

Dana's Directors Report

December 2020

Unprecedented. I think it's fair to say this term was exhausted in 2020 as a result of COVID-19. With this being said, it is still the best word I can use to describe OCHN's response to the pandemic, while also remaining attentive to our primary responsibilities managing Oakland County's public mental health service provider network.



Being responsive meant and continues to mean being person-served focused, especially in the face of an international healthcare crisis. This includes protecting service delivery, establishing collaborative efforts with our community and provider partners, and exploring innovative strategies to promote the health of people. Our objectives were clear. Our decisions were thoughtful. Most important, our actions reflected our resolve to rise above this trying situation as we successfully continued to serve our county's most vulnerable citizens.

Among our greatest 2020 achievements is the immediate manner in which we embraced telehealth service delivery, supporting our providers during the transition. We communicated frequently, identified concerns, and then formalized solutions.

We increased wages for direct care professionals, delivered crucial personal protection equipment (PPE) to service sites for staff and persons served, and secured contracts with Pontiac General Hospital and local hotel facilities to provide a safe space for people diagnosed with COVID-19. Again, our response was unprecedented. We set the bar of success for other communities to mirror.

There are some who will reflect on 2020 as the year of COVID-19. As the Executive Director and CEO of Oakland Community Health Network, I will reflect upon this year as the profound occasion when we locked arms with our community and work family, demonstrating our grit and resilience in navigating an uncharted healthcare emergency. Some of these triumphs are outlined in the attached OCHN 2020 Highlights document.

Looking forward to 2021, I am hopeful and confident that brighter days are ahead. A vaccine is here and being distributed. During this time, we will continue to wear masks, practice physical distancing, and do our part to keep one another safe from COVID-19. We learned many life lessons in 2020, all of which will make us stronger in 2021.

As always, please feel free to contact me with questions about or suggestions for my Directors Report. You can contact me via email at lasenbyd@oaklandchn.org. Happy Holidays, be well and stay safe.

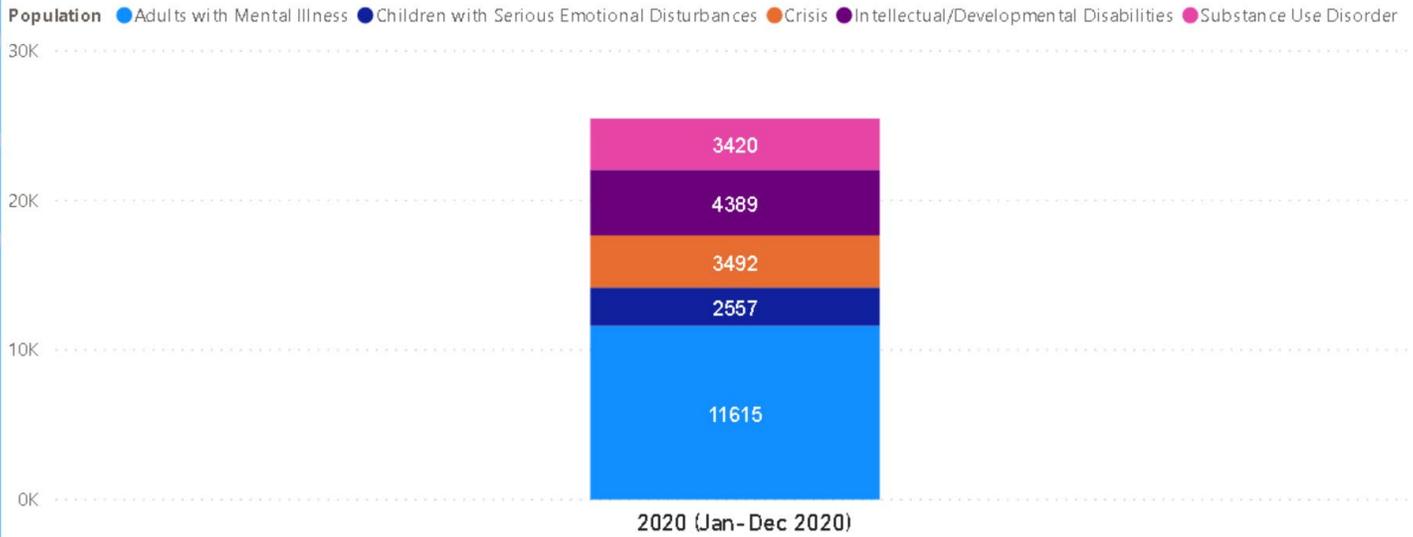
Sincerely,

A handwritten signature in black ink that reads "Dana Lasenby". The signature is fluid and cursive.

