July 2026

Oakland Community Health Network

Developmental Disabilities • Mental Health • Substance Recovery

Annual Impact Report Fiscal Year 2025



Inspire Hope, Empower People, & Strengthen Communities

Table of Contents

Message from the CEO 2

Board of Directors 3

Mission, Vision, and Values 4

OCHN Services and Providers 5

People We Serve 6

FY 23-25 Strategic Plan 7

Staffing & Retention 8

Quality Systems of Care 9

Administration & Service Delivery 10

Integrated Healthcare 11

Partnerships, Advocacy & Outreach 12

Budget & Operating Revenue 13

Operating Expenses 14

Special Feature; Justice Initiatives Impact 15



Message from the CEO



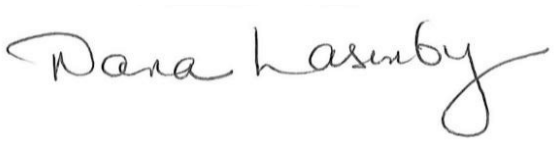
Each year, the work of Oakland Community Health Network (OCHN) is measured not only by the services we provide, but by the lives we help strengthen. Every individual who receives support, every family that finds hope, and every community partnership we build reflects our commitment to ensuring that behavioral health care is accessible, person-centered, and responsive to the needs of Oakland County.

Throughout Fiscal Year 2025, OCHN continued to expand access to care, strengthen community partnerships, and invest in innovative solutions that improve outcomes for individuals with mental health concerns, intellectual and/or developmental disabilities, and/or substance use disorders. These accomplishments are a testament to the dedication of our staff, provider network, persons served, families, and community partners, all of whom share a common goal of building healthier, more inclusive communities.

This year also presented significant challenges. The release of the Michigan Department of Health and Human Services' (MDHHS) Prepaid Inpatient Health Plan (PIHP) Request for Proposal (RFP), coupled with ongoing uncertainty at the federal level, created a rapidly evolving policy environment for Michigan's public behavioral health system. While change is inevitable, our focus remains constant: ensuring that the people we serve continue to receive high-quality, coordinated care without disruption. OCHN remains committed to advocating for a public behavioral health system that prioritizes accountability, local leadership, community partnership, and the needs of the individuals and families who depend on these services.

The stories and accomplishments highlighted throughout this report demonstrate the resilience of our organization and the strength of our community. As we look ahead, we remain focused on innovation, collaboration, and responsible stewardship of public resources while continuing to advance our mission of empowering people through quality, integrated behavioral health services.

We invite you to explore the impact highlighted throughout these pages and celebrate the collective efforts of those who make this work possible. Together, we will continue building a stronger, more responsive behavioral health system for Oakland County.



Dana Lasenby
Executive Director and CEO



Board of Directors



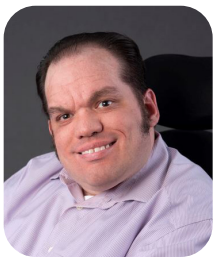
Dennis G. Cowan
Chairperson



Sarah Guadalupe, Ph.D
Vice Chairperson



John Young
Treasurer



Adam Fuhrman
Secretary



Yolanda Giles, M.D.
Member



Christine Burk
Member



Bijaya Avasthy Hans, M.D.
Member



Craig R. Brown
Member



Cyril Davis, DNP
Member



Jennifer Korenchuk, Ph.D
Member



Christopher Smith
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 have Medicaid insurance coverage.

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 and its provider network. These services include evaluation and screening, hospital and residential treatment, respite care, clubhouse and day programs, supported employment, multilingual programs, justice diversion services, dual diagnosis for individuals with both a mental health and substance use disorders, and more.

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 OCHN's Resources & Crisis Center 24/7/365 at 888-238-0611 or text the Suicide & Crisis Lifeline at 988. More information can be found on OCHN's public website at www.oaklandchn.org.







