



# Community

MENTAL HEALTH

CLINTON • EATON • INGHAM

## COMMUNITY ACCESS COMMITTEE "HYBRID" MEETING MINUTES

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

Monday, November 24, 2025 at 5:30 p.m.

### Committee Members Present

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

### Committee Members Observing via Zoom

None

### Excused

None

### Other Board Present

None

### Other Board Present (via Zoom)

None

### Staff Present

Sara Lurie, Elise Magen

### Staff Present (via Zoom)

Emily Wollner

### Staff Excused

None

### Public Present

None

Public Present (via Zoom)

None

Call to Order:

The meeting was called to order by Dianne Holman, Committee Chair at 5:34 pm.

Previous Meeting Minutes

ACTION:

MOVED by Jason White and SUPPORTED by Dwight Washington to adopt the meeting minutes of September 22, 2025 as written.

MOTION CARRIED unanimously.

Adoption of Agenda

ACTION:

MOVED by Dwight Washington and SUPPORTED by Jason White to adopt the meeting Agenda of November 24, 2025 as written.

MOTION CARRIED unanimously.

Public Comment on Agenda Items

None

BUSINESS ITEMS

Crisis Care Center Access and Outreach

Sara reviewed the outreach work that has taken place so far for the new Crisis Care Center (CCC) to ensure the community and other community agencies are familiar with the upcoming changes and know how to access services at the new building.

Piper & Gold, the PR firm CMHA-CEI contracted with for this project, has facilitated many community focus groups about people's thoughts and hopes around the CCC. There was a focus group specifically with law enforcement. Additionally, presentations have taken place regularly to update law enforcement on the project's progress. Other outreach activities and presentations have also taken place with a number of community organizations.

The next step is to develop a specific training that targets specific groups who will interact directly with the CCC, including law enforcement. The training will get into the details of specific processes at the new location. Staff also regularly participate in

Crisis Intervention Team (CIT) training with law enforcement and that training will also be updated to reference the new CCC when appropriate. In moments of crisis we want a CIT trained law enforcement person to be the one responding. In addition to CIT training, CMHA-CEI also has other tools to help provide an appropriate response to crisis situations including the mobile crisis unit and having a mental health therapist embedded in the 911 call center for Ingham County. Joel Hoepfner, Prevention and Outreach Coordinator, is CMHA-CEI's representative on the CIT committee.

Paula questioned how to get people plugged into the system when they need the services. There are situations where someone may need services and even be aware they are available, but people can't be forced to get care unless there is legal intervention and they a risk to themselves or others.

To increase CMHA-CEI's penetration rate, Elise shared that they agency continues to do community outreach and connect with groups of people who haven't been reached. This does include outreach at some of the bigger churches in the area, where staff will drop off resources, represent the agency at annual events, and provide Mental Health First Aid (MHFA) training. Dwight noted that there is a regular gathering of local religious leaders and outreach to that group could be helpful.

Paula mentioned that outreach to additional civic groups could also be helpful. She reported that she recently attended a mental health focused presentation at her rotary club and was able to share information about CMHA-CEI. In Delta Township the Alliance group is pretty active and CMHA-CEI was able to provide MHFA for them. The Building Stronger Communities Council in Clinton County is another group where CMHA-CEI staff sit on the council and a CCC-specific presentation can also be offered to that council.

In addition to presenting in person with bigger community groups, the CSU PR Workgroup is also working with Piper & Gold to put together a list of smaller groups who the agency can do a mailing to when the timing is right.

At an upcoming meeting, Joel can attend to talk more about CIT training and other outreach activities.

#### 2025 Utilization Data

Sara shared updated utilization data with the committee. The report demonstrates that CMHA-CEI has been continually increasing in how many people receive

services. There has been a 26% overall increase since 2021. This increase can be attributed to CCBHC and the addition of mild/moderate services, outreach activities, and the changes that allowed the agency to not have to turn people away. Every clinical program has grown since last year and growth was seen in all three counties.

Paula questioned how Affordable Care Act (ACA) cuts will impact these numbers in the future. Sara noted that, as a CCBHC, CMHA-CEI is required to serve anyone with a mental health need. The uninsured and those who have insurance other than Medicaid fall under CCBHC. That combined group of people seeking services will continue to grow, but a larger portion of that group will be people who are uninsured. Through the CCBHC process the agency has also been able to build a bit of a protective reserve and use those funds to cover this group of people. If that money goes away then CMHA-CEI will have to start prioritizing who to serve again, which is done based on the requirements of the Michigan Mental Health Code to serve those with the most serious mental illnesses.

The utilization data helps the agency determine where to focus outreach efforts. The report showed disparity with the Hispanic community and a lot of work was taken place in the last year to increase outreach in that area. From 2021 to current, the number of Hispanic people receiving services has almost doubled.

#### Community Access Committee (CAC) Planning

Dianne asked the committee to discuss the objectives of the CAC and consider if there should be any other areas of focus that could increase the impact of the CAC. The topics and discussion at meetings is often broad/high level and Dianne worries that it's not always funneled down to something actionable.

Looking at the utilization data and the overall increase in people receiving services indicates that the CAC has been quite successful. Sara noted that the fact that CMHA-CEI has this committee means that there has been increased focus within the agency on access and promoting services. That focus is why CCBHC certification was pursued, which contributed to many additional people receiving services.

Dwight wondered if some of the increasing numbers are a result of increasing mental health needs in the population. Focus on the social determinants of health is an ongoing need. There's also still a lot of stigma around mental health and there's still work to do in that area by focusing on attitudes toward mental health. CIT training is an example of that work. Dwight noted that it would be interesting to see data around how many police encounters are connected to mental health needs. Sara

noted that is data they have been able to get from the Lansing police in the past and something that may be able to come to the committee in the future.

Paula noted that there could be some cultural barriers in accessing services. The utilization data shows that there has been growth with the Arab American population, but overall the number of people receiving services is still very low. Elise shared that previously they have compared the tri-county population demographics to those of the people we serve, to help identify which groups are being underserved and where there may be cultural barriers. That data can be reviewed at a future CAC meeting. Paula noted that it would also be interesting to see a demographic breakdown of people receiving vocational services specifically.

**UNFINISHED BUSINESS**

None

**NEW BUSINESS**

None

**Public Comment**

None

**Adjournment**

The meeting was adjourned at 6:30 pm. The next regular meeting is scheduled for Monday, January 26, 2026 at 5:30 p.m., G11-C, 812 E. Jolly Road, and Lansing, MI.

Minutes submitted by:

Emily Wollner

QCSRR Administrative Assistant

