



Oakland Community  
Health Network

*Developmental Disabilities • Mental Health • Substance Recovery*

***Annual & Strategic Plan Report  
Fiscal Year 2023***

**Inspire Hope, Empower People, & Strengthen Communities**

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## Message from the CEO



Oakland Community Health Network (OCHN) puts people first. Just as it always has from the onset of the publicly funded behavioral health system, which began in 1963 when President John F. Kennedy’s Community Mental Health Act was passed into law.

The public behavioral health system serves as the safety net for those in greatest need and is a system that supports and serves individuals with dignity and respect. Elected officials entrust the use of public funds to organizations like OCHN to ensure vulnerable individuals receive quality, community-based services that promote inclusion, protect their rights as U.S. citizens, and ensure they have the supports they need to lead a life of their choosing.

Year after year, OCHN remains focused on enhancing access, crisis services, integrated health care, vocational services, and recognizes other social determinants of health that influence an individual’s life. This Fiscal Year (FY) 2023 Report will note highlights for each of OCHN’s strategic priorities, but beyond that, we hope this report demonstrates OCHN’s principle to be responsive to the needs of the people we serve and our community.

OCHN continues to strive for excellence in living by it’s mission each day to inspire hope, empower people, and strengthen communities.

Sincerely,

**Dana Lasenby**  
*Executive Director and CEO*



## Board of Directors



**Dennis G. Cown**  
*Chairperson*



**Malkia Maisha Newman**  
*Vice Chairperson*



**John Young**  
*Treasurer*



**Adam Fuhrman**  
*Secretary*



**Yolanda Giles M.D.**  
*Member*



**Bijaya Avasthy Hans M.D.**  
*Member*



**Pastor Douglas Jones**  
*Member*



**Sarah May**  
*Member*



**Christina Root**  
*Member*



**John Paul Torres**  
*Member*



**Yvette Woodruff**  
*Member*

## Mission, Vision, and Values

### Mission

Inspire Hope, Empower People, and Strengthen Communities.

### Vision

OCHN will be a champion for the empowerment of persons seeking quality integration of physical and mental health supports and services. This includes youth and adults with developmental or intellectual disabilities, mental health concerns, and substance use disorders. We listen and respond to our community's needs, providing support and opportunities for people to lead independent and self-directed lives.

### Values

These values are expected from all OCHN and provider network staff in their day-to-day work:

- We promote equality and personal choice leading toward self-directed lives.
- We use language that promotes dignity and respect for all people.
- We are guided by the goals, needs, and desires of the people we serve.
- We promote and protect the rights of people served as they seek to achieve their personal life outcomes.
- We lead with integrity, accountability, and transparency.
- We strengthen our community by identifying needs and implementing innovative solutions.
- We collaborate in shared purpose with individuals served, families, staff, service providers, and the community.

### Inclusion, Diversity, Equity, and Accessibility

OCHN is committed to building a diverse team and fostering an inclusive and equitable culture. We are proud to be an equal opportunity employer that embraces and encourages our employees' differences. This includes (but is not limited to) ability, age, color, family type, gender expression and identity, individual expression, medical conditions, national origin, pregnancy, race, religion, sexual orientation, veteran status, and all other diverse and wonderful characteristics.