People We Serve

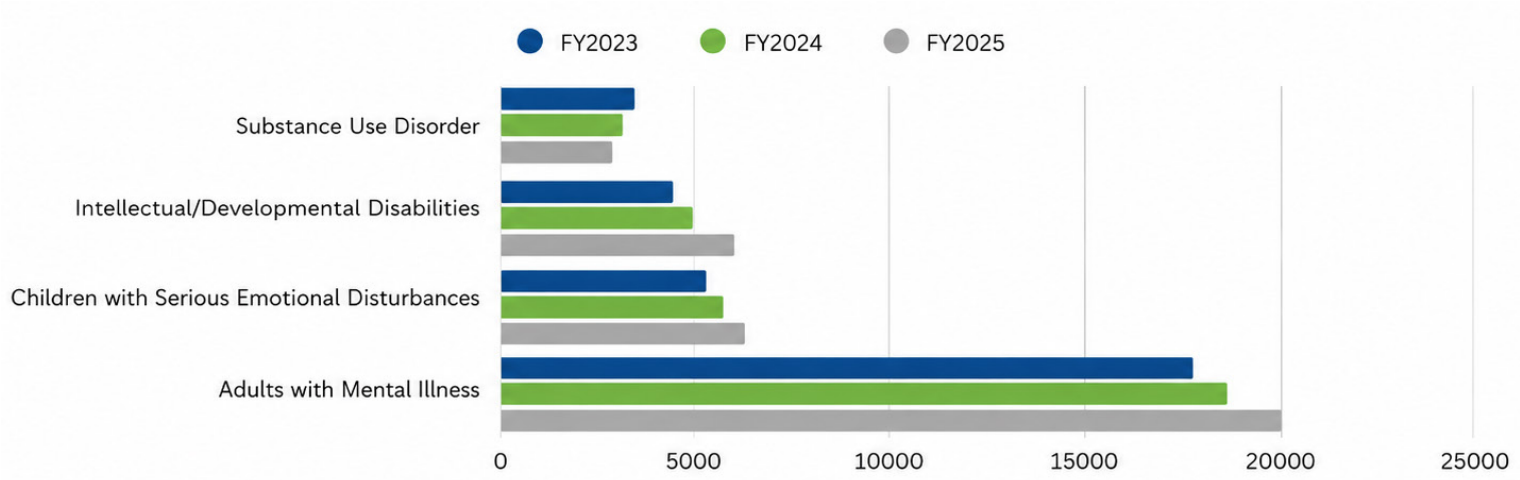
OCHN leads a provider network that assists approximately 30,000 Oakland County citizens at more than 400 service sites across the county.

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 behavioral health and substance use disorder services. In FY25, OCHN served 29,085 (unduplicated) individuals. Of this group, 20,035 adults received mental health services, 5,831 received intellectual or developmental disability (I/DD) services 6,147 received serious emotional disturbances (SED) services, and 2,854 received substance use disorder (SUD) services. Some individuals received multiple public behavioral health services.

Persons Served by Population*



**The total number of individuals served for the 2025 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.*

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, annual plan progress is reported to the Board, people served, providers, community partners, and the general public. FY25 is the last year of the FY23-25 Strategic Plan.

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

- Cultivate positive work environment
- Develop career pathway for behavioral health system

Highlights

- 343 total trainings hosted (totaling 8,266 participants), 215 of which were staff and network trainings (totaling 4,938 participants)
- Coordinated 10+ staff specific engagement events to support morale, including themed All Staff Meetings
- Maintained a stable workforce with an average monthly turnover rate of just 1–2%, supporting continuity of care and organizational stability
- Supported staff engagement through the Safety, Inclusion, Diversity, Equity, and Accessibility (IDEA), Positive Work Environment, and other internal committees





FY23-25 Strategic 3-Year Highlights

Developed and brought online 29 Direct Support Professional (DSP) trainings through our Learning Management System (LMS) Docebo

Participated in multiple career fairs and connected with hundreds of potential employees across the community

Co-ops and interns hired and retained building a pipeline of future talent and supporting meaningful learning experiences

Offered Inclusion Diversity, Equity and Accessibility (IDEA) training to both staff and community members to promote awareness, understanding and a culture of inclusion.

