

Director's Report – February 2025



Dana Lasenby
OCHN Executive Director & CEO

OCHN MISSION:
Inspire Hope • Empower
People • Communities.

OCHN 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.

OCHN Access: 248-464-6363
Crisis Line: 988

www.oaklandchn.org

OCHN proudly recognizes Black History Month by celebrating the achievements and contributions of Black individuals across our nation, state, and county. Our unwavering commitment to dignity, respect, and equity is reflected in OCHN's I.D.E.A. (Inclusion, Diversity, Equity, and Accessibility) priorities.

As Oakland County's public behavioral health system, OCHN is dedicated to serving individuals, families, and the broader community by promoting holistic well-being. Our approach integrates mental and physical health with social, economic, and spiritual wellness, particularly within underserved communities.

While February provides an opportunity for focused recognition, our commitment to these efforts extends year-round. Recognizing and addressing racial trauma fosters meaningful dialogue, drives systemic change, and enhances mental health outcomes for our communities.

ACCESS & CRISIS SERVICES

OCHN remains committed to connecting individuals to essential services. Our Access Team ensures timely service eligibility determinations and identifies critical community resources. Through our contracted provider network, OCHN offers crisis services for individuals with Medicaid, Medicare, Healthy Michigan Plan, private insurance, or those who are underinsured. These services include:

- Crisis Intervention
- Crisis Stabilization
- Crisis Residential Services
- Pre-Admission Review for Psychiatric Hospitalization Authorization
- Local management of Common Ground (988 Suicide & Crisis Lifeline)

Service Utilization Overview

Metric	January 2025	FY25 YTD
Calls to Access	3,124	12,123
Screenings Completed	629	2,330
Total Crisis Calls		
- MiCAL/988/Lifeline*	963	4,709
- OC Resource & Crisis Helpline	2,334	11,659

**Source: MiCAL/988/Lifeline, Common Ground; Data reflects state-wide reporting from MiCAL’s annual report.*

CUSTOMER SERVICES & COMMUNITY ENGAGEMENT

OCHN remains dedicated to engaging with our community through outreach initiatives and transparent communication.

Community Engagement & Outreach

Metric	January 2025	FY25 YTD
Customer Service Call Responses	678	2,665
Community Events	23	65
Email Engagements	23,766	100,194
Website Views	43,108	141,772

ADVOCACY & COLLABORATION

OCHN hosted its **Annual Legislative Breakfast** on February 10, 2025, at its Administrative Offices in Troy. This event emphasized the impact of public behavioral health services and the critical need for sustainable Medicaid funding. Key discussions included:

- Recap of 2024 accomplishments
- 2025 Annual Plan Review
- Annual Needs Assessment launch
- Medicaid eligibility redetermination challenges
- Impact of Michigan's state minimum wage on Direct Service Professional wages

Key attendees included state senators, representatives, county commissioners, and other stakeholders dedicated to advancing behavioral health initiatives.



Pictured Left to Right: (Back Row) OCHN Board Chair Dennis Cowan, Senator Stephanie Chang, Representative Donni Steel, Commissioners Penny Lueb, Mike Spisz, Linnie Taylor. Heidi Warrington, Commissioner Karen Joliat and Ann Erikson Gault, Representative Sharon McDonald, Commissioner David Woodward, Royal Oak Chief Mike Moore {guest speaker}, Meridian Supervisor Charlie Lemaster {guest speaker}, OCHN Board Member Pastor Douglas Jones, (Front Row) Oakland County Health and Human Services Director Leigh-Anne Stafford, Bloomfield Schools Lisa Brown {guest speaker} OCHN Executive Director & CEO Dana Lasenby, OCHN Chief Operating Officer Trisha Zizumbo.



Pictured left to right: OCHN Board Chair Dennis Cowan, OCHN Chief of Staff Christine Burk, Representative Brenda Carter, OCHN Administrative Chief Bernard Hooper.

