



Annual Report



Fiscal Year 2019 - 2020

INSPIRE Hope • EMPOWER People • STRENGTHEN Communities

VISION: Oakland Community Health Network will be a national **LEADER** in the delivery of **QUALITY** supports and services to people supported by the public mental health system. We **RESPOND** to our community's needs and **HELP** people to **ACHIEVE** the lives that are important to them.

Dear Community Partners



To healthcare heroes, both within Oakland Community Health Network's (OCHN) service system and throughout Oakland County – Thank you. The courageous behavior demonstrated to protect people during the COVID-19 crisis is deserving of sincere and genuine appreciation.

To friends and neighbors who lost loved ones to COVID-19, heartfelt sympathy is extended. Please know that OCHN is here to listen and support.

If there was ever a time in our nation's history that truly validated the need for specialty public mental health services, it was during 2020 and over the past 18 months. While the world hunkered down in isolation for self-preservation, OCHN and its service providers stepped up and stepped out to ensure people with intellectual or developmental disabilities, mental health challenges, and substance use disorders remained safe. This included, among other efforts, transitioning to telehealth supports and delivering personal protection equipment to the doorsteps of more than 300 service sites throughout Oakland County.

The delivery of services by members of the public mental health system during the pandemic are rooted in a long-standing history to respond to the needs of the community. OCHN puts people first. Just as it always has from the onset of the publicly funded, public mental health service system which began in 1963 when President John F. Kennedy's Community Mental Health Act was passed into law. Elected legislators entrusted the use of public funds to organizations like OCHN to ensure vulnerable individuals received quality, community-based services that promote inclusion, as well as protect their rights as U.S. citizens.

As you review OCHN's 2019-2020 Annual report, I hope you recognize a pattern in our priorities and convictions to be responsive to the needs of the people we serve and to our community. OCHN remains focused on supporting access, crisis, and integrated health care services, as well as employment, housing, and other social determinants of health that influence an individual's life journey.

In upholding this pledge, OCHN is determined to be present in those community spaces where these important issues are being discussed. OCHN's staff and Board listen, contribute, and initiate change reflective of the views and opinions of persons served.

A handwritten signature in black ink that reads "Dana Lasenby".

Dana Lasenby
Executive Director & CEO

"Although the world is full of suffering, it is also full of the overcoming of it." – Helen Keller

Oakland Community Health Network (OCHN) Innovative, Responsive, and Solution-focused



OCHN provides services to Oakland County residents who have an intellectual or developmental disability, mental health challenge, substance use disorder, as well as children with serious emotional disturbances and their families. Most of these individuals receive Medicaid, Healthy Michigan, or MiChild services.

OCHN is also fully certified by the State of Michigan Department of Health and Human Services (MDHHS) as required by the state Mental Health Code and fully accredited by The National Committee for Quality Assurance (NCQA).

A full array of integrated mental health, physical health, and community-based services are offered through OCHN's contracted service provider network: including evaluation and screening; hospital and residential treatment; respite care; clubhouse and day programs, supported employment; multilingual programs, justice diversion services, and dual diagnosis for individuals with both a mental health and substance use disorder.

- Access to Crisis & Non-emergent Care
- Children & Family Supports
- Clubhouse & Day Programs
- Evaluation & Screenings
- Housing
- Hospital & Residential Treatment
- Justice Diversion Services
- Multilingual Programs
- Respite Care
- Supported Employment
- Veterans
- Transportation

Oakland residents can learn more about public mental health eligibility requirements and OCHN non-emergency service options by calling at [248-464-6363](tel:248-464-6363). For crisis emergency services call the 24 Helpline at [800-231-1127](tel:800-231-1127). People can also visit the website at oaklandchn.org.

"I alone cannot change the world, but I can cast a stone across the waters to create many ripples." -- Mother Theresa

OCHN SERVICES

PEOPLE FIRST



OCHN puts the needs of people first in all service and operational decisions. This requires ongoing review and continuous quality improvement to internal standard operating procedures and processes, including investing in the OCHN network workforce, community education, and showcasing impact!