Quality Systems of Care



Goals

- Expand Access services
- Strengthen children's system of care

Annual Highlights

- Processed 33,509 Access calls and expanded Access points in Oakland County by embedding an Access Clinician in the South Oakland Health Center
- More than doubled families served by Mental Health School Navigator program with 1,095 referrals
- The Veteran Navigator program received 179 referrals, participated in 22 community engagements, and provided 202 resources to Veterans and their families
- Served 1,708 individuals through the Resource, Information, Support, and Education (RISE) Center
- The Assessment Center received 850 total inquiries, resulting in 364 referrals to the center; 334 autism screenings were done which resulted in 262 diagnostic evaluations, 89 record reviews, and 83 children's mental health / intellectual and developmental disability (IDD) eligibility screenings

FY23-25 Strategic 3-Year Highlights

Assumed management of Resource, Information, Support, and Education (RISE) Center

Spearheaded and implemented the Youth and Family Care Connection (YFCC)

Launched Mental Health School Navigators (MHSN) Initiative

Partnered with community organizations to open the Oakland 360 Care Center, a whole-person, same-day care center

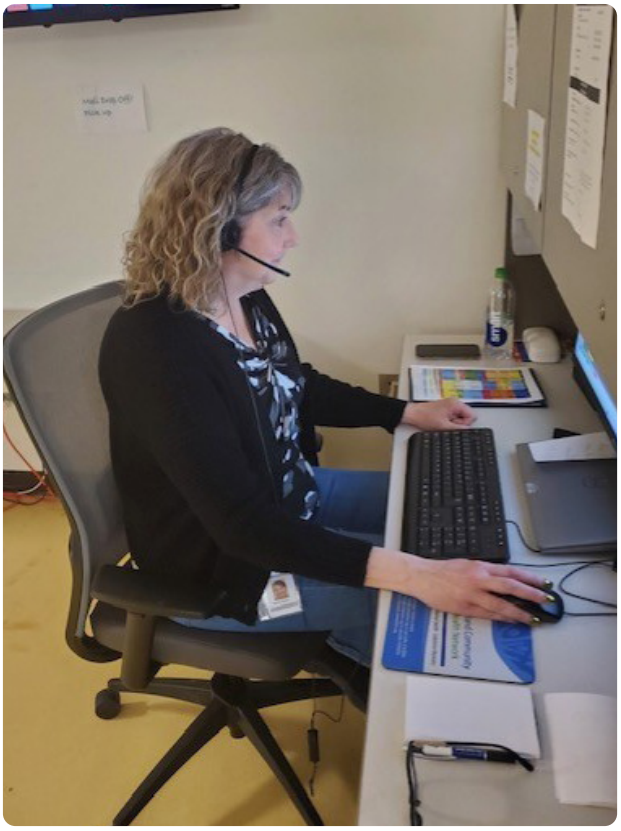
Administration & Service Delivery

Goals

- Comply with administrative Prepaid Inpatient Health Plan (PIHP) and Community Mental Health Service Programs (CMHSP) redesign function and structure requirements
- Use technology to improve provider network monitoring
- Implement budget management strategies

Annual Highlights

- Transitioned to Fee For Service model and launched a Claims Department to support shift from service model encounters
- Implemented provider update newsletter and quarterly all provider meetings to promote open communication with providers
- Successfully transitioned transportation services under OCHN for more than 2,000 individuals
- Incorporated fund source management processes and refined policies for General Fund and grants



FY23-25 Strategic 3-Year Highlights

- Committed to conflict-free access to services for people served
- Implemented standardized rates
- Transportation and self-determination services moved in-house
- Information Technology improvements to link financial system and reporting
- Improved managed care system with new software / platforms
- NCQA Re-accreditation at 100%

Integrated Healthcare



Goals

- Improve healthcare integration outcomes
- Evaluate and expand crisis services

Annual Highlights

- 529 individuals were enrolled in the Assisted Outpatient Treatment (AOT) program
- Behavioral Threat Assessment and Management (BTAM) team reviewed 56 cases
- 1,082 individuals were enrolled in Behavioral Health Homes, and 169 individuals were enrolled in substance use disorder (SUD) Health Homes
- Enhanced continuity of care for 327 individuals by coordinating behavioral and physical health services through shared care plans with Medicaid Health Plans, representing a 162% increase from FY24
- Coordinated with Medicaid Health Plans to develop 141 shared care plans which resulted in a 48% reduction in psychiatric emergency department (ED) visits, a 36% reduction in medical ED visits, and a 54% reduction in psychiatric inpatient days for those individuals