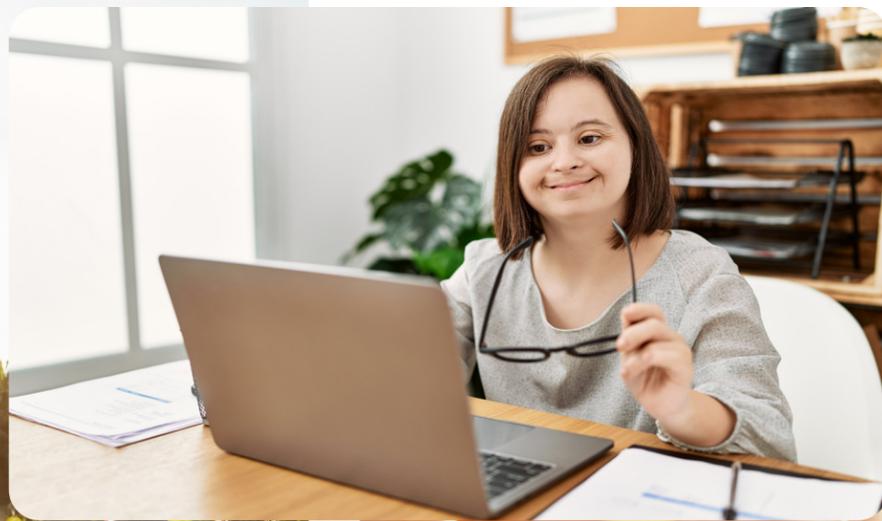
## OCHN Services and Providers

*OCHN provides services to Oakland County residents who have an intellectual / developmental disability, mental health concerns, and/or a substance use disorder. Most of these individuals receive Medicaid, are underinsured, or uninsured.*

As required by the Michigan Mental Health Code, OCHN is fully certified by The Michigan Department of Health and Human Services (MDHHS) and The National Committee for Quality Assurance (NCQA).

A full array of integrated mental health, physical health, and community-based services are offered through OCHN’s provider network, which includes 197 contracted service providers. These services include evaluation and screening, hospital and residential treatment, respite care, clubhouse and day programs, supported employment, multilingual programs, justice diversion services, and dual diagnosis for individuals with both a mental health and substance use disorders.

Providers work in collaboration with OCHN to bring integrated mental health, physical health, and community-based services to Oakland County. Oakland County residents can learn more about public behavioral health eligibility requirements by calling OCHN’s Access Department at 248-464-6363. For crisis services, call or text the Suicide & Crisis Lifeline 24/7 at 988. More information can be found on OCHN’s public website at [www.oaklandchn.org](http://www.oaklandchn.org).



## People We Serve

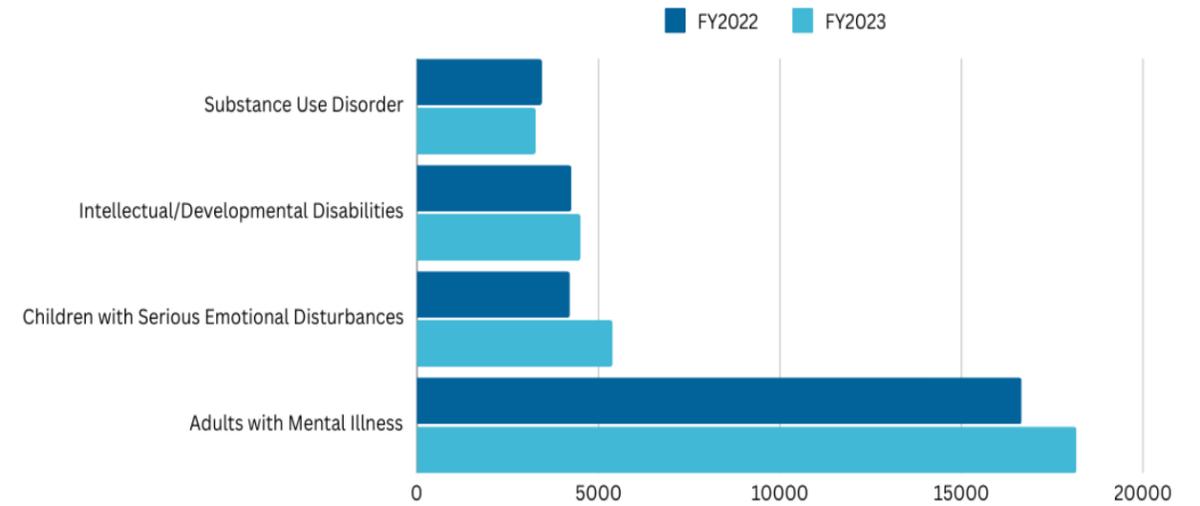
*OCHN leads a provider network that assists approximately 29,000 Oakland County citizens at more than 400 service sites across the county.*

OCHN’s goal is to ensure Oakland County residents are aware of and have access to services and supports that promote health and quality of life, as well as ensure engagement in full community participation.

