



Community

MENTAL HEALTH
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COMMUNITY ACCESS COMMITTEE "HYBRID" MEETING MINUTES

812 E. Jolly Road, Lansing,
MI 48910

Monday, June 3, 2024

5:30 p.m.

Committee Members Present

Dianne Holman, Chair, Jason White, Paula Yensen

Committee Members Observing via Zoom

Paul Palmer, at his residence in Lansing, MI

Excused

Al Platt

Other Board Present

None

Other Board Present via. Zoom

Dwight Washington

Staff Present

Sara Lurie, Elise Magen

Staff attending via Zoom

Emily Wollner

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:

Review of minutes from the January 22, 2024 Community Access Committee meeting was deferred until the next meeting.

Adoption of Agenda

ACTION:

MOVED by Jason White and SUPPORTED by Paul Palmer to adopt the meeting Agenda of June 3, 2024 as written.

MOTION CARRIED unanimously.

Public Comment on Agenda Items

None

BUSINESS ITEMS

Strategic Plan Action Plans

The directors have been working to organize the strategic plan into action plans through the end of the next fiscal year. There are a couple of action plans within the strategic plan that the Community Access Committee (CAC) will have oversight over or provide input on, which were reviewed by Sara during the meeting:

- Focus area 4.1.01: This goal prioritizes the agency working to get more organized around advocacy for the public system. Action plans prioritize developing a tracking system to monitor and track issues that arise and advocacy efforts that take place within each year.
 - Current advocacy efforts are focused on conflict free action and planning (CFAP), but next steps, in alignment with the strategic plan, will be focusing on generating a list of ideas for advocacy in the next year. This list and a drafted tracking form will come to the CAC for review.
- Focus area 4.1.02: Ensure that CMHA-CEI staff and/or board members participating in regional and state workgroups are active participants and that there is a system for information to be reported back to the agency. Action

steps prioritize developing a guideline that defines active participation.

- Paul identified that he sits on a couple of boards/committees that report to the agency through updates at the monthly Board meeting and questioned if any additional reporting directly to the CAC would be helpful.
 - Sara indicated that on the next CAC meeting agenda, they can add a legislative update discussion to provide updates and determine if it should be a standing agenda item.
- Focus area 4.2.01: Strengthening community partnerships. This goal focuses on reaching additional populations and increasing access to the agency.
- Focus area 4.3.01-05: Increasing public awareness and support for CMHA-CEI services. Action items for these focus areas include increasing input received on the community needs survey, getting more organized around doing regular proactive press releases, and analyzing additional data that can be included in the annual report to the community.
- Focus area 1.2.01-02: Continued analysis of the Access dashboard to see trending data and to be better be able to answer questions like how often are people getting a warm answer when calling the Access line, etc. Action items also include focusing on people we lose between their Access call and their initial intake appointment through better tracking systems and consideration of an engagement specialist role.
- Focus area 1.2.03: This focus area addresses identifying the agency's pain points with overlapping clinical programs and reducing barriers. Action steps include pilot programs with collaboration between clinical programs and development of an overarching agency clinical philosophy.

Satisfaction Survey

Elise Magen, Director of Quality, Customer Service, and Recipient Rights (QCSRR), presented information about FY24 Satisfaction Survey. A dissemination plan for the survey starts at the MSHN regional level and then each CMH issues the survey to their consumers independently. The surveys utilized are standardized nationally – the YSS is utilized for children and the MSHIP is utilized for adults. While the questions are standardized, input can be given on how to best administer the survey and increase the response rate. The surveys are the same as previous years, though the demographic section is now required and some additions have been made to that section.

