

Lapeer County  
Community Mental Health

# ACCESSIBILITY SURVEY REPORT

*Fiscal Year 2020*

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Lapeer County Community Mental Health (LCCMH) is committed to providing accessible services to the residents of Lapeer County. In July – August of 2020, LCCMH conducted an Accessibility Survey to identify any problems persons served experienced getting services from the agency. The following pages contain information about the survey method, the results, comparison data, and the recommendations for quality improvement.

## **Method**

The Accessibility Survey was conducted in July – August 2020. Due to COVID-19 restrictions, a convenience sample method of persons receiving Medication Services at LCCMH was not used this year, as it had been done in previous years. Instead, 200 surveys were mailed to randomly selected adults and 100 surveys mailed to randomly selected children.

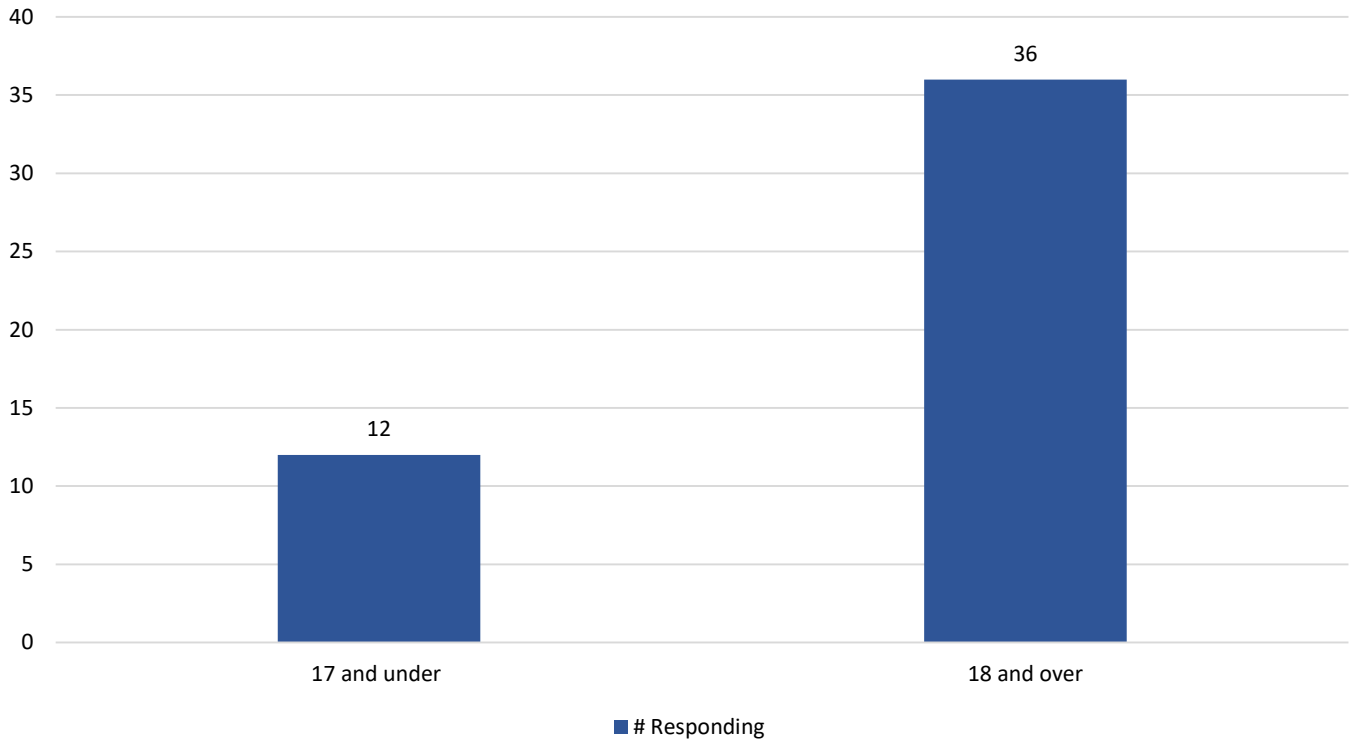
A total of 48 surveys were completed by mail. The results for both adults and children yielded a 16% response rate. Of those responding, 12 of them were from children’s services and 36 were adults receiving services.