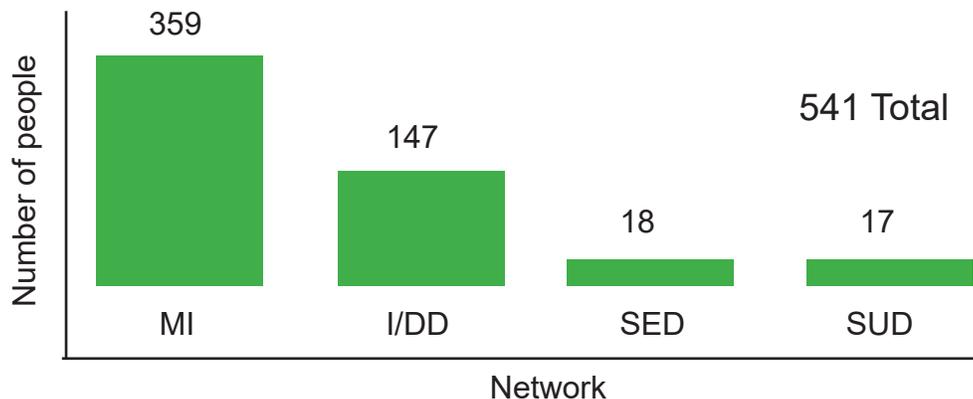
OCHN's Strategies & Priorities

- Enhance and Expand Access to Non-emergent and Crisis Services
- Integrated Behavioral Health Care
 - Behavioral Health Homes (BHH)
 - Certified Community Behavioral Health Clinics (CCBHC)
 - Complex Care Coordination
- Improved System of Care for Children & Families
- Provider Relations & Value-Based Outcomes
- Workforce Development for:
 - Direct Service Professionals (DSP) / Direct Care Workers (DCW)
 - Licensed Clinicians

A YEAR IN REVIEW

Since March 2020, 2.8% of people served through OCHN received positive COVID-19 test results.

COVID-19 POSITIVE CASES



Personal Protective Equipment (PPE) is an important part of the COVID-19 pandemic response. OCHN worked closely with the Michigan Department of Health and Human Services (MDHHS) and Oakland County Health Division (OCHD) to coordinate quarterly PPE deliveries to more than 300 residential providers sites.



FACE MASKS
69,560



DISPOSABLE GLOVES
131,200



HAND SANITIZER
1,430 GALLONS



OCHN hosted 18, COVID-19 vaccine clinics in partnership with CNS Healthcare, Genoa Pharmacy, Honor Community Health, and the Oakland County Health Division.

"There is immense power when a group of people with similar interests gets together to work toward the same goals." — Idowu Koyenikan

COVID-19 RESPONSE

ADVOCACY

Education and awareness are essential for people to access behavioral health supports when and where needed. The goal is to increase OCHN’s visibility in the community, while also working to enhance and expand access to non-emergent and crisis services.

People need to know who OCHN is; what services it provides; and why Michigan’s public mental health system matters.

The public mental health system managed by Pre-Paid Inpatient Health Plans (PIHPs) responds to health risks to ensure better life outcomes for people. PIHPs, like OCHN, consider the whole person and life experiences when developing comprehensive, person centered plans.

In addition to meeting individuals’ developmental and mental health needs, we also support external influences like employment, education, housing, justice system initiatives, personal relationships, and worship.

The time to assume the role as an awareness ambassador to protect services is now. Legislative leaders need to hear from the public in order to make educated decisions for Michigan residents. More information about legislation and legislative contacts is available on OCHN’s website at www.oaklandchn.org under the Advocacy tab.



