

## Citizens Advisory Committee Minutes

Meeting Date / Time: October 15, 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; **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; **Verdrina Mathews**, Member At-Large; **Victoria Peterson**, Member At-Large  
Absent: **Chris Wright**, My Place Center for Wellness; **Lois Shulman**, Member At-Large; **Malkia Newman**, CNS Empowerment Team; **Zach Cardinell**, Member At-Large

Guests: **McKenna Foley**, The Arc of Oakland; **Parris Leisure**, OCHN Community Outreach 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 9:30 am. Roll call attendance was taken by J. Space. S. Serlin-Resnick motioned to approve October 2025’s agenda and T. Wallace seconded the agenda. M. Fritzen motioned to approve the minutes from August 2025 and was seconded by A. Jacobs.</p>
II	<p><b>Public Comment / Announcements</b></p>	<p>Members &amp; Guests</p>	<p>G. Vidosh announced that she will be retiring from Oakland Family Services on October 24. This will be her last official meeting with the CAC after 13 years. She is not sure who will be her replacement at this time. She stated that it has been her pleasure and her honor to be a part of the CAC. The members thanked Glenda for her service and advocating and expressed how much she will be missed.</p>

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III	<b>New Business</b>		
	<ul style="list-style-type: none"> <li><b>Icebreaker</b></li> </ul>	<i>Diane Sansalone, CAC Chairperson</i>	D. Sansalone asked the members to share their favorite vacation or their dream vacation. Members shared multiple dreams and memories including Hawaii, Greece, London, Israel, Costa Rica, Galapagos, Wales, the Sea of Tranquility, and a hotel and spa week.
	<ul style="list-style-type: none"> <li><b>Discussion about the Incoming Election for CAC Officers and the 2026 CAC Meeting Schedule</b></li> </ul>	<i>Linda Bartaloni-Till, OCHN Manager of Customer Service</i>	L. Bartaloni-Till reminded the members that in November we hold elections. D. Sansalone has served three consecutive years and per our bylaws, three years is the maximum consecutive term to serve as Chairperson or Vice Chairperson, so November will be her last acting month as Chairperson. C. Guinn stated that she is not planning to run for Vice Chair due to time constraints. We will be having the elections at the November CAC meeting. L. Bartaloni-Till also advised that there was the 2026 CAC Meeting Schedule Draft included in the October Packet. One of the highlights is that we are proposing to reduce the in-person meetings to once a year and we will be voting for this in November as well. C. Guinn stated that she agrees with the once a year in person meeting proposal due to the lack of attendance in the in-person meetings and we could do more of a celebration event once a year. S. Ludwig stated he doesn't have a problem with twice a year. D. Sansalone stated that she feels once a yearly would be better because it gets expensive with transportation and food and there have been only 7 or 8 people that end up attending in person.
<ul style="list-style-type: none"> <li><b>Due Process Overview</b></li> </ul>	<i>Benita Brown, OCHN Manager of Due Process</i>	Benita provided a presentation on the Due Process Department to provide an explanation about receiving services and supports and the rights provided within the Grievance and Appeal Resolution process	

