

# QUARTERLY MEETING (12/17/2025)

## LICENSING DIVISION

Medical Facilities Licensing (10/1/2025-11/30/2025)

- Applications Received (Step 1, Step 2, and Renewals): 130
- Applications Processed (Step 1, Step 2, and Renewals): 136

Adult-Use Licensing (10/1/2025-11/30/2025)

- Applications Received (Step 1, Step 2, and Renewals): 434
- Applications Processed (Step 1, Step 2, and Renewals): 320

## **MMMP & Hemp Section**

Patient & Caregiver Counts as of 12/01/2025

- Active Patients: 59,793 (108 minors)
- Active Caregivers: 3,850
- Last month, online applications were utilized by 88% of eligible patients.

Hemp Processor-Handler Licenses

- 15 new applications & 99 renewal applications received from October 1, 2025 – November 30, 2025
- As of 12/01/2025, 140 Active Hemp Processors-Handlers

## **Financial Compliance Section**

- The next AFS report due date is December 31, 2025.
  - There will be 57 AFS Reports due, with a total of 109 licenses.
- We received 44 of 51 reports on time for the September 30, 2025 due date.

## ENFORCEMENT DIVISION

### Field Operations Investigations Section

- From August 21, 2025, through November 30, 2025, there were 550 complaints received. Of those 550 complaints, 303 of them were submitted through the Accela Online Complaint Portal.
- Of the 550 complaints received, 297 were assigned out for investigation to a Regulation Agent. The rest of those complaints were either assigned to another section of the CRA for investigation, referred to another SOM agency, or were not eligible/appropriate for investigation.
- Of the 297 assigned for investigation, 272 of those complaints were against adult-use licenses and 26 were against medical licenses.
- During that same timeframe, 360 investigations were completed and processed to closure.

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- During that same time period, 162 matters were referred to the Legal Division of the CRA for review for possible discipline. (~45% - steady with last quarters updates).
- The investigations section filled 1 position that was open in District 1 and are fully staffed.

### **Field Operations Inspections Sections**

- July 7, 2025, Christina Bohlen was hired to fill the Regulation Officer vacancy in the Seventh and Eighth District. As of October 9, 2025, she has completed the training phase and is working independently in the Upper Peninsula
- October 9, 2025, the six new RFID Handheld Scanner devices have been issued to members of the two Inspections Sections. With the completion of this training, all fourteen Regulation Officers are now equipped with the devices to assist with inspections within their respective districts.
- From August 21, 2025, through November 30, 2025, Regulation Officer conducted inspections at 683 businesses and resulted inspections on 1,864 licenses.
- Members of both Inspection Sections consistently met the metrics for Pre-Licensure, 30-Day and Semi-Annual inspection over the last quarter at a rate of 93% for Pre-Licensure, 99% for 30-Day and 98% for Semi-Annual inspections.
- Regulation Officer Brandi Williams transferred from District 5 to District 1 effective November 10<sup>th</sup>, 2025.

### **Scientific Section**

- From September 4, 2025, to November 26, 2025, the Science Section Laboratory Scientist Specialists completed: 68 method reviews and ten onsite inspections of Safety Compliance Facility licenses.
- The Science Section completed 18 Investigations, 11 Referrals and responded to 633 Metrc tickets.
- Intelligence Analysts provided i2 Analyst Notebook investigative support for incoming internal and external agency requests.
- The section completed priority investigations resulting from products at retail that have failed for alleged contaminants.
- The section supported the Lab Division through consultation with lab procedures, start-up, operations and staffing interviews.
- Two new LSS Robin Chinnery, Chemistry Specialist (start date 6/22/2025) and Asha Singh, Microbiology Specialist (start date 7/21/2025) completed onboarding, and three-month training and both are conducting investigations, inspections and method reviews.
- The section backfilled LSS QA/QC Specialist (Todd Lydic) start date 11/23/2025, and is now back to full staffing for LSS positions.

### **Metrc Support**

- For FY 2025, 593 Compliance Education letters were sent, 5,170 Notices of Noncompliance, and 141 MTRs were referred for investigation.
- For FY 2026 until Compliance Monitoring transitioned to DAS, 24 Compliance Education letters were sent, 297 Notices of Noncompliance, and 4 MTRs were referred for investigation.
- On 10/27/25, Operations Support transitioned to Data Analytics for Compliance Monitoring, Licensing to handle license closures, and the Metrc Specialist position was created for internal support, licensee education, and as a SME for all things related to Metrc
- The CRA Reference Lab license type is configured for testing.

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- Metrc implemented the following new functionalities:
  - Insight reports – global canned reports for regulators to identify data trends and outliers
  - CRA test access to Snowflake – a new platform for regulators to run Metrc database queries
  - On 11/4/25, a new user interface became available to view in Metrc with a toggle switch
  - On 11/10/25, Additives Templates were provided for licensees to better track plant additives in Metrc
  - Clickable links – on 9/9/25, Metrc created links for licensees to click on source packages to either view the package itself or to see which license has it in inventory

### **Beverage Review/Edibles/Labeling & Packaging**

- 12 submissions related to beverages were received and reviewed between September 1 and December 1. These included supplemental information for beverage applications (6) and applications for new beverages (6). Six approvals for new beverages were issued based on these reviews. 21 results from Research and Development project stability testing were received and reviewed between September 1 and December 1. 19 acknowledgment letters were issued based on these reviews.
- Packaging and labeling reviews for marijuana-infused products and billboard reviews are moving to the Enforcement Division. The process for submission will remain the same, though licensees can expect to see new review summary documents upon completion of a review. Additionally, reviews will expand to include ingredient compliance and labeling for marijuana-infused products. Documents will be developed in December 2025 with an anticipated January 1, 2026, launch date.
- The Accela beverage project is complete. Beginning December 2, 2025, beverage submissions will now be completed through Accela Citizen Access. This will allow for a more streamlined submission and approval process, and better maintenance of submission and approval records. Additionally, the CRA has added a dedicated webpage to house documents and instructions related to infused beverage submission.
- Beginning December 2, 2025, the Enforcement Division will start migrating previously issued (before December 2, 2025) marijuana-infused beverage approvals and beverage submissions into Accela. This will be completed in full by the CRA; no action is required from licensees, though they may receive some Accela notifications as the records are created.