OUTREACH

We now live in a time of pivoting to adapt the the ever changing circumstances. This is of course the mantra with the onset of the COVID-19 pandemic. OCHN quickly adapted to the transition from traditional means of communicating with the people we serve and the community, to a combination of a technology platform and longstanding strategies. These venues included:

- Providing electronic resources to schools
- Implemented direct messaging to electronic devices
- Transitioned to virtual community forums and events, with recordings for long-term viewing on youtube
- Coordinating numerous direct mailings to peoples homes, especially those with no access to internet
- Launched a billboard and cable television campaign to reach people on a broader scale

May is Mental Health
Awareness Month

SHARE HOPE



248.464.6363



TRAINING

INTEGRATED HEALTHCARE

Healthcare integration is already happening in the public behavioral health service delivery system. It happens at the PERSON LEVEL, not at the funder level.

Care coordination in the public behavioral health system means providing care for the whole person. OCHN's care coordination team includes nurses and peer Support specialists with community health workers certification to provide whole person care.

Peer specialists attend medical appointments with people served, help them fill out applications for housing and food assistance, drive them to appointments, and help find housing and employment. This is a very individualized role that is tailored to each individual's unique circumstances and needs.

Initial data utilizing two full time Nurse Case Managers and a .25 Peer Navigator has shown a 71% reduction in hospital days and a 32% reduction in ED visits.

The future of healthcare is in models that reward performance and quality:

- Ensures equitable access to the full array of services and consistency in service delivery
- Supports the social determinants of health: housing, employment, and community inclusion, etc.
- Proven to improve life outcomes for people.
- Implements funding mechanisms focused on outcomes for people and provider stability.
- Adheres to federal managed care guidelines and reflects future healthcare practices.
- OCHN has established more than half a dozen value-based purchasing service models with providers, which allows us to track performance goals and monitor costs, including a service model for IDD



QUALITY IMPROVEMENT



OCHN met the rigorous standards for its excellent programs for continuous quality improvement and received Full Accreditation as a Managed Behavioral Health Organization from the National Committee for Quality Assurance (NCQA).

- Value-based performance models

CLINICAL PRACTICES

Opportunities to continue expanding integrated healthcare in the public behavioral health system include:

Behavioral Health Homes (BHHs): Behavioral Health Homes provide comprehensive care management and coordination services to Medicaid beneficiaries with a serious mental illness or serious emotional disturbance. They function as a central point of contact for directing person-centered care across the broader health care system.

- Expand current initiative to include more people
- Adds a funding stream to support efforts
- Include expanded administrative expectations, such as data sharing

Certified Community Behavioral Health Clinics (CCBHC): The Excellence in Mental Health Act demonstration established a federal definition and criteria for CCBHCs. These Medicaid providers are designed to provide a comprehensive range of nine core mental health and substance use disorder services to any individual with a behavioral health need, regardless of insurance or ability to pay.

- School health homes
- OCHN Healthcare Coordinator is stationed at the FQHC to coordinate in-depth assistance for people with exceptional needs.

HUMAN RESOURCE

Oakland Community Health Network provides excellent employment opportunities with competitive salaries and a comprehensive benefit package. OCHN prides itself on the positive work environment established at our facility, located in Troy, Michigan.

OCHN employs approximately 200 full and part-time employees in the following areas:

[Administrative Operations](#) | [Budget and Finance](#) | [Clerical Support](#) | [Community Education and Consumer Empowerment](#) | [Customer Services](#) | [Information Support](#) | [Service Network Teams](#) | [Quality Management](#) | [Recipient Rights](#)

We promote a work environment that encourages innovation and accountability, while providing many opportunities for professional development.



INFORMATION TECHNOLOGY

Health Information Technology and electronic health records - Expand use of Michigan Department of Health and Human Services (MDHHS) CareConnect 360 (CC360 / "Care Bridge") data sharing platform.