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			<p>that is available to Beneficiaries-Enrollees (persons served) applying for and receiving services from a Community Health Services Program (CMHSP) and Pro-Paid Inpatient Health Plan (PIHP). She reviewed the need-to-know requirements and the statutory requirements. P. Casper asked about CCBHC (Certified Community Behavioral Health Clinics) and PIHP and who persons with CCBHC without Medicaid would go through for services. Benita explained that currently, OCHN is both a CMHSP and a PIHP and prior to 10/1/2025, yes, the rights are afforded to persons in the CCBHC program because OCHN was mandated to be responsible for the program. However, after 10/1/2025, OCHN is no longer responsible for this program. Individuals that are receiving service through us and CCBHC, are covered under us. But for individuals receiving services through CCBHC but not directly from OCHN, they are not covered under OCHN offices like our Due Process and Customer Services, however they do have rights, but they will not be able to access those rights through our offices. Their provider could direct them through who could assist. One of the many advocacy groups in Michigan would be able to assist someone that is under CCBHC but that is not under services through OCHN. Benita reviewed the Grievance Process and the Notice of Action- Notice of Adverse Benefit Determination (ABD), formerly called Due Process Notice as well as the Appeal Process. She provided a copy of the presentation that will be provided in the November CAC packet to the members as well as information on how to contact the customer service and due process offices.</p>
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	<ul style="list-style-type: none"> <li>• <b>Communications Report</b></li> </ul>	<p><i>Suzanne Weinert</i>, Director, Communications &amp; Community Outreach</p>	<p>Suzanne said that September was a busy month. We had the Walk a Mile event, and we had the most people there since covid. We had the Recovery Celebration event that was outside of OCHN, and we had between 400 and 500 people with great entertainment, food and resources. We also participated in the NAMI walk that took place at the University of Detroit Mercy. Suzanne also spoke about the Oakland 360 Care Center. It is an integrated health walk in center for physical health issues as well as assessment for behavioral and social issues. We had a grand opening to work on promoting it although it has already been open for a bit and has served over 2,000 individuals. Information will be sent in November’s CAC packet for the CAC members. OCHN will be hosting a Holiday Extravaganza where our small businesses can come in and sell their items. It will be located at the OCHN Troy office on November 19<sup>th</sup> from 10am to 2:30 pm. It is for the OCHN staff, and the CAC members are also welcome to attend. Transportation will not be available.</p>
IV	<p>Old Business – Provider &amp; Committee Reports</p>	<p><b>Christina Root</b>, OCHN Board</p>	<p>October’s Board meeting is when the elections for the executive board members. They mostly had reappointments. The chair is Dennis Cowen, this will be his third term, the vice chair is Sarah Guadalupe, Adam Furman was reappointed as secretary and John Young was reappointed as treasurer. They also voted on the chair of</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>Chakusola Guinn, (Vice Chairperson)</b> Easterseals</p>	<p>the policy committee and finance committee, and Yvette Woodruff was reappointed. They will vote on the vice chair of the policy and finance committee in the November Board meeting. Christina asked to stay on as the Board Representative for the CAC. Sarah Guadalupe will remain on the subcommittee for Recipient Rights and Yvette Woodruff will be the representative for the Substance Use Committee. They also approved their 2026 meeting dates.</p> <p>There is an upcoming 80’s party fundraiser on Friday October 24<sup>th</sup> at the Lafayette Grand in Pontiac. Dress up like the 80’s wear.</p> <p>No Report</p> <p>For the September meeting, they had two presentations for the Access and Intake department, they are showing improvements for overall shorter waiting times, improvements for people getting care and some locations do have same day access and they are looking to expand on that in the near future. They had a lot of statistics for the CCBHC updates, and the State will be picking up the payments for it instead of the Federal Government. For The October meeting, they reviewed organizational updates. They went over how Easterseals will be affected by the order reform for the PIHP. The overall goals of</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>the reform are to remove conflict of interest and to streamline the administrative process. There was an update that OCHN will be partnering with Macomb County Community Mental Health, but she is not sure if that is true or not. Linda stated that there is an RFP (Request for Proposal) to do the PIHP work and we submitted one packet in to do the work of just Oakland County, and we also submitted another packet to do the work with Macomb County because they are going to be changing the regions of PIHP'S in the future. C. Guinn stated that people with Medicaid and food stamps from Healthy Michigan will need to submit work requirements in 2027. Which will require that they work or volunteer for 80 hours per month and the work must be approved by Michigan Works. Traditional Medicaid will be exempt and there will be annual reviews for people on disability through Medicaid and there will be twice a year reviews for people on Healthy Michigan. Food stamps will be returning to time limited assistance with some exceptions.</p> <p>No Report</p> <p>No Report (absent)</p> <p>No Report</p>
