Director's Report

Oakland Community Health Network

SEPTEMBER 2026



September marks an important period of progress and purpose for OCHN. I am proud to share that OCHN has received a **three-year CARF accreditation** for our Mental Health Assessment and Referral and Court Treatment programs serving adults, adolescents and children. As our first CARF accreditation in recent years, this achievement is an important affirmation of our commitment to quality, accountability and continuous improvement toward providing excellent, high-quality behavioral healthcare for the people we serve.

September also calls us to reflect on **National Suicide Prevention** and **National Recovery Month**. Both remind us that hope, connection and access to the right support changes lives. It also reinforces our responsibility to make sure people know that recovery is possible.

The NCAAD Recovery Walk on Belle Isle was held on September 11th and the annual Walk a Mile in My Shoes Rally in Lansing is September 23rd. These gatherings give us an opportunity to raise awareness, celebrate recovery and advocate for behavioral health services that our communities need and deserve.

ACCESS TO SERVICES

OCHN is committed to ensuring Oakland County residents have prompt access to exceptional behavioral health services. In response to temporary referral pauses by several case management providers, due to workforce and capacity challenges including delays in care, OCHN now provides **case management services, intake assessments, SUD screenings,** and **treatment planning.** This approach helps stabilize the system, prevent service gaps, and ensure individuals continue to receive the support they need without interruption. We have also recently added **40 new ABA providers** to the network.

OCHN's Access Team continues to play a critical role by screening and determining eligibility and connecting individuals to essential community resources. Together, these efforts reflect OCHN's ongoing commitment to responsiveness, partnership, and ensuring every resident has and can access high-quality, person-centered behavioral health services when they need them most.

Metric	August 2026	2026 Fiscal Year to Date
Calls to Access	3,393	30,698
Screenings Completed	425	5,164

Strategic Alignment: OCHN received 3,393 calls to Access in August, more than double the 1,695 calls received in August 2025, demonstrating continued demand for timely entry into behavioral health services. This work directly advances OCHN's focus on **improving access, quality and equity** and supports the strategic priority of **Managed Care Administration and Operations** by connecting individuals and families to the right services and supports.

ADVOCACY & COLLABORATION

OCHN continues to encourage individuals, families and community members to use their voices, stay informed and participate in efforts that strengthen a localized, person-centered public behavioral health system.

Citizens Advisory Council (CAC) – I recently shared my FY 2026-27 goals with the CAC, including completing the full crisis continuum of care, protecting Medicaid coverage for individuals served, taking an active role in system change and maintaining fiscal responsibility. The CAC provides an important forum for individuals and families to share their experiences and perspectives as OCHN advances these priorities.

Recipient Rights Advisory Council (RRAC)– As CEO & Executive Director, I support the RRAC's independence, ensure it has the resources necessary to fulfill its role and promote the integration of its recommendations into OCHN's quality and compliance activities. This partnership strengthens accountability and helps ensure the rights and voices of people served remain central to OCHN's work.

Strategic Alignment: These efforts directly advance the strategic priority of **Advocacy, Partnerships and Outreach** by engaging people served, families, community partners and advisory councils in shaping and strengthening the public behavioral health system. These partnerships also support OCHN's focus on **improving access, quality and equity** and ensuring that people's experiences and voices inform system improvement.

CUSTOMER SERVICE, COMMUNITY ENGAGEMENT & OUTREACH

Metric	August 2026	2026 Fiscal Year to Date
Customer Service Call Responses	890	9,266
Community Events	10	86
Email Engagements	17,456	287,195
Website Views	42,530	488,482

Strategic Alignment: OCHN strengthened community connections in August, with Customer Service call responses increasing 44% over August 2025. These efforts advance the strategic priority of **Advocacy, Partnerships and Outreach** and support OCHN's focus on **improving access and equity** by helping people and families connect to information, resources and support.

COMMUNITY HIGHLIGHTS



Your Voice, Your Value

OCHN recognized five Achievement and four Peer Award winners on Aug. 13. The event featured motivational speaker Spencer Kelly, was emceed by former Peer Award recipient, Krista Koppen, and included a tribute to OCHN board member, Malkia Newman. OCHN also presented the inaugural Malkia Newman Anti-Stigma Achievement Award, honoring her legacy.