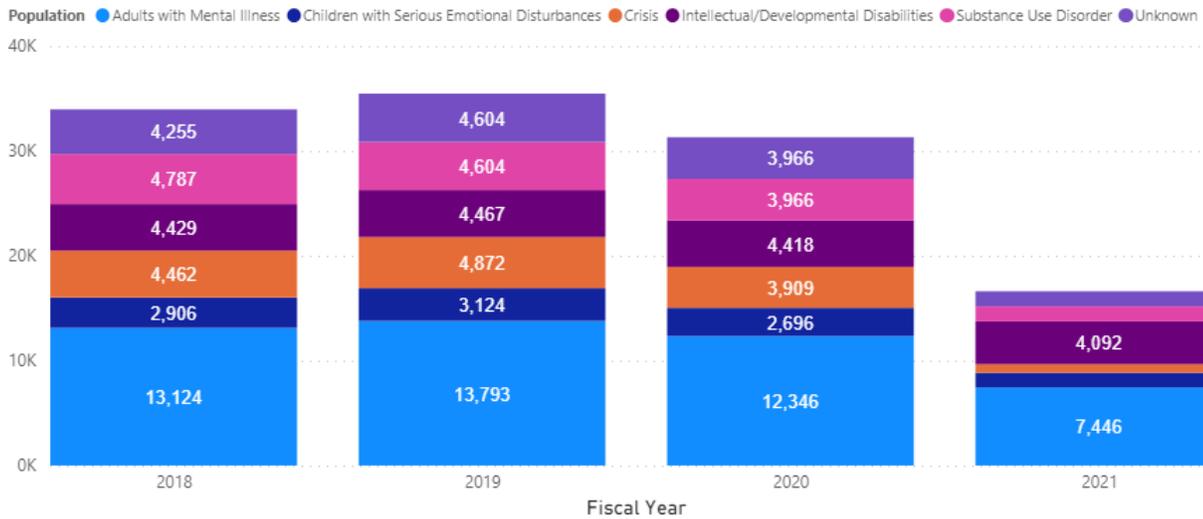
Dana Lasenby, MA, LLP, MBA
OCHN Executive Director and CEO

Total Persons Served Through OCHN's Public Mental Health Network:: 20, 296 (Unduplicated)
Data as of 12/11/20

Person Served by Population



Persons Served by Population through OCHN's Public Mental Health Network
OCHN's fiscal year calendar is Oct.1 thru September 30th



About OCHN

OCHN leads a provider service network that assists approximately 23,000 Oakland County citizens at more than 300 service sites across the county. People who receive public mental health services through OCHN's provider network include those who have an intellectual or developmental disability, mental health challenge, or substance use disorder. The majority of these individuals have Medicaid insurance coverage.

OCHN's mission to “inspire hope, empower people, and strengthen communities” reflects an unyielding belief in a "Valuable System for Valued People." Programs and supports provided by OCHN's service network are available at www.oaklandchn.org.

Community Connection Data

- Total Number of Persons Served as 12/11/20: 20,296
 - Number of Persons Served via Telehealth: 16,026
- Non-Emergency / Eligibility Calls Received: 28,986
- Crisis Helpline Calls Received: 50,462 (as of 11/30/20)
- Access Eligibility Screenings: 6,417

COVID-19 Response

- OCHN began crisis response planning at the onset of the COVID-19 pandemic in March of 2020. Crisis response planning is ongoing to best support the OCHN provider network and people receiving services via the public mental health system. Organizational priorities include, but are not limited to: Financial stabilization of the network; Retention of Direct Support Professionals; Health and safety of staff providing essential face-to-face services; and Health and safety of individuals receiving essential face-to-face services. [Select this link to view OCHN's entire crisis report submitted to the Michigan Department of Health and Human Services \(MDHHS\) in October 2020.](#)
- Approximately 40 OCHN staff members volunteered to deliver Personal Protection Equipment (PPE) to the doorsteps of more than 300 service delivery sites across Oakland County. Critical COVID-19 prevention resources delivered by the “OCHN's PPE Volunteer Brigade” on a quarterly basis included masks, gloves, gowns, face shields, hand sanitizer, and disinfectant.
- Approximately 1,150 tablets were distributed to persons receiving services to ensure accessibility to telehealth services, as well as promote virtual community connection. One thousand of the tablets include prepaid internet for one year. The tablets were purchased with Coronavirus Aid, Relief, and Economic Security (CARES) funding allocated to OCHN by the Oakland County Board of Commissioners and MDHHS.

