

Director's Report – November 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

Oakland Community Health Network (OCHN) honors the service and sacrifice of our nation's veterans while reaffirming its commitment to meeting the distinct mental-health and wellness needs of those who served. During November, and truly throughout the entire year, we hold deep gratitude for those who have answered our country's call. And beyond simply saying "thank you," we honor the challenges many veterans continue to face long after their service ends: the unseen wounds of trauma, the search for connection and belonging, and the difficult journey of reintegration. That's why OCHN is proud to offer our **Veteran Navigator program**, connecting veterans and families to housing, employment, mental-health care, substance-use treatment and social support. For more information about the outstanding OCHN Veterans services, please select this [link](#).

November is also **National Family Caregivers Month** and a time to shine a spotlight on the hidden heroes that make so many sacrifices each and every day. Caregivers are the backbone of the community's health system, yet they often face emotional exhaustion, financial strain, and social isolation. Many caregivers neglect their own needs, leading to burnout and increased stress. OCHN encourages caregivers to prioritize self-care, seek help when needed, and connect with available resources that can make the caregiving journey more sustainable and supported. OCHN joins this national observance to celebrate the compassion, resilience, and selflessness of family caregivers across Oakland County and beyond.

Finally, as part of our 3-year strategic plan and FY26 annual goal, OCHN is announcing the transition to directly oversee and manage **adult crisis services** for Oakland County. Rest assured that crisis services will remain at the same location, **OCHN's Resource and Crisis Center (RCC) in Pontiac**. These services will continue to be provided by experienced staff, who will now be directly employed by OCHN. As a leader in the State providing innovative crisis intervention services through the **Co-Responder (CoRe) program**, **Crisis Intervention Stress Management (CISM)**, **Crisis Intervention Teams (CIT)**, urgent behavioral health services through **Oakland 360 Care Center**, and the **Behavioral Threat Assessment and Management (BTAM) team**, OCHN's dedicated crisis teams are often called to a crisis scene, responding alongside first responders. OCHN staff work closely with providers when a crisis occurs at the RCC that requires additional support. This transition of on-site and mobile crisis services for adults, enhances OCHN's ability to streamline and coordinate care across the continuum of crisis services, respond quickly, and ensure consistent support for those experiencing behavioral health crises.

OCHN is proud to take this significant step forward in strengthening the continuum of crisis services across Oakland County. This initiative reflects our deep commitment to promoting community well-being, while removing

barriers to care, and ensuring individuals are welcomed, receive timely, effective support that prevents unnecessary use of emergency departments or involvement with the justice system.

Guided by our mission, OCHN continues to champion compassionate, person-centered care. We remain steadfast in our commitment to meeting the mental health, substance use, and developmental disability needs of Oakland County residents.

OCHN is deeply grateful for the community’s trust and collaboration as we work together to strengthen crisis services for a healthier, more connected Oakland County. We extend our sincere gratitude for our ongoing partnerships as we build a more responsive, compassionate, and accessible crisis care system for all.

ACCESS TO SERVICES

OCHN remains committed to connecting individuals with essential behavioral health services. Our Access Team makes timely service eligibility determinations and links individuals to critical community resources.

Metric	October 2025
Calls to Access	2,959
Screenings Completed	465

ADVOCACY & COLLABORATION

OCHN reminds the community that **your voice matters!** Stay informed, share your stories, and support efforts to maintain strong, localized PIHP services focused on people. For more information, visit **OCHN's Advocacy page** at www.oaklandchn.org/advocacy.

CITIZENS ADVISORY COUNCIL (CAC) AND RECIPIENT RIGHT ADVISORY COUNCIL (RRAC)

- **Citizens Advisory Council (CAC)** - The Citizens Advisory Council provides critical community input on OCHN programs, policies, and priorities. Members include individuals with lived experience, family members, advocates, and community representatives who ensure OCHN’s work remains person-centered and inclusive. The **Board Liaison** serves as the connection between the CAC and the Board of Directors, communicating recommendations and community perspectives. As **CEO & Executive Director**, I review and integrate CAC feedback into planning and maintain open communication with the Council and Board to ensure community voices guide OCHN’s work. At the last CAC meeting, members requested assurance that the issues, concerns and questions raised are communicated to the OCHN Board.
- **Recipient Rights Advisory Council (RRAC)** - The Recipient Rights Advisory Council provides oversight and guidance to protect and promote the rights of individuals receiving mental health services within OCHN’s network, consistent with the Michigan Mental Health Code. The **Board Liaison** represents the Board of Directors and ensures communication about rights-related trends and system issues. As **CEO & Executive Director**, I support the RRAC’s independence, ensure it has the necessary resources, and promote the integration of its recommendations into OCHN’s quality and compliance activities.

Both councils strengthen OCHN’s commitment to transparency, accountability, and community partnership, ensuring the voices of those we serve guide our mission and impact.

