is facilitating a contest for how many steps you can walk in a day. It is more of self-competition. May is Children’s Mental Health Awareness month, and they hosted an internal contest where they decorated their lobbies and their doors. They will have a booth at Ferndale Pride on May 31<sup>st</sup>. She encourages all CAC members to join in on this Free event.</p> <p>No Report (absent)</p> <p>No Report</p> <p>Community Mental Health Association of Michigan has their annual summer conference coming up in Traverse City. She participates as the Editor of Connections where she collects stories and things to post on their website.</p>
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	<b>Malkia Newman</b> , OCHN Board / CNS Anti-Stigma	No Report (absent)
	<b>Matthew Fritzen</b> , Easterseals MORC	No Report
	<b>Nancy Diane Carter</b> , CEEC	The CEEC had a Co-Responder presentation.
	<b>Pam Casper</b> , CNS Healthcare	No Report
	<b>Paulette Howell</b> , New Horizons	No Report
	<b>Renee Bacci</b> , TTI	No Report
	<b>Suzanne Serlin-Resnick</b> , Member At-Large	No Report
	<b>Tammy Wallace</b> , Our House Clubhouse	No Report
	<b>Verdrina Mathews</b> , Member At-Large	No Report
	<b>Victoria Peterson</b> , Member At Large	No Report

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		<b>Zach Cardinell</b> , Member At-Large	Easterseals MORC is the Non-Profit of the Night for Thursday’s Tigers game. Zach has had the opportunity to experience some time at the Dreams Unlimited Clubhouse, and he stated that their culture is just incredible. He recommends them as a safe place for socialization and for skill building. They have a lot of cool things going and their Director is just phenomenal in building a wonderful barrier free community.
V	Public Comment / Announcements		
VI	Adjournment		The Meeting was adjourned at 11:22 am
VII	Next Meeting		June 18, 2025

Respectfully submitted,

Jessica Space

Jessica Space, OCHN – Customer Service Support Specialist

May 30, 2025