The Region 10 Prepaid Inpatient Health Plan (PIHP) Quality Management Council approved the survey tool and methodology for the Fiscal Year 2020 survey. Survey reports for the region were submitted to the Region 10 PIHP for comparison across the four counties. The survey questions address areas recommended by CARF, Michigan Department of Health and Human Services and other regulatory bodies. The survey tool contained 13 questions calling for a “Yes” or “No” response and allowed the respondent to provide further explanation if needed. The survey questions address areas recommended by CARF, the Michigan Department of Health and Human Services, and other regulatory bodies.

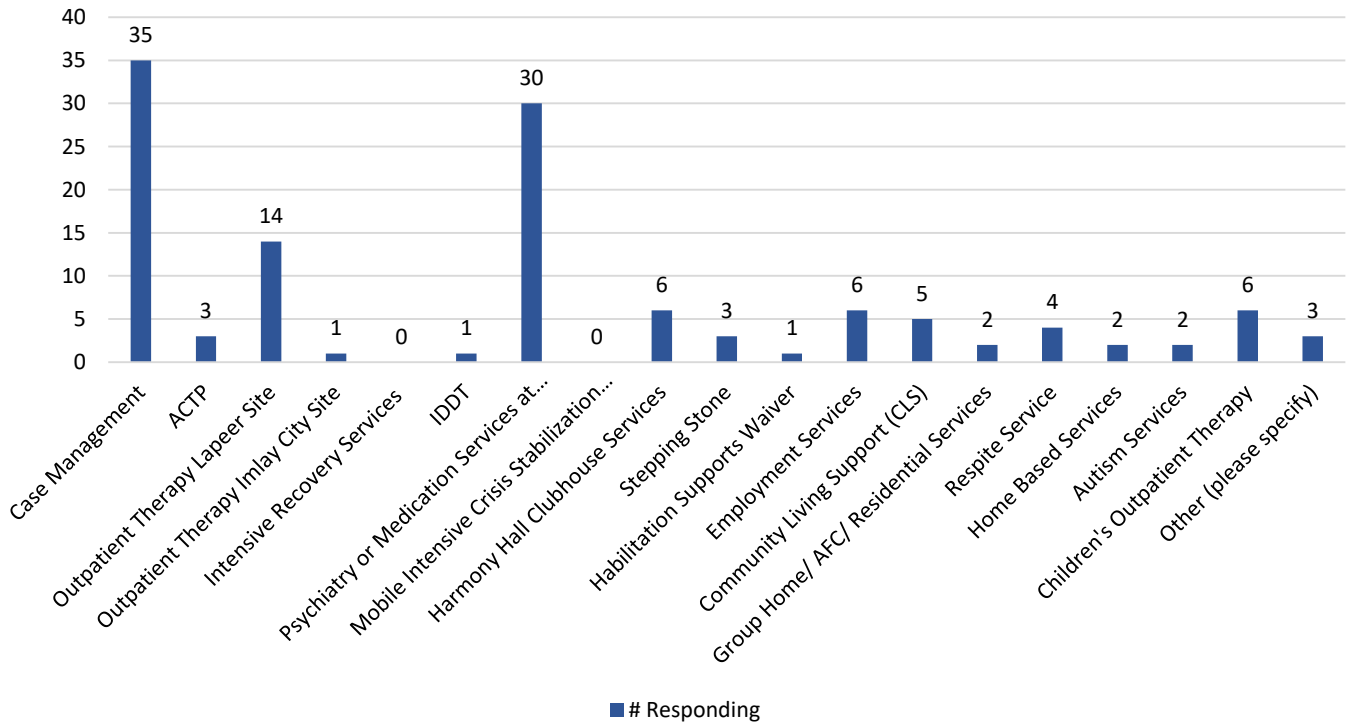
## **Results**

The following graph displays answers to the questions on the survey by percentage for “Yes”, “No”, or “Not applicable” responses. Responses for questions with multiple choice answers are on pages 5 – 6.

