

Director's Report – September 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

September is a vibrant time for Oakland Community Health Network (OCHN), marked by numerous community engagement opportunities, particularly in honor of Recovery and Suicide Prevention Month. This month, OCHN's proclamations, which underscore these crucial observances, were widely embraced by many local municipalities, school boards, and faith-based organizations. This widespread acceptance is a testament to the significant impact of our work in the community. ([link to proclamations](#))

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 2,555 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.

COLLABORATION

On Thursday, September 12, OCHN hosted the Oakland County Suicide Prevention Task Force Community Conversation spearheaded by the Oakland County Health Division. This important event featured the Oakland County Prosecutor, Karen McDonald, and Peter Perakis, MD, Head Trauma Surgeon at Corewell Health in Troy. The discussion focused on firearms (particularly on Michigan's new gun safety laws) and suicide prevention.

The 2024 Tri-County Behavioral Health Task Force, a result of the successful outcomes and recommendations of the 2023 Tri-County Summit, is a shining example of how government, corporations, and institutions can collaborate for a successful future. The mission of the Tri-County BH Task Force, to **Improve Cross-County Collaboration for Behavioral Health and Justice Systems of Care**, is a beacon of hope for the future. This task force, which includes Macomb, Oakland, Wayne County Leadership, Tri-County Community-Based Behavioral Health

Systems, Justice and Law Enforcement Partners, and Community Partners, is a testament to the power of collaboration.

The Tri-County Summit is scheduled for Friday, October 4, 2024. As Task Force Chair, I will highlight the work of this group. The task force focuses on 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.

Metro-Region Collaboration, Detroit Wayne Integrated Health (DWIHN), Macomb County Community Mental Health (MCCMH) and OCHN leadership teams worked together to identify tri-county Pre-paid Inpatient Health Plan (PIHP) and Community Mental Health Specialty Programs (CMHSP) unique concerns and meet with Michigan Department of Health and Human Services (MDHHS) Leadership to address problems related to management of the ISF*, Waskul Lawsuit Settlement and Access/Conflict Free Case Management. *Response to efforts to be determined.*

*[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 Internal Service Fund (ISF).

Regional Entity PIHP CEOs and Community Mental Health Association (CMHA) continue to join to advocate for the release of appropriated funds, adequate rates, and Direct Care Worker wage increases. Data has been shared to demonstrate the need for rate adjustments and deficits across all regions.

COMMUNITY OUTREACH AND EDUCATION

OCHN hosted its second annual Veteran and Community Resource Event at Madison Heights City Hall on Friday, September 6. The event was well attended, with almost 100 participants and 20 community resource tables. Participants learned about accessing behavioral health and Veteran services, legal services, suicide prevention, and other valuable information.

OCHN joined more than 2,000 advocates and individuals receiving services on the Capitol steps in Lansing, September 17, 2024, for the 20th Annual Walk a Mile in My Shoes Rally. Those served shared their lived experiences about how they benefit from individualized care and access to public behavioral health services.

More than 400 people attended the OCHN Annual Recovery Celebration on Friday, September 20, 2024, at OCHN's administrative offices in Troy. The event featured a performance from a hip-hop artist and individual in recovery, Colicchio, as well as food, games, and other entertainment.

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 33 underinsured individuals who would not have otherwise received treatment. Last month, the Sober Support Unit (SSU) served 89 individuals and 999 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 report barriers or delays to access to crisis services.

INTEGRATED HEALTHCARE

In 2021, OCHN submitted a proposal to Oakland County for an Integrated Urgent Care. In June 2024, a soft launch of the Walk-in Center at Pontiac General Hospital consisted of services, support, and teams from OCHN, Oakland County Health Department, and Honor Health to provide the community with access to urgent physical and behavioral health services.

- Since its opening, OCHN has hired a Behavior Health Coordinator to assist and access individuals presenting with mental health and substance use disorder treatment needs.
- The clinic has served over 700 individuals, less than 100 of these individuals were 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.

