



# Community

MENTAL HEALTH

CLINTON • EATON • INGHAM

## COMMUNITY ACCESS COMMITTEE "HYBRID" MEETING MINUTES

812 E. Jolly Road, G11-C, Lansing, MI, 48910

Monday, September 22, 2025 at 5:30 p.m.

### Committee Members Present

Dianne Holman, Chair, Jason White, Vice-Chair, Paula Yensen, Dwight Washington

### Committee Members Observing via Zoom

None

### Excused

None

### Other Board Present

None

### Other Board Present (via Zoom)

None

### Staff Present

Elise Magen

### Staff Present (via Zoom)

Emily Wollner

### Staff Excused

Sara Lurie

### Public Present

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 Paula Yensen and SUPPORTED by Jason White to adopt the meeting minutes of July 28, 2025 as written.

MOTION CARRIED unanimously.

Adoption of Agenda

ACTION:

MOVED by Jason White and SUPPORTED by Paula Yensen to adopt the meeting Agenda of September 22, 2025 as written.

MOTION CARRIED unanimously.

Public Comment on Agenda Items

None

BUSINESS ITEMS

New CMHA-CEI Public Website

Elise shared that the CMHA-CEI website is being updated and the new version should be launched next week. She shared screenshots of the before and after of the “services” dropdown menu and demonstrated a preview version of the new website. There are big changes to the services section; instead of using language that is internal to CMHA-CEI, like AMHS, CSDD, etc., the services section will now use language that the public is more likely to recognize like “Youth & Family Services.”

Dianne questioned the big paragraphs of text on the Crisis Services page and if that would be hard to navigate. Elise clarified that while some content updates have already been made, to allow the formatting and structure updates to go live more quickly, all of the current content will move over to the new website. One of the features of the new website is that it will be much easier for staff to make updates quickly, which will be a continuing project after the new website goes live.

Testing of the new website has taken place over the last couple of weeks. Overall, a priority has been to try to reduce the amount of information on the website so it is easier to navigate and find information quickly. The agency has been working with a contracted vendor to develop the new website.

A few website updates were suggested by CAC members, including:

- Seeing if there is the ability to have the webpage read the text as audio to increase accessibility
- Elizabeth Pratt, NAMI Lansing, suggested that 988 be added to the additional resources page and that the “For Providers” tab on the top menu be moved to the far right, so that the main menu is more consumer focused.
- Dwight noted that it would be nice to have the Board and Committee meeting Zoom links on the meetings page in addition to where they are located on the calendar.

Elise noted that any future feedback on the website is also welcome and updates will continue to be made on an ongoing basis.

#### Updated Needs Assessment Data

Elise shared that the State has made updates to what needs to be included in the community needs assessment for CCBHCs. To meet the submission deadline, the agency will be submitting the required information using the template provided by MDHHS and then after will work on the development of a more readable version to share publicly. Elise walked through the current version of the assessment.

Dianne wondered if we have any information about where people are receiving services if they are not a CMHA-CEI consumer. It is hard to determine who is not receiving services at all, but might need services. Elise noted that they do have access to some resources and data specific to the tri-county area. Penetration rate data can be helpful, but, because there are more community resources available in the tri-county area, sometimes CMHA-CEI’s rate is lower than other CMHs. A small CMH might be the only provider option in their area, which would mean that anyone seeking services would have to go through that CMH and their penetration rate may be higher.

Dwight wondered how the agency monitors the effectiveness of telehealth services. Elise shared that they look at engagement in services data and outcomes data like MichiCANs and LOCUS. Overall, the programs prefer in-person for most services, but for some services, like psychiatry, using more telehealth has led to better

engagement with the service overall.

Paula questioned how long the COVID pandemic will continue to impact the data. Elise noted that it is hard to know – they can compare current numbers to pre-COVID numbers and current rates are still higher than before. Additionally, some of the data available to review is still from a couple of years ago and closer to the pandemic.

Once the State approves CMHA-CEI's submission, the QI team will create a more readable version of the needs assessment to make public and share with the Board.

### **UNFINISHED BUSINESS**

Dianne suggested that, in the near future, the Community Access Committee come up with a list of ideas or observations about how or what the Community Access Committee is doing to increase access to services at CMHA-CEI. What work is taking place, or could take place in the future, beyond hearing about the good work that is currently being done by staff. Are people in our area who are in need of mental health services getting access to those services and if not, why not? Dianne asked that CAC members consider both of these questions and that the topic be brought to the next CAC meeting for further discussion.

### **NEW BUSINESS**

None

### **Public Comment**

Elizabeth Pratt, NAMI Lansing, noted that she appreciated the discussion today and seeing new CMHA-CEI website. She shared that NAMI Lansing is co-hosting an event on Thursday, 10/9 at the Facility for Rare Isotope Beams with MSU's Mental Health Research Connect program. The event will focus on how people form community and how that serves as an important resource for recovery and prevention. The keynote speaker is a professor from Harvard Medical School and there will also be a panel with local representatives.

### **Adjournment**

The meeting was adjourned at 6:17 pm. The next regular meeting is scheduled for Monday, November 24, 2025 at 5:30 p.m., G11-C, 812 E. Jolly Road, and Lansing, MI.

Minutes submitted by:

Emily Wollner

QCSRR Administrative Assistant

