

## Director's Report – January 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](http://www.oaklandchn.org)

On behalf of Oakland Community Health Network (OCHN), Happy New Year. My team and I are excited about 2025 and ready to work hard to serve Oakland County residents.

The new year began with OCHN hosting the annual Law Enforcement Appreciation Breakfast on January 9th. This event highlights National Law Enforcement Appreciation Day and promotes the critical relationship between OCHN and law enforcement agencies.

OCHN proudly observed Reverend Dr. Martin Luther King Jr. (MLK) Day and the National Day of Service. As I reflect on Dr. Martin Luther King Jr.'s legacy, I am reminded of his unwavering dedication to justice, equality, and the transformative power of service. Dr. King once said, *"Life's most persistent and urgent question is, 'What are you doing for others?'"* This question challenges us to examine how we contribute to creating a more just and compassionate world.

At OCHN, our mission aligns deeply with Dr. King's vision. Every day, we serve our community and work to improve the lives of the most vulnerable. Whether we advocate for mental health services, address disparities, or provide essential resources, our work is a living testament to his dream. But the work is not finished.

Our team reaffirms OCHN's commitment to equity, compassion, and service, and continues to be the hands and hearts that uplift our community. As OCHN gears up for a productive 2025, we are grateful for the collaboration of its provider network and community partnerships. Together, we will continue to put people first and be responsive to our community's needs.

## ACCESS

OCHN and its amazing Access Team remain committed to connecting people to services when and where needed. This includes determining network service eligibility and identifying vital community resources.

OCHN's crisis services through its contracted provider network include supporting individuals with Medicaid, Medicare, Healthy Michigan Plan, private insurance, or underinsured insurance. Crisis services include Crisis Intervention, Crisis Stabilization, Crisis Residential Services, Pre-Admission Review for authorizing Psychiatric Hospitalization, and the local management of Common Ground (Vendor for the 988 Suicide & Crisis Lifeline).

Total Calls into OCHN Non- Emergency Access**		
Call to Access	10,100	
Screenings Completed	1,701	
	Total Crisis Calls	Answered in 30 sec.
MiCAL/988/Lifeline *	3,381	90%
OC Resource and Crisis Helpline	7,571	90%

*-Source: MiCAL/988/Lifeline, Common Ground \*Data for the entire state of Michigan from MiCALS yearly report*

CUSTOMER SERVICES**	
Customer Services Call Responses	8,299

COLLABORATION / COMMUNITY ENGAGEMENT / OUTREACH**	
Community Events	32
Email Engagement (events, press releases, provider bulletins, trainings, etc.)	52,881 (duplicate recipients)
Website Views	380,685

## ADVOCACY & COLLABORATION

On Thursday, January 9, 2025, OCHN celebrated Law Enforcement Appreciation Day by hosting a Law Enforcement Appreciation Breakfast. The event honored the ongoing partnership and collaboration they have with local law enforcement agencies.

## ANNUAL GOALS & STRATEGIC PLAN FY23-25

OCHN's priorities and goals are centered around key areas that are critical to the OCHN mission.

- Staffing & Retention: Cultivate a positive work environment that promotes staff recruitment and retainment.
- Quality Systems of Care: Improve the system of care by expanding direct service options for adults and children.
- Administration & Service Delivery: Increase efficiency of payment structures and processes.
- Integrated Healthcare: Expand crisis continuum of care.
- Partnerships, Advocacy & Outreach: Strengthen strategic partnerships with Oakland County officials, community leaders, educational institutions, law enforcement, and other health care entities.

*To view OCHN's full FY23-25 Strategic Plan and other reports, visit [oaklandchn.org](http://oaklandchn.org), Fiscal Year (FY) 2025*

Nearly one hundred individuals from 16 different Oakland County law enforcements agencies and organizations attended OCHN’s Law Enforcement Appreciation event, highlighting accomplishments of OCHN’s Crisis Intervention Team (CIT) training, officer wellness, and law enforcement success stories because of our partnerships.



Pictured left to right: OCHN / Waterford Police Department Co-Responder, Kaylee Place, Behavioral Health Professional Awardee, and Detective Kyle Hulscher of the Waterford Township Police Department as CIT First Responder of the Year.



### **COMMUNITY OUTREACH EVENTS**

- Law Enforcement Appreciation Breakfast – January 9, 2025
- Recipient Rights Advisory Committee – January 9, 2025
- SUD Community Workshop – Marijuana and Vaping Prevention – January 9, 2025
- Citizens Advisory Council – January 15, 2025
- Detroit Policy Conference – January 23, 2025
- Kevin’s Song Conference – January 23 –25, 2025
- Transportation Forum – January 29, 2025
- Legislative Breakfast – February 10, 2025

On Monday, January 20, 2025, the OCHN team attended the Greater Pontiac Community Coalition’s 33rd Dr. Martin Luther King Jr. Annual Luncheon. The theme, “DARE TO DREAM THE IMPOSSIBLE,” was brought to life by a diverse range of speakers. We had the privilege of hearing from former U.S. Congresswoman Brenda Lawrence, Representative Brenda Carter (D-Pontiac), Sen. Jeremy Moss (D-Southfield), Oakland County Executive David Coulter, County Commissioner Angela Powell, Pontiac Mayor Tim Greimel, and Pontiac City Council President, with several Pontiac City Council members also in attendance. (See photos on the next page.)