This year the surveys are being printed and distributed to the clinical programs so they can be given directly to consumers at appointments and surveys will also be mailed with a return envelope to all consumers with addresses in Smartcare. The

surveys also have a QR code on them that links to an online version of the survey. Historically, the agency's best response rate comes from the surveys given directly to consumers at appointments. The QI team has also explored incentivizing submission of the survey, but direct handout from case managers continues to be the most successful route. In the past, the agency has had issues collecting emails from consumers, but there are a number on file in Smartcare now so it could be worth pursuing that as an additional distribution method. The results of the survey will be presented to the committee in the fall.

2024 Needs Assessment

The 2023 Needs Assessment came to the CAC in the fall and feedback was provided by the committee. Elise indicated that the feedback from the committee was reviewed by the QI team and she provided updates on the work they have done in those areas as they develop the 2024 assessment.

- **Poverty Map** – There is some additional technology that would be required to try and do a map overlay as described, but other options have been explored. Elise noted that another agency's needs assessment included a report on consumer drive times and it's possible something like this could be included.
- **DEI - Staff demographics** will be added to the next needs assessment report and they are also adding additional consumer demographics and comparing those against community demographics. Additional penetration rate data will also be added. Elise noted that addressing disparities found in the penetration rate data is part of a regional performance improvement project (PIP). Regionally, the MSHN QI committee did a wide search of what people are doing to reduce disparities and, while limited, some of those strategies will be implemented and additional will be brainstormed. The MSHN PIP is a three-year plan. The agency has also partnered with an MSU PhD student doing research around disparities. The student is completing interviews with consumers and will then share the results. Paula questioned what methodology the student is using, and Elise indicated that the report will be shared with the CAC when it is complete.
- **Target Audience and Readability** – Once the report is pulled together this year, QI will review it for readability and will consider different ways to present the information to different audiences.
- QI will also be adding a number of different elements to the report related to CCBHC requirements.

The FY23 Needs Assessment is available on the CMHA-CEI website. The FY24 Needs Assessment is due in the fall.

CCBHC Update

Sara reported that the CCBHC recertification documentation was submitted today. The documentation will now go under review by the State. Any inquiries from the reviewers need to be responded to within 3 days during review period, so the CCBHC staff will be working together to meet those requests. The new requirements go into effect on 9/30. A lot of work has gone into meeting the new CCBHC requirements, so it's hopeful that there will be good results from the review. Elise noted that there were a few areas where they were able to utilize CMHA-CEI's CARF accreditation as supporting evidence which was very helpful and is the first time the State as allowed external accreditation to serve as evidence.

UNFINISHED BUSINESS

None

NEW BUSINESS

Select Vice Chair for Community Access Committee as of May 1, 2024

The committee discussed the role of the Vice Chair and inquired if there was any interest in the role from current members. Jason White volunteered to serve as the Vice Chair.

MOVED by Paul Palmer and SUPPORTED by Paula Yensen to nominate Jason White to serve as the Vice Chair of the Community Access Committee as of May 1, 2024.

Select Date and Time for Community Access Committee as of May 1, 2024

The committee review the current meeting schedule for the CAC and discussed potential alternative dates. The committee determined it would be best to maintain the current schedule and meet on the fourth Monday of every other month at 5:30pm.

MOVED by Paula Yensen and SUPPORTED by Jason White to have the Community Access Committee continue to meet on the fourth Thursday of every other month at 5:30pm as of May 1, 2024.

Public Comment

Elizabeth Pratt from NAMI Lansing shared that NAMI Lansing has won the Outstanding NAMI Affiliate Award for 2024. She indicated that one of the things highlighted about NAMI Lansing in their award was an appreciation of the community collaboration completed by their chapter. Elizabeth also reported that their annual fundraising event is taking place on Thursday, June 27th from 5-7pm. Additional information about the event can be found on the NAMI Lansing website at namilansing.org.

Adjournment

The meeting was adjourned at 6:49 pm. The next regular meeting is scheduled for Monday, July 29, 2024 at 5:30 p.m., Atrium, 812 E. Jolly Road, Lansing, MI.

Minutes submitted by:

Emily Wollner

QCSRR Administrative Assistant