FY23-25 Strategic 3-Year Highlights

- Strengthened jail liaison and court partnerships to improve coordination of behavioral health services
- Enhanced Health Home services to serve more eligible individuals
- Integrated population health and social determinants of health data into care planning and decision-making
- Developed a post-stabilization dashboard to track outcomes and follow-up care
- Strengthened coordination with hospital liaisons to improve care transitions

Partnerships, Advocacy & Outreach

Goal

- Strengthen local relationships in Oakland County

Annual Highlights

- 37 Press Releases and 8 Media Interviews
- 231 community events attended
- 485,945 Website views
- Engaged staff in legislative advocacy by sharing local legislative calendars and encouraging participation
- 2 new OCHN hosted events (SUD Resource & Job Expo, Veterans Drive-Through Resource Event)
- 8,103 social media followers across channels





FY23-25 Strategic 3-Year Highlights

Expanded legislative outreach and advocacy efforts, including annual Legislative Breakfasts, to strengthen partnerships with policymakers and advance behavioral health priorities

Launched a countywide substance use disorder (SUD) prevention campaign to increase awareness, reduce stigma, and connect residents with prevention resources and supports

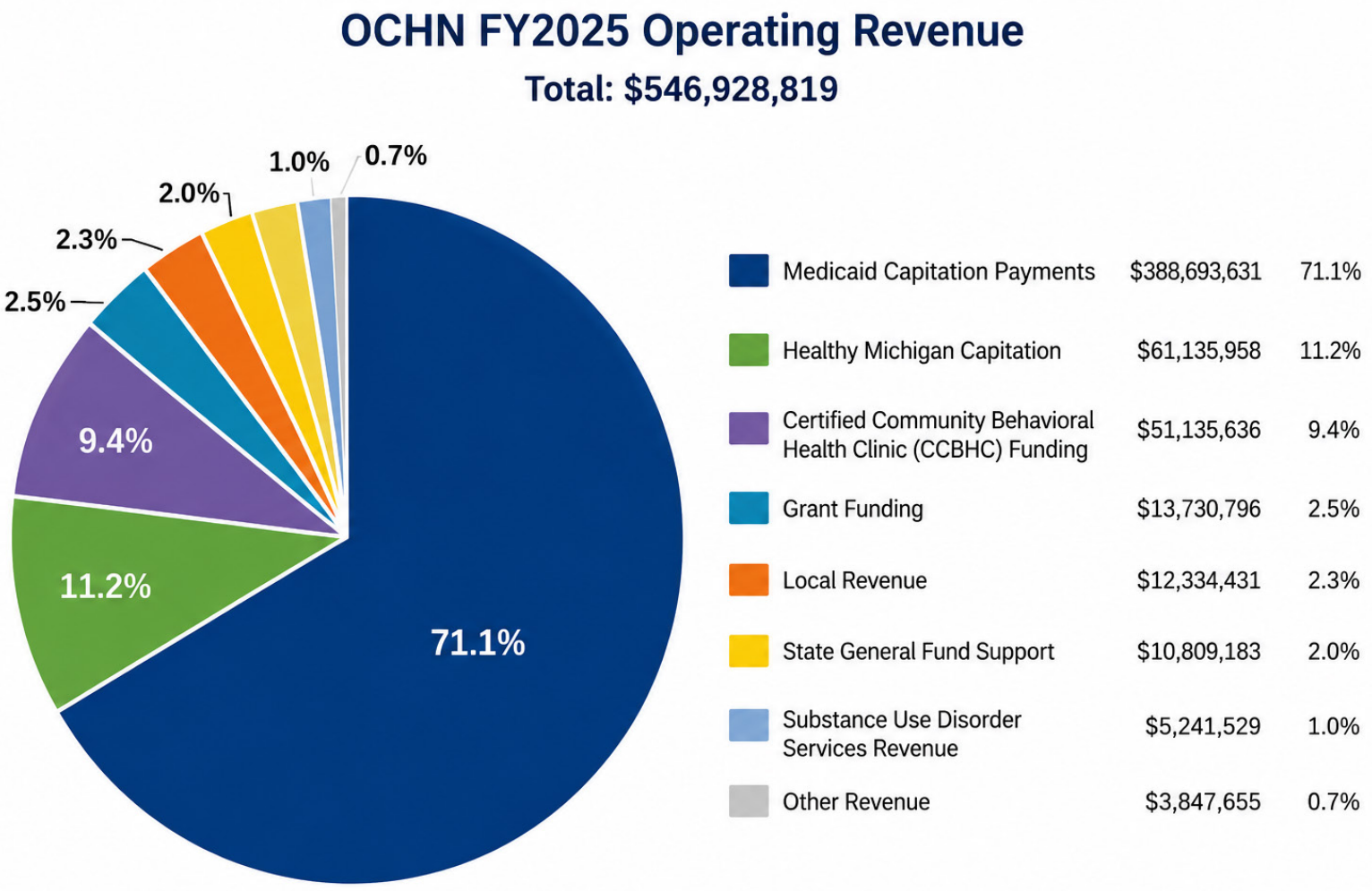
Strengthened partnerships with schools, jails, courts, the Prosecutor's Office, Sheriff's Office, and dozens of local police departments to enhance cross-system collaboration, improve crisis response, and increase access to behavioral health services

