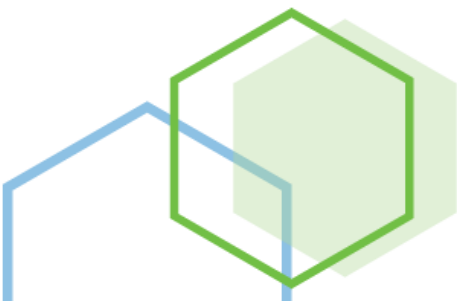




FY21 Accessibility Survey Report

Lapeer County Community Mental Health

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FY21 Accessibility Survey Report

Lapeer County Community Mental Health

Lapeer County Community Mental Health (LCCMH) is committed to providing accessible services to the residents of Lapeer County. From August 9, 2021 – September 16, 2021, 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 August – September 2021. Due to COVID-19 restrictions, a sample of adults and children who received services during the month of June 2021 we randomly selected to receive mailed surveys. There were 300 surveys mailed to adults and 100 surveys mailed to parents/guardians of children.

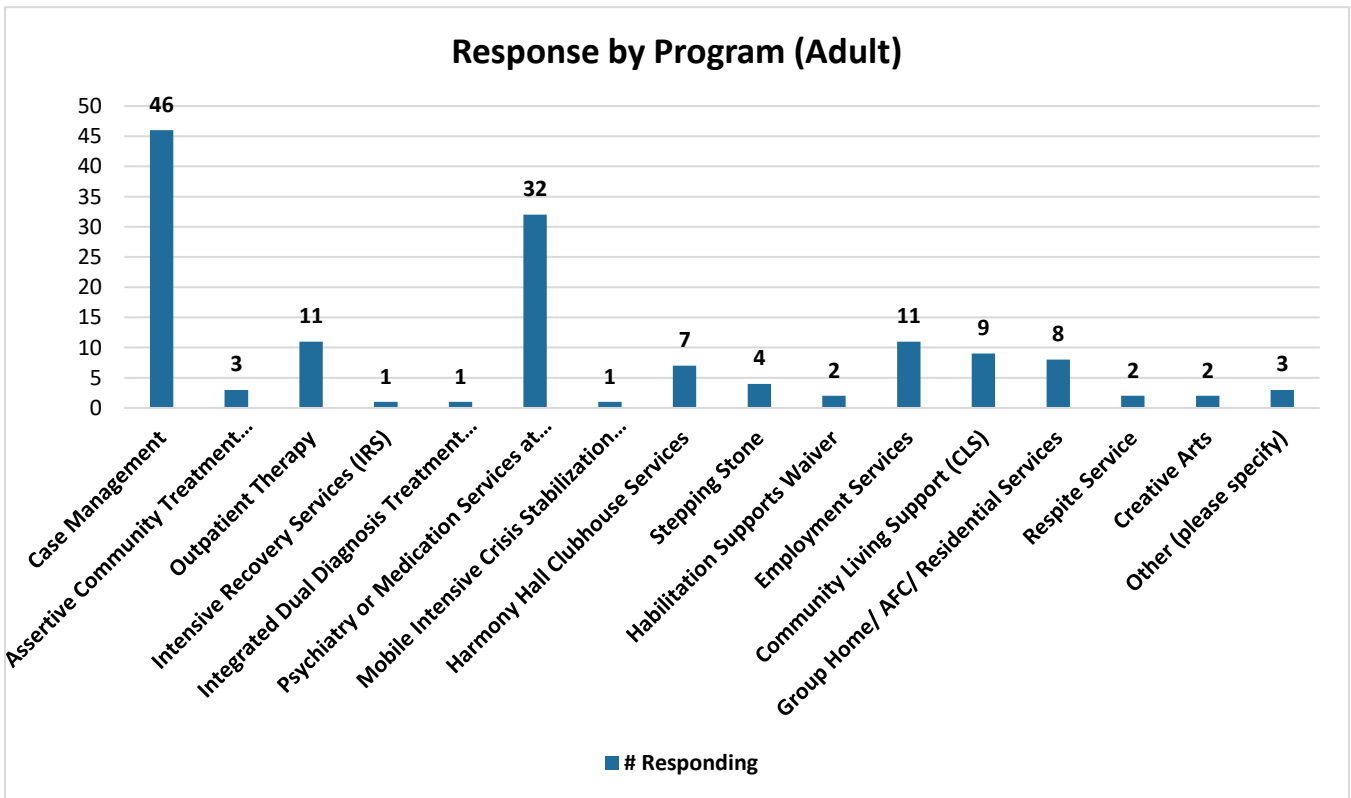
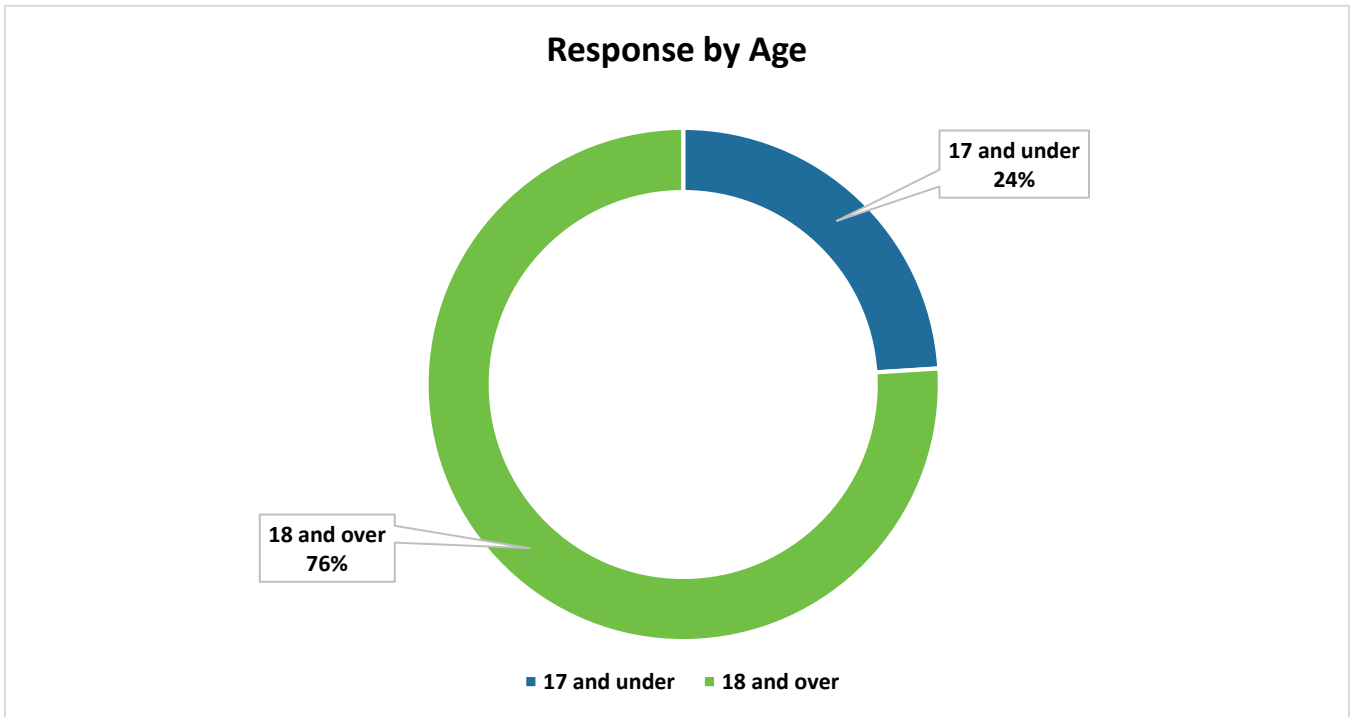
A total of 70 surveys were completed by mail. The results for both adults and children yielded a 17.5% response rate. Of those responding, 17 of them were from children’s services and 53 were adults receiving services.

