

Director's Report – October 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

Many important observances are acknowledged in the month of October. Oakland Community Health Network (OCHN) began the month recognizing **National Disability Employment Awareness Month (NDEAM)** to celebrate individuals living with disabilities and their important contribution in the workforce. OCHN's dedicated vocational and employment service providers help individuals lead independent lives through various gainful employment opportunities.

World Mental Health Day, October 10th, observed during Mental Illness Awareness Week is also highlighted this month and aims to promote mental health and uplift those who have struggled with mental illness on a global scale. In recognition of this noteworthy observance, a letter to the community to Take Action Today for a Healthier Tomorrow is at this [link](#).

Additionally, as a community leader OCHN recently shared its Inclusion, Diversity, Equity, & Accessibility (IDEA) position statement, which can be viewed at this [link](#). Community members need to understand the impact that global hate has on the mental health of our community. It is my personal aspiration to ensure that people experiencing mental health challenges, stress, or anxiety because of these situations know that OCHN is here to offer support.

As a new fiscal year begins at OCHN, we are energized about the innovative initiatives in the coming year and celebrate the accomplishments of the previous year. This vital work is due in part to the dedicated OCHN workforce and devoted provider network. Thank you for all you do each day and all year long!

ACCESS

OCHN remains committed to ensuring that people who need public behavioral health services connect with its exceptional Access Team. Last month, OCHN's Access Team received 3,261 calls and completed 583 screenings. Access links people to services when and where needed, including determining

network service eligibility, and identifying follow-up resources which is a vital agency priority.

ADVOCACY & ENGAGEMENT

- OCHN held its first annual Substance Use Disorders (SUD) and Mental Health Resource and Job Expo on Friday, October 11th at Oakland University. It was an opportunity for individuals and students to meet with professionals in the behavioral health field, learn about employment opportunities, and gain valuable resources. More than 40 vendors hosted informational tables at this community event.
- The Call to Solidarity Meeting series convenes on Monday, October 21st. This is a chance for individuals and organizations with shared interests to discuss the community's behavioral health needs. The discussion aims to gain a better understanding of services and resources; while breaking down the stigma surrounding mental health, substance use disorders and homelessness.

COLLABORATION

Pre-paid Inpatient Health Plans (PIHP) and Metro-Region Collaboration, (consisting of Detroit Wayne Integrated Health (DWIHN), Macomb County Community Mental Health (MCCMH) and OCHN) leadership teams continue to work together to identify the unique concerns and meet with Michigan Department of Health and Human Services (MDHHS) Leadership to address problems related to management of the Internal Services Fund (IFS)*, Waskul Lawsuit Settlement and Access/Conflict Free Case Management. *Meetings are scheduled to address concerns.*

**[Select this link](#) to review the Resolution of the OCHN Board of Directors in response to Proposed Language by MDHHS for Fiscal Year 2025 (FY25) Limiting the Funding and Use of the ISF.*

The Tri-County Summit held earlier this month was an important opportunity for the Tri-County Behavioral Health Task Force to collaborate and **Improve Cross-County Collaboration for Behavioral Health and Justice Systems of Care**. As Task Force Chair, it was my pleasure to kick off the event and highlight the work of this group. This includes implementing programs that divert individuals with mental health and substance-use disorders away from correctional institutions and toward culturally competent, community-based behavioral health care and treatment.

COMMUNITY OUTREACH AND EDUCATION

- Citizen Advisory Council – October 16, 2024, providing CEO update
- Volunteer Appreciation Event – October 17, 2024
- CMHA Fall CEO attending October 20 – 22, 2024 and participating on the CMHA DEI Advisory Council
- CEO Quarterly Update to be provided at Board of Commissioner on October 24, 2024
- Metro Region Dinner – October 24, 2024

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, and the local management of Common Ground (Vendor for the 988 Suicide & Crisis Lifeline).

Using grant funds, OCHN supported substance use disorder (SUD) services to 25 underinsured individuals who would not have otherwise received treatment. Last month, the Sober Support Unit (SSU) served 71 individuals and 1,070 people this fiscal year.

In keeping with OCHN's commitment to continuous quality improvement and to ensuring best practices are implemented, our clinical and operations teams review service outcomes data and conduct root cause analysis with law enforcement partners. This includes the Oakland County Sheriff Crisis Response Unit (CRU), and the Alliance, which reports barriers or delays to access to crisis services.

INTEGRATED HEALTHCARE

The Walk-in Center at Pontiac General Hospital, soft launched in June 2024 as a collaboration between OCHN, Oakland County Health Department, and Honor Community Health continues to provide the community with access to urgent physical and behavioral health services.

- An OCHN Behavior Health Coordinator maintains a presence at the clinic to assist and access individuals presenting with mental health and substance use disorder treatment needs.
- The clinic has served over 563 individuals, with 15 of these individuals being referred to, or screened for behavioral health or SUD concerns. The number of persons served for behavioral health challenges is expected to increase as the services are promoted and recognized in the community.