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.

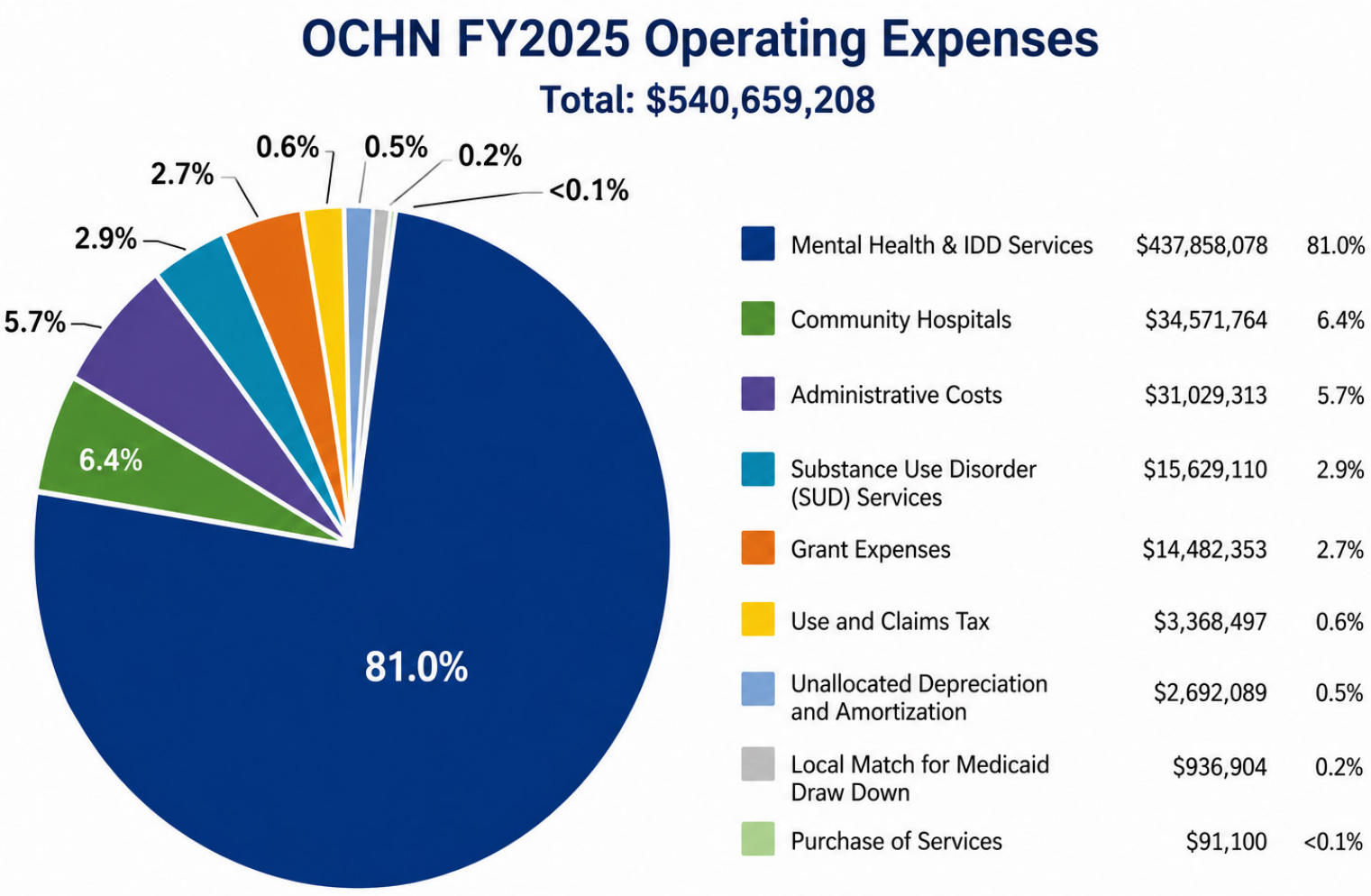
Operating Revenues

OCHN's total operating revenue for FY2025 was $546,928,819. The majority of revenue was derived from Medicaid capitation payments totaling $388,693,631 (71.1%), followed by Healthy Michigan capitation of $61,135,958 (11.2%) and Certified Community Behavioral Health Clinic (CCBHC) funding of $51,135,636 (9.4%). Additional operating revenue included grant funding of $13,730,796 (2.5%), local revenue of $12,334,431 (2.3%), State General Fund support of $10,809,183 (2.0%), other revenue of $3,847,655 (0.7%), and substance use disorder services revenue of $5,241,529 (1.0%). Overall, operating revenues increased by approximately $39.2 million (7.7%) over FY2024, driven primarily by increased Medicaid and CCBHC funding that expanded access to behavioral health services across Oakland County.



Operating Expenses

