

# Stepping Stones

## A Pathway to Ability

### WINTER 2025

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#### Register for the Abilities Awareness Event!

Celebrate abilities in honor of Disabilities Awareness Month in March! The Oakland Community Health Network (OCHN) Abilities Awareness Event is Wednesday, March 5, 2025, from 1-3 p.m. at the Troy office.

To register, please scan the QR code with your smartphone or visit [oaklandchn.org/calendar](http://oaklandchn.org/calendar). Questions? Email or call Suzanne Weinert at [weinerts@oaklandchn.org](mailto:weinerts@oaklandchn.org) or 248-758-1991.



#### Law Enforcement Appreciation Event

OCHN hosted Law Enforcement Appreciation Day on Thursday, January 9, 2025. Officers from more than sixteen police departments attended. The event honored their work in the community.



Pictured left: Kaylee Place, OCHN Co-Responder and Detective Kyle Hulscher from the Waterford Township Police Department received awards.

#### Member Experience Report

OCHN provides a report to show quality of services for people served. The report can be found on the OCHN Website at [www.oaklandchn.org](http://www.oaklandchn.org). From the Home page, click on About Us, then OCHN Data and Reports. This is a shorter report. You can view the full report by contacting the OCHN Customer Service Department.

More details on survey results can also be found in the FY24 Quality Assessment Performance Improvement Plan (QAPIP).

#### Wellness Center

OCHN's Wellness Center is open Tuesdays and Wednesdays from 9:30 a.m. - 4 p.m.

To start using the wellness center, visit [www.oaklandchn.org](http://www.oaklandchn.org).

## New Rule Expands Disability Rights In Air Travel

The United States Department of Transportation has better training for airline staff and staff that assist others with disabilities while flying. The new rule allows people with disabilities to have priority when getting on and off an aircraft. The new rule will have penalties if a wheelchair or other device is damaged. Scan the QR code with your smartphone or visit [www.disabilitycoop.com](http://www.disabilitycoop.com) to read the full article.



## OCHN Ambassador Program

Become an “Ambassador” for the community on behalf of OCHN! Would you like to help the community? Then you might be interested in OCHN’s Ambassador Program.

Ambassadors:

- Serve as a resource table host with OCHN staff
- Pass out OCHN brochures, information, giveaways, and more at OCHN events
- Get volunteer experience
- Meet new people
- Earn a stipend

If you like to learn, have good timing skills, and have an open schedule, you will be a good fit for the Ambassador Program!

Questions? Please contact Maurissa Rose-Smith at [rose-smithm@oaklandchn.org](mailto:rose-smithm@oaklandchn.org) or call 947-345-1576.

## Advocacy Toolkit

Advocacy is the act of helping a cause - for something or someone. Advocacy is important to share your voice on issues that mean a lot to you. OCHN has made an Advocacy Toolkit to help you learn what advocacy is, why it is important, and ways you can advocate. You can find OCHN’s Advocacy Toolkit by visiting [oaklandchn.org/advocacytoolkit](http://oaklandchn.org/advocacytoolkit).

## How I Indulge in Self-Care

By Renee Uitto

I had not heard of the term “self-care” until a few years ago. When I got used to the idea of self-care, it made me happy. I have been taking care of myself all these years and doing the things I love.

One thing I love to do is to take myself out to my favorite lunch spot and read a book. It does a lot of good for me to get away for a little while. I just like being out on my own and I think it does wonders for my mental health.

We all need to indulge in a little self-care now and then to improve our physical and mental health. It is important not to miss out on taking care of yourself. Whatever you like to do to pamper yourself, keep doing it. It may be the best thing for you. Your mental health and stress levels may improve, too!



### Stigma Wellness Tip

Self Stigma: Accepting and internalizing negative stereotypes about oneself.

“I had to accept my diagnosis and follow my treatment plan to get better just like any illness. I am not morally flawed, nor am I stupid or self-destructive.”

-Rodolfo Milan  
(Shatterproof.org)

*What should we do or say to help prevent self stigma? Thanks for helping create a stigma free culture.*

**Do you have thoughts on the new “Stepping Stones” look? Send us your feedback!**

Visit [forms.office.com/r/wPDgfdU4F](https://forms.office.com/r/wPDgfdU4F) or scan the QR code with your smartphone to leave a review for the new look.



**T R A I N I N G S**

**Living Hope Series:** Includes 4 trainings that helps move people towards wellness.

**Moving Forward:** A program for individuals receiving services that want to support others in meeting their goals.

**Finding Your Voice:** An 8-session program that help people work on their public speaking. It can also increase confidence in speaking, body language, active listening, and critical evaluation.