OCHN New Programs and Milestones

- **Behavioral Health Homes (BHH):** OCHN, along with its network provider partners, launched the BHH initiative in Oakland County in October 2020. A BHH is a healthcare service delivery model focused on combining primary care, mental health services, as well as social services and supports for adults and children diagnosed with mental illness. The BHH is a benefit for Medicaid, Healthy Michigan Plan, and MICHild enrollees.
- **Crisis Communication:** OCHN was one of two Pre-Paid Inpatient Health Plans selected by the Michigan Department of Health and Human Services (MDHHS) for an initial pilot program for the Michigan Crisis and Access Line (MiCAL) that will be available for anyone in the state who needs behavioral health or crisis response services.
- **Community Outreach:**
 - A new Direct Support Professional recruitment page was added to OCHN's website. The idea for this initiative came from OCHN's community advocacy work group. ([Click Here to View Page](#))
 - **Virtual Events**
 - Minority Mental Health Awareness Month Celebration
 - Third annual "Got Your Six" Veterans event
 - "Your Voice, Your Value" conference for persons served
 - Rights Conference for people served
 - Viewing of "*Ernie and Joe: Crisis Cops*"
 - **In-person Events**
 - Ability Awareness Celebration
 - Approximately 150 mental health / substance use resource kits were distributed during a drive thru community resource event held in observance of Opioid Awareness Day
- **Diversity Equity & Inclusion (DEI):** OCHN developed an internal DEI committee. The group completed an organizational assessment (given to us by the Michigan Department of Civil Rights) and recommendations for improvements. The committee has finalized a FY21 workplan and has prioritized recommendations for FY22, and FY23 as well.
- **Justice:** OCHN hosted a webinar series for the Provider Network, focused on the Sequential Intercept Model (SIM). The webinars detailed how individuals served come into contact and move through the criminal justice system. OCHN's Justice Team provides ongoing cross-system collaboration between the Criminal Justice System, the Provider Network, and OCHN.

- **Leadership (New CEO, COO, CLO, and Board Members)**
 - In July 2020, Oakland Community Health Network (OCHN) Board of Directors finalized a three-year employment contract agreement with Southfield resident, Dana Lasenby, as the agency's Chief Executive Officer (CEO).
 - Dr. Nicole Lawson was promoted to the Deputy Executive Director and Chief Operating Officer (COO).
 - OCHN selected, Callana Ollie, J.D. as its new Chief Legal Officer (CLO) to oversee OCHN's legal activities and operations.
 - Oakland County's Board of Commissioners appointed three individuals to OCHN's Board of Directors: Eric Lindemier, Reena Naami-Dier, and Christina Root.
 - Additionally, OCHN's Board of Directors selected new leadership in 2020: Jonathan Landsman (Chairperson), Sarah Guadalupe (Vice Chair), and Adam Furhman (Secretary).
- **NCQA Accreditation:** OCHN received Full Accreditation status by the National Committee for Quality Assurance (NCQA) in 2020. The NCQA ranking is a nationally recognized symbol of quality. OCHN pursued NCQA accreditation because of its rigorous standards and emphasis on delivery of high-quality services.
- **Substance Use:** Services previously provided to people through the Michigan Department of Corrections (MDOC) were successfully transitioned to OCHN. A special webpage and referral form was created for parole and probation agents to use.
- **Training:** OCHN began to streamline trainings offered by OCHN for our network, individuals served, and community, as well as assess needs and evaluate process and outcomes. Direct support professional trainings continue to be contracted with MORC and TTI.
- **Transportation:** OCHN received a three-year, \$90,000 staffing grant award from the Federal Transportation Administration. This three-year grant is to develop and implement a plan to improve access to transportation resources and options for the people and families served by OCHN.