The public behavioral health system serves people with complex needs who do not have private insurance and who have limited resources to address the social determinants of health (SDOH), such as adequate housing, food, transportation, among other indicators.

OCHN continues to lead the way in providing Medicaid beneficiaries with appropriate and timely mental health and substance use disorder services. In FY23, OCHN served 29,511 (unduplicated) individuals. Of this group, 58% (18,167) adults received mental health services, 14% (4,508) received intellectual or developmental disability (I/DD) services, 17% (5,391) received serious emotional disturbances (SED) services, and 10% (3,274) received substance use disorder (SUD) services.

### Persons Served by Population\*



*\*The total number of individuals served for the 2023 fiscal year was based on an encounter with Oakland Community Health Network and does not duplicate individuals who may have received multiple public behavioral health services.*

Individuals served in FY23 increased by 9% over FY22. OCHN continues to increase its service coverage to individuals who utilize the public behavioral system and to those who have challenging and complex mental health concerns and also live in marginalized communities.



## Fiscal Year 2023-2025 Strategic Plan

OCHN develops a new Strategic Plan every three years. The Strategic Plan provides the framework for OCHN’s Annual Plan and Budget, which is developed for each year of the three-year plan. Annual goals, are based on strategic priorities and are accomplished through the implementation of specific objectives and time frames. Throughout the year, plan progress is reported to the Board, people served, providers, community partners, and the general public.

OCHN’s FY23-25 priorities and goals are centered around key areas that are critical to the OCHN mission:

Staffing & Retention

Quality Systems of Care

Administration & Service Delivery

Integrated Healthcare

Partnerships, Advocacy & Community Outreach



## Staffing & Retention

### Goals

- Implement targeted recruitment strategies online and with universities and colleges to increase workforce
- Increase resources to support and retain existing workforce
- Implement Diversity, Equity, and Inclusion (DEI) Workplan to cultivate a workplace culture that fosters a sense of equity, inclusivity, belonging, and pride among employees

### Highlights



Received certification as “Great Place to Work” through third party survey



Noted as a “Top Workplace” by the Detroit Free Press



Awarded Mental Health America’s 2023 Platinum Bell Seal for Workplace Mental Health



Provided 227 training courses to 7,269 individuals to increase knowledge, compliance, and meet licensure requirements



Attended 8 college fairs to promote internship opportunities at OCHN, resulting in 7 co-op/ internship placements



Provided 6 DEI trainings for 171 people and identified key performance indicators to track progress on DEI goals



Implemented online recruitment strategies through platforms such as JobVite and Handshake

## Quality Systems of Care

### Goals

- Expand crisis response system and develop a plan for comprehensive crisis continuum services
- Improve Access services
- Improve and strengthen provider network
- Monitor and Improve Healthcare Effectiveness Data and Information Set (HEDIS) Metrics

### Highlights

- ★ OCHN’s Youth & Family Care Connection (YFCC) diverted 1,185 youth from inpatient hospitalization
- ★ School Mental Health Navigator program served 218 families and contacted 415 schools
- ★ OCHN’s Access Team responded to more than 38,000 calls and provided 7,630 screenings
- ★ Trained 147 law enforcement officers in Crisis Intervention Team (CIT)
- ★ Exceeded benchmarks set by MDHHS for follow-up after hospitalization for mental illness, achieving 86% for children ages 6 to 20 (70% benchmark) and 67.25% for adults 21 to 64 (58% benchmark)
- ★ Developed interventions to reduce racial disparity in health outcomes with initial data suggesting a reduction of 3%
- ★ OCHN’s Co-Responders made 1,632 referrals, with an additional 363 referrals coming from Mental Health Access and Juvenile Justice Diversion



## Administration & Service Delivery

### Goals

- Evaluate service models and increase value-based contracts
- Partner with Other Pre-Paid Inpatient Health Plans (PIHP) to identify administrative efficiencies
- Expand technological solutions to improve service delivery and administrative efficiency



