

OXFORD Community Crisis Response Summary

Since December 1, 2021, Oakland Community Health Network ("OCHN") has maintained an operation base in Oxford to respond to the community's needs and requests. During December, OCHN coordinated and deployed trained volunteer crisis clinicians to address the immediate crisis response. As the community has begun to transition to a phase of reopening and recovery throughout the month of February, OCHN has continued to listen to the community's feedback to implement a tailored approach to service delivery.

Throughout the process, OCHN has recognized the community's resourcefulness and resiliency. OCHN has leaned on its provider network's specialized training and expertise and internal clinicians to offer solutions based on best practices. As the safety net provider for Oakland County, OCHN primarily serves people with Medicaid and fills in gaps in services for uninsured and underinsured people. We also provide mental health crisis services to the community in emergencies, such as the tragedy in Oxford.

As Oxford Schools and the Oxford Intermediate School District ("OISD") transition to a recovery phase, OCHN's role and presence in the community gradually decreases from the level that it was during the initial emergency response. During this transition phase in the coming months, we will continue to listen to and be flexible to meet the needs of the students and families at Oxford Schools and will continue to facilitate the deployment of volunteer counselors as needed.

Crisis Counseling and Resources

From December 1, 2021 through January 22, 2022, OCHN led the coordination and deployment of 294 trained clinical network responders to provide mental health services to 1,582 individuals impacted by the tragedy.

- Of these 1,582 individuals, approximately 73% (1,155) received one-on-one counseling. Other individuals attended special events for Oxford and received other resources, such as referrals, and had the opportunity to receive one-on-one counseling upon request.
- Of the 1,155 individuals who received one-on-one counseling, 93% (1,080) received the service at Oxford Schools.
- The remaining 7% (75) of individuals who received one-on-one counseling received services at other sites, such as the Oakland County Health Department ("OCHD") special events and the Legacy Center in Oxford.

From January 22 to February 10, 2022, OCHN continued to lead the volunteer coordination, deploying 55 trained clinical network responders to provide mental health services to 964 individuals at Oxford High School. This number reflects both individual counseling services and other resources.

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Responders represented OCHN and its provider network, including Easterseals Michigan ("ESM"), Oakland Family Services ("OFS"), HONOR, Common Ground ("CG"), and MORC.

Benefit Plan: Oakland County's Board of Commissioners (BOC), in partnership with Oakland Community Health Network (OCHN), is launching an **Oxford School Mental Health Funding Assistance Program** to support persons directly impacted by the recent tragedy. The BOC has committed \$500,000 to provide Oxford community families, students, as well as school administrators and staff, with up to \$2,000 assistance for insurance co-pay / deductible fees associated with mental health care. OCHN is facilitating the distribution of these funds on the BOC's behalf. Proof of payment for co-pays or payments toward deductibles for services provided by a qualified mental health professional is required. Examples of services may include family therapy, individual counseling/psychotherapy, psychiatry, and psychological testing/assessment.

Initial Crisis Response: OCHN and Provider Network

In the immediate aftermath of the tragedy that took place on November 30 in our community, OCHN took several efforts to provide mental health support and resources, most of which continued into January:

- OCHN's CEO, Dana Lasenby, has contacted the Oakland County Executive's office to coordinate public mental health support since Day 1. She was also present at the command center to provide guidance.
- OCHN has worked collaboratively with Oxford Schools and OISD to develop a response plan to the shooting incident.
- OCHN coordinated a list of clinical network responders gathered at Oxford Middle School on Wednesday, December 1, 2021. The responders were debriefed and then deployed to five different support services sites in the Oxford community. Responders have been on-site in Oxford every week to meet the ongoing mental health needs.
- OCHN responders will continue to meet at the schools in collaboration with OISD and continue as needed in partnership with OISD.
- Monitor provider network capacity to support and assist students & their families, faculty, and administrators.

Countywide Crisis Support Plan:

- OCHN deployed 20 mental health responders to Mental Health Community Outreach Centers hosted with OCHD. The outreach events took place on Tuesday, December 7 in Oxford, Wednesday, December 8 in Pontiac, and Thursday, December 9, in Southfield. The events served approximately 30 students and their families.

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- OCHN deployed 23 volunteers to the Legacy Center in Oxford, meeting an additional request for services by providing counseling to 45 people and resources to 92 other individuals at an alternative site.
- Immediately following the incident, OCHN distributed mental health support tips to all Oakland County Schools and faith-based organizations, including contact information for Oakland County's 24-hour Crisis Helpline and Michigan Department of Health and Human Services (MDHHS) - Michigan Crisis and Access Line (MiCAL).
- The mental health tips were also distributed to all media outlets locally and statewide, requesting assistance in ensuring people connect to resources.
- Our media outlets: Channel 7 (WXYZ), The Detroit News, The Oakland Press, The Daily Tribune, The Macomb Daily, and WWJ radio share the tips and resources.
- OCHN's communication team contacted the media to support a mental health content expert for news reports. OCHN's Chief Medical Officer, Dr. Vasilis Pozios, was interviewed by WXYZ. Dana Lasenby was interviewed by WWJ Radio, The Oakland Press, WDIV, and Fox News 2.
- OCHN's website and social media platforms posted mental health tips. Oakland County and MDHHS have also shared the resources on their websites.
- Communication education and outreach will continue.
- OCHN has established a process with CG to track the number of crises calls, information & referrals, and request for services specifically related to this tragedy. OCHN set up a phone line and recruited on-call staff to take calls during the first weekend after the tragedy occurred in case CG experienced a deluge of calls. CG had additional staff handling calls, as well, to prevent wait times.
- OCHN established a process for tracking any calls related to the crisis to Customer Services or Access lines. We monitored the number of calls each day closely to assess the need in the community.
- OCHN provided ongoing updates to MDHHS during the month of December.