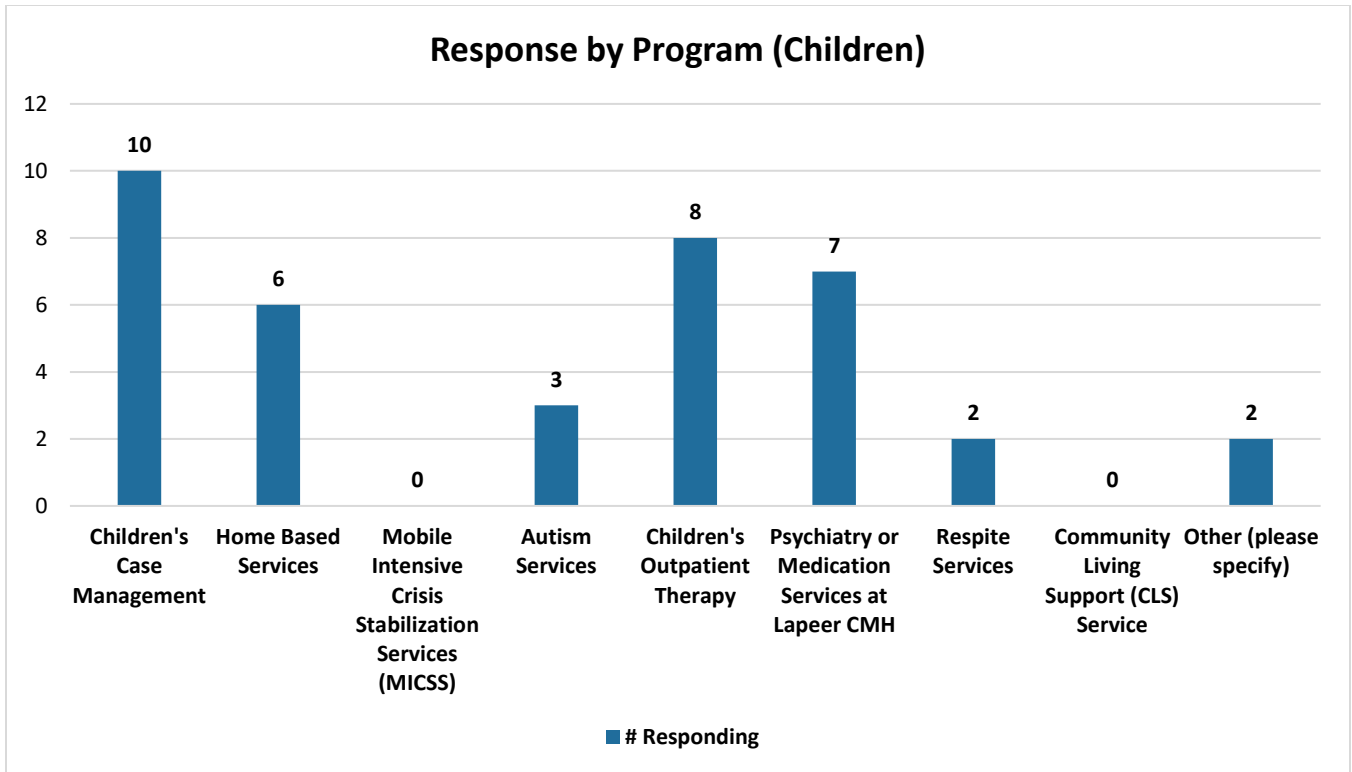
Demographics

Demographic information was not included in the survey. Surveys were provided across all populations including Serious Mental Illness, Serious Emotional Disturbance, Intellectual and Developmental Disabilities and Co-Occurring Disorders.

Survey Tool

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.



