

Citizens Advisory Committee Minutes

Meeting Date / Time: November 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**, OCHN CAC Member At-Large; **Chris Wright**, My Place Center for Wellness; **Christina Root**, OCHN Board; **Diane Sansalone**, Common Ground; **James Helstowski**, FAIR Drop-In Center; **Matthew Fritzen**, Easterseals MORC; **Nancy Diane Carter**, OCHN CEEC; **Pam Casper**, CNS Healthcare; **Renee Bacci**, Clubhouse Inspiration; **Steve Ludwig**, JARC; **Suzanne Serlin-Resnick**, Member At-Large; **Verdrina Mathews**, Member At-Large; **Victoria Peterson**, Member At-Large

Absent: **Christie Kay**, The Arc of Oakland County; **Lloyd Austin**, Member At-Large; **Lois Shulman**, Member At-Large; **Malkia Newman**, CNS Empowerment Team; **Paulette Howell**, New Horizons; **Tammy Wallace**, Our House Clubhouse; **Zach Cardinell**, Member At-Large

Guests: **McKenna Foley**, The Arc of Oakland County

	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 9:31 am. Roll call attendance was taken by J. Space. D. Sansalone motioned to approve and change the order of November 2025’s agenda and C. Guinn seconded the agenda. M. Fritzen motioned to approve the minutes from October 2025 and was seconded by A. Jacobs.</p>
II	<p>Public Comment / Announcements</p>	<p>Members & Guests</p>	

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III	<p>New Business</p> <ul style="list-style-type: none"> Director’s Report and Overview of OCHN Direct Crisis Services 	<p><i>Dana Lasenby, Executive Director/CEO, OCHN</i></p>	<p>D. Lasenby spoke about the rebidding of the prepaid inpatient health plans, the PIHP’s. It’s a bid or rebidding process set out by the state to rebid the PIHP’s. The PIHP’s are the managed care arm of our contract. In Michigan, there are 10 PIHP’s and 46 CMHSPS, which are the community mental health special programs and service programs. Detroit Wayne, Oakland County and Macomb are both CMHSPS and PIHP’s. The part of the bid that’s out there is the PIHP contract, which is really our managed care contract. That’s about \$450 million of Medicaid dollars that go toward care in this community. There are a lot of lawsuits that are coming as a result. The biggest one has already been going since October and the judge is going to make a final decision or ruling on December 8th, and at that time, the State had said originally, they were going to pick a vendor In February, now they’ve moved it up to December 10th. The State has also taken the 10 regions or the 10 PIHPS and merged them into 3, the metro region which is where we are with Detroit Wayne, OCHN and Macomb, the central region, which is the biggest group of CMHSPS, and the northern part of the region. As an organization we did bid and the other piece of it is that we also submitted a bid with Macomb County, with the support of our board and the support of the Board of Commissioners, to join and partner with Macomb to create a new entity, that would also be an opportunity for us to act as or continue to be a regional entity. M. Fritzen asked if we would be able to appeal if it goes a certain way. D. Lasenby stated that you will likely see additional lawsuits, and this thing could potentially be held up for</p>
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			<p>quite a while. D. Lasenby also spoke about the transition of adult crisis services to OCHN directly. We have been talking about how to improve Access and enhancing Crisi Services for many years, and it is not an easy decision. We have expanded Access over the years, and we have worked very closely with our law enforcement community in terms of training over 1000 officers since 2015 in crisis intervention team training. The number of people who have been diverted from being arrested and sent to jail and getting into care is a part of that continuum. We created a hospital liaison position and this position started with one just like our Co responders did and now has grown to about four or five. The Access team works side by side with the common ground team in the resource and crisis system and we have been looking at how to make sure our crisis services are comprehensive, people don't get turned away and get good customer service. We get one opportunity to help a person in Crisis and making sure we get it right the first time is so important. We have been working and trying to collaborate with our partners to make sure this is a smooth transition, there are no gaps in care and services. We want to be as transparent as possible and make sure we get the information out as soon as possible and it is as clear as possible. A. Jacobs provided a comment about information not being as clear and wanting to know if there will be a brochure or something to help support coordinators provide accurate information. Dana stated that she agrees that we could update some information and documents that we currently have. S. Serlin-Resnick stated that she is hearing</p>
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			<p>that OCHN is not directly involved in the therapies in clients and that they are now taking over areas that they have never been involved in but are taking over what Common Ground has been doing. Also, where will the people now go for treatment and how will you work with Common Ground to transition? Dana stated that we started trying to collaborate with Common ground many months ago and we talked about enhancing our crisis continuum in our strategic annual plan, The resource and crisis center is OCHN's resource and crisis center, and we lease the space and contract with Common Ground to provide the services We are looking at a transition plan in phases. We do have people here who have worked in crisis services for many years. We have experienced clinicians; we have experienced workforce to do the work. We also are honored to have people and give people an opportunity to apply and work, to provide those crisis services directly with OCHN. The location will be the same at the place in Pontiac, at the resource and crisis center where common ground is currently in the space. We are not trying to compete with our providers. We are not trying to take them out of business. We need our providers. Many CMHSP's in other areas do this already. We are the only entity in the state that is a CMHSP that is not providing those direct crisis services themselves. As a contracted prepaid inpatient health plan, and as also as a CMHSP, we're able to provide direct services and we're required to ensure that we provide those services when they're not available or when we need to provide them. And again, it's not to put Anyone out of business and it's also to</p>
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			<p>use that history to make sure that we improve on that. Our job is to strive for is to improve those crisis services and also make sure that we are doing it in a way that makes things better and are better outcomes for people. Some of the crisis services that we're responsible for are not happening right now and we want to make sure that they are. Dana states that yes, it's been in the works for years, even to the point of telling the team, how do we improve services at the front desk in the lobby of Common Ground. We're hearing a lot of good experiences, and we hear some that really say we've got to do something better. So, over the last few years it is really looking at how do we make these things better for people and when we hear from our law enforcement and we hear from people who may have been turned away, we want to make sure that it doesn't happen. There's a statute in the mental health code that says we are responsible for service delivery and one of the first services they identify is crisis services. This is something that we are required to do and that we may contract it out, but we are deciding to provide those services directly, and I think if you look at it from an administrative standpoint in terms of when your funding is questioned, we want to make sure we're able to provide those services and that's the funding that we get to do it. We want to make sure we're doing that and that there's no gap and that no one falls through the cracks as we try to transition. Anytime you change and people feel a loss; you are going to have pushbacks. I truly get it. But my job is not to disparage anybody, just to be honest and tell you</p>
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			<p>what our intentions are. Our intentions are to provide those crisis services directly. D. Sansalone stated that people from common ground, including employees, think this was like an underhanded way to go about it. Dana stated that this is a part of our strategic and annual plans. If you look at our strategic plan, our annual plan, this information is there, and I think we could have done a better job of communicating this and making it much smoother. But again, we've been trying to work collaboratively with our partners, Common Ground, in terms of contracting and coming to some kind of compromise. We have been hearing from our law enforcement partners in support of our movement in terms of really wanting to do better by the people we serve, and I hear that and I hear it too often. And I've also seen it. I think we owe it to the community to build better responses with collaboration and coordination of crisis care. To quite a few things that have been said in the public and community that I just don't address because, it's just not appropriate. I don't want to cause the community any more stress than there already is, and I will continue to reach out and to want to work together.</p>
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	<ul style="list-style-type: none"> • Voting for FY2026 CAC Meeting Schedule and CAC Officers • Overview and Feedback from CAC members about the New OCHN Website • Communications Report 	<p><i>Diane Sansalone, CAC Chairperson; Jessica Space, Scribe</i></p> <p><i>Courtney Bialek, SSDM; Tina Hermance, SSDM</i></p> <p><i>Kaylee Waske, OCHN Community Outreach Specialist</i></p>	<p>S. Guinn motioned to bring the 2026 CAC Meeting Schedule to vote, and V. Peterson seconded. The Meeting schedule was approved as proposed and was unanimous. D. Sansalone nominated M. Fritzen for chairperson and the vote was unanimous in favor. D. Sansalone nominated A. Jacobs as Vice Chairperson and the vote was unanimous in favor.</p> <p>Courtney and Tina reviewed the new website design proposals. The CAC members provided some feedback and preferences and SSDM will work on some alternate changes and will present again next month.</p> <p>Veterans Drive Through Resource Event on December 9th. They are partnering with Gleaners and the Alliance. Then on January 12th we will have our Law Enforcement Appreciation Breakfast.</p>
IV	Old Business – Provider & Committee Reports	Christina Root, OCHN Board	I unfortunately could not attend our board meeting, but I will go back and watch it online and I did have a board member text me to provide an update about the public comment that was mostly focused on this change with our crisis services. But I'm so glad Dana came in and talked to us openly. I think those open discussions where we can all