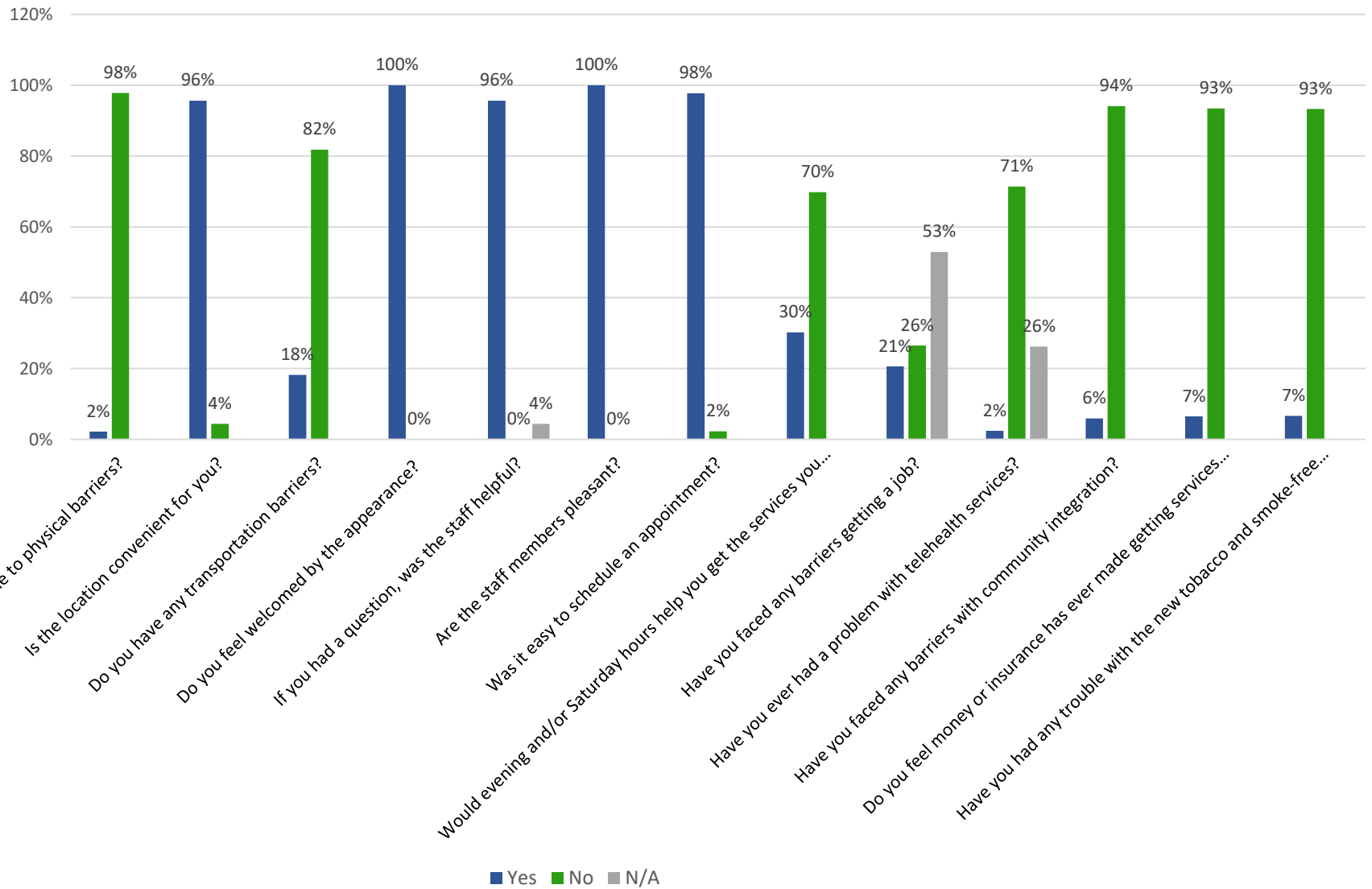
### Response by Age



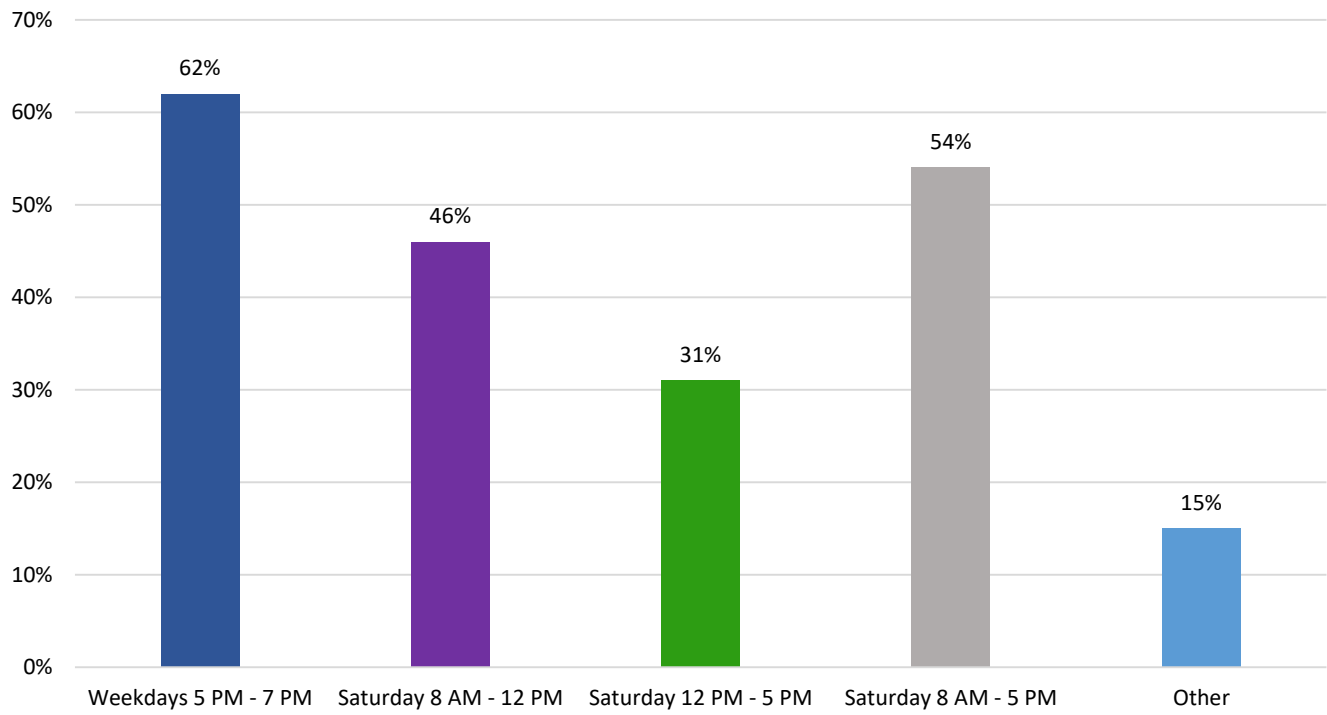