OCHN received a federal grant of \$2.2 million to launch Assisted Outpatient Treatment (AOT) services. The organization's Justice Team will implement a program to improve SUD treatment throughout Oakland County.

LEGISLATIVE EFFORTS

In response to OCHN's team working with a legislative consultant and providing supportive data and documentation to CMHA, we were notified on September 25th of the decision by MDHHS to implement a 1% Medicaid rate increase in FY25. After reviewing the data and trends, Milliman provided the State with an updated rate certification that includes a 1% annualized rate increase. This 1% offers \$41 million in new dollars, \$52 million short of the funds needed to close the revenue gap and not sufficiently targeted to those PIHPs with deficits. The OCHN team will

continue to work with our legislative consultants and CMHA to advocate for the additional funding needed to close the revenue gap.

Other Issues:

1. Medicaid Redetermination – categories of disability and rate adjustments.
2. Restatement of Medicaid Spend-down and reinstatement of Medicaid Spend Down Benefit policies.
3. 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 to continue moving forward. To ensure transparent communication, a fact sheet explaining this critical system of care transition has been developed ([click here](#)).
- In addition to discussing standardized rates, the fact sheet 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.

Transportation:

- OCHN's Customer Services Team has received fifty-one phone calls specific to the transportation transition; twenty-three general and twenty-eight were specific to unique needs.
- Based on OCHN's extensive monitoring of transportation services, we are pleased to report significant progress. The transportation needs of approximately 2,990 individuals have been successfully transitioned, and we are prioritizing the approximately ten remaining individuals.
- OCHN's standardized rate structure promotes service provider equity and accounts for varying levels of need and support during transport.
- During the transportation transition process, only one of the third-party transportation providers has opted not to contract with OCHN. OCHN will confirm that alternative arrangements exist for people utilizing this provider.

Special Residential Services SRS/ Community Living Supports (CLS):

- Following confirmation from the MDHHS of any direct care wage pass-through funding, OCHN's FY25 rates will be updated.
- As OCHN transitions administrative services internally, a robust new Claims Department has been established. This team ensures 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 takes 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.

OCHN is pleased to share its Fiscal Year 2023 Annual Report ([link to FY23 Annual Report](#)), which highlights important initiatives outlined in the OCHN three-year strategic plan promoting priorities to achieve its mission of inspiring hope, empowering people, and strengthening communities.

RECOGNITION

I am honored to have been recognized by Crain's Detroit Business as a Notable Black Business Leader for 2024. Crain's Detroit Business is a weekly publication, both online and in print, that provides unique coverage of news, articles, and information for industry leaders in the private and public sectors. It is humbling to be acknowledged among barrier-breaking executives from various industries.

WORKFORCE DEVELOPMENT

- Vicki Suder, Director of Rights and Advocacy, celebrates 35 years of working in the public behavioral health field. She is one of the founders of the statewide Walk a Mile in My Shoes Rally at the Michigan capital in Lansing. Additionally, eliminating stigma for those receiving behavioral health services has been a high priority throughout Vicki's career. These efforts established Oakland County's Begin Ending Stigma Today (BEST) Workgroup, a team of dedicated representatives from OCHN and its provider agencies. The BEST mission is to create a stigma-free culture in Oakland County. We thank Vicki for her compassion and dedication to the field for 35 years and beyond.
- After 23 years of leadership, Marc Craig, Community Housing Network's Founding CEO, will retire **on October 1**. His dedication, passion, and commitment have shaped Community Housing Network into the organization it is today. This year, Community Housing Network helped **21,000 people** and invested **\$9 million** directly into the community to help children, families, people with disabilities, and other vulnerable Metro Detroiters live with dignity in affordable homes. A retirement celebration will be held **on Thursday, October 3, at 5:30** (OCHN—Troy Building).

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): Monday October 7th at 4:30 p.m.
 - [General Board](#): Tuesday, October 15th at 6 p.m.