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	<p>Because of the time constraint, CAC members were asked if they have a core provider report, to please e-mail it to Jessica or Linda to be included in the minutes.</p>	<p>Adrienne Gasperoni, Community Housing Network</p> <p>Amelia Jacobs, Community Living Services</p> <p>Chakusola Guinn, (Vice Chairperson) Easterseals</p> <p>Cheryl Patel, Member At- Large</p>	<p>just ask questions about things, especially when there's major changes happening, because change can be scary, right? And this is a major change. And I really love how she took accountability for how I think leadership has lacked transparency, sometimes with the public and then also with us as board members. So, speaking on behalf of the board, we want to be supportive of everything OCHN does, but yes, we need to be given, I think, more details way ahead of time. As a board, we do care about how everyone in the public feels and we want to hear the public comments.</p> <p>No Report</p> <p>No Report</p> <p>No Report</p> <p>No Report</p>
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		Chris Wright , My Place Center for Wellness	No Report
		Christie Kay , ARC of Oakland County	No Report (absent)
		Diane Sansalone, (Chairperson) Common Ground	No Report
		James Helstowski , F.A.I.R., Drop-In	No Report
		Lloyd Austin , Member At-Large	No Report (absent)
		Lois Shulman , Member At-Large	No Report
		Malkia Newman , OCHN Board / CNS Anti-Stigma	No Report (absent)
		Matthew Fritzen , Easterseals MORC	No Report
		Nancy Diane Carter , CEEC	No Report

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		<p>Pam Casper, CNS Healthcare</p> <p>Paulette Howell, New Horizons</p> <p>Renee Bacci, Clubhouse Inspiration</p> <p>Suzanne Serlin-Resnick, Member At-Large</p> <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</p> <p>No Report</p> <p>No Report</p> <p>No Report</p> <p>No Report</p> <p>No Report (absent)</p>
V	Public Comment / Announcements		P. Casper stated that she feels it is important that we have town hall meetings or community conversations because she feels it is important to have a forum for discussions and information.

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VI	Adjournment		The Meeting was adjourned at 11:26 am
VII	Next Meeting		December 17, 2025

Respectfully submitted,

Jessica Space

Jessica Space, OCHN – Customer Service Support Specialist

December 2, 2025