### Response by Program



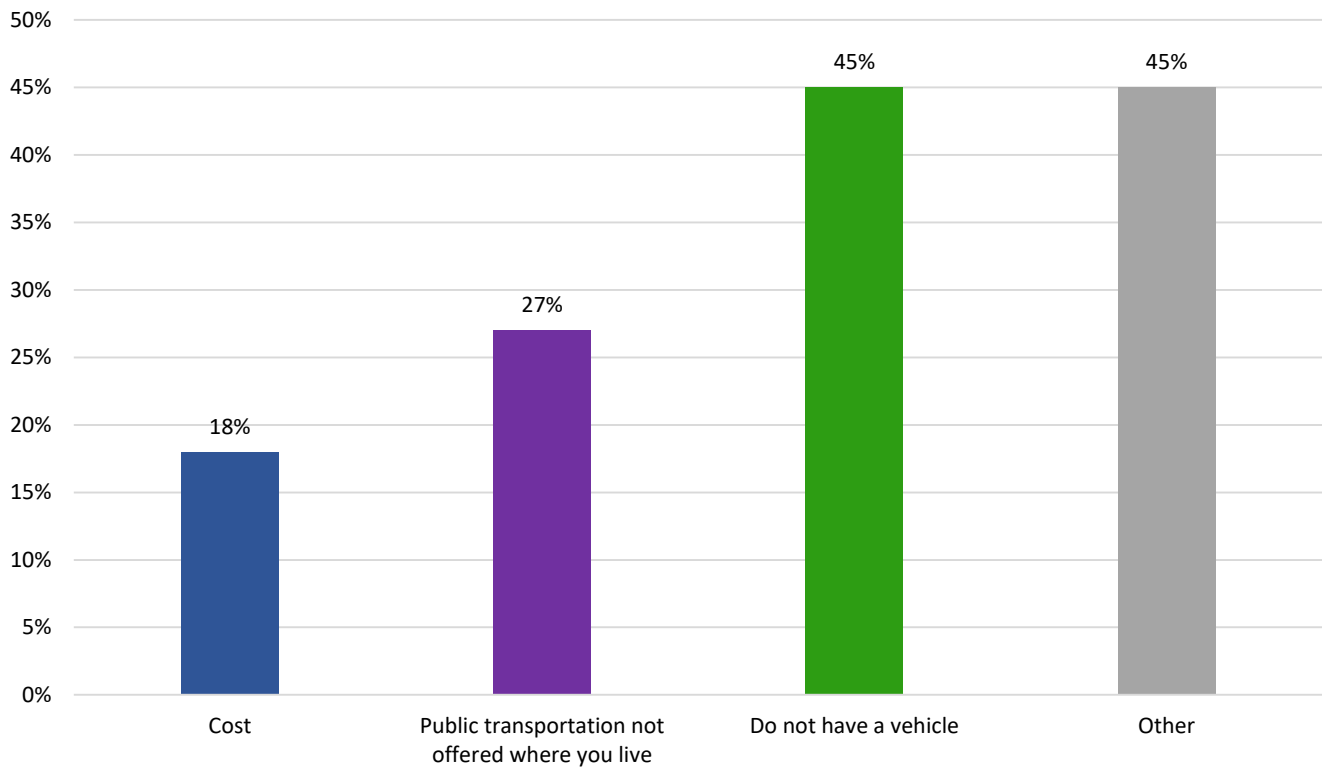
## 2020 Accessibility Survey Report Results (Adults and Children)