### Highlights

- ★ Enhanced service model design for Medication Assisted Treatment (MAT), Vocational, and Children’s Crisis Stabilization Unit (CCSU) services to prioritize quality, person-centered access to care
- ★ Began implementing provider credentialing and management module in the Oakland Data Information Network (ODIN)
- ★ Continued to implement Value-Based Contracts with an approach that links service reimbursement to quality outcomes and individual satisfaction
- ★ Business Central System went live in October 2022 and OCHN’s Finance Team continued to improve implementation of software throughout year
- ★ Continued participating in statewide workgroup to develop reciprocity tool for Substance Use Disorder (SUD) audits
- ★ Began reducing credentialing audit requirements through MedVersant to improve upon administrative efficiency
- ★ Reviewed all service models to ensure they align with key performance indicators from MDHHS and lead to “Value-Based Care”

## Integrated Healthcare

### Goals

- Improve care coordination within local hospital emergency departments and urgent care locations to facilitate post-stabilization services, diversions, and transitions back to the community
- Expand and support integrated health models
- Develop OCHN-wide plan to identify and improve health disparities and population health outcomes
- Facilitate access to housing resources for individuals served
- Facilitate transportation access across service network

### Highlights

- ★ Successfully launched OCHN’s first Opioid Health Home, enrolling 234 individuals
- ★ Enrolled 26 individuals in SUD Health Homes and 1,032 individuals in Behavioral Health Homes (BHH)
- ★ 13,579 individuals enrolled in Certified Community Behavioral Health Clinics (CCBHC)



- ★ Convened a provider workgroup to discuss and receive feedback on future transportation contract transition plans
- ★ Updated OCHN policies to reflect significant housing changes at the state level and began planning for a recovery housing pilot
- ★ Implemented population health management software, including HEDIS metrics, a screening tool to assess social determinants of health, and dashboards to improve care
- ★ Hired 2 Hospital Liaisons to work with Emergency Departments and 1 Peer Recovery Coach to implement Project ASSERT

## Partnerships, Advocacy & Outreach

### Goals

- Identity branding campaign for OCHN’s leadership role in behavioral health
- Develop and implement outreach plan for Oakland County’s elected representatives
- Build strategic partnerships with Oakland County officials, community leaders, educational institutions, law enforcement, and other health care entities

### Highlights

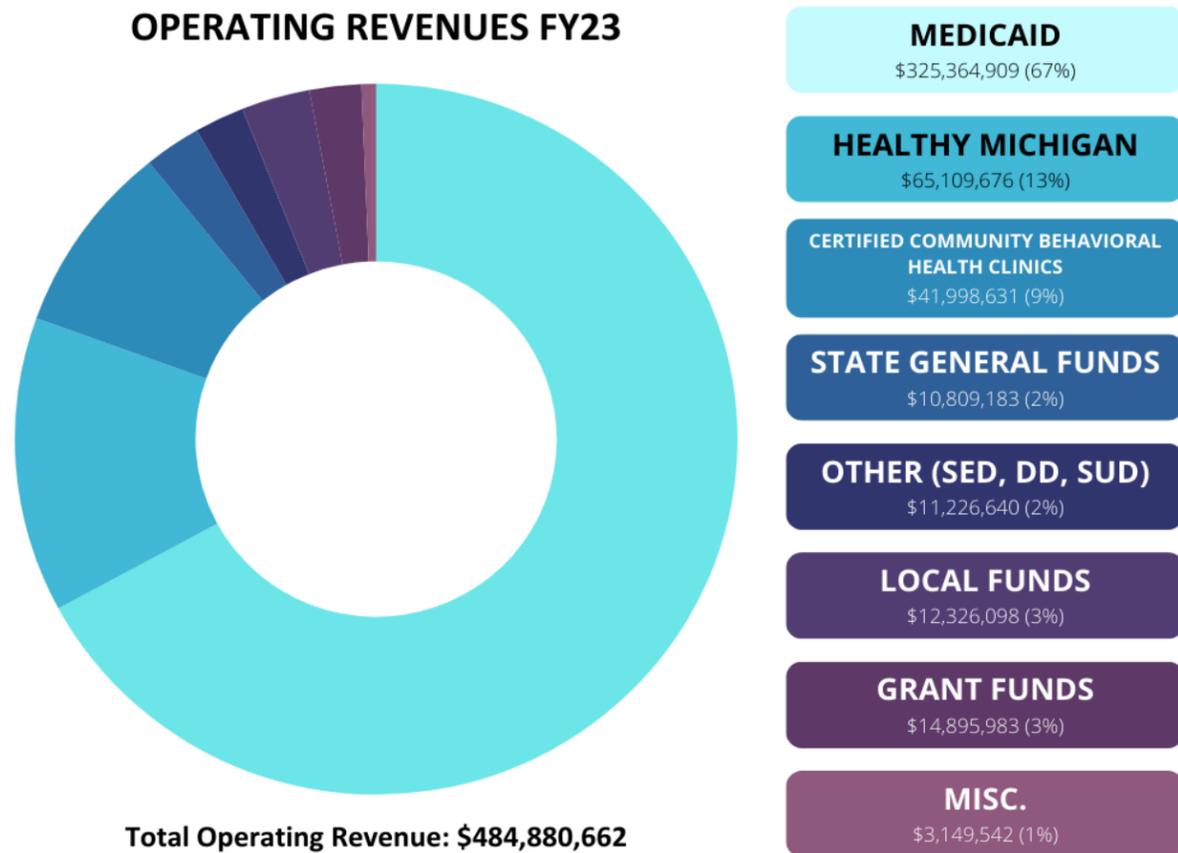
- ★ Engaged local and state legislators with the public behavioral health system at a legislative breakfast
- ★ Hosted a youth workgroup with 10 Generation Z individuals to provide service and outreach insight and recommendations for peers
- ★ The Oakland Advisory Committee expanded from 8 to 12 participants, reflecting successful community engagement
- ★ Provided tours of OCHN’s new and innovative Youth and Family Care Connection (YFCC)
- ★ Across OCHN teams, the organization participated in approximately 14 community events per month
- ★ Produced OCHN television commercials for local TV, cable, social media, and YouTube
- ★ Increased OCHN’s social media presence resulting in 3,122 Facebook followers



