

## Director's Report – May 2024



*Dana Lasenby*  
OCHN Executive Director & CEO

OCHN MISSION:  
Inspire Hope • Empower  
People • Strengthen  
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)

May is nationally recognized as Mental Health Awareness Month. Since the inception of this observance, it has been a cornerstone of addressing the challenges faced by millions of people living with mental health conditions. As Oakland County's public behavioral health system, Oakland Community Health Network (OCHN) and its service providers work with individuals who have intellectual / developmental disabilities, mental health concerns, and / or substance use disorders.

Mental health is an essential part of overall health. The stigma around mental health and treatment has long existed, but that is starting to change. People sometimes hesitate to seek help or even talk about it with their loved ones for fear of being judged. I am hopeful about progress in this area and that people feel just as comfortable getting mental health support as physical care.

OCHN recently completed its annual Service Delivery Feedback Survey. The survey was distributed widely throughout the county, and OCHN received a great response. Please view the survey results at this [link](#). This feedback from the people we serve, and the community, is critical in developing OCHN's future strategic priorities.

### **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 conducted 3,928 screenings and 686 referrals 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**

The Resource & Crisis Center (RCC) and OCHN commemoration was held on Friday, May 10, 2024, on the County Executive campus grounds. The celebration honored 60 years of OCHN serving the community and ten years of providing crisis services at the RCC. These milestones of providing behavioral health services to Oakland County residents honored May as Mental Health Awareness Month.

The celebration included historical aspects of the center and outstanding accomplishments made in partnership with its provider network. The RCC houses the Youth & Family Care Connection, Crisis Care Unit (CCU), Sober Support Unit (SSU), Recovery Information Support and Education (RISE) Center, and more. Community partners Leigh Anne Stafford, Oakland County Director of Health and Human Services, and Representative Brenda Carter from District 53 also spoke about the important work OCHN does for the community.

### **COMMUNITY OUTREACH AND EDUCATION**

OCHN hosted the 3rd annual Veteran and Community Resource Event on Saturday, May 11, 2024. The event brings Veterans and their families together to connect them with resources, benefits, and information. The event featured over 45 vendors, family-friendly activities, and onsite Veterans Affairs (VA) health screenings. The Oakland County Veteran Navigator aims to support Oakland County Veterans and their family members by helping them navigate state, federal, and community resources.

### **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
- 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 39 underinsured individuals who would not otherwise receive treatment. Last month, the Sober Support Unit (SSU) served 73 individuals and 671 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 31 new people in BHHs last month, for 927 enrollees in the program.

### **SYSTEMS OF CARE**

OCHN now operates the Recovery, Information, Support, and Education (RISE) Center, which provides adjunct services needed to further promote recovery and offers early intervention services for those at risk of relapse. The RISE Center is increasing its presence at the RCC and providing face-to-face service, including assisting with Medicaid redetermination efforts. The RISE Center has served more than 1,200 individuals overall, with the number of calls to Access increasing by 13% over last year.

OCHN recently participated in a visit from the Michigan Department of Health and Human Services to review the SUD, State Opioid Response (SOR) grant activities. The visit was very well received, and OCHN received substantial compliance recognition for the work related to this grant initiative.

### **VALUE-BASED CARE & OUTCOMES**

In line with our commitment to improve and ensure quality care, services, and support, our current 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. Claims Director started May 2024.
- Operations: Integrated Urgent Behavioral Health Clinic services project with Honor Community Health, St. Joseph Mercy Oakland, and Oakland County Health Division. A soft launch is scheduled for this month and is now called a Walk-In Center.
- Strategic Initiatives: Rate standardization, planning and development of transportation service line, and completing grants for Certified Community Behavioral Health Clinic (CCBHC).

### **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 staff regularly attend college-sponsored career fairs. OCHN continued creating more internship opportunities, recently posting three (3) part-time, paid internship positions for due process, human resources, and communications. With the retirement of the Human Resources Director, this position, and the Chief Financial Officer (CFO) position are posted. The Chief Operating Officer (COO) position posting was closed on May 17, 2024, with over 50 external applicants.

### **RECOGNITIONS**

OCHN Co-responder Ken Stein received a Civilian Citation award at the recent Troy Police Department Awards ceremony on Tuesday, May 14, 2024.

### **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