- HIT is central to integrated care - need system with shared records so people don't need to do same intake over and over again; MAT is not allowed to be shared across providers
- Require PIHPs, CMHSPs, and contracted providers to participate in health information exchanges. Often the data will need to be sent at the provider level; not the PIHP level.
- Include community partners so they have access to pertinent data; just not health care providers.
- Link EHRs across the state

SERVICE ACCESS POINT

OCHN provides screening, authorization, and coordination of services for alcohol and drug treatment services for Oakland County residents with Medicaid or Healthy Michigan, no insurance, and under-insured.

EMERGENCY SERVICES

- Managing the Resource & Crisis Helpline
- Addressing the needs of all individuals in crisis, including those who have Medicaid, Medicare, Healthy MI, private insurance or no insurance
- Determining network service eligibility
- Identifying follow up resources and supports
- Authorizing psychiatric hospitalization



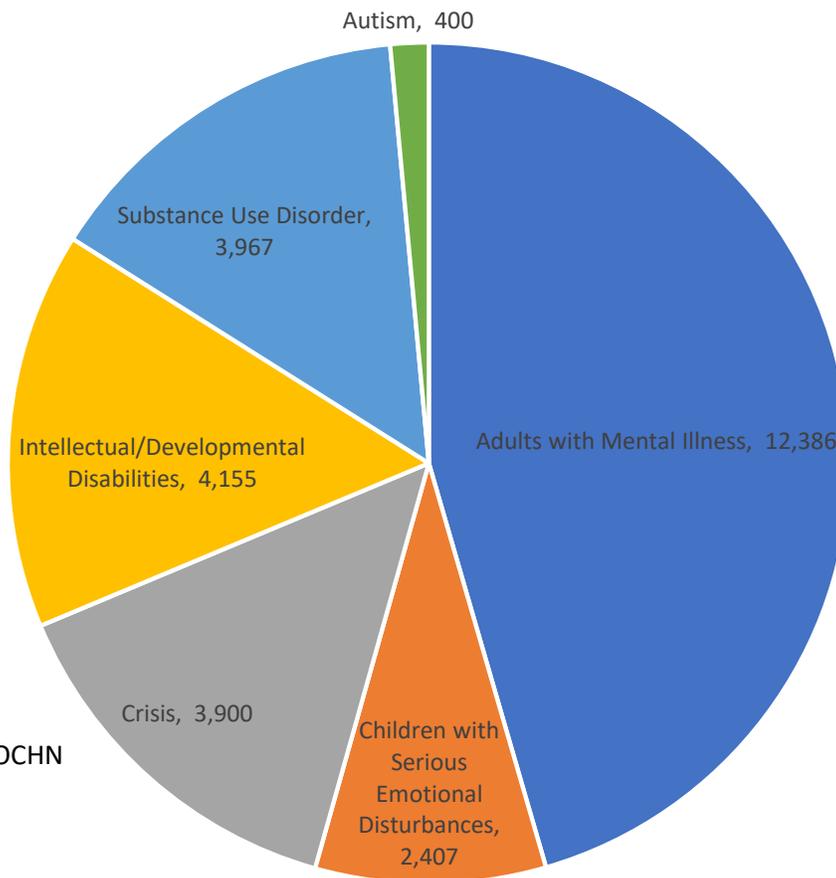
CUSTOMER SERVICES

OCHN Customer Services works with people, service providers, and community members to ensure the highest quality supports and services are delivered. Customer Service Professionals:

- Advocate for Peoples' needs
- Help to navigate available services
- Assist with problem solving
- Listen to all sides of issues
- Encourage self-advocacy
- Open lines of communications
- Explain Due Process options
- Provide community resource information



