



# Community

MENTAL HEALTH  
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## COMMUNITY ACCESS COMMITTEE "HYBRID" MEETING MINUTES

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

Monday, January 27, 2025 at 5:30 p.m.

### Committee Members Present

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

### Committee Members Observing via Zoom

None

### Excused

Paul Palmer

### Other Board Present

None

### Other Board Present via. Zoom

None

### Staff Present

Sara Lurie, Elise Magen, Kristy Medes, Emily Wollner

### Staff attending via Zoom

Nicole Beaudette

### Staff Excused

None

### Public Present

Elizabeth Pratt

**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 Al Platt and **SUPPORTED** by Jason White to adopt the meeting minutes of November 25, 2024 as written.

**MOTION CARRIED** unanimously.

**Adoption of Agenda**

**ACTION:**

**MOVED** by Paula Yensen and **SUPPORTED** by Al Platt to adopt the meeting Agenda of January 27, 2025 as written.

**MOTION CARRIED** unanimously.

**Public Comment on Agenda Items**

None

**BUSINESS ITEMS**

**Access to Services Data**

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.

Dianne asked where the Access Center is located. Kristy described that Access is based in Suite 108 at Jolly Rd. If people walk-in for a screening, they are able to do a phone or zoom interview using the Suite 108 interview room. Access staff are all fully remote and there is one central Access phone number.

Care coordination referrals refer to the process when primary care offices fax a referral to CMHA-CEI. When a referral is received Access staff follow-up with the family to do a screening and schedule an intake appointment. Care coordination data presented also included the reasons why referrals didn't lead to an assessment.

Kristy noted that they have seen this number decrease, which is positive and hopefully means that the referral fit is much better. They have provided feedback and education to primary care offices to improve this data point. In 2025 Access will also start getting referrals directly from foster care. They are anticipating a 31% increase in referrals related to this new process.

The orientation folders referenced in the Customer Service data are resource folders with required materials that are given to everyone at their intake appointment. The FY24 number of folders distributed aligns closely the number of intakes scheduled, which demonstrates that folders were distributed appropriately.

Screening walk-ins have increased consistently after a dip in 2020 and 2021. Walk-ins are required to be seen within 30-minutes. In 2024, the average wait time for walk-ins was 5.5 minutes, which is the lowest it has been recently.

#### Other Access Data Points

Elise Magen, QCSRR Director, presented three additional Access data points. She described that while most people come through Access when seeking services, there are other side doors to starting services including when people meet with staff in a school and at the hospital. The total assessments completed by quarter and year data includes assessments completed after Access screening and through all of the side doors.

Elise also presented FY24 data that shows the percentage of individuals inactive with CMHA-CEI, in psychiatric inpatient, who were assessed at CMHA-CEI within 30-days after discharge from inpatient.

Elise and Kristy asked the committee if there is other data they would like to see or if they have any other questions.

Dwight suggested that it would be helpful to see where people are coming from on a more specific level than by county. Elise noted that they do have access to zip code data that could be used for this. Homeless and unhoused individuals have the Jolly Rd address listed in Smartcare, so that does skew this data slightly.

Paula wondered if there is access to data that could help give context to the constant increase in people the agency is seeing. Seeing if there a correlation to social determinants of health or location could be a route to explore. Al noted that increased outreach by CMHA-CEI likely also contributes to the increase. Elise

added that they are also continuing to see increases since the agency is serving more mild and moderate individuals through CCBHC and as autism services continue to increase. It could also be interesting to see which programs people end up starting services in, to identify which services are increasing the most.

Dianne wondered if they anticipate the new CSU making any changes to the data reviewed. Elise noted that the Crisis Care Center will help make a more immediate connection to assessment from crisis services, which may increase the overall number of assessments completed. The AMHS ART unit will be onsite at the CCC and will help catch hospital discharges quickly. Kristy added that the CCC will be a one stop shop that will allow police to bring people to one place and not need to navigate where people need to go. The Lansing Police have social workers on staff to help provide the right type of care people need, which helps avoid people landing in jail unnecessarily.

Liz from NAMI added that she participates in councils with local police forces and they are very supportive of the initiative to have social workers on staff. Lansing is up to 4-5 social workers on staff and the local police forces account how the social workers are meeting the needs of individuals better and that it is a more appropriate use of services. Dwight noted that it could be interesting to have more information about this at a future Community Access meeting.

Dianne suggested having prevention/outreach staff present at a future Community Access meeting.

#### UNFINISHED BUSINESS

None

#### NEW BUSINESS

None

#### Public Comment

None

#### Adjournment

The meeting was adjourned at 6:16 pm. The next regular meeting is scheduled for Monday, March 24, 2025 at 5:30 p.m., G11-C, 812 E. Jolly Road, Lansing, MI.

Minutes submitted by:

**Emily Wollner**  
**QCSRR Administrative Assistant**