### Most Beneficial Times to add Services (Adult and Children)



### Barriers Due to Transportation (Adult and Children)



## Discussion & Recommendations

The accessibility survey response rate was 16%, down significantly from 32% in 2019. The survey method was changed to a mailed survey this year due to COVID-19. LCCMH expects to return to in-person convenience sample for 2021. The 2020 survey shows transportation as a barrier to services, which has been noted for many years. To reduce this barrier, home and community based contacts for ACTP and case management increased in 2019 and in 2020, LCCMH started more telehealth services in case management and outpatient therapy due to COVID-19. LCCMH maintains several fleet vehicles for staff use with persons served. LCCMH also has two staff dedicated for clubhouse transportation for work programs. Bus tokens are provided for local transportation. CMH opened a location in Imlay City to improve access to services, however, due to low utilization that site closed in July 2020.

Employment continues to be a barrier in the community for persons served. Although 53% responded job placement was not applicable to them, there were 47% it did apply to. Of the 47%, job placement was a barrier for 44% of those adults. LCCMH is developing in house services for Individual Placement Supports (IPS) for persons with Mental Illness. LCCMH continues to contract employments placement services for persons with Intellectual and Developmental Disorders. Harmony Hall Clubhouse members have access to the Transitional Employment Placement program.

Lapeer CMH became a smoke free/tobacco free campus in January 2020. Of the survey respondents, 93% did not have any difficulty with the transition. Comments from those with difficulty indicate people should be able to smoke outside. Another respondent noted people are still smoking outside.

When asked if expanded evening/weekend hours would help persons served receive the services they need, 22% of adults and 55% of children responded "Yes." Adding weekday evening hours of 5:00 PM – 7:00 PM and Saturday hours of 8:00 AM – 5:00 PM were reported to be the most beneficial for persons served. LCCMH reviews the feedback from persons served in the accessibility survey and the actions and recommendations are in the table below.

Barrier	Actions and Recommendations
<b>Architecture -Location/Structure (Question # 1 &amp; 2)</b>	
<p>There were minimal architectural barriers to receiving services this year and no complaints about facility location.</p>	<ul style="list-style-type: none"> <li>• Lapeer CMH has service operations at 3 locations in Lapeer County. The Imlay City site was closed in July of 2020 due to low utilization.</li> <li>• LCCMH Buildings are barrier free.</li> <li>• Bathrooms were remodeled in 2020.</li> <li>• Exterior painting and landscaping was completed in 2020.</li> <li>• LCCMH Strategic Plan includes actions for branding, but it was put on hold in 2020 due to lack of movement on the Authority Status. LCCMH will assess for additional signage needs as part of the branding process in FY21</li> <li>• LCCMH renewed the lease at Maple Grove for 1 year. LCCMH received bids from contractors to draw up plans for renovating Maple Grove or adding on to LCCMH current building however the bids were put on hold by the Lapeer County Commissioners in September 2020 pending outcome of the DHS building lease.</li> </ul>
<b>Environmental Barriers (Question # 4 &amp; 14)</b>	
<p>In January 2020, all LCCMH sites became smoke-free and 7% of persons surveyed reported having trouble with the new tobacco and smoke-free campus.</p>	<ul style="list-style-type: none"> <li>• Complaints about people smoking outside despite the smoke/tobacco free campus were addressed as they occurred in FY20.</li> <li>• LCCMH will continue to provide education to persons served and on-site staff and contractors on the agency smoke/tobacco free campus policy.</li> </ul>
<b>Communication &amp; Attitudes (Questions # 5, 6, &amp; 7)</b>	
<p>There were minimal communication and attitude concerns with receiving services this year. Satisfaction survey questions this</p>	<ul style="list-style-type: none"> <li>• Training and Staff Development Committee will arrange for trainings in LGBTQI+ and Recovery Environment.</li> </ul>