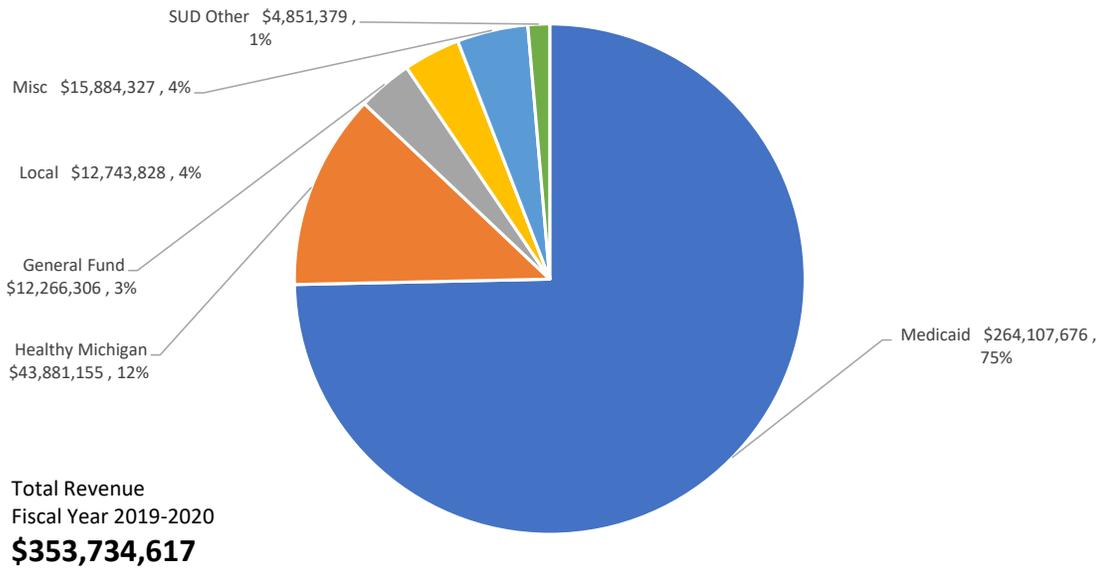
NUMBER OF INDIVIDUALS SUPPORTED BY SERVICE DESIGNATION



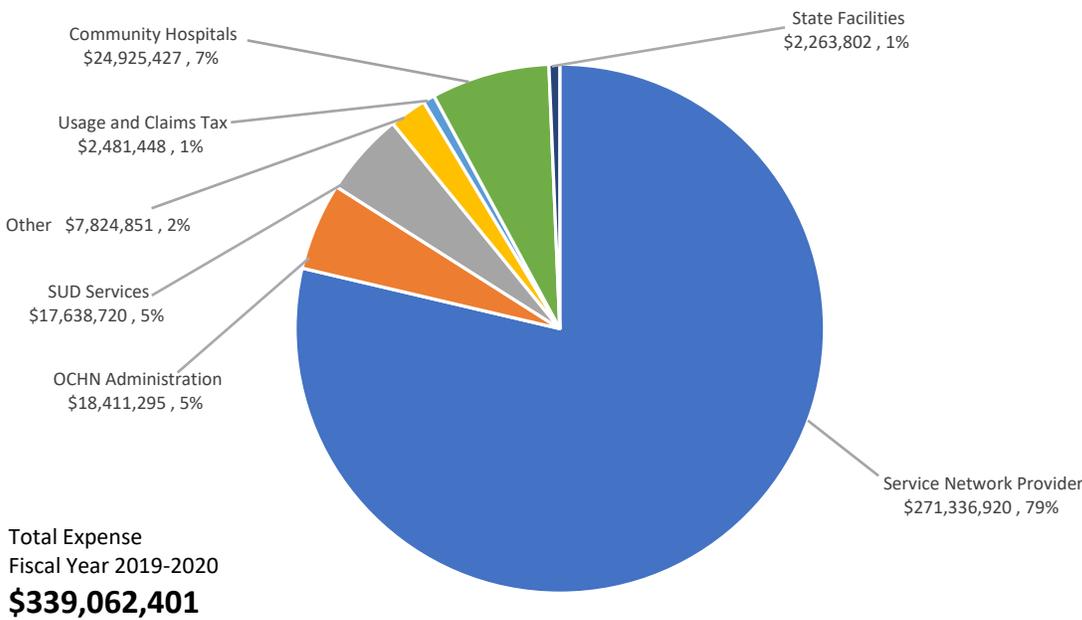
Total Number of People Served by OCHN
2018-2019
21,344
(unduplicated)

Note: The total number of individuals served for the 2019-2020 fiscal year was based on an encounter with Oakland Community Health Network and does not duplicate individuals who may have received multiple public mental health services.