STRATEGIC GOALS & PRIORITIES (FY23-25)

OCHN remains focused on achieving key objectives aligned with our mission:

1. **Staffing & Retention** – Cultivate a positive work environment to enhance recruitment and retention.
 2. **Quality Systems of Care** – Expand direct service options for adults and children.
 3. **Administration & Service Delivery** – Streamline payment structures and processes.
 4. **Integrated Healthcare** – Strengthen the crisis continuum of care.
 5. **Partnerships, Advocacy & Outreach** – Strengthen collaborations with county officials, community leaders, law enforcement, and healthcare providers.
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COMMUNITY OUTREACH & FEEDBACK

OCHN actively seeks input from community members, network employees, and contracted providers to enhance service delivery. We encourage participation in our **Service Delivery Feedback Survey**, available through March 14, 2025. This survey will inform OCHN’s annual planning and support our mission to “**inspire hope, empower people, and strengthen communities.**”



CRISIS SERVICES & SUBSTANCE USE DISORDER (SUD) SUPPORT

OCHN continues to support substance use disorder treatment through grant-funded initiatives. In January, the **Sober Support Unit (SSU)** served 109 individuals, totaling 375 YTD. Additionally, 19 underinsured individuals received necessary SUD services, bringing the YTD total to 76.

Youth & Family Care Connections (YFCC) Outcomes

Metric	January 2025	FY25 YTD
Service Requests	127	595
Unique Persons Served	99	433
Inpatient Dispositions	19	93
Diversions	108	502
Mobile Crisis Unit Responses	12	73

MDHHS UPDATES & PROVIDER RELATIONS

Michigan Department of Health & Human Services (MDHHS) Updates

MDHHS Director Elizabeth Hertel recently toured OCHN’s Integrated Care Walk-In Center in Pontiac, recognizing its progress and impact. Additionally, MDHHS announced MI Coordinated Health, a new benefit plan launched in 2026 as the successor to MI Health Link. This initiative will:

- Foster integration and continuity
- Reduce racial disparities.
- Improve care delivery.
- Promote self-determination.
- Build a culture of quality.

Pictured left to right: Dana Lasenby-OCHN, Madiha Tariq-Oakland County Executive Office, Deb Brinson-Honor, Elizabeth Hertel-MDHHS



Pictured left to right: Deb Brinson-Honor, Lindsay Cambre-Honor, Kim Flowers-OCHN, Honor staff, Dana Lasenby-OCHN, Leigh-Anne Stafford-Oakland County Health, MDHHS staff, Elizabeth Hertel-MDHHS, Madiha Tariq-Oakland County Executive Office, Kate Guzman-Health Division, Director Behavior Health Services, Michele Gale-Honor

MDHHS has updated contract awards for nine health plans, which will provide a new benefit plan, MI Coordinated Health, launching January 1, 2026. MI Coordinated Health will be available to individuals enrolled in both Medicare and Medicaid in select counties in 2026 before expanding statewide in 2027.

Region 10 – Detroit Metro Prosperity Region – Oakland: Aetna Better Health of Michigan Inc.; AmeriHealth Michigan, Inc.; HAP CareSource; Humana Medical Plan of Michigan, Inc.; Meridian Health Plan of Michigan, Inc.; Molina Healthcare of Michigan, Inc.; Priority Health Choice, Inc.; UnitedHealthcare Community Plan, Inc.

Provider Relations & Stability

OCHN is committed to collaborating with provider leaders to enhance service sustainability through:

- Advocacy for equitable rates and workforce sustainability
- Rate standardization and equity assessments.
- Improved transportation services aligned with Medicaid-covered needs.

JUSTICE-RELATED INITIATIVES & TRAINING

OCHN's **Co-Responder (CoRe) Program** strengthens partnerships with law enforcement, policymakers, and the judiciary to divert individuals from incarceration to behavioral health services.

CoRe Program Outcomes

Metric	January 2025	FY25 YTD
Referrals	363	1,264
Remained in Community	177	590
Arrests Prevented	12	39
Voluntary Emergency Transports	68	257

Additionally, OCHN continues to provide **Crisis Intervention Team (CIT) training**, **Assisted Outpatient Treatment (AOT) services**, and **jail diversion programs** to support individuals with mental health and substance use challenges.

CALL TO ACTION

If you or someone you know needs immediate support, contact:

- **National Suicide Prevention Lifeline:** Call 988, Text 988, or visit online.
- **Crisis Textline:** Text TALK to 741741
- **OCHN Access Line:** (248) 464-6363

Upcoming OCHN Board Meetings:

- **Committee of the Whole:** Monday, February 10th at 4:30 p.m.
- **General Board:** Tuesday, February 18th at 6 p.m.

This Director's Report reflects OCHN's ongoing dedication to advancing public behavioral health services and enhancing community well-being. Thank you for your continued support and partnership.