OCHN's total operating expenses for FY2025 were $540,659,208. The majority of operating expenses were attributed to mental health and intellectual and developmental disability (IDD) services, totaling $437,858,078 (81.0%). The remainder of expenses included community hospitals $34,571,764 (6.4%), administrative costs $31,029,313 (5.7%), substance use disorder (SUD) services $15,629,110 (2.9%), grant expenses $14,482,353 (2.7%), use and claims tax $3,368,497 (0.6%), unallocated depreciation and amortization $2,692,089 (0.5%), local match for Medicaid draw down $936,904 (0.2%), and purchase of services $91,100 (<0.1%).



Totals may not add to 100% due to rounding.

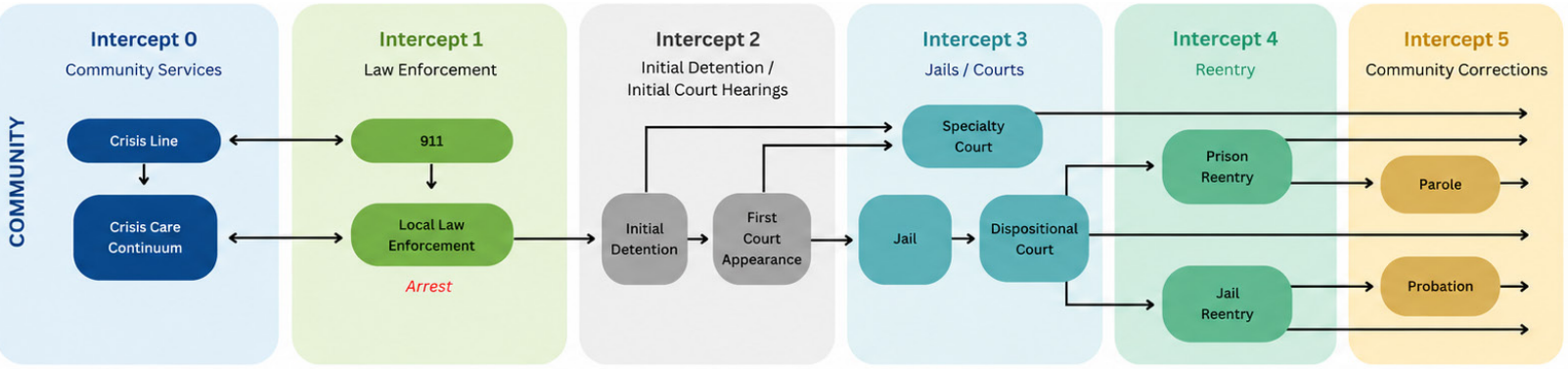
Non-operating Revenues and Expenses

OCHN's total non-operating revenue for FY2025 was $2,424,071, consisting of lease income of $1,581,332, investment return of $945,662, offset by interest expense of $102,923.