**WRAP:** A workshop on how to write a Wellness Recovery Action Plan (WRAP), offered as a 2, 3, and 5 day trainings.

**Specialized Residential Trainings:** Includes Dignity and Respect, Tell Someone, and Person Centered Planning Training.

**Mark Your Calendar!**

- Committee of the Whole meets March 10, 2025 at 4:30 p.m.
- Citizen’s Advisory Committee meets the third Wednesday of each month at 9:30 a.m.
- OCHN Board meets March 18, 2025 at 6 p.m.
- Recipient Rights Advisory Committee meets the first Thursday of the month at 4:00 p.m.

**Notice of Privacy Practices**

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

The Health Insurance Portability and Accountability Act Privacy Rule (HIPAA) requires that healthcare providers ensure that individuals are provided with information on how their healthcare information may be used and released. This information is referred to as Protected Health Information (PHI). PHI is defined as:

Information about you that may identify you and relates to your past, present or future physical or mental health or condition, and health care services related to your health or condition.

**Our Responsibilities**

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described in the Notice of Privacy practices unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. If you change your mind, let us know in writing.

This is an excerpt from the full OCHN Notice of Privacy Practices. A full copy of our Notice of Privacy Practices is available on the OCHN website at [www.oaklandchn.org](http://www.oaklandchn.org). You may also contact our Customer Services department at 800-341-2003 or via the OCHN website to obtain a copy.

**E V E N T S**

**Men’s Veteran Peer Support Group:**

A support group led by OCHN’s Veteran Peer Support Specialist. Third Tuesday of the month from 5:30 - 7:00 p.m.

In partnership with CNS Healthcare. February - November 2025.

**Substance Use Disorders Community Workshop:**

Learn about different topics related to substance use disorders (SUD). Workshops are held virtually every second Thursday of the month from 6:30 - 8:00 p.m.

Visit [www.oaklandchn.org](http://www.oaklandchn.org) for information on upcoming events, trainings, and more!

## Resource Connection Corner

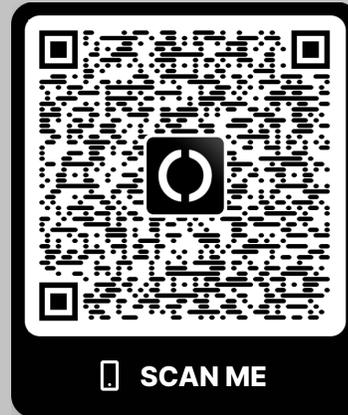
**BHH / SUD HH:** Behavioral Health Homes and Substance Use Disorder Health Homes are a model of care, not a place. Contact your provider agency to learn more.

<b>Easterseals / MORC:</b>	800-757-3257
<b>Oakland Family Services:</b>	248-858-7766
<b>Sacred Heart Center:</b>	248-658-1120
<b>Meridian Health Services:</b>	248-406-0104
<b>Therapeutics:</b>	248-525-6832
<b>Training &amp; Treatment Innov.:</b>	248-969-9932
<b>CNS Healthcare:</b>	248-745-4900
<b>Honor Community Health:</b>	248-781-8644
<b>Community Living Services:</b>	248-547-2668

**Mediation Center:** Free access to a neutral, independent mediator for people receiving public mental health services. For information call 1-844-3-MEDIATE or email [www.behavioralhealth@mediation-omc.org](mailto:www.behavioralhealth@mediation-omc.org).

**Keep OCHN in Your Contacts:** OCHN's new QR code helps keep access to services at your finger tips at all times.

1. Scan the code with your smart phone
2. Select "save"
3. Select "create new contact"



## Complex Case Management

Complex Case Management (CCM) helps coordinate care between individuals, providers, and health plans. CCM is available to individuals with active Medicaid and who meet program guidelines. This information is available on OCHN's website at [oaklandchn.org](http://oaklandchn.org), under the Resources tab, Specialty Mental Health Services.

To request a Complex Case Management referral, you can:

- [Complete the online form at oaklandchn.org](http://oaklandchn.org)
- [Email CCM@oaklandchn.org](mailto:CCM@oaklandchn.org)
- [Fax the completed form to 855-414-4884](tel:855-414-4884)
- [Mail the form to OCHN, 5505 Corporate Drive, Troy, MI 48098](mailto:OCHN@oaklandchn.org)

## OCHN Provider Directory

OCHN's online provider directory has information for people in search of services. The directory may help people make choices about their services. View this resource at [www.oaklandchn.org](http://www.oaklandchn.org).