### **COMMUNICATIONS AND GRANTS DIVISION**

The **CRA Social Equity All-Star Program** now has 137 companies participating, including 39 gold, 5 silver, and 93 bronze. We highly encourage all licensees to submit their documentation and be recognized for the good work they are doing on the social equity front. The All-Star Program information is available on our website.

I wanted to give special recognition to these companies who have recently joined the Social Equity All-Star Program:

- **Gold:** Green Gourmet, Inc., Royal Weed
- **Silver:** Quality Roots Kalamazoo

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- **Bronze:** 31 Cannabis, Beez Knees, Inc., Dank Garden, LLC, Flow Processing, LLC, Muskegon Grow Co., Oak Canna, LLC, The Machine, Inc., The Machine Grow and Processing, Inc., Bristol Y520, LLC, The Refinery New Buffalo, West Michigan Farms, LLC, Herbology Cannabis Co, Rouge River Enterprises, LLC

Our **CRA Education Sessions** continue and are available for replay by visiting the Video Library on the CRA website. Our recent education sessions have included the following presentations:

- 9/11/25 Terpenes in Vaporization for Michigan Licensees with Terpene Belt Farms (this one was not listed on the previous Quarterly Meeting Update)
- 10/14/25 Best Practices in Cannabis Credit and Collections with CannaBiz
- 10/21/25 Implementing and Maintaining a Veterans Cannabis Access Program with IndiGrow
- 11/6/25 - Year-End & New-Year Labor Compliance Roadmap with Canopy HR (just completed and the recording is on the website)
- 11/13/25 - 2026 CRA Social Equity Grant Program with the Social Equity Team (this has been added since your last meeting)
- 11/20/25 - Processor Extraction, Equipment Regulations & Maintenance with Bureau of Fire Services
- 12/4/25 - Practical Actions and Tips to Help Prepare for your AFS with LEACIF

### Grants

- The FY 2026 **Marijuana Operation and Oversight Grant (MOOG)** application period ran from October 10, 2025-November 10, 2025. We have had 51 counties that have applied to participate.
  - The 51 counties represent over \$2.4M in available, allocated MOOG funds.
- The organizations who received the grants through the **Veteran Marijuana Research Grant Program** are progressing steadily towards their goals. The CRA has published all of the information – including quarterly updates – on our website under the grant section.

### Social Equity Grant Program (SEGP)

- The FY 2026 SEGP application period ran from November 1, 2025-November 30, 2025. We are currently processing applications and working with applicants to rectify deficiencies. SEGP funds will be distributed to grantees in one lump sum no later than January 31, 2026.

### Joint Ventures Pathway Program (JVPP)

- The JVPP currently has 380 individuals that have provided their information to be found by others. There are currently 141 individuals that have requested access to the individuals' information that have provided it to be contacted.

### REFERENCE LABORATORY DIVISION

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- Our laboratory manager, Storm Shriver, has been hired and settling into his role in technical operations
- The Reference Lab recently hired an individual who will serve as our Quality Assurance and Quality Control specialist in the laboratory. They are set to begin December 21, 2025.

We recently selected two individuals for the Laboratory scientist 9-11 positions and hope to onboard them in January 2026. These hires will full all current open positions in the Reference Laboratory.

- Our Laboratory manager, Storm Shriver, has worked closely with third parties to complete familiarization with several of the installed instruments. This involves learning the basics of an instrument's operation, maintenance, and software as well as tuning it to our specifications.
- We have developed a timeline and plan for laboratory validations in 2026 and are prepared to launch as soon as we can secure the appropriate changes to the legislation.
- We continue to work on developing our Laboratory Information Management System. We are currently two weeks ahead of our target date, putting our finalization date in February 2026.
- The laboratory has established an internal document management system, as well as numerous Standard Operating Procedures, manuals, and work instructions in preparation for operations.
- The laboratory has established a formal safety and chemical safety plan.

### **CENTRALIZED SERVICES DIVISION**

The **Internal Agency Support Section (IAS)** is tracking 54 open Disciplinary Compliance Monitoring files. In FY25, 161 files have been closed with terms met. 58 files have been moved to suspended status.

The **Customer Service Section (CSS)** answered 4,027 calls over the last quarter with 97% of these answered within 2 minutes.

Digital wall certifications were implemented this quarter, as a result, we have increased customer service, reduced customer wait time, and will have projected savings of approximately \$63,540 per year.

**The IT section** has completed 8 maintenance tickets and 2 project tickets. The IT section is currently working on a number of projects which include the ACA Conversion, S drive replacement, Sitecore Chatbot, the beverage review project, adhoc conversion, BCP, NCJA Agency audit and data warehouse for data analytics and also continuing to work on the lab procurement.