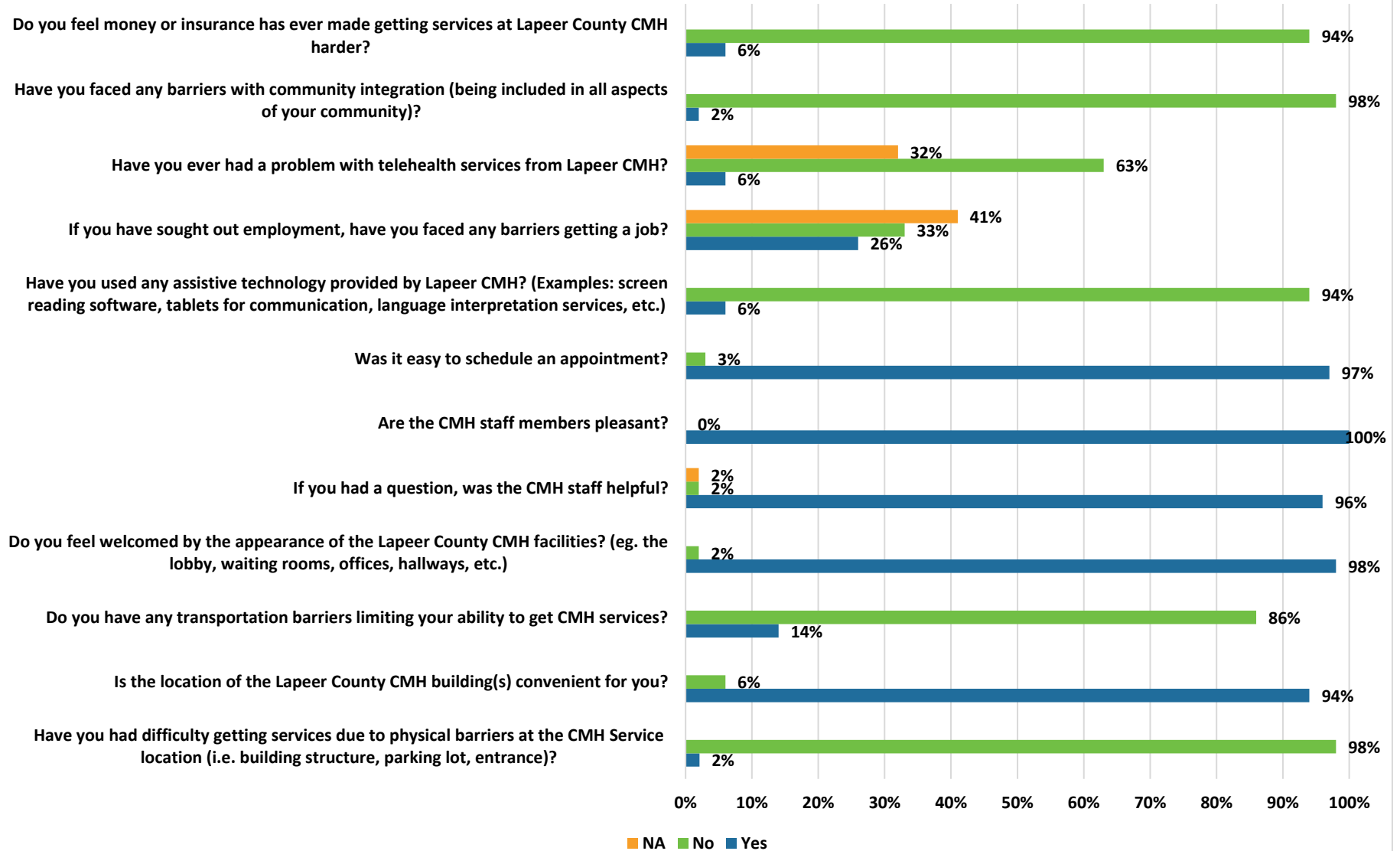


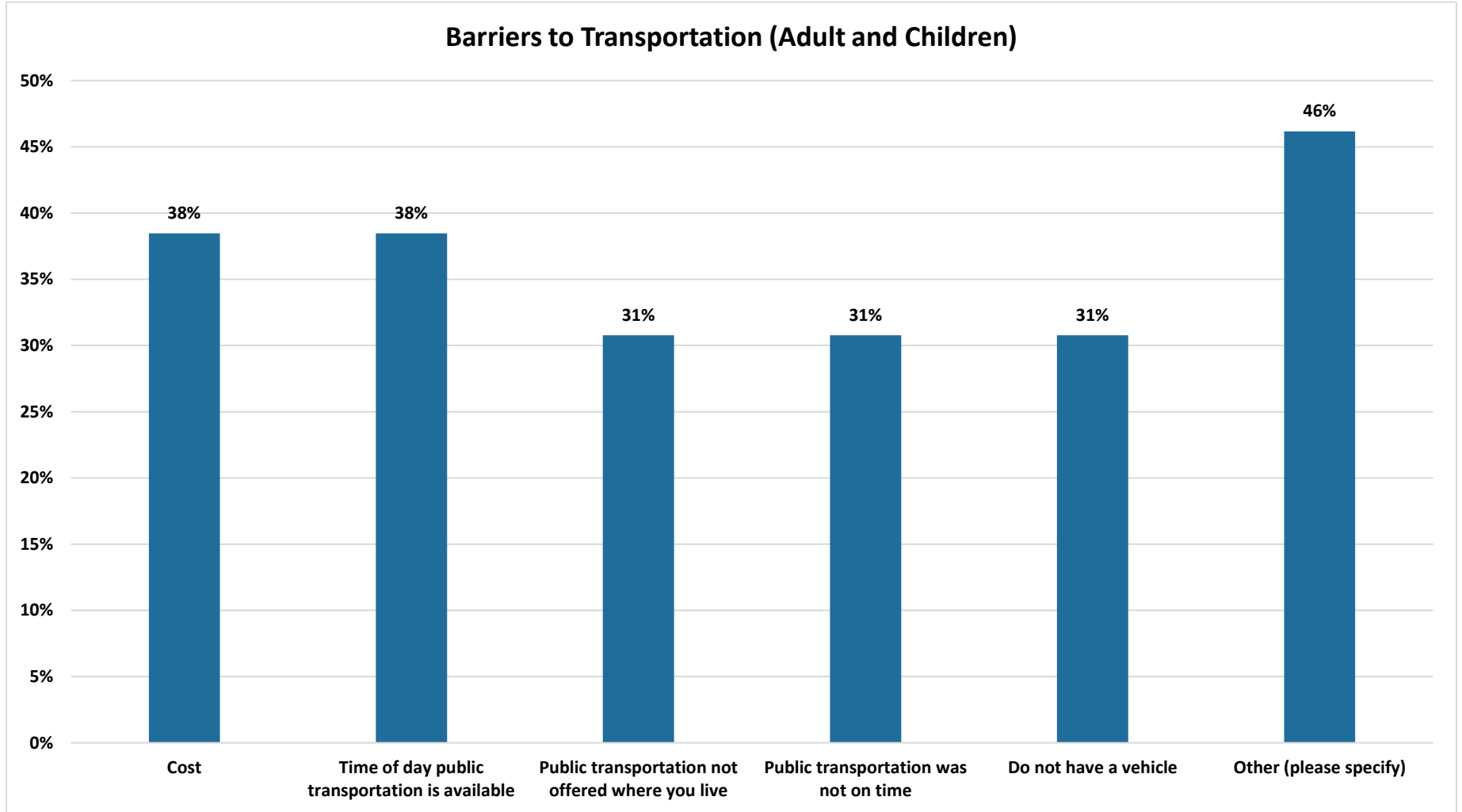
Results

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 page 5.



2021 Accessibility Survey Report Results (Adults and Children)





*Other responses include: Not being able to physically get person served to therapy, cost of gas, car issues, and family members aren't present to drive.



Additional Comments

The survey allowed respondents to add additional comments. The following are responses from persons served regarding specific questions.

Have you had difficulty getting services due to physical barriers at the CMH Service location (i.e. building structure, parking lot, entrance)? If yes, please explain.

