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March 14, 2020

Dear Service Provider Executive Directors:

Some of you may have received this information yesterday as a result of communication from the Community Mental Health Association (CMHA). I felt it appropriate to wait until I received official direction from the Michigan Department of Health and Human Services (MDHHS), which happened just a short while ago.

OCHN's leadership is discussing concerns expressed to us about funding and is working closely with MDHHS to ensure appropriate measures are in place to help service providers remain fiscally sound at this time. Additional details about funding plans will be communicated with you next week.

Service delivery situations that apply to Substance Use Disorder providers only are being evaluated as well. These providers can expect a separate correspondence on Monday.

Service Delivery Recommendation Following Governor Whitmer's Declaration: [Click Here to View Executive Order](#)

- 1. EXPANSION OF TELEHEALTH: MDHHS** will be issuing, early next week, guidance that will allow all Medicaid, General Fund, and local-funded services that can be provided via telehealth to be provided in that fashion. While additional details will follow as to which services are appropriate for telehealth services that would fit in that category would most likely include: psychiatric services, psychotherapy, 24/7 crisis intervention, homebased, case management/supports coordination, and similar services.

Please Note: Details will follow in this area early next week. Due to the current allowable changes specified within [MSA 20-09](#) this is a reminder that there continues to be the need to assure that we are all compliant with the regulatory requirements set forth to maintain the safety and security of all protected health information (PHI) for individuals served. It is imperative in these quickly changing times that we are ever aware and vigilant in these efforts.

2. **CLOSING CONGREGATE SERVICES:** In discussions with MDHHS leadership, they have determined that, given the fact that avoiding crowds and ensuring social distance are key methods for preventing the spread of COVID- 19, temporarily closing clubhouses (PSR), drop-in centers, site-based day programming (Skill building), and similar services will be supported by MDHHS. Other services, provided via telehealth, could be/should be provided to support those persons who would normally be served at these congregate settings, during the period in which they are closed.
3. **ESSENTIAL FACE-TO-FACE SERVICES:** In discussions with MDHHS leadership, OCHN, and its providers should work to provide staff physically present with persons served, as best they can, services that must, by their nature, be provided via face-to-face contact. By using telehealth approaches as broadly as possible, the number of essential services that must be provided via face-to-face contact will be reduced to only those for which face-to-face contact is essential. Once OCHN has more information, guidance will be provided on how to report telehealth services.
4. **RECIPIENT RIGHTS TRAINING:** OCHN has the capacity to livestream these trainings and will be sharing these links with all providers. They will be posted on our website.
5. **OTHER TRAININGS AND MEETINGS:** To accommodate social distancing and staff comfort, we continue our use of the Microsoft Teams to host online meetings to facilitate the sharing of information without having to be in the same physical location.

OCHN is cancelling the public meeting scheduled for Chief Executive Officer interviews on Monday, March 16th and the Board of Director's Meeting on Tuesday, March 17th.

In addition to sharing operational and service guidelines recommended by CMHA, I am also requesting your assistance in using thoughtful and supportive language when communicating with the people we serve. Please feel free to modify and personalize the suggested messaging below. We are asking our skill building providers to begin notifying people and their families about plans to temporarily reduce their services as soon as possible.

Recommended Message for Persons Served:

Dear (Person Served),

You are being contacted today with important information about a temporary change in the services you receive at (club house, skill-building, etc.). In support of Governor Whitmer's executive order to reduce the spread of Coronavirus (COVID-19) by asking people to avoid large gatherings, we must all do our part to promote the safety of our community. This includes some services being discontinued for a short period of time.

We are very understanding of the stress these changes in service may cause for you or your loved one, and view these measures as absolutely necessary in order for us to move past COVID-19 and back to our daily routines.

If you have any additional questions or concerns, please contact OCHN's Customer Services through our website at www.oaklandchn.org using the Contact Us Link. You can also reach them by phone 248.464.6363. If you are experience urgent anxiety about these changes and COVID-19, please call the Crisis Helpline at 800.231.1127. A link connecting to Oakland County's Heald Divisions COVID-19 resource page is also located on the top banner of our website.

Finally, I want to express my appreciation to all of our service providers for your partnership and understanding as we navigate this unprecedented experience. We want to hear from you and work with you to ensure the people we serve feel safe and supported. Our leadership team continues to monitor and respond to questions submitted to us via the electronic forms on our website provided below.

Communication and Information Resources:

- [Provider COVID-19 Questionnaire Form](#)
- [Provider COVID-19 Questionnaire Responses](#)
- Free Comcast Internet for 60 days - <https://internetessentials.com/>

Sincerely,

A handwritten signature in blue ink, appearing to read 'Anya Eliassen', written in a cursive style.

Anya Eliassen