Special Feature: Justice Initiatives Impact

Building Safer Communities Through Behavioral Health

OCHN uses the Sequential Intercept Model, developed by the Substance Abuse and Mental Health Services Administration (SAMHSA) GAINS Center, to develop programs that connect individuals with mental health and substance use disorders to treatment



CIT Oakland

Crisis Intervention Team (CIT) Oakland is a community partnership of law enforcement, behavioral health, individuals with lived experience, and other advocates. CIT training equips law enforcement and first responders with skills to safely and effectively respond to individuals experiencing mental health crises.

In FY25, CIT Oakland continued expanding its community impact by training 90 law enforcement officers and first responders, providing them with the knowledge and skills to improve responses to individuals experiencing behavioral health crises

CIT International Platinum Program Certification — CIT Oakland CIT Program 2025 - 2028 October

TRAINING IMPACT

90 TOTAL PARTICIPANTS TRAINED

71 COMPLETED 40-HOUR CIT CURRICULUM

19 COMPLETED CIT-YOUTH TRAINING

ADDITIONAL ACCOMPLISHMENTS

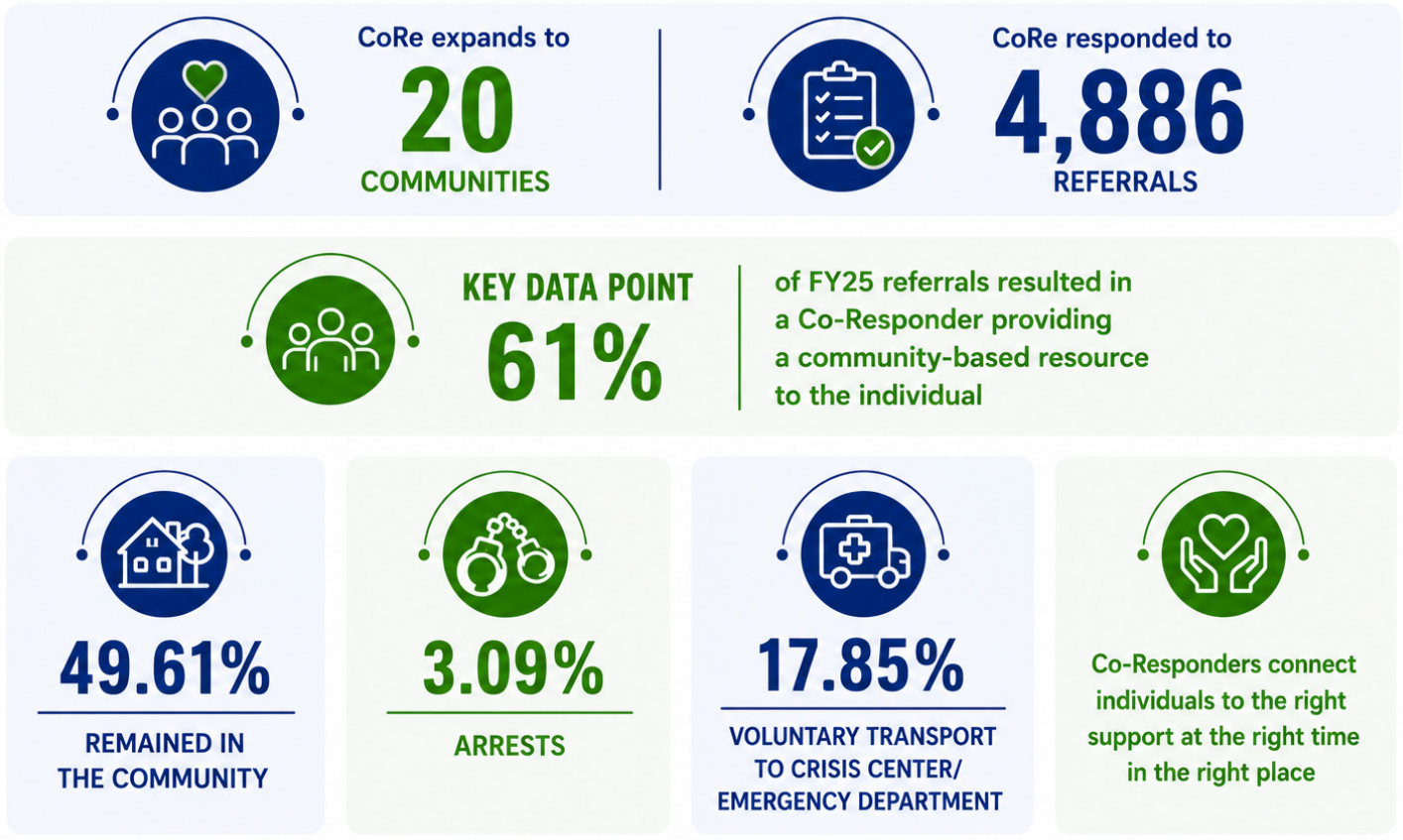
Development of the new 40-hour CIT Dispatch training