Customer Services, Community Engagement & Outreach

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

Metric	October 2025
Customer Service Call Responses	1,227
Community Events	8
Email Engagements	19,948
Website Views	45,239

OCHN is once again hosting its **Veteran and Military Family Drive-Thru Food and Resource Event** on Tuesday, December 9, 2025, from 9:00 a.m. to 12:00 p.m. This annual community resource is in partnership with Gleaners Food Bank and will be held in the parking lot of the OCHN Troy offices, 5505 Corporate Drive, Troy, MI 48198. Participating veterans will receive a free food box, gift card, resource bag, information on suicide-prevention services, and a brief lifesaving Narcan training where each participant will receive a complimentary kit.

OCHN’s Training Team hosted a **Group Home Celebration** on Saturday, November 8, 2025, for individuals served. The program included fun activities and connections for all that attended.



CRISIS SERVICES CONTINUUM

OCHN: Strengthening Crisis Services for Oakland County

OCHN is transitioning direct operation of adult crisis services currently managed by Common Ground. This transition, beginning January 2026, enhances OCHN's ability to coordinate care, improve outcomes, and uphold its mission of person-centered, compassionate behavioral health support. This transition includes the following:

1. **Direct Oversight Improves Quality and Coordination**
 - OCHN will directly manage all adult crisis services at the Resource and Crisis Center (RCC).
 - This ensures streamlined communication and coordination between crisis, clinical, and community-based care teams.
2. **Commitment to Continuity and Compassionate Care**
 - All services will continue without interruption during a phased transition.
 - Skilled and compassionate staff currently providing services have been encouraged to apply for the opportunity to become OCHN team members.
 - Additional employment opportunities within the county as overall comprehensive crisis continuum of care are expanded
3. **Expanding on OCHN's Proven Crisis Leadership**
 - OCHN leads several successful crisis response programs:
 - Co-Responder (CoRe) program
 - Crisis Intervention Teams (CIT)
 - Crisis Intervention Stress Management (CISM)
 - Behavioral Threat Assessment and Management (BTAM)
 - Oakland 360 urgent behavioral health services
 - These programs have established OCHN as a model for responsive, community-based crisis care.
4. **Benefits for the Community**
 - Faster, better coordinated responses for individuals in crisis.
 - Enhanced partnerships with law enforcement, hospitals, and emergency services.
 - Improved access to the right level of care at the right time.
 - Reduced reliance on emergency departments and the justice system.
 - Lower overall system costs through preventive, community-based care.
5. **A Strong Future for Crisis Care in Oakland County**
 - OCHN is aligning this transition with its strategic plan to strengthen the continuum of care, remove barriers, and promote wellness for all residents.
 - Guided by MDHHS and SAMHSA standards, OCHN remains dedicated to quality, safety, and compassion.

Youth & Family Care Connections (YFCC) Outcomes

Metric	October 2025
Service Requests	213
Unique Persons Served	173
Inpatient Dispositions	51
Diversions	123
Mobile Crisis Unit Responses	29

Substance Abuse Disorder Services & Supports

OCHN continues to support substance use disorder treatment through grant-funded initiatives. In October, the **Sober Support Unit (SSU)** served xxx individuals. Additionally, XX underinsured individuals received necessary SUD services.

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. OCHN currently has 10 co-responders in 21 communities.

CoRe Program Data

Metric	October 2025
Referrals	495
Remained in Community	238 / 48%
Arrests	10 / 2%
Voluntary Emergency Transports	90 / 18%

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

LEGISLATIVE AND POLICY UPDATE

Court of Claims Hears PIHP Rebid Lawsuit Against DHHS - The Michigan Court of Claims heard oral arguments on October 9 in Region 10 PIHP v. State of Michigan; a case challenging the Department of Health and Human Services’ (DHHS) plan to rebid and restructure the state’s Prepaid Inpatient Health Plans (PIHPs). Judge Christopher Yates presided over a full day of testimony and ruled on three of the four agreements.

Summary of the Case - The lawsuit was filed after DHHS issued an August 2025 Request for Proposals (RFP) to consolidate the current 10 PIHP regions into three larger regions. Under the proposed configuration, Oakland, Macomb, and Wayne counties would be grouped into a single region, replacing the current locally governed PIHP structure. Plaintiffs — including one PIHP and other community mental health entities — argue that the RFP violates provisions of the Michigan Mental Health Code; undermines the public governance model that ensures local accountability; and risks significant disruption to continuity of care for individuals with behavioral health needs.

MDHHS maintains that state law grants the department broad authority to determine PIHP boundaries and selection, asserting that the rebid process complies with legislative intent.

Next Steps and Implications

The Court’s final decision is expected on December 8, with the PIHP RFP bid being set for December 10.

- If DHHS proceeds under the current RFP, existing PIHPs—including OCHN—would be ineligible to bid without substantial restructuring.
- The outcome will have significant implications for regional governance, funding distribution, and care coordination across the state’s public behavioral health system.

OCHN leadership will review the Court’s decision once issued and work with regional and statewide partners to assess the impact on operations, system governance, and service delivery in Oakland County and the Metro Region.

MANAGED CARE

CCBHC Direct Payment Update

The Michigan Department of Health and Human Services (MDHHS) has issued new guidance about shifting to a direct payment system for Certified Community Behavioral Health Clinics (CCBHCs) starting in FY2026. From FY2026 onward, OCHN and other PIHPs will no longer manage or oversee the CCBHC demonstration.

