



# Community

MENTAL HEALTH  
CLINTON • EATON • INGHAM

## COMMUNITY ACCESS COMMITTEE "HYBRID" MEETING MINUTES

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

Monday, January 26, 2026 at 5:30 p.m.

### Committee Members Present

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

### Committee Members Observing via Zoom

None

### Excused

Dianne Holman, Chair

### Other Board Present

None

### Other Board Present (via Zoom)

None

### Staff Present

Sara Lurie, Elise Magen

### Staff Present (via Zoom)

Kristy Medes, Nicole Beaudette, Joel Hoepfner

### Staff Excused

Emily Wollner

### Public Present

None

**Public Present (via Zoom)**

Elizabeth Pratt, NAMI

**Call to Order:**

The meeting was called to order by Jason White, Committee Vice Chair at 5:33 pm.

**Previous Meeting Minutes**

**ACTION:**

MOVED by Paula Yenson and SUPPORTED by Dwight Washington to adopt the meeting minutes of November 24, 2025 as written.

MOTION CARRIED unanimously.

**Adoption of Agenda**

**ACTION:**

MOVED by Dwight Washington and SUPPORTED by Paula Yensen to adopt the meeting Agenda of January 26, 2026 as written.

MOTION CARRIED unanimously.

**Public Comment on Agenda Items**

None

**BUSINESS ITEMS**

**Access Center FY25 Data**

Nicole Beaudette, QCSRR Access Coordinator, and Kristy Medes, QCSRR Supervisor, presented the updated Access and Customer Service Data Dashboard. The dashboard includes fiscal year comparisons of inquiries completed, intakes scheduled, calls answered live, call volume, care coordination, orientation folders distributed, and walk-ins.

Dwight asked what is entailed in an autism assessment for referrals. Kristy said they were referrals from primary care offices to get a screening and assessment for autism services. Dwight asked how many individuals get a diagnosis of autism. Kristy and Elise were unsure of the exact amount but could work with the program to get more specific numbers. Elise reviewed that the assessment that CMHA-CEI conducts was to see if they qualified for services and is more in depth than just diagnosis.

Paula asked how many of the referrals didn't move on to screenings in previous

years. Was this year higher or lower? Nicole said that they noticed this year's number of referrals that didn't move forward was a higher percentage. Due to this increase, the Access Center will be trying some new ideas like calling back three times instead of two times.

Dwight asked how the agency assesses the quality of assessments. Sara said that the agency conducts staff training, chart reviews, and assessments are reviewed during the many audits that the agency goes through each year. Elise also talked about fidelity reviews and training that coordinators do in their assessment units.

Sara Lurie left the meeting at 5:56pm.

### Crisis Intervention Team (CIT) Training Updates

Joel Hoepfer, Prevention and Outreach Coordinator, provided a brief introduction, history and overview of Crisis Intervention Team (CIT) Training. CIT is a 5-day de-escalation training for law enforcement personnel, 911 dispatch, corrections officers, EMTs, etc. The Tri-County CIT board created their own version of CIT locally utilizing local expertise to provide curriculum and training content. This work occurs through a formal partnership formed between NAMI Lansing, Lansing Police Department (LPD), and CMHA-CEI. Over 450 law enforcement personnel have been CIT trained since 2016. Bridget Doyle, CMHA-CEI Training Unit Coordinator, recently joined the CIT Board. Other CMHA-CEI staff involved in training sessions involving crisis services and beyond include Gwen Williams, Chris McCaslin, Christy Granger, and Jody Nelson.

The Crisis Care Center new protocols and training will be incorporated into the crisis services section of the CIT curriculum in all future trainings. The next CIT training is scheduled for April 6-10<sup>th</sup>, 2026. The flyer for the upcoming training was shared at the end of the meeting.

Dwight asked if Clinton County participates in CIT training. Joel noted that all three counties have had participants in past CIT trainings. Joel also said that attrition of law enforcement staff is always a concern and departments need to keep sending staff to trainings.

Dwight asked if the CIT training addresses DEI or cultural differences. Joel let the committee know that the curriculum does address this and that the training brings in people with lived experience to share their experiences with law enforcement as part of the training.

### CMHA-CEI Community Outreach Planning for 2026

Joel shared that the Prevention & Outreach Team is responsible for behavioral health prevention, wellness promotion, agency communications and public relations, and community education, training and outreach at CMHA-CEI. The Prevention & Outreach team has a long history of community coalition leadership and participation, community partnership and network development, community event oversight and participation as well as providing community education and training for thousands of individuals and community networks.

The Prevention and Outreach Unit (currently 3 total staff) was involved in leading, providing, or participating in 39 community events with an estimated reach of 16, 155 individuals in FY 2025. They also provided the full day Mental Health First Aid Training to 96 individuals and the 90 minute Question, Persuade, Refer (QPR) Suicide Prevention Training to 403 individuals and professionals in FY 2025. They also oversee the Behavioral Health Screening platform available on the CMHA-CEI website, and several partner websites, which had 540 screenings completed last year and continues to be utilized by our community. All of the efforts in Prevention & Outreach focus on educating the community, reducing stigma, and promoting access to behavioral health services.

The Prevention & Outreach Unit is currently working toward aligning all CMHA-CEI outreach efforts across the agency with the recent development of a shared community outreach calendar, community outreach orientation protocol and checklist, and the establishment of a CMHA-CEI outreach workgroup with identified staff formally involved in community outreach efforts. The community outreach orientation protocol and checklist were shared with the committee.

Dwight asked if the Prevention & Outreach Unit is connected to Missy Davis. Elise let Dwight know that they do get emails and connect with Missy when events are occurring.

### UNFINISHED BUSINESS

None

### NEW BUSINESS

Elizabeth Pratt shared appreciation for CMHA-CEI's involvement and promotion of CIT. She remarked that it is unusual for regions to conduct CIT training without grant support and really appreciates how our region has stepped up and continues to support CIT training.

**Public Comment**

None

**Adjournment**

The meeting was adjourned at 6:19 pm. The next regular meeting is scheduled for Monday, March 23, 2026 at 5:30 p.m., G11-C, 812 E. Jolly Road, and Lansing, MI.

Notes taken by:

Elise Magen

Director of QCSRR

Minutes submitted by:

Emily Wollner

QCSRR Administrative Assistant

