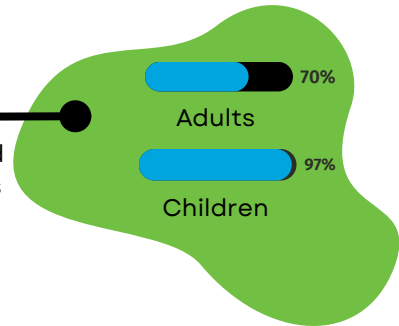


Lapeer County Community Mental Health FY23 Customer Accessibility Survey Results

A total of 216 surveys were completed in person and by mail. Of those, there were 55 Children's and 161 Adult Services surveys completed. The response rate was 29%.

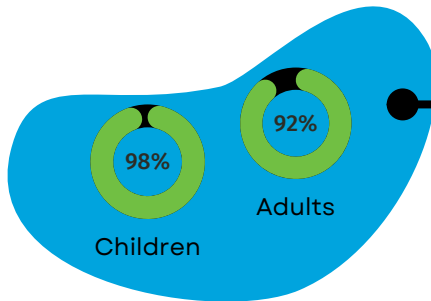
Transportation

There were 30% of adult and 3% of children respondents that reported transportation barriers. This is an improvement for Children's Services from previous reports, but a decline for Adult Services from previous years.



Telehealth

Only 6% of adults and 2% of children report problems with telehealth services in FY23.

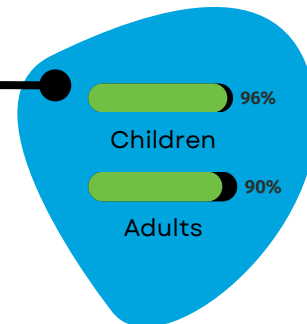


Staff

98% of adults and 100% of children respondents reported staff members were pleasant. In addition, 97% of adults and 100% of children respondents reported staff members as helpful if they had a question.

Money or Insurance

10% of adult respondents and 4% of children's respondents reported money or insurance as a barrier.



Convenience

There were 97% of adults and 100% of children respondents that reported the location is convenient. 98% of children and 97% of adult respondents reported that it was easy to schedule an appointment.

Areas for Improvement

LCCMH continues to ease transportation barriers. LCCMH continues to provide bus tokens to individuals in ACTP and IDDT as well as contract with Greater Lapeer Transportation Authority (GLTA). LCCMH has also expanded telehealth offerings, allowing the person served to log on from home.

Another area for concern is community integration and money or insurance being a barrier, with 10% reporting barriers for these areas. LCCMH continues to have an onsite Medicare/Medicaid Assistance Program Volunteer and follow Home and Community Based Services guidelines. LCCMH also assists persons served in developing community integration goals in their plans of service.