## Budget & Finance

OCHN manages a budget funded in part by the Michigan Department of Health Human Services (MDHHS), General Fund, grants, and Oakland County. The majority of the individuals OCHN serves have Medicaid insurance coverage. OCHN does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

OCHN demonstrated an impact on persons served by continuing to align funding with better outcomes in service delivery and a continual focus on efficiency and accuracy in cost reporting to MDHHS. This assures that OCHN is funded appropriately to serve the individuals needing OCHN services.



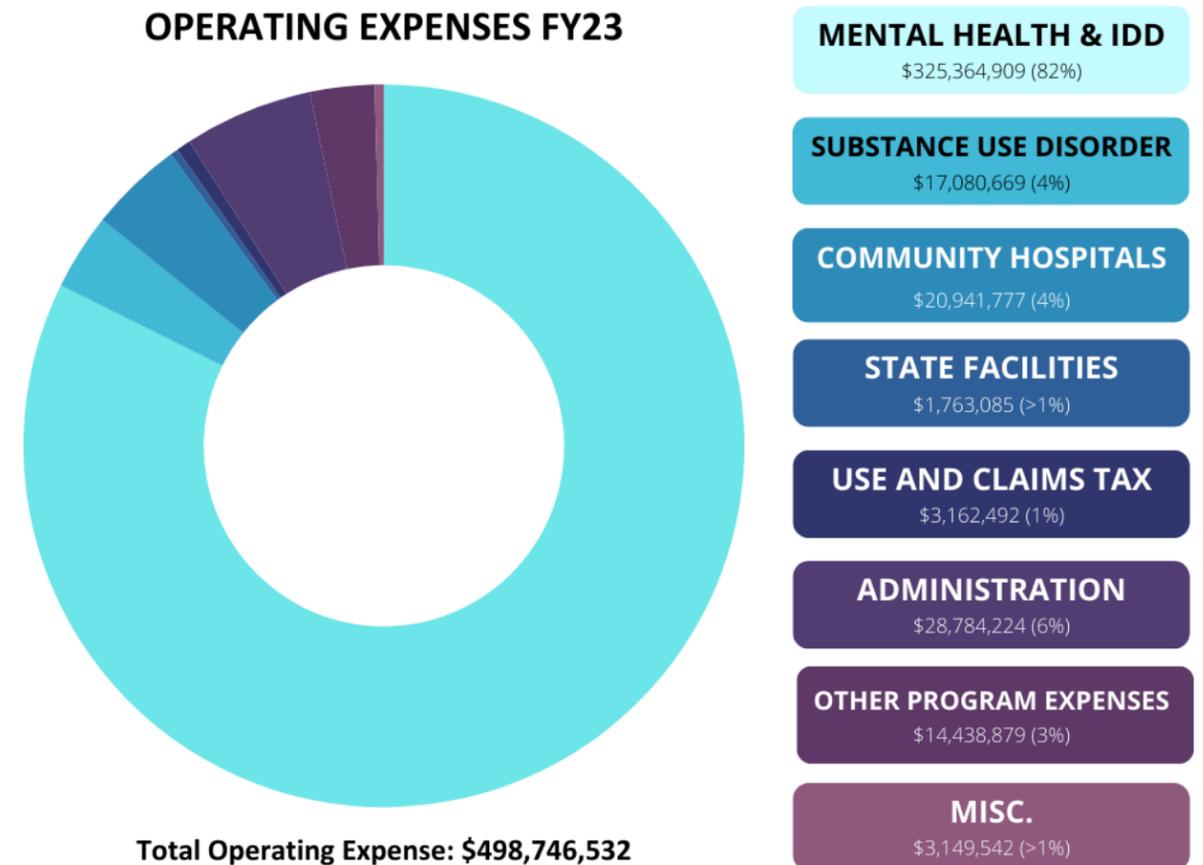
## Operating Revenues

OCHN's total operating revenue for FY 2022-2023 was \$484,880,662. The majority of that revenue is attributed to Medicaid dollars, which totaled \$325,364,909 (67%). The remainder of the revenue was derived from Healthy Michigan (\$65,109,676), Certified Community Behavioral Health Clinics (CCBHCs) (\$41,998,631), state general funds (\$10,809,183), local funds (\$12,326,098), grant funds (\$14,895,983), other service programs such as serious emotional disturbances (SED) waiver, developmental disability (DD) child waiver, and substance use disorder (SUD) services (\$11,226,640), and other miscellaneous items (\$3,149,542).