OCHN Partnership at Corktown Health



In partnership with Oakland County Health Division (OCHD) and Oakland Livingston Human Services Agency (OLHSA), OCHN participated in an Open House for First Responders at Corktown Health's Oakland 360 location in Hazel Park on Thursday, September 10th. The event highlighted the importance of supporting first responders and connecting them with vital health and wellness resources. Former Detroit Lion Herman Moore attended the event to honor the dedication and service of first responders.

As part of its ongoing commitment to expanding access to behavioral health services, OCHN will soon embed a behavioral health clinician in this location, ensuring that critical supports are available to residents and first responders in the southern portion of the county.

OCHN Veteran Resource Fair-Madison Heights







Approximately 100 people attended the annual Veterans Resource Fair at Madison Heights City Hall. Attendees connected with community vendors and learned about important resources, including mobile crisis services, Youth and Family Care Connections, VA benefits, suicide prevention, and peer support groups. The event also featured several presentations focused on supporting veterans and their families.



Michigan Celebrate Recovery Rally

OCHN proudly supported the Michigan Celebrate Recovery Walk & Rally on Friday, September 12th as a sponsor, joining individuals in recovery, families, treatment professionals, and community advocates in recognizing National Recovery Month. Our sponsorship reflects OCHN's commitment to promoting recovery, reducing stigma, and increasing awareness of the services and supports that help individuals achieve and sustain recovery.

OCHN CRISIS SERVICES CONTINUUM

OCHN's Crisis Services continues to provide a comprehensive, 24/7 response to individuals experiencing behavioral health emergencies. Services designed to deliver immediate assessment, stabilization, and connection to ongoing care in a safe and supportive environment.

Crisis Residential Services (CRU) OCHN just received AFC licensing and certification for this voluntary program which expands the continuum of care with longer duration stabilization in a structured, therapeutic, homelike setting for individuals who need additional support beyond immediate crisis care. Projected opening this fall.

Resource & Crisis Center (RCC) Round-the-clock -walk-in- access for individuals seeking urgent behavioral health support. The crisis line (888-238-0611) continues to provide 24/7 support. All adults presenting at the RCC receive a clinical assessment and connection to the appropriate levels of care, including hospitalization, withdrawal management, treatment referrals, and community-based services.

Sober Support Unit (SSU) Supports individuals needing observation and assistance related to substance use or intoxication, with a focus on safety and rapid engagement in treatment resources.

Metric	August 2026	2026 Fiscal Year to Date
Crisis Services Requests	608	6,977
Unique Persons Served	493	5,553
Assessments	308	3,747
Triages	375	5,395
Sober Support Admissions	198	1,732

Strategic Alignment: OCHN continues to strengthen the crisis continuum, with OCHN overseeing the full crisis continuum, enhanced data collection provides greater insight into service utilization and outcomes and supports the strategic priority of Crisis Continuum of Care, with a continued focus on improving access, quality and community-based alternatives to hospitalization.

Youth & Family Care Connections (YFCC) Outcomes

Metric	August 2026	2026 Fiscal Year to Date
Service Requests	90	1,443
Unique Persons Served	74	1,200
Inpatient Dispositions	45	428
Diversions	38	764

Metric	August 2026	2026 Fiscal Year to Date
Mobile Crisis Unit Responses * just received 3 year ICSS certification	17	197

Youth Priority Focus: Workforce stabilization, residential licensure completion, and strengthening the full crisis continuum to ensure timely, clinically responsive for Oakland County residents.

Strategic Alignment: Youth & Family Care Connections served 74 individuals in August and increased Mobile Crisis Unit responses to 17, up from 12 in August 2025. OCHN's three-year **ICSS certification for its Mobile Crisis program** further strengthens the **Crisis Continuum of Care and community-based alternatives to hospitalization.**

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 has 10 co-responders in 21 communities, including Auburn Hills, Birmingham, Bloomfield Twp, Crisis Response Unit (OCSO/county-wide), Ferndale, Franklin / Bingham Farms, Hazel Park, Madison Heights, Pontiac (OCSO), Orchard Lake, Rochester, Royal Oak, Sylvan Lake, Troy, Walled Lake, Waterford, West Bloomfield, White Lake, Wixom, and Wolverine Lake.