- Yes good. Yelling person meds not took never them

Is the location of the Lapeer County CMH building(s) convenient for you? If no please explain.

- Miles and miles away. Hard to get to with no ride (cannot drive). But CMH works with me on it!
- I live on the other side of town.

Do you feel welcomed by the appearance of the Lapeer County CMH facilities? (eg. the lobby, waiting rooms, offices, hallways, etc.)

- It could use more color in my opinion.
- Yes and no. Garbage cans in triage hallways.

Are the CMH staff members pleasant?

- At Children's Dept., yes. Main building front desk always changing, some are awful.
- Yes care mom eyes did sometimes.
- Yes and no. Can be rude.
- Sometimes yes, sometimes no. Appointment schedules and case manager ignore my requests. Like pulling teeth that just happened prior to getting med list for my doctors.

Was it easy to schedule an appointment?

- Case management helps schedule dr. visits, etc.

If you have used assistive technology provided by LCCMH, how was your experience with it?

- Do you have any equipment to help my son with learning to read and do math. He struggles and needs help.
- Good, easy to use.
- Yes case worker at CMH help me.
- Yes

If you have sought out employment, have you faced any barriers getting a job?

- Because of my disability, they don't want to hire me.
- Transportation
- Anxiety, focus, physical issues
- Communication has been an issue. Job coach very helpful.
- Back issues have stopped me from looking. Most jobs require heavy lifting that it severely struggle to do.
- Medical conditions.



- Too many health issues
- But conflict of interested at CMH some job at Maple Grove
- Earlier there was no follow up with employer
- Wheelchair

Have you ever had a problem with telehealth services from LCCMH?

- Connectivity
- Sometimes the Dr. has to check signal so we can do TV conferences
- No on attend leave message
- I like the counseling on the phone.
- Difficult to see doctors. When I need to have my meds adjusted every 3 months put on new meds. No immediate follow up 2 weeks later to check on meds.

Have you faced any barriers with community integration?

- Staff bossing

Do you feel money or insurance has ever made getting services at LCCMH harder?

- About 5 years ago, I was denied service because I didn't qualify. I was not given a list of where else I could go.
- Excellent!!
- I haven't had an appointment with my therapist because of insurance matters.
- With private insurance and Medicaid it can be a pain.

Are there any additional comments you would like to make?

- Thank you for being you!
- These services have helped my grandson immensely.
- Overall pleased with our services!
- Is there any equipment to help my son learn to read do math. He needs additional help. Please contact me if you can help me get my son technology to learn to read and to do math on learning tablet or material. I need to know if my son will be eligible for teamwork and MRS Sherri Lavery my son is going to be 15 age and I believe 16 or 17 they must be able to work with him. Please send me information.
- Kate Spencer, Chris Jaros and Maddy are EXCEPTIONAL, caring, professional, wonderful human beings and EXCEL in their jobs!!!
- I want more training but they take out the crew. No one provided any service to my son.
- They are good to me.
- Fighting but cleaning clothes! Yes good for time! Blood drawn at time!
- I'd like to find a job and have help.
- Yeah - if ABA could not help my son - then they need ADHD Autism behavior problems then ABA workers must go through more trainings.
- My services I get at CMH is very good and all the people there are nice I like the way people make me laugh and I can kid with them and it makes me happy on those days I see them. Keep up the good work.



- Need help in getting to dentist and hospital, etc and if to far away they stopped doing that.
- I have gotten CMH services since I was 18 years old and now I am 37 and now I even work at CMH sanitizing the building. Lapeer CMH is great!
- I am satisfied with being at Harmony Hall on Tuesday and Thursday.

Discussion and Recommendations

The accessibility survey response rate was 17.5%, down significantly from 32% in 2019 and up slightly from 16% in 2020. This decrease in response rate is likely due to change in methodology in 2020. The biggest area of concern in the survey results, is transportation as a barrier to services. Fourteen percent of respondents reported transportation as a barrier. This has been a barrier for multiple years.