OCHN manages Behavioral Health Homes (BHHs) in Oakland County. Health Homes prioritize 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. Last month, OCHN enrolled 40 new people in BHHs out of 904 program enrollees.

LEGISLATIVE EFFORTS

Last month, OCHN reported MDHHS's decision to implement a 1% Medicaid rate increase in FY25, totaling \$41 million in new dollars. This is still \$52 million short of the funds needed to close the revenue gap. The OCHN team continues to work with our legislative consultants and CMHA to advocate for the additional funding needed to close the revenue gap. Other issues include:

- Medicaid Redetermination – categories of disability and rate adjustments.
- Restatement of Medicaid Spend-down and reinstatement of Medicaid Spend Down Benefit policies.

- Direct Care Worker/ Direct Service Professional rate increases.

SYSTEMS OF CARE VALUE-BASED CARE & OUTCOMES

- FY25 plans to standardize contracted funding rates and promote service provider network equity continue to move forward. To ensure transparent communication, a fact sheet explaining this critical system of care transition has been developed ([click here](#)).
- The fact sheet also highlights the transition of several administrative service lines delegated to the provider network to OCHN's contracted network for direct contracting, management, and administrative oversight. These include the following:
 - Transportation: OCHN continues to prioritize the current and future transportation needs for individuals receiving support. To date, OCHN and Easterseals MORC have successfully transitioned an estimated 2,300 individuals requiring transportation. A few individuals remain without transportation, which is due to the impact of losing one transportation provider from the network. OCHN has taken several steps to secure these services and continues to address this concern, including credentialing more than a dozen transportation providers. For information and support contact the Customer Services Team at 800-341-2003.
 - Special Residential Services SRS/ Community Living Supports (CLS): OCHN received confirmation from MDHHS of the direct care wage \$0.20 pay increase. This pass-through funding has been added to OCHN's FY25 rates. OCHN's robust Claims Team continues to work diligently to ensure essential practices are in place to process claims efficiently and maintain critical support for individuals served.
 - Financial Management Services (FMS): The transition of FMS contracts, management, policies, and procedures to OCHN's Managed Care Administration Department took effect October 1, 2024. This transition will include review of the Self-Determination / Self Directed Agreements for critical elements that ensure individuals have choice in services and supports and engage in ways that enhance their lives.

RECOGNITION

John Young, OCHN Board Treasure and Oakland University's, Vice President for Communications and Marketing, and his daughter Katie, were awarded the [2024 Ted Lindsay Foundation Family Courage Award](#) for their perseverance and courage during their own family's autism journey and for their community contributions in assisting others over the years.

The Family Courage Award annually recognizes a person or family who has been challenged by the diagnosis of an [Autism Spectrum Disorder \(ASD\)](#) and honors their commitment to live and thrive despite the disorder. Congratulations to John and Katie! Read the entire article at this [link](#).

Dennis Cowan, OCHN Board Chair and former managing partner of the law firm Plunkett Cooney, currently serves as the firm's Co-leader of Business Transactions & Planning Practice Group, has been selected as a Notable Non-Profit Board Leader Honoree by Crain's Detroit Business.

These leaders are recognized for donating their time, money, and energy to benefit non-profit organizations throughout the community. According to Crains: “Not only are they making their mark in the corporate world, and also bringing their expertise to organizations of all sizes that help people across a wide spectrum of areas, from civic leadership to education to affordable housing.”

Dr. Vasilis Pozios, OCHN Chief Medical Officer was recently selected as a 2024 Crain’s Detroit Business Notable Leader in Health Care honoree for being a leader in the behavioral health field, by going beyond to improve care and make a difference in people’s lives.

Trisha Zizumbo, OCHN’s Chief Operating Officer, has been selected to join the Leadership Oakland (LO) Board of Directors. Leadership Oakland is a driven group of diverse, leadership-focused individuals passionate about helping people, businesses and communities grow. It achieves this goal by exposing influential individuals to regional resources and issues and challenging them to reach their full personal, professional, and public leadership potential.

WORKFORCE DEVELOPMENT

- In September, OCHN hosted 17 training courses for 557 people. In FY24, OCHN hosted 210 training activities for almost 5,813 people.
- 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. The OCHN Advocacy Workgroup convenes this month to discuss and develop a robust advocacy workplan to champion increased Direct Care Worker (DCW) wages.
- The Direct Support Professional (DSP) Training Program offered by OCHN for network DSPs on the Docebo LMS has:
 - 5,720 unique users in the program
 - 81,888 course enrollments
 - 32,819 completed courses
 - 3050 courses in progress
 - 45,987 courses not started (enrolled with later due date, not late)

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:
 - [Committee of the Whole](#) (COW): Tuesday, November 12th at 4:30 p.m.
 - [General Board](#): Tuesday, November 19th at 6 p.m.