CoRe Program Data

Metric	August 2026	2026 Fiscal Year to Date
Referrals	470	4,523
Remained in Community	251 / 53%	2,368 / 52%
Arrests	12 / 3%	131 / 3%
Voluntary Emergency Transports	73 / 16%	766 / 17%

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.

Strategic Alignment: The Co-Responder Program advances OCHN's **Comprehensive System of Care** by bringing behavioral health expertise directly into crisis responses alongside law enforcement. It also strengthens **Advocacy, Partnerships and Outreach** through collaboration with law enforcement and other community partners to provide alternatives to incarceration and connect people to behavioral health services.

LEGISLATIVE AND POLICY UPDATE

Looking Ahead

With the November General Election approaching, OCHN will continue to monitor state and local races and their potential implications for behavioral health policy, Medicaid financing, and the public behavioral health system. Following the election, staff will assess changes in legislative leadership and committee assignments and identify opportunities to engage with newly elected and returning policymakers on OCHN's legislative and policy priorities.

H.R. 1 Implementation

OCHN is planning an in-person Community Town Hall about upcoming Medicaid changes on Thursday, November 12th. This is a collaborative effort with core providers and the Arc of Oakland County. Attendees will be able to learn about the new Medicaid work requirements for those on the Healthy Michigan Plan and meet with organizations that will help them navigate the new work requirements. Community partners that have been invited include Michigan Works, Disability Network, Lakeshore Legal Aid, Oakland County Intermediate School District and many others. We continue monitoring all communications and meetings sent out by MDHHS. An internal implementation workgroup, comprised of OCHN and MDHHS staff, has been established to assess the operational and financial impacts of the new requirements, streamline internal processes, and coordinate implementation efforts. The OCHN website has been updated to reflect a FAQ section for those interested in learning more, click the link below.

https://oaklandchn.org/news-and-information/healthy-michigan-plan-h-r-1/

Strategic Alignment: OCHN's work to prepare for H.R. 1 reflects the strategic priority of **Advocacy, Partnerships and Outreach** by bringing together behavioral health providers, government agencies, advocacy organizations and community partners to help people understand changes that may affect their access to health coverage. This collaborative approach also supports OCHN's focus on **improving access and equity** by connecting individuals and families with information and resources to help them navigate the changing Medicaid landscape.

STRATEGIC GOALS & PRIORITIES (FY26-28)

Managed Care Administration and Operations-This priority focuses on strategies that increase efficiency and strengthen administrative and operational services.

Advocacy, Partnership and Outreach- Under this focus area, our strong, trust-based partnerships power a responsive and inclusive behavioral health system.

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.

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.

REPORT SUMMARY: August's accomplishments reflect progress across all four FY26-28 Strategic Priorities by expanding access to services, strengthening community partnerships and advocacy efforts, advancing the crisis continuum of care, and enhancing organizational readiness for emerging state and federal requirements.

CALL TO ACTION

If you or someone you know needs immediate support, contact:

OCHN Crisis Line: 888-238-0611

National Suicide Prevention Lifeline: Call or text 988, or visit online. Crisis Text line: Text TALK to 741741

OCHN Access Line: 248- 464-6363

Upcoming OCHN Board Meetings:

General Board: Tuesday, October 20th at 6 p.m.

Looking Ahead

As we look ahead, our focus remains clear: ensuring the people we serve continue to receive timely access to the highest quality behavioral health care while preparing for the opportunities and challenges of the year ahead. We will work closely with our state and local partners to successfully implement the requirements of H.R. 1, advance sustainable solutions for Michigan's direct care workforce, and build strong relationships with the new administration in Lansing. Through collaboration, innovation and an unwavering commitment to our mission, OCHN will continue to inspire hope, empower people and strengthen communities.

Respectfully,

Dana Lasenby
Chief Executive Officer & Executive Director