## Rights & Advocacy Corner

The Office of Recipient Rights (ORR) is here to help you. ORR is established by the Michigan Mental Health Code (MMHC) as found in Chapters 7, 7A and the Administrative Rules Part 7. These laws are designed to provide further protection for anyone who receives public mental health services. Under the MMHC, you have the right to be treated with Dignity and Respect which states: 330.1704 (3) "The provisions of this chapter shall be construed to protect and promote the dignity and respect to which a recipient of services is entitled".

If you feel your rights have been violated, you have the right to file a complaint or to have someone file a complaint on your behalf. You can do that by filling out a complaint form or contacting the rights office directly at 877-744-4878.

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## Stay Informed to Prevent Illness

Take steps to protect yourself and others from sickness and help stop the spread of germs. To learn more about how to protect yourself from illnesses like the Flu and Bird Flu visit [www.oakgov.com](http://www.oakgov.com). For COVID-19 information, please visit [www.cdc.gov/covid](http://www.cdc.gov/covid).

## OCHN Service Delivery Feedback Survey

The annual service delivery feedback survey is here! Input from persons served, family members, community partners, network employees, and service providers is very important to this effort. Responses to the survey help to develop OCHN's annual plan and uphold the mission to "inspire hope, empower people, and strengthen communities."

Visit [oaklandchn.org](http://oaklandchn.org) to take the survey or scan the QR code.



Scan the QR code to take the survey!

## OCHN Staff Update



Congratulations to Siiri Sikora for her new role as the *Director of Justice Initiatives!*

## Hope for 2025

By Sherri Rushman

Starting the New Year off with hope, you can accomplish goals and change your future. Hope is more than wishful thinking – it is a blend of optimism and willpower. Hope has 3 parts according to "Hope Theory".

- 1. Goals:** Having a goal is the center of hope. Goals can be big or small.
- 2. Willpower:** The ability to stay motivated to meet your goal. It means that your actions can result in good things happening.
- 3. Pathways:** Find ways to meet your goals. If your first pathway doesn't work, you can problem solve to find a new way. People with high hope understand that issues can happen. It might take many tries to reach your goals.

Hope is not an emotion, it is a way of thinking. This means hope can be taught. Hope Theory trains you to unlock hope in all areas of life. I often say you are one decision away from having hope. Decide today that you will receive hope from others and have it for yourself. Remember to make big and small goals for 2025!



**Did you know?** myStrength is a free web and mobile app that offers resources to improve mental health and well-being.

To register for this wellness tool, visit OCHN's website at [www.oaklandchn.org](http://www.oaklandchn.org) and select the myStrength link. When registering, use the access code: **OCCMHA**

**Main Office**  
5505 Corporate Dr.  
Troy, MI 48098

**Resource & Crisis Center**  
1200 N Telegraph Road, Building 32 E  
Pontiac, MI 48341

**'Stepping Stones' Editor:**  
Kaylee Salveta [salvetak@oaklandchn.org](mailto:salvetak@oaklandchn.org)

Main Office Phone: (248) 858-1210  
Non-Emergency Access Phone: (248) 464-6363  
Customer Services Phone: (800) 341-2003  
Office of Recipient Rights: (877) 744-4878  
*Video Conference Phone Available*  
Suicide & Crisis Lifeline: 988  
[www.oaklandchn.org](http://www.oaklandchn.org)



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The OCHN Members' Rights and Responsibilities statement is provided to assist you in understanding and exercising your rights while accessing behavioral health care services in Oakland County. OCHN offers many resources. This communication is about how things work at OCHN and how to access subscriber/enrollee information. Subscriber/enrollee information includes information on benefit coverage in and out of our network such as excluded benefit coverage, copayments/charges, language assistance, practitioners' information including provider director, inpatient and outpatient services, subspecialty care, hours of operations, emergency care, how to submit a complaint and appeal rights. You can access our subscriber information upon enrollment, annually or anytime on our website [www.oaklandchn.org/memberservicehandbook](http://www.oaklandchn.org/memberservicehandbook) or call Customer Service at 800-341-2003 to request a copy.

**You have the right to:**

- Receive information about OCHN, its services, its practitioners, and providers, and Your Rights and Responsibilities.
- Be treated with respect and recognition of your dignity and the right to privacy.
- Participate with Practitioners in making decisions about your health care.
- A candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost, or benefit coverage, and to freely communicate with your providers without restriction on any information regarding care.
- Voice complaints or appeals about OCHN or the care provided.
- Make Recommendations regarding OCHN's members' Rights and Responsibilities policy.

**You have a responsibility to:**

- Provide, to the best of your knowledge, accurate and complete information regarding your medical history, including present and past illnesses, medications, hospitalizations, etc. to OCHN and its practitioners and providers in order to care for you.
- Follow your treatment plan of care and instructions. The plan of care is to be agreed upon by you and your provider.
- Ask questions about your care. This will help you to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.