Oakland Community Health Network

Developmental Disabilities • Mental Health • Substance Recovery

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February 20, 2026

To Our Oakland County Residents, Leadership, and Community Partners,

Oakland Community Health Network's priority remains for the people we serve and their families. To that end, since OCHN assumed full responsibility for adult crisis services on January 29, 2026, following the abrupt cessation of services by its former provider, OCHN immediately began providing crisis services to ensure continuity of care for individuals experiencing a mental health crisis.

As outlined in our January 29th statement and reaffirmed during the February 17th OCHN public Board meeting, crisis services in Oakland County remain operational and accessible. The Oakland County Resource and Crisis Center (RCC) located in Pontiac is open 24 hours a day, 7 days a week. The OCHN crisis line **888-238-0611** and the **988** Suicide & Crisis Lifeline remain fully available. Walk-ins are still accepted, and licensed clinicians are always on-site to conduct assessments, provide stabilization support, and connect individuals to the appropriate level of care.

One thing must be stated clearly: Crisis services in Oakland County remain responsive to anyone in need of crisis services. *No one in crisis is being turned away.*

While the Crisis Stabilization Unit (CSU) and Crisis Residential Unit (CRU) are temporarily paused as we complete mandatory state licensing and credentialing processes, every person who comes to the RCC is evaluated and assisted. As Oakland County's public behavioral health safety net, we are responsible for protecting the well-being of every individual receiving services. Under the Michigan Mental Health Code, OCHN is entrusted with ensuring that crisis services remain accessible to county residents, and we take that responsibility very seriously.

Recent public comments suggest that emergency departments are experiencing overwhelming demand, or that crisis access has been disrupted. As of February 20, 2026, our hospital partners have not reported overcrowding attributable to this transition. Additionally, all calls to OCHN's customer service and access lines have been appropriately addressed.

We value and appreciate the advocacy community, for their role in elevating the needs of individuals and families. But it is essential that public statements accurately reflect current conditions. Oakland County's crisis system is open, staffed, and operational.

Important and encouraging developments are underway:

- More than one hundred experienced crisis professionals have transitioned to OCHN.
- We are actively hiring and onboarding additional staff.
- We are working closely with law enforcement and hospital partners to coordinate care pathways.
- Psychiatric oversight and assessment capacity remain in place.
- Youth and Family Care Connection crisis services continue uninterrupted through established partnerships.

This transition is not about disruption. It is about strengthening long-term stability, fiscal accountability, and system oversight for Oakland County residents.

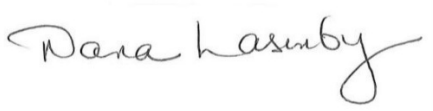
As we move through this transition, we would like to reiterate the following facts:

- The OCHN Resource and Crisis Center remains open 24/7 at same location: Building 32 East, 1200 Telegraph Rd, Pontiac, Michigan 48341
- Crisis lines **(888-238-0611 and 988)** are operational.
- Walk-in assessments continue.
- No individual in crisis is denied evaluation or support.

We remain committed to collaboration with community stakeholders, advocacy partners, hospitals, law enforcement, and county leadership. Our doors are open. Our clinicians are present. Our crisis response system remains active. OCHN is committed to continued transparency at public Board meetings, as demonstrated during the February 17th session, to keep the community informed throughout this transition.

OCHN's mission is to inspire hope, empower people, and strengthen communities. That mission guides us today, and it will guide us through this transition.

Respectfully,



Dana Lasenby
Chief Executive Officer & Executive Director
Oakland Community Health Network