LCCMH maintains several fleet vehicles for staff to use with persons served. In 2021, there was an addition of an all-wheel drive vehicle to improve access. Clubhouse staff are dedicated to transportation for work programs. Additionally, bus tokens are provided for local transportation. LCCMH contracts with Greater Lapeer Transportation Authority for transportation services.

Employment is another area of concern. There were 59% of survey respondents seeking employment, with 44% of those seeking jobs reporting facing barriers to getting employment. LCCMH continues to contract employment placement services for persons with Intellectual and Developmental Disorders. Harmony Hall Clubhouse members have access to the Transitional Employment Placement Program. In 2021, LCCMH hired two additional job coaches to assist the employment coordinator. LCCMH is working on implementing the Individual Placement Supports (IPS) evidence based program for employment services.

Overall, survey respondents found LCCMH service locations accessible, an inviting atmosphere and barrier free. Persons served continue to find it easy to schedule an appointment and rate the staff as both pleasant and helpful.



Barrier	Actions and Recommendations
Architecture -Location/Structure (Question # 1 & 2)	
<p>There were minimal architectural barriers to receiving services this year and no complaints about facility location.</p>	<ul style="list-style-type: none"> • Continue to plan for moving Children’s Services and Stepping Stone out of Maple Grove location. • Install new carpet in B-Wing. • Maintenance on parking lot carport area. • Paint bus drop off lines in parking lot and refresh handicapped parking paint.
Environmental Barriers (Question # 4)	
<p>There were minimal environmental barriers to receiving services this year with 98% reporting feeling welcomed by CMH’s appearance.</p>	<ul style="list-style-type: none"> • Add recovery, welcoming and inclusion messages to the walls. Implement the revised Cultural Diversity, Competency and Sensitivity Plan in FY22.
Communication & Attitudes (Questions # 5, 6, & 7)	
<p>Although 100% of respondents scored staff as pleasant, there were some comments about staff sometimes being rude.</p>	<ul style="list-style-type: none"> • Address staff burn out through Stay Well resources and Trauma Informed Work Plan. • Offer respectful workplace training. • Feature dignity and respect focus in annual Rights Training.
Insurance/Benefits/Finances (Question # 13)	
<p>This year, 6% reported difficulty getting LCCMH services due to money or insurance problems.</p>	<ul style="list-style-type: none"> • Continue using general funds for populations meeting medical necessity (eligible populations). • Continue offering external resources for persons not meeting eligibility criteria.
Employment (Question # 10)	



<p>Of those surveyed who were seeking employment, 44% responded they have experienced barriers with getting a job.</p>	<ul style="list-style-type: none"> • Implement Individual Placement Supports (IPS)-like program. Two job coaches were added in FY21. • Work with Teamwork to expand community based employment. • Add 2 Temporary Employment Program (TEP) positions at Harmony Hall.
<p>Transportation (Question # 3)</p>	
<p>There were 14% reporting difficulty with transportation this year. This has been an 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>	<ul style="list-style-type: none"> • Promote the Four County Community Foundation survey and focus groups to provide feedback on transportation. • CEO to join the transportation coalition.
<p>Community Integration (Question # 12)</p>	
<p>There were minimal concerns with community integration this year with 98% reporting no barriers.</p>	<ul style="list-style-type: none"> • Continue with Home and Community Based Services (HCBS) guidelines.
<p>Technology (Question # 11)</p>	
<p>6% of respondents reported problems with telehealth appointments.</p>	<ul style="list-style-type: none"> • Continue with current plan for telehealth appointments and have IT address issues as they arise per policy. • Added one full-time Helpdesk staff in FY21. • New Countywide phone system in FY22.
<p>Other Barriers (Question # 9)</p>	
<p>LCCMH included a question about use of assistive technology provided by LCCMH. Only 6% of respondents reported using assistive technology.</p>	<ul style="list-style-type: none"> • Continue to evaluate persons served for assistive technology needs and implement where applicable.

FY21 Accessibility Survey Report



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