(Pictured right) Maurissa R-S, Trisha Z, Dana L, Board Member Pastor Douglas Jones, and Christine B pictured with Former Congresswoman Brenda Lawrence at the Annual Greater Pontiac Community Coalition Martin Luther King Jr. Luncheon.



(Pictured left) Trisha Z, Dana L, and Christine B with County Executive Dave Coulter.

### CRISIS SERVICES

Using grant funds, OCHN supported substance use disorder (SUD) services to seventy-seven underinsured individuals who would not have otherwise received treatment. In December, the Sober Support Unit (SSU) served 109 individuals.

Youth and Family Care Connections (YFCC) Outcomes**	
Service Requests	467
Unique Persons Served	348
Inpatient Disposition	78
Diversions	389
Mobile Crisis Unit	61

### INTEGRATED HEALTHCARE

BEHAVIORAL HEALTH HOMES, CERTIFIED OR RECERTIFIED STATE PLAN AMENDMENT, HABILITATION SUPPORTS WAIVER**	
BHH (Behavioral Health Home)	791
HSW (Habilitation Supports Waiver)	851

### LOCAL ADVOCACY & ENGAGEMENT

- OCHN’s Director of Substance Use Disorder Services, Megan Phillips and her team met with Senator Kevin Hertel on Friday, January 10, 2025, to discuss funding and distribution options for opioid settlement funds.
- OCHN is hosting its annual Legislative Breakfast on Monday, February 10, 2025, at its Administrative Offices in Troy. OCHN will provide a recap of 2024 accomplishments, review its 2025 Annual Plan, and launch its Annual Needs assessment.

- OCHN continues to educate elected officials about the need for critical Medicaid funding. This includes highlighting challenges with Medicaid eligibility redetermination and the impact of Michigan's recently adopted state minimum wage on the Direct Service Professional wages.

## **MDHHS UPDATES**

The Michigan Department of Health and Human Services (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. MI Coordinated Health is the successor to the MI Health Link program, which ends December 31, 2025. Current MI Health Link enrollees will have the option of moving into MI Coordinated Health with no break in coverage.

**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.

MI Coordinated Health is driven by five project pillars:

- Fostering integration and continuity.
- Reducing racial disparities.
- Improving care delivery.
- Promoting self-determination.
- Building a culture of quality.

## **PROVIDER RELATIONS**

- **Joint Advocacy** – Recent meetings with several OCHN contracted provider leaders have been held to explore service expansion opportunities through advocacy for sustainable rates for services and the workforce.
- **Provider Stability, Rate Standardization and Equity** - The OCHN team continues to review and explore options for provider requests for financial support, analyze available data from network providers, and make projections based on utilization to assess provider impact and draft new, equitable, and sustainable rate and fee schedules.
- **Transportation** - Improve transportation for people served aligned with Medicaid Covered Services that are consistent and align with person's Individual Plan of Service (IPOS) authorizations and code utilization, support provider network equity, reduce administrative burdens, improve data collection and tracking of standard training for transportation providers.

**OCHN CO-RESPONDERS (CoRe) & JUSTICE-RELATED INITIATIVES**

OCHN’s CoRe Team members collaborate with justice communities that include judges, law enforcement officials, policymakers, and families to connect persons to mental health and substance use disorders services instead of incarceration when appropriate. Examples of OCHN’s justice-related initiatives include Assisted Outpatient Treatment (AOT), Crisis Intervention Team (CIT) training, CoRe (licensed mental health professionals ride-along), Chance for Life, and jail services.

CoRe**	
Referrals (October 1 – December 31, 2024)	898
Remained in the Community	413
Arrests	27
Voluntary transport to Emergency Departments or Resource and Crisis Center	189

TRAINING **	
Total Trainings	33 trainings, 940 participants

UTILIZATION Authorizations, Admissions, and Discharge Reviews**	
Utilization Management Reviews	5,329 (Authorization requests above the benefit packages)
Utilization Reviews	5,375 (Admissions/Continued Stay Review’s & Discharges for acute levels of care)

**CALL TO ACTION - If you or someone you know needs support now:**

- [National Suicide Prevention Lifeline](#) – [Call 988](#), [Text 988](#), or [Chat with Lifeline](#)
- [Crisis Textline](#) – Text TALK to 741741
- OCHN Access (248) 464-6363
- Attend an OCHN Board Meeting:
  - o [Committee of the Whole \(COW\)](#): Monday, February 10th at 4:30 p.m.
  - o [General Board](#): Tuesday, February 18th at 6 p.m.

\*\* OCHN’s Fiscal Year began Oct. 1, 2024. This data report is from October 1, 2024, through December 31, 2024.