<p>year did indicate a need for staff training in LGBTQ+ and recovery environment.</p>	<ul style="list-style-type: none"> <li>• Communications Department will work on an anti-stigma community messaging campaign.</li> </ul>
<p><b>Insurance/Benefits/Finances (Question # 13)</b></p>	
<p>This year, 7% reported difficulty getting LCCMH services due to money or insurance problems.</p>	<ul style="list-style-type: none"> <li>• When insurance is a barrier, LCCMH uses General Funds to serve people who meet medical necessity for services as defined in the Mental Health Code.</li> <li>• Staff continues to assist with the Healthy Michigan insurance and linking individuals to other community resources for assistance.</li> <li>• The onsite DHS worker stopped in March, 2020 due to COVID-19. A primary case holder in each department was identified and trained along with Billing Department staff to be navigators in MIBridges program to assist persons served with Medicaid eligibility.</li> <li>• The onsite Medicare/Medicaid Assistance Program (MMAP) worker provided services to 159 people in FY20.</li> </ul>
<p><b>Employment (Question # 10)</b></p>	
<p>Of those surveyed, 21% responded they have experienced barriers with getting a job</p>	<ul style="list-style-type: none"> <li>• Lapeer CMH has an employment specialist on staff and participates in a cash match service agreement with Michigan Rehabilitation Services.</li> <li>• Lapeer CMH also contracts with Teamwork to aid persons served with employment needs.</li> <li>• LCCMH did not implement the evidence based practice for Individual Placement Supports (IPS) employment services in FY20 due to COVID-19. This will be carried over to the agency reorganization plan for FY21.</li> </ul>
<p><b>Transportation (Question # 3)</b></p>	
<p>There were 18% reporting difficulty with transportation this year. This has been an</p>	<ul style="list-style-type: none"> <li>• LCCMH provides bus tokens to individuals that participate in the more</li> </ul>



<p>ongoing concern from persons served for many years. Lapeer County's public transportation has limited routes that do not cover a lot of the county. Taxi services are often too costly for persons served causing them to depend on family or friends. Some have personal vehicles that they have difficulty maintaining with gas and repair costs. Others reported not being able to drive due to their disability and not having a driver's license.</p>	<p>intensive services such as ACTP, DBT and IDDT.</p> <ul style="list-style-type: none"> <li>• The agency has a contract with the Greater Lapeer Transportation Authority to transport persons served to and from site based day programs.</li> <li>• Agency vans are used to accommodate community integration activities.</li> <li>• There is one CMH representative on the GLTA Advisory Board who can express the concerns and advocate for the needs of LCCMH persons served.</li> <li>• Due to COVID-19, telehealth services for therapy and case management did increase accessibility in FY20.</li> </ul>
<p><b>Community Integration (Question # 12)</b></p>	
<p>This year, 6% have faced barriers with community integration (being included in all aspects of the community) due to Stigma.</p>	<ul style="list-style-type: none"> <li>• LCCMH Communications Department will work on an anti-stigma community messaging campaign for FY21</li> </ul>
<p><b>Technology (Question # 11)</b></p>	
<p>Only 2% of respondents reported problems with telehealth appointments.</p>	<ul style="list-style-type: none"> <li>• LCCMH has been doing Telepsychiatry since January 2019.</li> <li>• Due to COVID-19, telehealth services for therapy and case management services started this year.</li> </ul>
<p><b>Other Barriers (Question # 8 &amp; 9)</b></p>	
<p>LCCMH included questions about hours of operation in the Accessibility Survey after the topic came up in focus groups in 2019, but the prevalence of the concern was unclear.</p> <p>30% of respondents reported that weekday evening or Saturday appointments would help them get the services they need. The most beneficial times to add would be weekday evenings from 5:00 – 7:00 PM, followed by Saturdays from 8:00 AM – 5:00 PM.</p>	<ul style="list-style-type: none"> <li>• Nearly 1/3 of respondents in FY20 Accessibility survey felt expanded service hours would help them get the services they need.</li> <li>• The State of Michigan was named as a Certified Community Behavioral Health Center (CCBHC) expansion site in July 2020. The CCBHC Model requires expanded hours.</li> <li>• LCCMH will start an expansion plan for hours of operation in FY21.</li> </ul>