- MDHHS' Goals - Corrects inconsistent implementation across PIHP regions by MDHHS and reduces conflicts of interest with CCBHC standards. Payments will be sent directly from MDHHS to CCBHCs through the CHAMPS system by October 1, 2025. The Quality Bonus Payments will stay part of the model. The direct payment system will continue until the demonstration ends in September 2027.
- PIHP's Role - Will continue to coordinate with CCBHCs to help individuals access services outside the CCBHC scope, but administrative funding for CCBHCs has been removed from the OCHN Budget for FY26.
- Recipient Rights oversight will keep going through the local CMHSP. OCHN will keep working with MDHHS, CCBHCs, and community partners to ensure smooth service coordination for individuals and families. Protections for recipient rights, grievances, and appeals remain solid, and feedback from providers and clients help guide the implementation process.

Fiscal Management Services Transition Update

Over the past year, under the direction of the Michigan Department of Health and Human Services (MDHHS), Oakland Community Health Network (OCHN) has been engaged in the transition to assume oversight of Fiscal Management Services (FMS). This transition is a critical step in strengthening accountability, ensuring regulatory compliance, and achieving greater consistency across service delivery.

As OCHN continues to implement the technical requirements established by MDHHS, we remain committed to maintaining program fidelity and adherence to established standards. Importantly, rates for Community Living Supports (CLS) have not been altered or reduced under OCHN's oversight.

To align fully with MDHHS guidelines and safeguard program integrity, adjustments to budget allocations have been implemented. These adjustments do not constitute reductions in CLS rates but represent necessary measures to ensure long-term sustainability and compliance with state-mandated requirements.

OCHN will continue to prioritize transparency and accountability in all aspects of this process and will maintain ongoing collaboration with providers, partners, and stakeholders to support the continuity and quality of services for the individuals and families we serve.

Value Based Care

OCHN has transitioned from Service Models to a Value-Based Care model. This transition is using standardized rates to promote equity and a fee-for-service reimbursement model to support service sustainability which aligns with MDHHS reimbursement models. The goal is to improve measurable and sustainable outcomes for people served.

OCHN moved to a standardized and improved reimbursement process by utilizing fund source management with Value-Based Care. The value-based care model brings tangible benefits by using standardized service rates to ensure provider network equity and prioritize quality life outcomes for people served.

OCTOBER – NOVEMBER 2025 CEO COMMUNITY ENGAGEMENT & ADVOCACY

- Recipient Rights Advisory Council (RRAC) Meeting (10/2)
- Community Advisory Council (CAC) Meeting (10/15)
- Community Mental Health Association Conference (10/26-10/28)
- Michigan Chapter of American College of Healthcare Executives (MCACHE) Annual Meeting (11/6)

- Everybody vs Stigma Event (11/9)
- E-Community Service Ribbon Cutting Ceremony (11/12)
- Community Advisory Council (CAC) Meeting (11/19)
- All Provider Meeting (11/19)

STRATEGIC GOALS & PRIORITIES (FY26-28)

1. **Managed Care Administration and Operations** - This priority focuses on strategies that increase efficiency and strengthen administrative and operational services.
2. **Advocacy, Partnership, and Outreach** - Under this focus area, our strong, trust-based partnerships power a responsive and inclusive behavioral health system.
3. **Comprehensive Systems of Care** - This priority demonstrates OCHN’s commitment to establishing and reaching key milestones to ensure optimal whole-health outcomes for individuals receiving services.
4. **Crisis Continuum of Care** - This priority focuses on enhancing access to a full continuum of crisis services that ensures timely, clinically driven assessment and stabilization for individuals during their most vulnerable moments.

Please see OCHN’s FY 26 Annual Plan and FY26-28 Strategic Plan for more details.

RECOGNITION

The Oakland Community Health Network (OCHN) Crisis Intervention Team (CIT) Program has been awarded Platinum Level Certification by CIT International. This distinction recognizes a model community partnership among law enforcement, behavioral health professionals, individuals and families affected by mental illness, substance use disorder, or intellectual and developmental disabilities, all working together to improve responses to behavioral health crises.

The CIT Program focuses on strengthening the crisis response system through advocacy, training, and collaboration. It emphasizes ensuring that people in crisis are met with care, understanding, and timely support, while helping first responders build skills that lead to safer and more compassionate outcomes.



From L to R: OCHN COO Trisha Zizumbo, Sheriff Michael Bouchard, OCHN CEO Dana Lasenby

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 Text line:** Text TALK to 741741
- **OCHN Access Line:** (248) 464-6363

Upcoming OCHN Board Meetings:

- **Committee of the Whole:** Monday, December 8th at 4:30 p.m.
- **General Board:** Tuesday, December 16th at 6 p.m.

Looking Ahead

As we embrace FY26, OCHN remains committed to fiscal responsibility, workforce engagement, advocacy leadership, and compassionate care delivery. With our partners, we will continue to strengthen public behavioral health services in Oakland County.

Respectfully,

Dana Lasenby
Chief Executive Officer & Executive Director