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		<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>OCHN is taking over Common Ground because OCHN is a fiduciary and they are not providing services, so they are taking over everything at the Resource and Crisis Center (RCC). It would be the Sober Support Unit, OASIS, ACCESS, the mobile unit and the Crisis Residential Unit. Common Ground would still have control of the Victims Assistance Program and the Trafficking Programs and would still oversee the 988 national call centers for Michigan area codes; the warm line and the first responder lines. This is expected to be turned over to OCHN in fiscal year 26/27. Diane has been the chairperson for Common Ground for 3 years and she will not be the chair this coming year however she will continue to be the CAC representative.</p> <p>OFS is in the process of the administration of the Gifts of Hope program, and it is going well.</p> <p>No Report</p> <p>No Report</p> <p>No Report (absent)</p>
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		<p><b>Malkia Newman</b>, OCHN Board / CNS Anti-Stigma</p> <p><b>Matthew Fritzen</b>, Easterseals MORC</p> <p><b>Nancy Diane Carter</b>, CEEC</p> <p><b>Pam Casper</b>, CNS Healthcare</p> <p><b>Paulette Howell</b>, New Horizons</p> <p><b>Renee Bacchi</b>, Clubhouse Inspirations</p>	<p>No Report (absent)</p> <p>Matt went to the Peer Mentor conference it was a long two days but was fun and had great material.</p> <p>The CEEC brainstormed on ways to find new members in the community, and they will be considering new elections in November. The open positions are Chairman, Vice Chair and Secretary.</p> <p>The Clinic Team has a new phlebotomist who will perform blood draws in persons served homes. CNS Rapid Access Clinics provide same day, walk-in behavioral health services at CNS Healthcare locations in Waterford, Detroit-West, and Eastpointe. CNS had a Fall Fest Event for persons served. It was held at the Mint at Michigan First Conference Center on 9/12/2025. There was a buffet lunch, live entertainment, bowling, crafts, and information tables from various vendors. Vaccinations were administered and vital signs were performed.</p> <p>No Report</p> <p>Renee was able to attend the Walk a Mile event and there were at least 20 people from Clubhouse there. They are having a Fall Fest fundraiser, and it is from 12-4 pm on Saturday October 18<sup>th</sup>.</p>
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		<p><b>Suzanne Serlin-Resnick,</b> Member At-Large</p> <p><b>Tammy Wallace,</b> Our House Clubhouse</p> <p><b>Verdrina Mathews,</b> Member At-Large</p> <p><b>Victoria Peterson,</b> Member At Large</p> <p><b>Zach Cardinell,</b> Member At- Large</p>	<p>Suzanne stated that they do not have a lot of information or understanding of value of the OCHN takeover of Common Ground. L. Bartaloni-Till stated that we will have someone speak to this in the November CAC meeting.</p> <p>Last week the Our House Clubhouse director passed away. They are having a memorial at the Clubhouse, and anyone is welcome to come. It is unknown who will fill the Director position at this time.</p> <p>No Report</p> <p>No Report</p> <p>No Report (absent)</p>
V	Public Comment / Announcements		<p>P. Howell spoke about her son and explained that he was one of the first individuals to be involved with Self-Determination, and that the rules have changed over the years. She stated that in the past, Direct Care staff had to pass a criminal background check and then could begin working with the individual and the staff then had a month to complete the rest of their required training. She explained that currently, a Direct Care worker must complete all the required training within a month and then they can begin working with the individual. Ms. Howell expressed concern that this causes a delay in services and supports to individuals served and creates hardship for</p>

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			<p>families. She stated that OCHN did not ask for input on this change in training requirements, and she wanted to voice her opinion about this matter.</p> <p>C. Kay shared that she has just learned about changes to the Common Ground contract involving OCHN and wanted to express her concern as a community member. She stated that Common Ground has provided crisis services for more than 50 years in Oakland County and has done a great job. She advised that she is looking forward to a presentation at the next CAC regarding this matter to learn why this operation is changing in our system of care.</p>
VI	Adjournment		The Meeting was adjourned at 11:30 am.
VII	Next Meeting		November 19, 2025

Respectfully submitted,

Jessica Space

Jessica Space, OCHN – Customer Service Support Specialist

October 30, 2025