Michigan Commission on Law Enforcement Standards approval for Continuing Education Units

Achievement of CIT Platinum Certification in October 2025 following a year-long collaborative effort

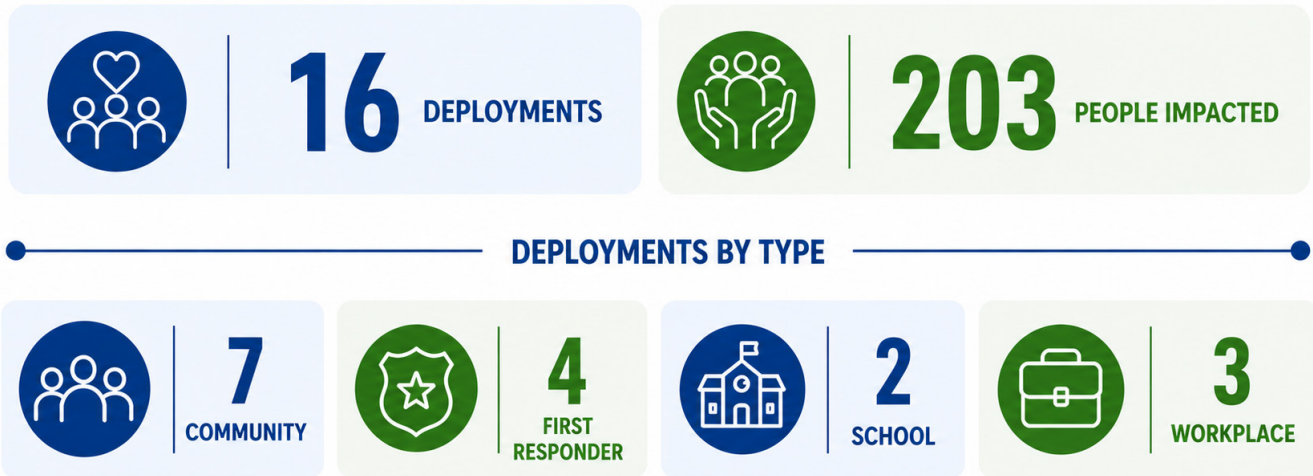
Co-Response Community Outreach (CoRe)

The Co-Response Community Outreach (CoRe) initiative has licensed clinicians co-respond with law enforcement to calls requiring mental health / substance use related support. Crisis intervention is provided, along with service coordination and resources.



Critical Incident Stress Management (CISM)

The OCHN CoRe initiative has licensed clinicians co-respond with law enforcement to calls requiring mental health / substance use related support. Crisis intervention is provided, along with service Coordination and resources, including mental health and substance use services.



Oakland Community Health Network

Developmental Disabilities • Mental Health • Substance Recovery



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 Services
- Children's Mental Health
- Serious Emotional Disturbances
- Employment & Skill Building
- Self-Directed Services
- Housing Resources
- Intellectual / Developmental Disabilities
- Jail Diversion / Justice Initiatives
- Peer Support
- Substance Use Disorder
- Veteran's Services
- and more!

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"

SCAN ME

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

Oakland Community Health Network
5505 Corporate Dr. Troy, MI 48098
www.oaklandchn.org

Inspire Hope, Empower People, & Strengthen Communities