

Director's Report – July 2024



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

July is a time of celebration, as many commemorate Independence Day. This occasion provides an opportunity to recognize all the amazing work people do daily in the community. OCHN (Oakland Community Health Network) hosted a program in the observance of Minority Mental Health Awareness Month event last week. The program offered a unique perspective into the lives of some of our most vulnerable individuals. It also sheds light on ways to communicate and help people experience full community engagement.

ACCESS

OCHN remains focused on ensuring that people needing public behavioral health services can connect with OCHN's Access Team. Last month, OCHN's Access Team received 3,116 calls and completed 567 screenings for people. OCHN continues prioritizing linking people to support and services when and where needed, including determining network service eligibility, and identifying follow-up resources.

COLLABORATION

OCHN is working closely with Oakland County Emergency Management (OCEM) and the Rochester Hills community as they continue healing following last month's splash pad incident. OCHN maintained the Family Assistance Center in the community to offer mental health resources and support through last week. The OCHN team will provide ongoing support as needed or requested.

Additionally, OCHN's Crisis Intervention Stress Management (CISM) Team supported the Lathrup Village community following a tragic shooting that occurred in June. OCHN continues to engage with this community as requested to ensure they receive critical services and support.

COMMUNITY OUTREACH AND EDUCATION

As mentioned in this report, OCHN hosted its annual Minority Mental Health event on Tuesday, July 9, 2024. This year's theme highlighted "The Universal Language of Healing Trauma in

Minority Mental Health Care." The event featured an inspirational keynote address from Richard

Plowden of Heroes Circle; it also included a drama therapy demonstration with Sarah Bilodeau from Nature's Playhouse and an art therapy activity with Sydney Tremont from Paradise Art Therapy Center. OCHN's Cheryl Myers spoke on the barriers often experienced by the deaf and hard of hearing community and how to address them and closed with a dance performance by Michigan Manzat. This memorable event embodied the purpose of Minority Mental Health Awareness Month.

CRISIS SERVICES

OCHN's crisis services through its contracted provider network include supporting those 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
- Local management of Common Ground (the vendor for the 988 Suicide & Crisis Lifeline)

Using grant funds, OCHN supported substance use disorder (SUD) services to 43 underinsured individuals who would not otherwise receive treatment. Last month, the Sober Support Unit (SSU) served 77 individuals and 879 people this fiscal year.

INTEGRATED HEALTHCARE

OCHN manages Behavioral Health Homes (BHHs) in Oakland County. Health Homes prioritizes a "whole person" philosophy, paving the way for integrating physical and behavioral health services. The BHHs provide comprehensive care management and service coordination to individuals with serious mental illness. OCHN enrolled 20 new people in BHHs last month, for 932 enrollees in the program.

The OCHN, Honor Health, and Oakland County Health Department had a soft launch of the Walk-in Center on June 15, 2024. The center has supported over 100 and 5 individuals in need of behavioral health services.

SYSTEMS OF CARE

VALUE-BASED CARE & OUTCOMES

In line with its commitment to improve and ensure quality care, services, and support, OCHN leadership-led projects are:

- Finance & Budget: Business Central software implementation, Fund Source Management, and rate standardization planning are ongoing. Phase 1: planned for October 1, 2024.
- Information Technology & Data Analytics: Aligning Oakland Data Information Network (ODIN) with Power-BI for encounters/claims systems will improve data analytics and reporting and enhance the cost-settling project.

- Operations: Integrated Urgent Behavioral Health Clinic services project with Honor Community Health, St. Joseph Mercy Oakland, and Oakland County Health Division. The soft launch for the Walk-In Center is currently underway.
- Strategic Initiatives: Rate standardization, planning and development of transportation service line, and completing grants for Certified Community Behavioral Health Clinic (CCBHC).

OCHN continues to move forward with transiting transportation services to centralize the management of services and standardized rates.

- Transportation Provider Forum - Wednesday, July 24, 2024, at 2 p.m.
- Transportation Webinar for Individuals Served – Thursday, July 25, 2024, at 2 p.m.

Financial Management System (FMS) services for self-determined individuals from the provider network to its internal oversight. The move is contractually required, will standardize rates, and will ensure complete transparency. The fiscal management service's role is an agent of the PIHP/CMHSP, to assure for each assigned individual maximum control over services, within the framework of the individual plan of services (IPOS) and budget. The following provider and persons served meetings are scheduled as follows:

- Self Determination / FMS Webinar for Individuals Served – Tuesday, July 30, 2024, at 10:30 a.m.
- Self Determination / FMS Provider Forum – Tuesday, July 30, 2024, at 2:30 p.m.

RECOGNITION

Many thanks to the OCHN CISM Team for all their hard work and dedication to the people in the Lathrup Village and Rochester Hills communities during challenging times. This Team works tirelessly to assist individuals experiencing stress or trauma following a critical incident, and key people receive the service and support they need.

WORKFORCE DEVELOPMENT

- OCHN is committed to increasing staff recruitment and retainment to support our reputation as a competitive employer with an appealing work culture. Human Resources continues to participate in college-sponsored career fairs.
- Ongoing search and interviews for the Chief Financial Officer (CFO) and Human Resources.

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