## Operating Expenses

OCHN's total operating expense for FY 2022-2023 was \$498,746,532. The majority of operating expenses are attributed to mental health and intellectual and developmental disability (IDD) services, totaling \$325,364,909 (82%). The remainder of the expenses were derived from SUD services (\$17,080,669), community hospitals (\$20,941,777), state facilities (\$1,763,085), use and claims tax (\$3,162,492), administration costs (\$28,784,224), other service program expenses (\$14,438,879), and other miscellaneous expenses (\$3,149,542). In FY23, OCHN experienced an operating loss of \$13,865,870.





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## Services Offered

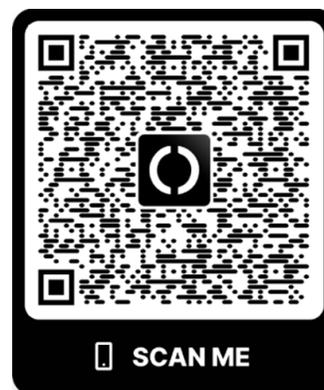
Oakland Community Health Network (OCHN) promotes independence, choice, and community inclusion for adults and children with intellectual/ developmental disabilities, mental health concerns, and substance use disorders.

- Adult Mental Health
- Applied Behavioral Analysis
- Crisis Resources
- Children's Mental Health
- Serious Emotional Disturbances
- Employment & Skill Building
- Housing Resources
- Intellectual / Developmental Disabilities
- Jail Diversion / Criminal Justice
- Peer Support
- Substance Use Disorder
- Veteran's Services

### Keep OCHN in Your Contacts!

1. Scan the QR code with a smartphone
2. Select "Save Contact"
3. Scroll down and tap "Create New Contact"

Access: (248) 464-6363  
Suicide & Crisis Lifeline: 988



Oakland Community Health Network  
5505 Corporate Dr. Troy, MI 48098  
[www.oaklandchn.org](http://www.oaklandchn.org)

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