



Community

MENTAL HEALTH
CLINTON • EATON • INGHAM

COMMUNITY ACCESS COMMITTEE "HYBRID" MEETING MINUTES

812 E. Jolly Road, Lansing,
MI 48910 Monday,
January 22nd, 2024
5:30 p.m.

Committee Members Present

Dianne Holman, Al Platt, Paula Yensen, Jason White

Committee Members Observing via Zoom

None

Excused

Paul Palmer

Other Board Present

Dwight Washington

Other Board Present via Zoom

None

Staff Present

Darby Vermeulen, Sara Lurie, Kristy Medes

Staff attending via Zoom

Joyce Tunnard

Staff Excused

None

Public Present (Via Zoom)

Elizabeth Pratt, NAMI Lansing

Call to Order:

The meeting was called to order by Dianne Holman, Committee Chair at 5:30 pm.

Previous Meeting Minutes

ACTION:

MOVED by Al Platt and SUPPORTED by Paula Yensen to adopt the meeting minutes of November 27, 2023 as written.

MOTION CARRIED unanimously.

Adoption of Agenda

ACTION:

MOVED by Al Platt and SUPPORTED by Paul Yensen to adopt the meeting agenda of January 22, 2204 as written.

MOTION CARRIED unanimously.

Public Comment on Agenda Items

None

BUSINESS ITEMS

Review Committee History

Sara Lurie said the committee has a copy of the presentation. She will provide the highlights to the group. Sara said this has been a very important committee in allowing access to consumers. Eight years ago, there was a tragedy in the community which led CEI to look at how to change our Access flow. This committee was formed as a result. The Community Access Committee became a standing committee in 2019.

Objectives of the CAC:

- Increase knowledge and understanding of CMHA-CEI Service Eligibility and Access and identify areas for improvement.
- Examine the larger “system” of behavioral health in the community and how we can best play a role in assuring all comers get the help they need no matter where they enter the system.

- Review CMHA-CEI effort to develop and submit a Section 298 Initiative Pilot Proposal.

Sara reviewed some of the accomplishments of the CAC since its inception including:

- Improvements in access data collection and periodic review
- Development and upkeep of Access Provider Resource Directory
- Development of positions that include community outreach and navigation of community resources.
 - Peer Recovery Coaches
 - Veterans Navigator
 - Youth Prevention Mental Health Therapist-LifeSavers Coalition
 - Outreach/Public Relations-Trainings, events, promotion
 - Critical Incident Stress Management Response
- CCBHC Expansion Grant also brings support for infrastructure development to increase billing of private insurance.

Sara said one of the items the committee will be learning about today is the Access Dashboard. Dianne noted that one item that could be added to the Strategic Plan would be information on the early stages of mental illness and the type of access needed to receive information and help from CEI for those who are lacking knowledge. Many times, families aren't sure what to do when someone is experiencing the first signs of mental illness.

Access Center Data

Kristy Medes is now the Customer Service and Compliance Supervisor as of today! But she has been with CEI for a while.

Kristy reviewed the goals of the Access Center and customer service, which includes:

1. Exceptional Customer Service
2. Data Informed Decisions
3. Responsivity
4. Program Collaboration
5. Continuous Quality Improvement

Kristy then shared the Access Standards in place at CEI which include:

1. Welcome
2. Screen
3. Determine
4. Collect Information
5. Refer
6. Inform
7. Conduct Outreach

Kristy said CEI has done a lot more outreach over the last three years. We have increased the amount of referrals from primary care physicians, jails, probation and parole officers, and schools.

Kristy shared the percentages of folks who came to CEI for an intake, by program. Half of the individuals now accessing services at CEI are adults. Kristy noted that these are just new intakes.

The number of calls answered live went from 62% in 2022 to 85% in 2023! This means the caller spoke to a person instead of having to leave a voicemail. Kristy said we are trending at 93-95% calls answered live for 2024.

Kristy said in May of 2021, ITRS opened an outpatient program. Calls for SUD pre-screens doubled from 2021 to 2022.

In FY22, we started tracking referrals. In 2022, we had 200+ fax referrals. In 2023, there were 500+. 63% were for autism services, 21% for Adult Mental Health, 9% for Child Mental Health, 4% for psychiatry referrals and 1% for neuropsychiatry referrals for ADHD.

Dianne said the dashboard is a great addition to Access. Kristy agreed – the data paints a picture that is clearer for all to see. Paula asked if there seem to be any gaps? Kristy said the out-counties can experience gaps because of the transportation factor for a lot of consumers. This is why money has been put towards another Peer Recovery specialist for Eaton County, because there was a clear gap in that space. Kristy noted another gap was folks calling Access and not being engaged – the team is working to improve these numbers.

Joyce Tunnard said the bigger question is “How can we use this data to inform the work of this committee?”

Al said the data really illustrates how far CEI has come. We have seen an amazing amount of change and growth in the last three to five years, and it’s great to see!

Discussion ensued as to why more folks may be accessing services now than in years prior including CCBHC and national anti-stigma campaigns.

UNFINISHED BUSINESS

a. Barriers Discussion

Dianne wanted to discuss the unfinished business item from the last committee meeting regarding integrating discussions from the Consumer Advisory Council regarding identifying barriers and gaps to improve services at CEI. Dianne wondered if testimonials from CAC members would be helpful in identifying obstacles to Access? Sara said we have a lot of members that would be willing to share their experiences, but right now we have a very small number of council members. Perhaps after we can recruit more folks this would be a good task to undertake.

NEW BUSINESS

None

Public Comment

None

Adjournment

The meeting was adjourned at 6:27 pm. The next regular meeting is scheduled for Monday, March 18, 2024 at 5:30 p.m., Atrium, 812 E. Jolly Road, Lansing, MI.

Minutes submitted by:

Darby Vermeulen
Finance Administrative Assistant