REVENUE FISCAL YEAR 2019 - 2020



EXPENSES FISCAL YEAR 2019 - 2020



Financial Report



5505 Corporate Drive
 Troy, MI 48098
 248-858-1210

www.oaklandchn.org

Oakland Community Health Network (OCHN) does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. OCHN is funded, in part, by the Michigan Department of Health and Human Services (MDHHS).

Oakland Community Health Network

OCHN Service Providers

Adults with Serious Mental Illness

Easterseals Michigan • CNS Healthcare • Training & Treatment Innov

Applied Behavioral Therapy

Acorn Health of Michigan • Autism Centers of Michigan • Autism Spectrum Therapies • Easterseals Michigan • Footprints Behavioral Interventions • Health Call • Hispanic ASD Services of Michigan • Judson Center • Metro EHS • MORC • Strident Healthcare • Training and Treatment Innovations • University Pediatricians Autism Center

Children w/Serious Emotional Disturbance

Easterseals Michigan • Oakland Family Services

Crisis Resources

Common Ground • New Oakland Family Services

Employment & Skill Building

Arkay, Inc. • Dutton Farms • Creative Empowerment Opportunities • Freedom Work Opportunities • JVS Human Services • Judson Center • Lahser Pre-Vocational Center • Life Skills Center • Living & Learning Enrichment Center • New Gateways • New Horizons

Housing

Community Housing Network

Intellectual / Developmental Disabilities

Community Living Services - Oakland County • MORC

Multicultural and Other Services

Arab American & Chaldean Council • Centro Multicultural La Familia • Oakland Schools • Neighborhood Services Organization

Substance Use Prevention

Alliance of Coalitions for Health Communities • Arab American & Chaldean Council • Catholic Charities • Common Ground • Holly Area Community Coalition • North Oakland Community Coalition • Oakland County Health Division • Student Leadership Services

Substance Use Treatment

Ascension Eastwood • Catholic Charities • Easterseals Michigan • Hegira Programs Inc • Meridian Community Programs • Milford Counseling • Oakland Family Services • Personalized Nursing LIGHThouse • Recovery Consultants • Sacred Heart • Salvation Army Harbor Light • Therapeutics • Turning Point

For a complete listing of providers including Specialized Residential and Community Living Supports, visit the OCHN website at oaklandchn.org

OCHN Executive Director & Chief Executive Officer (CEO)

Dana Lasenby

OCHN Board of Directors Officers

Jonathan Landsman, Chairperson

Hadas Bernard, Vice Chairperson

Adam Fuhrman, Secretary

Board Members

Bijaya Avastny Hans, M.D.

Dennis Cowan

Dr. Sarah Guadalupe

Reena Naami-Dier

Malkia Newman

Christina Root

Stephen Taub, DO

John Paul Torres

OCHN Oversight Policy Board

Kelly Daly Flynn, Chairperson

Board Members

LeRon Coleman

Dennis Cowan

Colleen Crossey

Benjamin Greenwald

Janet Jackson

Ivana Maplanka

Tanisha Moir

Michael Spisz

Shelley Taub

Dennis Yeager

Resource & Crisis 24-hour Helpline:
800-231-1127

Non-emergency Service Access:
248-464-6363

Customer Services:
800-341-2003

5505 Corporate Drive, Troy, MI 48098
248-858-1210 • www.oaklandchn.org

WHO WE SERVE AND SUPPORT

Adults and Children with Intellectual / Developmental Disabilities • Adults with Mental Illness • Individuals with Substance Use Disorders • Children with Serious Emotional Disturbance



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